

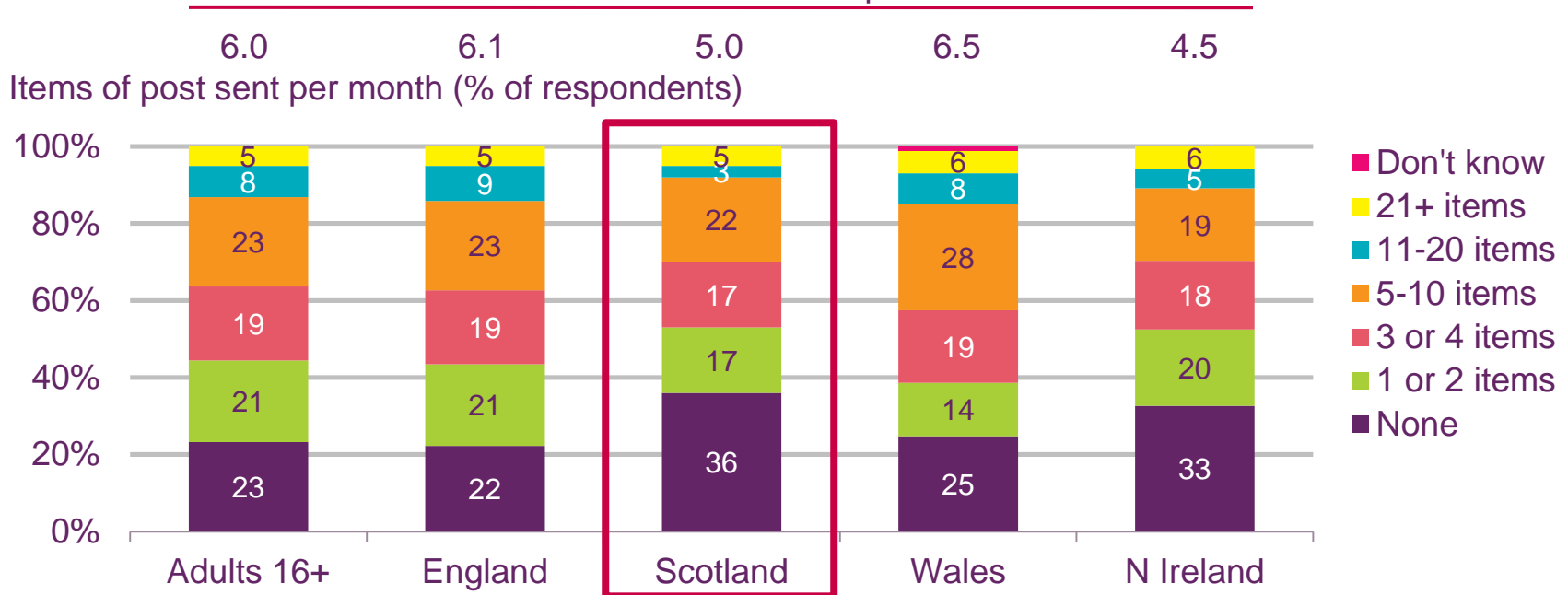
SCOTLAND – CMR 2015 slide pack

6. Post

Figure 6.1

Approximate number of items of post sent each month (residential)

Mean number of items sent per month



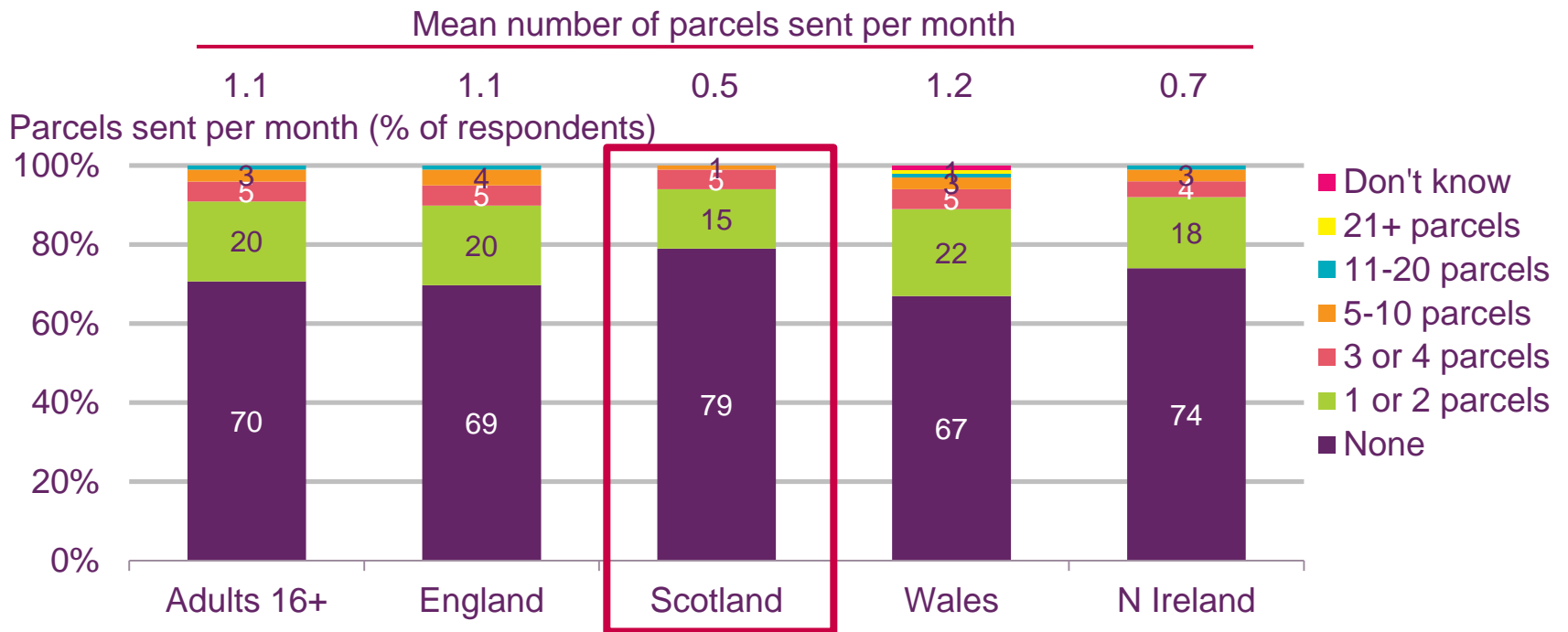
Source: Ofcom Residential Postal Tracker, Q2 2014 - Q1 2015

Base: All respondents (n = 3557 adults 16+, 2123 England, 580 Scotland, 418 Wales, 436 Northern Ireland)

QC1. Approximately how many items of post – including letters, cards and parcels – have you personally sent in the last month?

