Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 1

QB1. How do you use postal services, if at all?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
I send letters and/or parcels	**4204**	-	4204	2015	2185	455	554	784	592	767	573	474	1009	1376	1814	1047	3577	574	4171
	82%	-	*82%*	*80%*	**83%c**	*66%*	**78%e**	**83%e**	**81%e**	**85%ef**	**90%efghi**	**91%efghi**	*72%*	**82%l**	**88%lm**	**91%lm**	**83%q**	*74%*	*81%*
I receive letters and/or parcels	**4770**	-	4770	2348	2413	620	623	858	684	863	606	510	1243	1542	1979	1116	4001	695	4776
	93%	-	*93%*	*94%*	*92%*	*90%*	*88%*	*90%*	**93%f**	**95%efg**	**96%efg**	**97%efgh**	*89%*	**92%l**	**96%lm**	**96%lm**	**93%q**	*90%*	*93%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 1

QB1. How do you use postal services, if at all?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
I send letters and/or parcels	**4204**	1047	1468	857	832	2515	1689	2535	1633	453	547	1132	1050	655	3384	458	3460
	82%	**88%bcd**	**84%d**	**80%d**	*73%*	**86%f**	*76%*	*82%*	*81%*	*75%*	*78%*	**83%i**	**83%ij**	**87%ijn**	**83%ij**	*75%*	**83%o**
I receive letters and/or parcels	**4770**	1115	1616	973	1066	2730	2039	2817	1902	546	646	1257	1164	720	3787	555	3878
	93%	**94%c**	*92%*	*91%*	*93%*	*93%*	*92%*	*92%*	**95%g**	*91%*	*92%*	*92%*	*92%*	**95%ikln**	*93%*	*91%*	*93%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 1

QB1. How do you use postal services, if at all?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
I send letters and/or parcels	**4204**	3578	626	196	3526	359	209	111	164	436	348	304	365	401	526	610	372	63	296
	82%	*81%*	**85%a**	*81%*	**82%g**	*82%*	**83%g**	*76%*	*79%*	*78%*	*82%*	*82%*	*81%*	**84%in**	*78%*	**87%hiln**	**85%ln**	*81%*	*82%*
I receive letters and/or parcels	**4770**	4083	687	226	3989	412	232	136	193	518	397	348	411	447	603	658	415	74	339
	93%	*93%*	*94%*	*93%*	*93%*	*94%*	*93%*	*94%*	*93%*	*92%*	**94%n**	*94%*	*91%*	**94%n**	*89%*	**94%n**	**94%n**	*95%*	*93%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 1

QB1. How do you use postal services, if at all?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
I send letters and/or parcels	**4204**	1688	1642	510	273	77	3330	350	1686	1696	522	206	75	3382	280
	82%	**90%bcdefg**	**81%cdeg**	**74%eg**	**71%e**	*56%*	**85%bcdeg**	*67%*	**86%jkln**	**82%jkn**	*73%*	*75%*	*73%*	**84%jkln**	*75%*
I receive letters and/or parcels	**4770**	1772	1878	610	352	127	3650	478	1843	1893	656	249	94	3736	343
	93%	**94%c**	**93%c**	*88%*	*91%*	*93%*	**94%c**	*92%*	*94%*	*92%*	*92%*	*91%*	*92%*	*93%*	*91%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 1

QB1. How do you use postal services, if at all?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
I send letters and/or parcels	**4204**	212	3921	71	1174	2790	240	4120	45	21	3	4186	15
	82%	*82%*	*82%*	*77%*	*81%*	*82%*	*78%*	*82%*	*80%*	*59%*	*93%*	*82%*	*69%*
I receive letters and/or parcels	**4770**	229	4463	77	1323	3172	275	4673	43	34	3	4750	17
	93%	*88%*	**93%ac**	*84%*	*92%*	**93%f**	*89%*	**93%h**	*75%*	*94%*	*100%*	**93%h**	*75%*
Neither of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 1

QB1. How do you use postal services, if at all?