Figure 6.2

Parcels sent in the past month



Source: Ofcom Residential Postal Tracker, Q2 2014 - Q1 2015

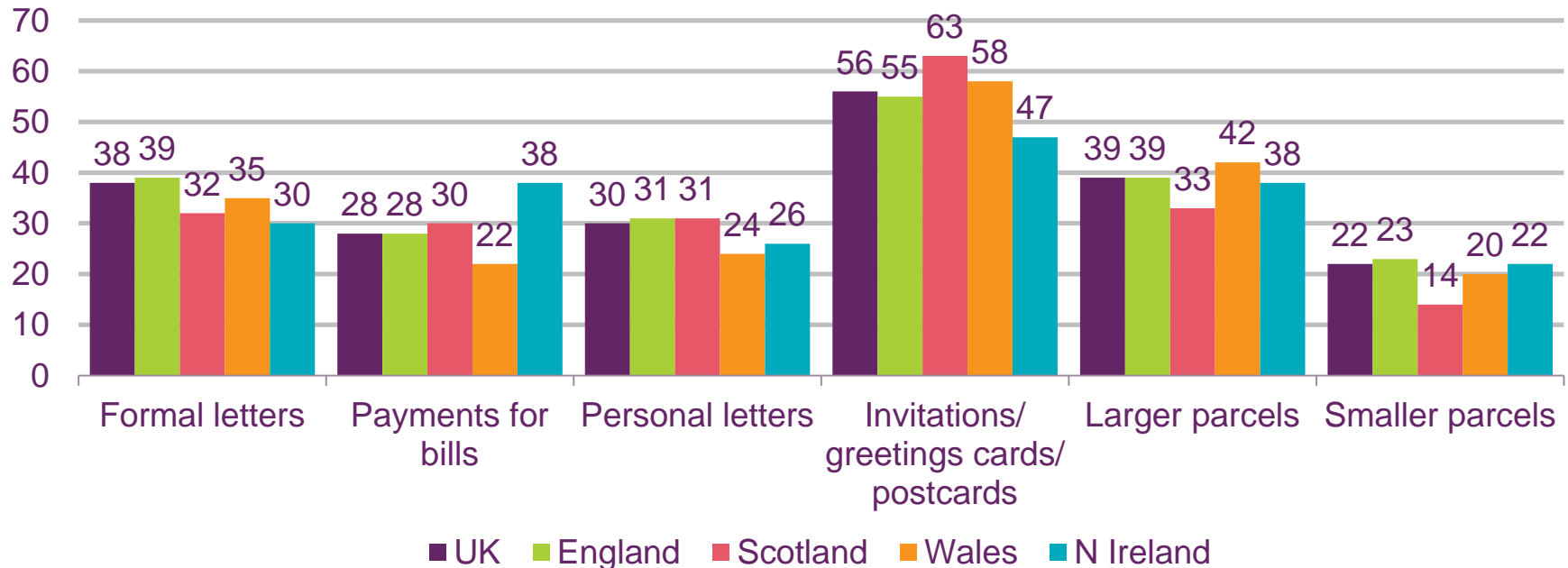
Base: All respondents (n = 3557 adults 16+, 2123 England, 580 Scotland, 418 Wales, 436 Northern Ireland)

QC2. And how many of these items sent in the last month were parcels rather than letters or cards?

Figure 6.3

Types of post sent in the past month

Proportion of consumers (%)



Source: Ofcom Residential Postal Tracker, Q2 2014 - Q1 2015

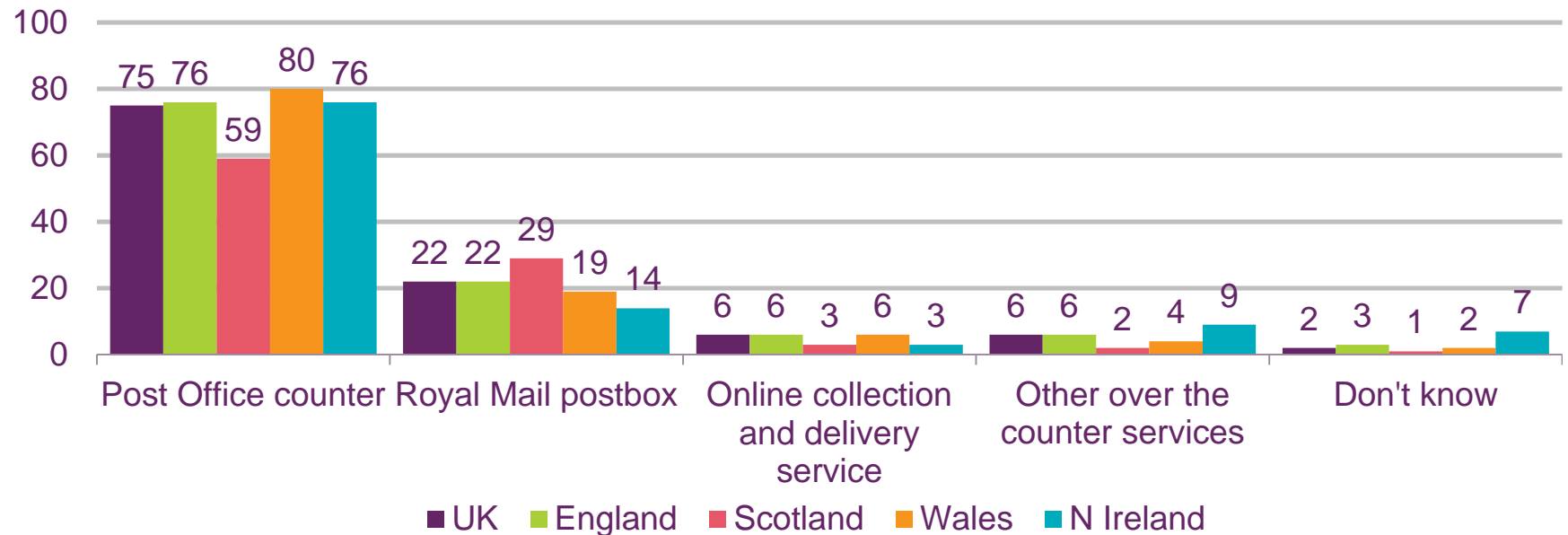
Base: All who have personally sent any items of post in the last week (n = 2685 UK, 1673 England, 382 Scotland, 330 Wales, 300 Northern Ireland)

QC5. Which of these types of mail would you say you have personally sent in the last month by post? (MULTICODE)

Figure 6.4

Methods used to send parcels

Proportion of consumers (%)



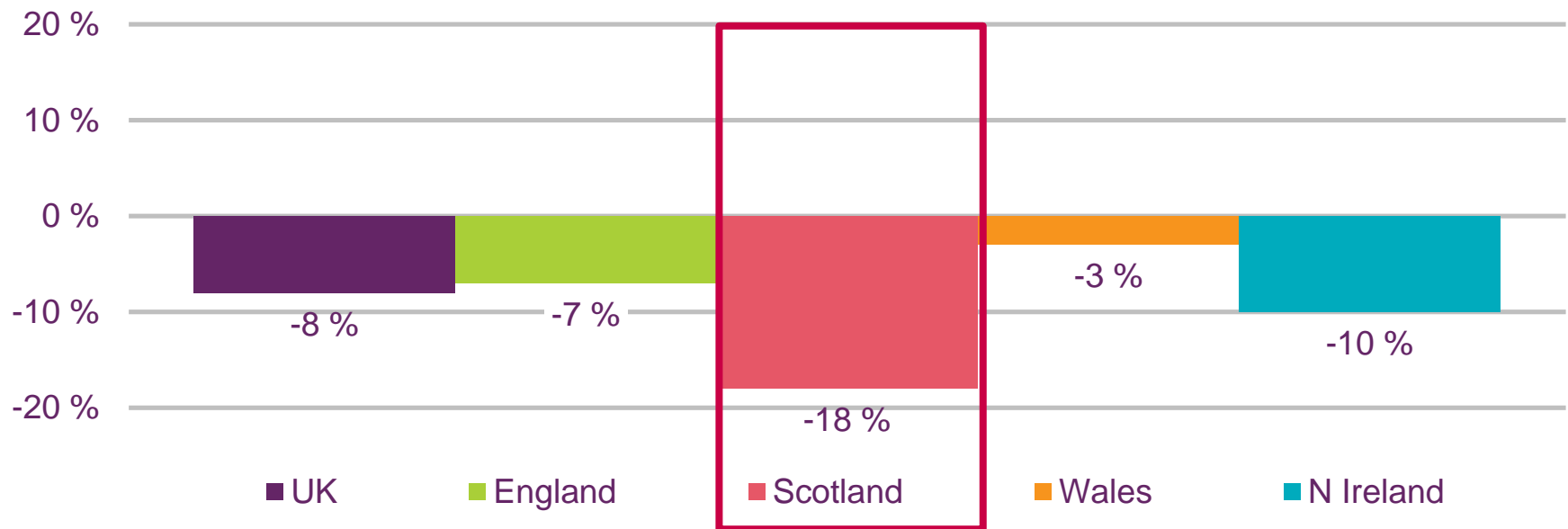
Source: Ofcom Residential Postal Tracker, Q2 2014 - Q1 2015

Base: All who have sent any parcels in the last month (n = 1088 adults 16+, 688 England, 146 Scotland, 135 Wales, 119 Northern Ireland)

QC20. You said earlier that you have sent one or more parcels in the last month... When you sent these parcels, which of these methods did you use? (MULTICODE)

Figure 6.5

Net claimed change in amount of post sent in the past two years



Source: Ofcom Residential Postal Tracker, Q2 2014 - Q1 2015

Base: All respondents (n = 3557 adults 16+, 2123 England, 580 Scotland, 418 Wales, 436 Northern Ireland) QC10. Compared with two years ago, would you say that the number of items you send through the post has... increased greatly, increased slightly, stayed the same, decreased slightly, decreased greatly? Note: Chart shows net percentage (% who claim their use has increased - % who claim their use has decreased)

Figure 6.6

Predicted change in amount of post sent in the next two years

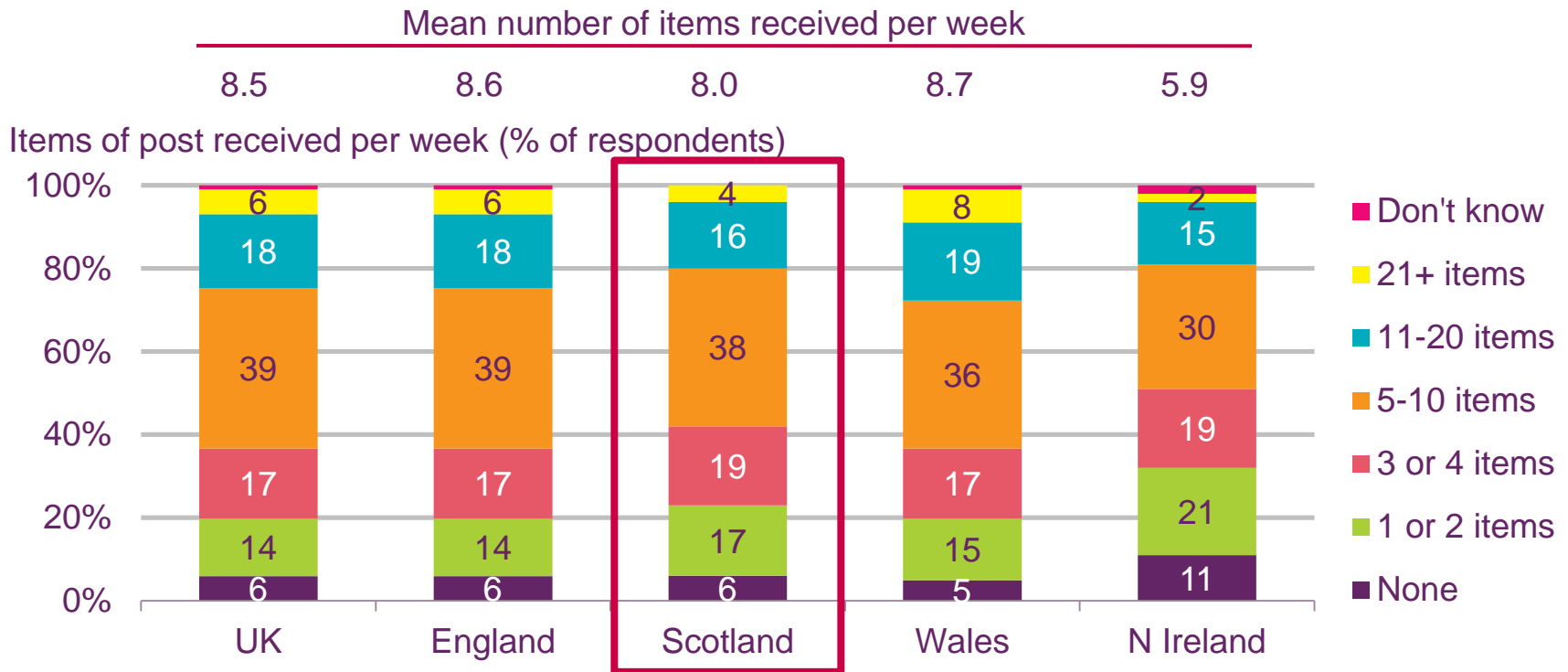


Source: Ofcom Residential Postal Tracker, Q2 2014 - Q1 2015

Base: All respondents (n = 2354 adults 16+, 1433 England, 379 Scotland, 278 Wales, 264 Northern Ireland) QC25. Looking to the future... Compared with now, would you say that the number of letters and cards you will be sending in the post two years from now will have... increased greatly, increased slightly, stayed the same, decreased slightly, decreased greatly? Note: Chart shows net percentage (% who claim their use will increase - % who claim their use will decrease)

Figure 6.7

Approximate number of items of post received in the past week



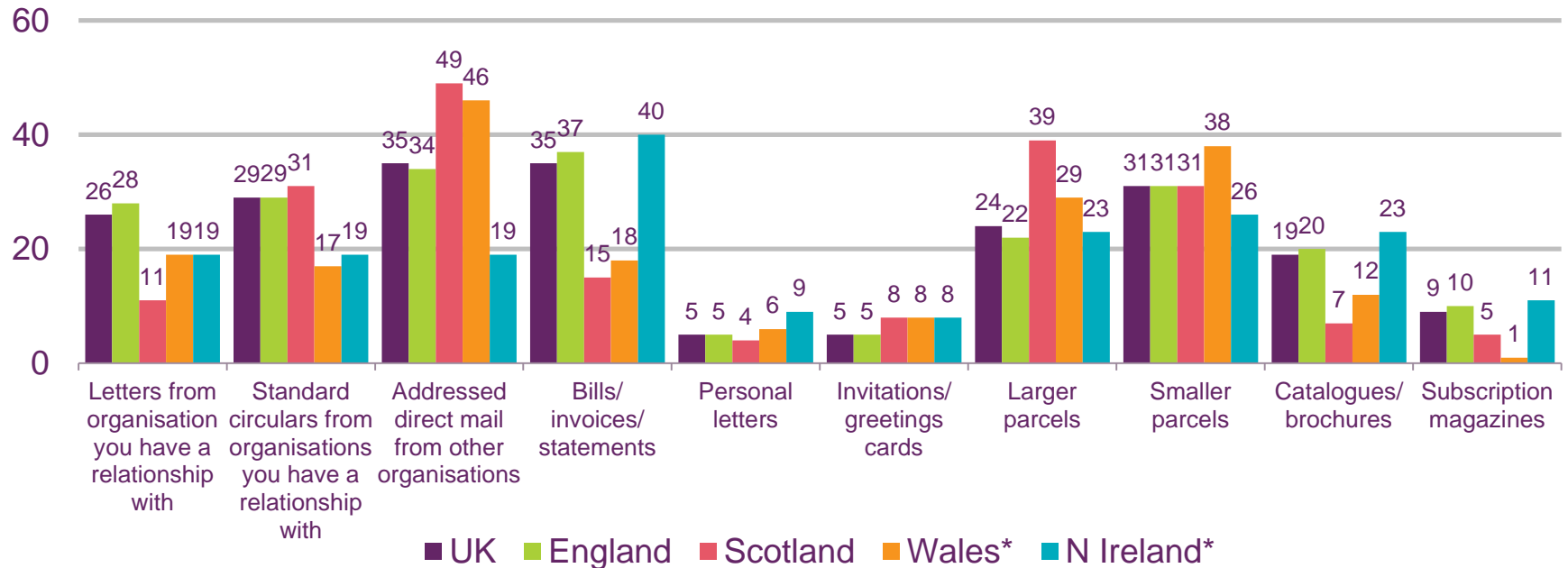
Source: Ofcom Residential Postal Tracker, Q2 2014 - Q1 2015

Base: All respondents (n = 3557 adults 16+, 2123 England, 580 Scotland, 418 Wales, 436 Northern Ireland) QD1. Approximately how many items of post – including letters, cards and parcels – have you personally received in the last week?

Figure 6.8

Types of items people are receiving more often

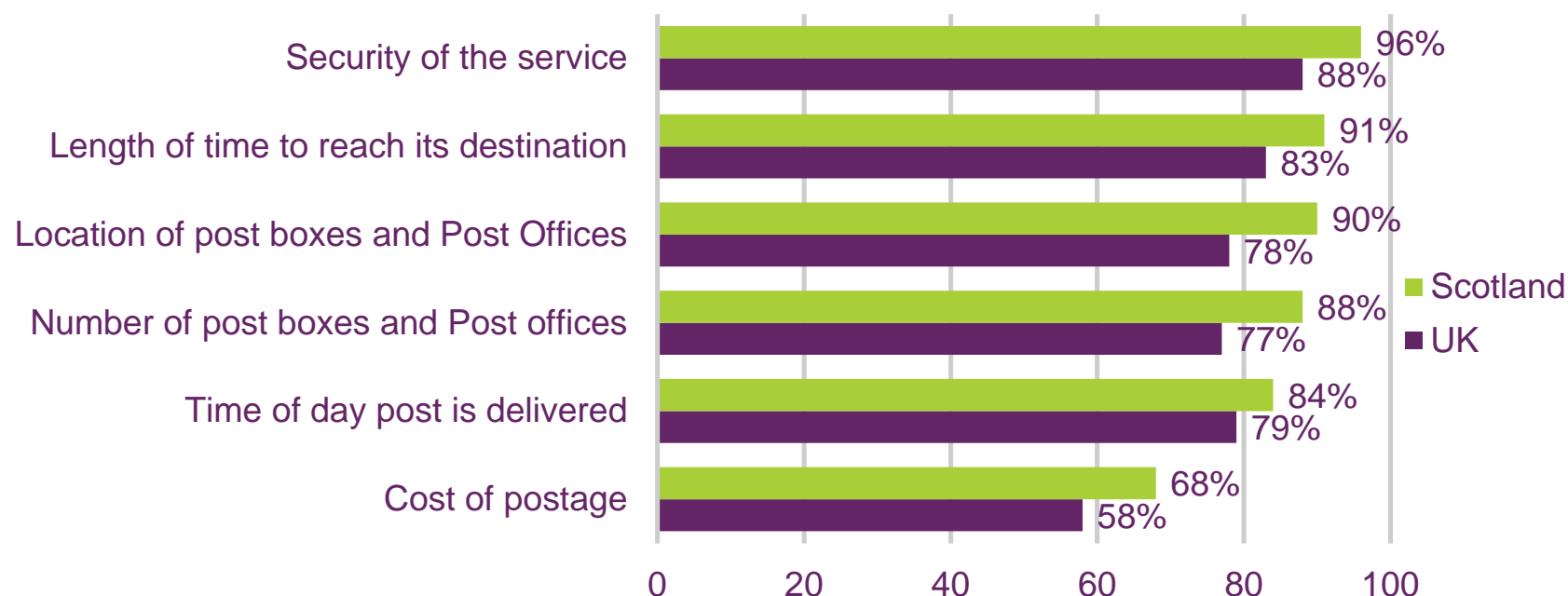
Proportion of consumers (%)



Source: Ofcom Residential Postal Tracker, Q2 2014 - Q1 2015 Base: All respondents who say that the number of items received by post has increased, compared to two years ago (n = 885 adults 16+, 580 England, 130 Scotland, 98 Wales, 77 Northern Ireland) QD6. Which of these types of addressed items are you personally receiving more often through the post now? (MULTICODE). *Caution: Low base

Figure 6.9

Satisfaction with specific aspects of Royal Mail's service



Source: Ofcom Residential Postal Tracker, Q2 2014 - Q1 2015

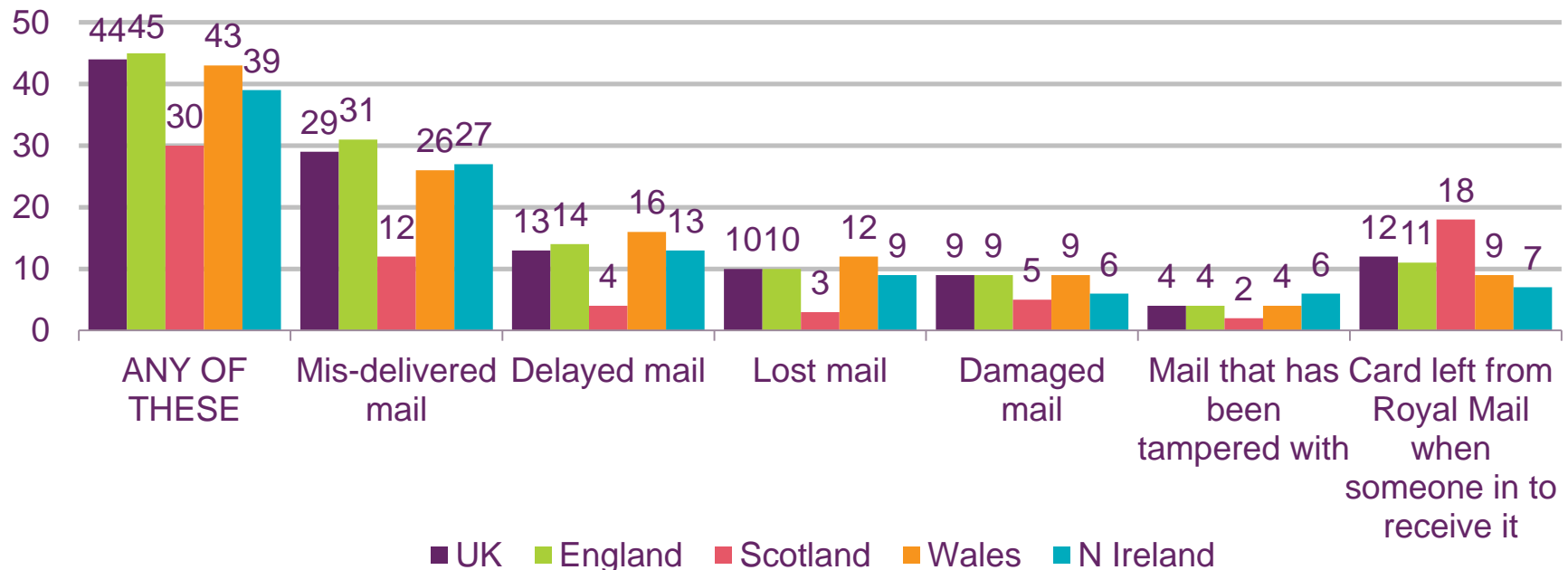
Base: All respondents in Scotland (n = 3557 UK, 580 Scotland)

QE3A-F. Satisfaction with specific aspects of Royal Mail's services – Ranked by proportion satisfied among adults in Scotland

Figure 6.10

Problems experienced with Royal Mail in the past 12 months

Proportion of consumers (%)

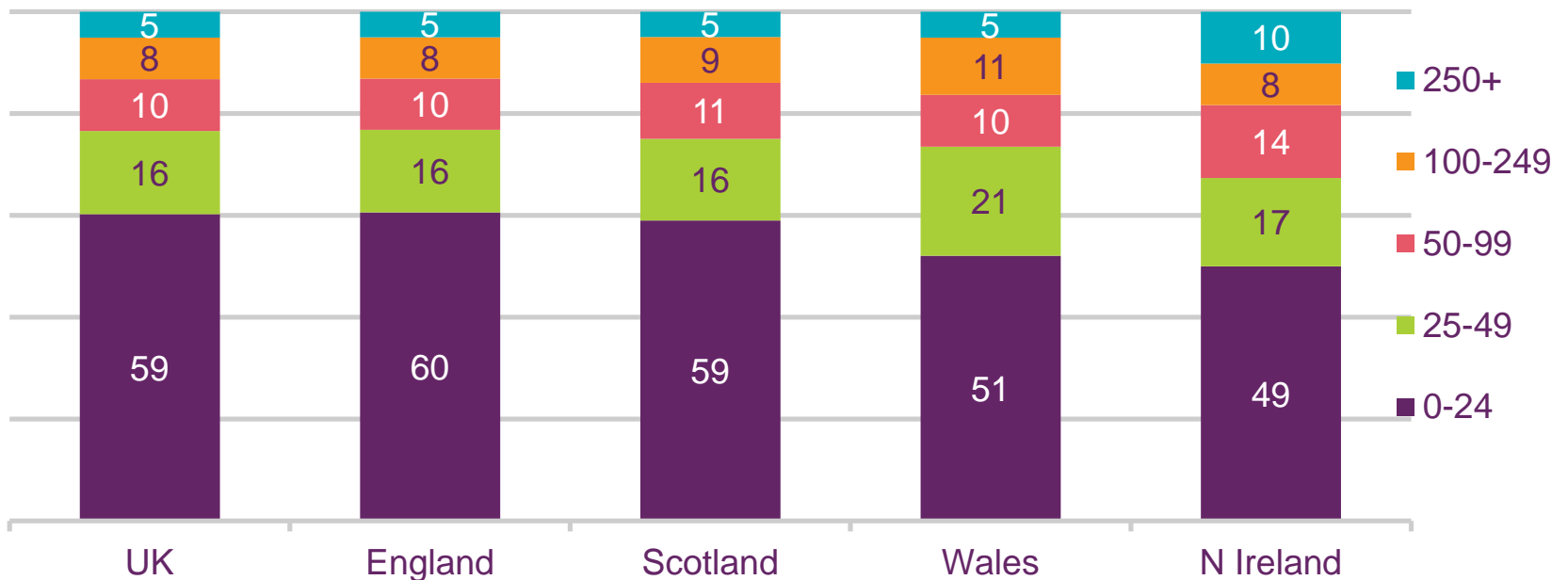


Source: Ofcom Residential Postal Tracker, Q2 2014-Q1 2015 Base: All respondents (n = 3557 adults 16+, 2123 England, 580 Scotland, 418 Wales, 436 Northern Ireland) QG1A-E. Problems experienced with Royal Mail service in the last 12 months – Ranked by proportion among all UK adults

Figure 6.11

Average volume of letters sent each month

Proportion of respondents (%)



Source: Ofcom Business Postal Tracker, Q2 2014-Q1 2015

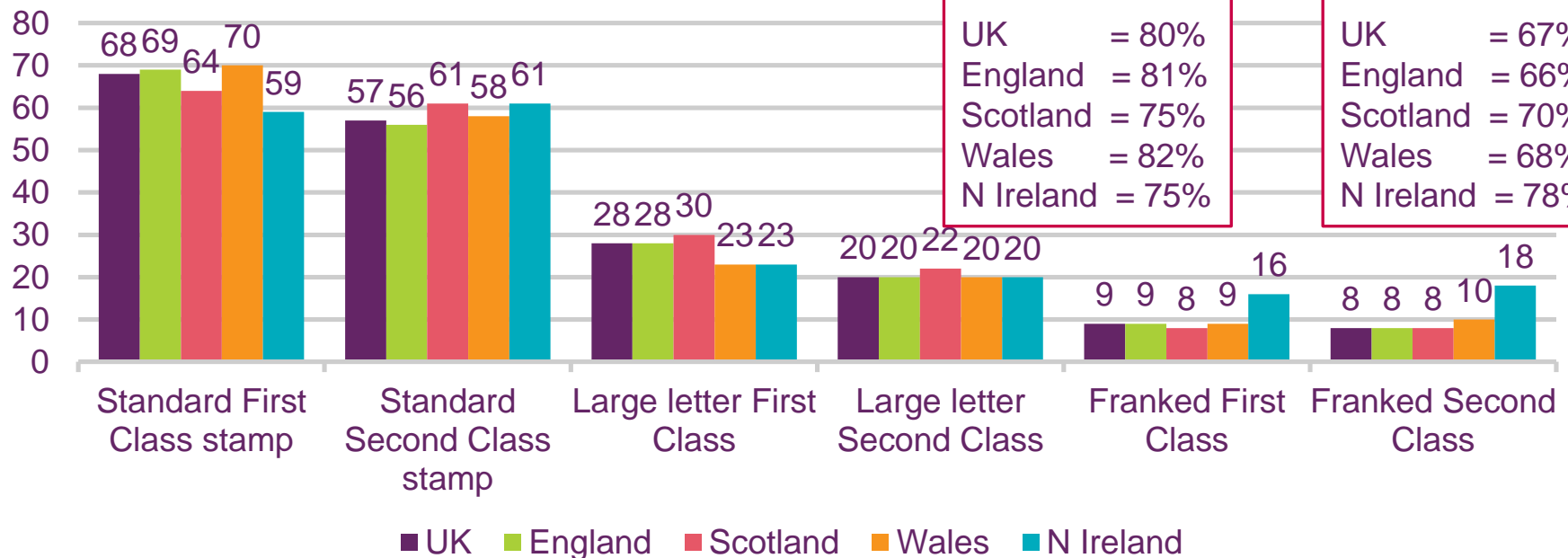
Base : All respondents (n = 1591 UK, 973 England, 217 Scotland, 198 Wales, 203 N Ireland)

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Figure 6.12

Royal Mail services used to send standard post each month

Proportion of respondents (%)



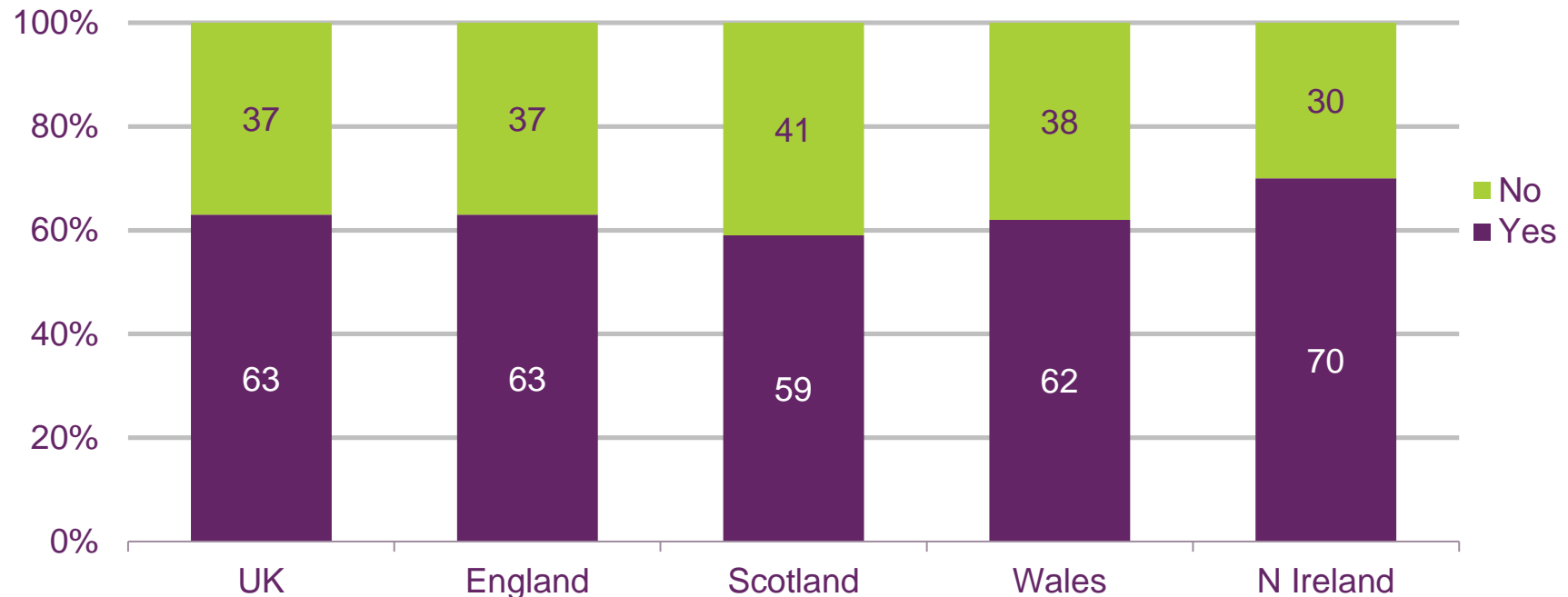
Source: Ofcom Business Postal Tracker, Q2 2014-Q1 2015

Base : All respondents using RM standard delivery services (n = 1493 UK, 916 England, 205 Scotland, 182 Wales, 190 N Ireland) QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Figure 6.13

Switched some mail to other communication methods over last twelve months

Proportion of respondents (%)



Source: Ofcom Business Postal Tracker, Q2 2014-Q1 2015

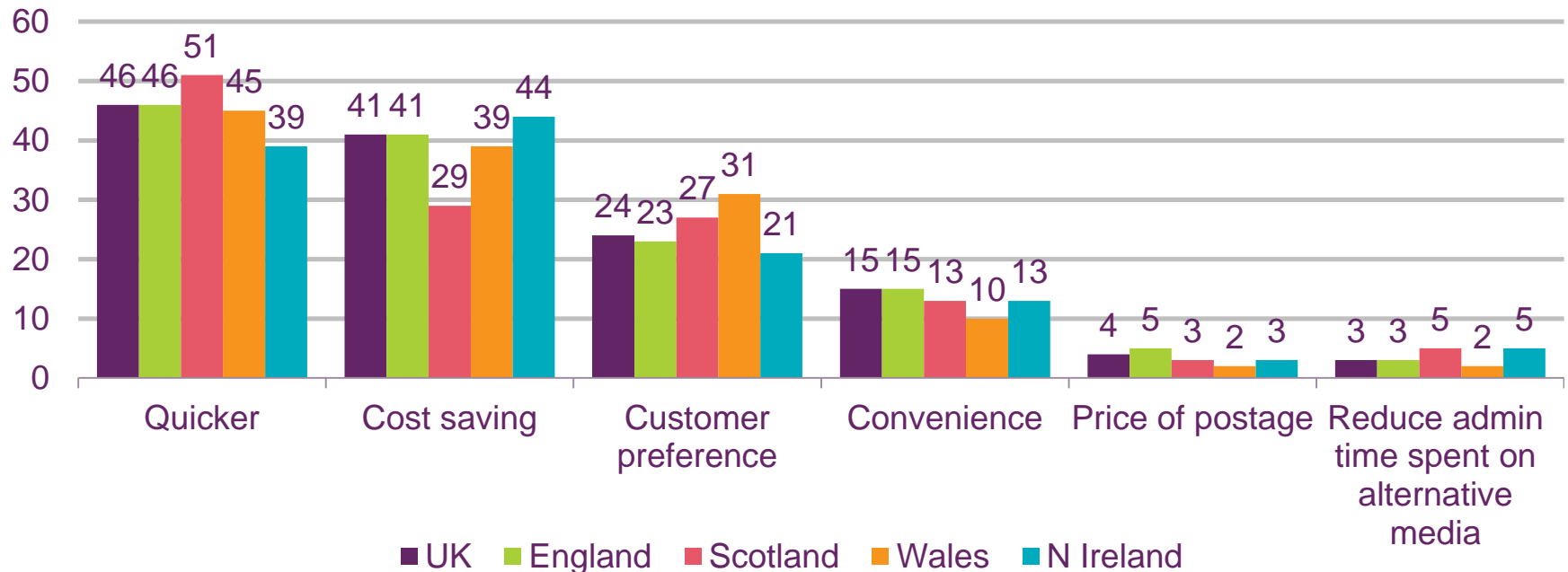
Base: All respondents (n = 1591 UK, 973 England, 217 Scotland, 198 Wales, 203 N Ireland)

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?

Figure 6.14

Main reasons for switching some mail to other communications methods over past 12 months

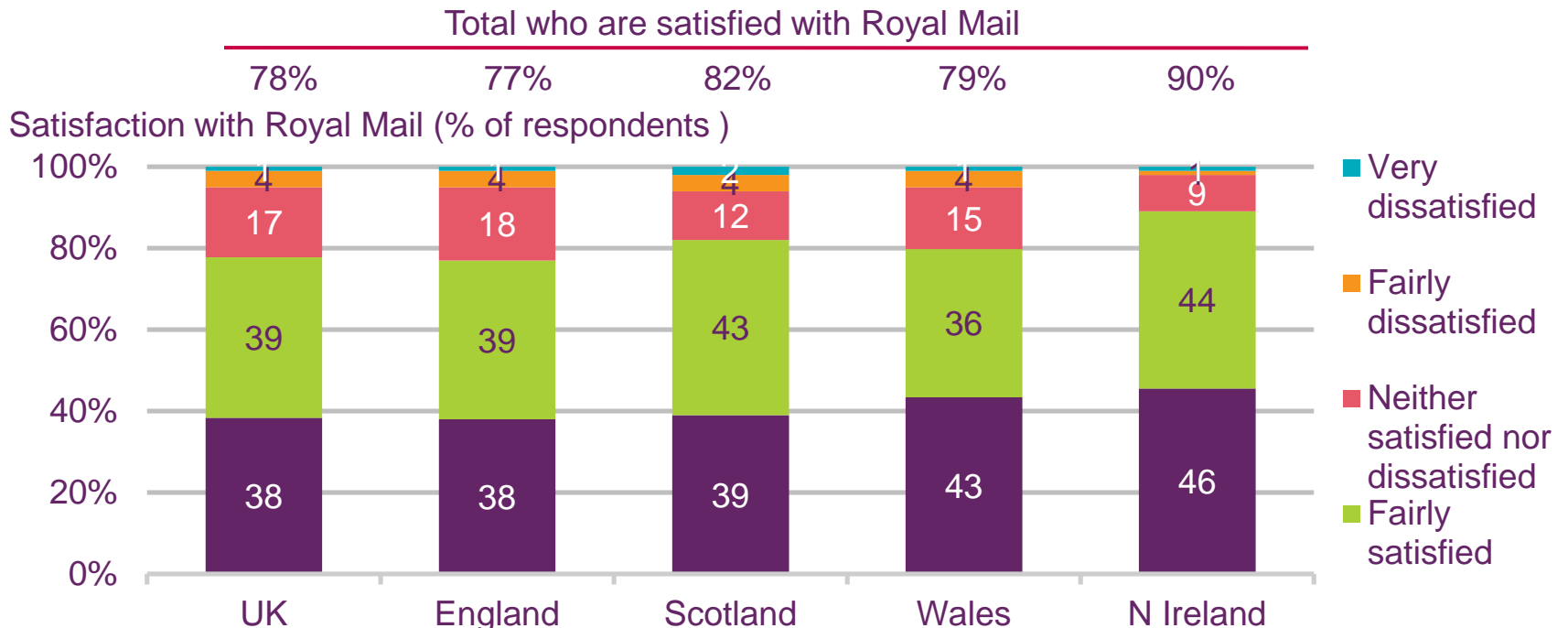
Proportion of respondents (%)



Source: Ofcom Business Postal Tracker, Q2 2014-Q1 2015 Base: All who have moved to other communication methods (n = 1028 UK, 626 England, 127 Scotland, 130 Wales, 145 N Ireland) QF6: Why have you moved some mail to other communication methods? OPEN ENDED Top 5 reasons shown

Figure 6.15

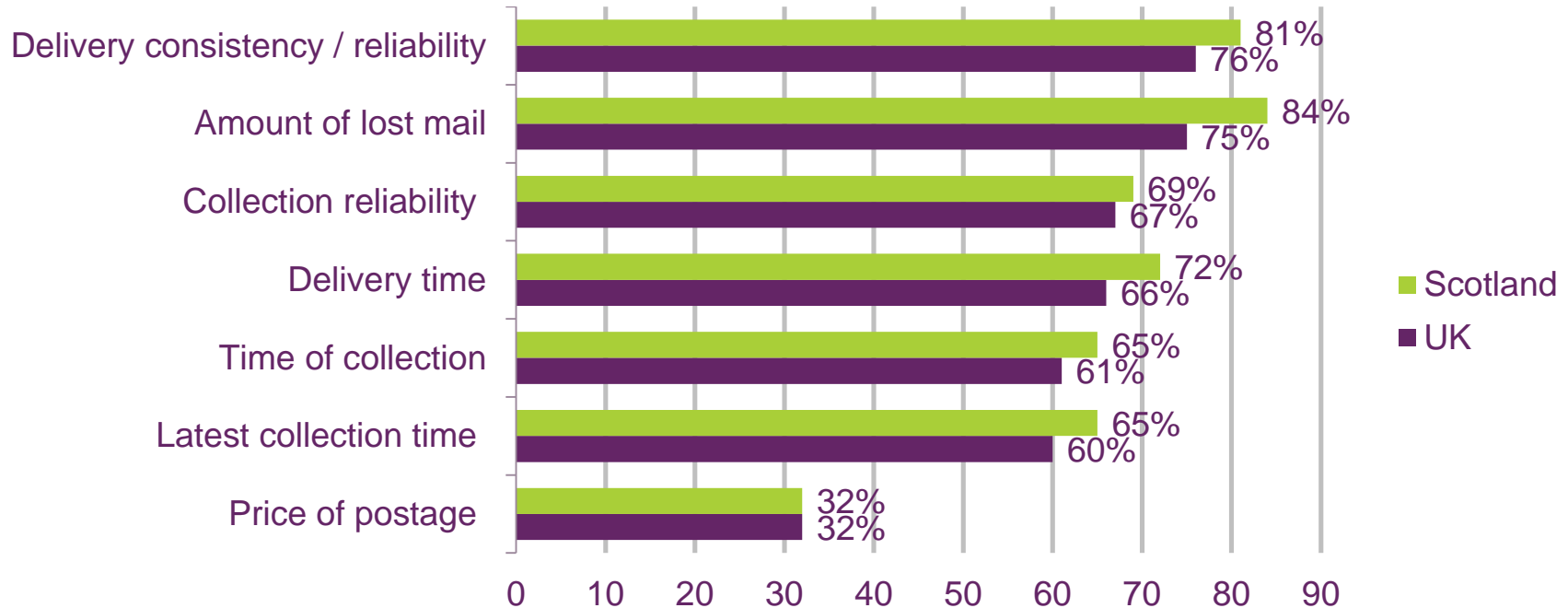
Overall satisfaction with the quality of service from Royal Mail



Source: Ofcom Business Postal Tracker, Q2 2014-Q1 2015 Base: All respondents who use Royal Mail (n = 1563 UK, 958 England, 213 Scotland, 195 Wales, 197 Northern Ireland) QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Figure 6.16

Satisfaction with specific aspects of Royal Mail's service



Source: Ofcom Business Postal Tracker, Q2 2014-Q1 2015

Base: All respondents who use Royal Mail (n =1563 UK, 213 Scotland) QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?