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
I send letters and/or parcels	**4204** *82%*	1042 *81%*	1059 *82%*	1056 *82%*	1047 *81%*	348 *82%*	370 *82%*	324 *80%*	340 *80%*	340 *84%*	378 *82%*	360 *85%*	349 *80%*	347 *81%*	352 *82%*	327 *79%*	367 *82%*
I receive letters and/or parcels	**4770** *93%*	1189 *93%*	1195 *93%*	1176 *92%*	1210 *94%*	394 *93%*	419 *93%*	376 *92%*	393 *92%*	380 *94%I*	422 *92%*	391 *93%*	386 *89%*	399 *93%*	414 *96%hjlp*	394 *95%lp*	401 *90%*
Neither of the above	**-** -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Male	**2509**	-	2509	2509	-	325	303	458	363	468	330	260	628	821	1059	591	2117	356	2448
	49%	-	*49%*	**100%d**	-	*47%*	*43%*	*48%*	**49%f**	**52%f**	**52%f**	**50%f**	*45%*	*49%*	**51%l**	**51%l**	*49%*	*46%*	*48%*
Female	**2629**	-	2629	-	2629	358	405	490	370	437	302	263	763	861	1001	564	2175	414	2684
	51%	-	*51%*	-	**100%c**	*52%*	**57%jl**	*52%*	*51%*	*48%*	*48%*	*50%*	**55%no**	*51%*	*49%*	*49%*	*51%*	*54%*	*52%*
Not listed (please specify)	**6**	-	6	-	-	1	3	-	-	-	2	-	4	-	2	2	6	-	6
	*	-	*	-	-	*	*	-	-	-	*	-	*	-	*	*	*	-	*
Prefer not to say	**3**	-	3	-	-	3	*	*	-	*	-	-	3	*	*	-	2	1	9
	*	-	*	-	-	*	*	*	-	*	-	-	*	*	*	-	*	*	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Male	**2509**	647	775	581	506	1422	1087	1597	895	246	330	635	666	441	2071	251	2110
	49%	**55%bd**	*44%*	**54%bd**	*44%*	*48%*	*49%*	**52%h**	*45%*	*41%*	*47%*	*46%*	**53%ik**	**58%ijkn**	**51%ik**	*41%*	**51%o**
Female	**2629**	536	974	486	633	1510	1119	1478	1113	354	370	734	594	313	2010	358	2065
	51%	*45%*	**56%ac**	*46%*	**55%ac**	*51%*	*51%*	*48%*	**55%g**	**59%lmn**	**53%m**	**54%lmn**	*47%*	*41%*	**49%m**	**59%p**	*49%*
Not listed (please specify)	**6**	-	*	-	6	*	6	3	3	*	-	-	-	-	-	*	*
	*	-	*	-	*b	*	*e	*	*	*	-	-	-	-	-	*	*
Prefer not to say	**3**	2	1	*	*	3	*	1	*	-	1	1	-	1	3	-	3
	*	*	*	*	*	*	*	*	*	-	*	*	-	*	*	-	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Male	**2509**	2197	312	114	2106	211	122	69	104	291	191	158	225	230	387	318	202	36	175
	49%	**50%b**	*42%*	*47%*	*49%*	*48%*	*49%*	*47%*	*50%*	**52%k**	*45%*	*42%*	*50%*	*48%*	**57%jkmopr**	*45%*	*46%*	*47%*	*48%*
Female	**2629**	2209	420	129	2199	228	128	74	104	270	231	214	227	245	290	382	235	41	187
	51%	*50%*	**57%a**	*53%*	*51%*	*52%*	*51%*	*51%*	*50%*	*48%*	**55%n**	**58%in**	*50%*	**52%n**	*43%*	**54%n**	**53%n**	*53%*	**52%n**
Not listed (please specify)	**6**	6	-	-	5	-	-	1	-	-	*	-	-	-	-	2	3	-	-
	*	*	-	-	*	-	-	**1%de**	-	-	*	-	-	-	-	*	*1%*	-	-
Prefer not to say	**3**	1	2	*	1	*	-	2	-	*	-	*	-	-	*	-	-	*	-
	*	*	*a	*	*	*	-	**1%def**	-	*	-	*	-	-	*	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Male	**2509**	908	940	366	199	81	1849	280	901	973	403	154	64	1874	218
	49%	*48%*	*47%*	**53%bf**	*52%*	**59%bf**	*47%*	**54%bf**	*46%*	*47%*	**56%him**	**56%him**	**63%him**	*47%*	**58%him**
Female	**2629**	972	1076	323	187	52	2048	239	1061	1081	311	119	37	2141	156
	51%	**52%e**	**53%ceg**	*47%*	*48%*	*38%*	**53%ceg**	*46%*	**54%jkln**	**53%jkln**	*44%*	*43%*	*37%*	**53%jkln**	*42%*
Not listed (please specify)	**6**	-	1	2	-	3	1	3	1	5	-	-	*	6	*
	*	-	*	*	-	**2%abcdf**	*	**1%af**	*	*	-	-	*	*	*
Prefer not to say	**3**	*	1	1	*	-	1	*	1	*	*	1	*	1	1
	*	*	*	*	*	-	*	*	*	*	*	*j	*	*	*j

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB2. Are you...?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Male	**2509**	117	2356	36	664	1685	160	2441	37	23	3	2501	5
	49%	*45%*	*49%*	*39%*	*46%*	*50%*	*52%*	*49%*	*65%*	*64%*	*93%*	*49%*	*22%*
Female	**2629**	143	2430	56	777	1706	146	2580	20	13	*	2613	16
	51%	*55%*	*51%*	*61%*	*54%*	*50%*	*48%*	*51%*	*35%*	*36%*	*7%*	*51%*	*72%*
Not listed (please specify)	**6**	-	6	-	2	4	-	6	-	-	-	6	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Prefer not to say	**3**	-	3	*	2	*	1	2	*	-	-	2	1
	*	-	*	*	*	*	*e	*	*	-	-	*	*5%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 2

QB2. Are you...?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Male	**2509**	626	630	622	631	204	221	202	213	200	217	175	184	264	195	210	226
	49%	*49%*	*49%*	*48%*	*49%*	*48%*	*49%*	*50%*	*50%*	*50%*	*47%*	*41%*	*42%*	**62%efghijklnop**	*45%*	**51%k**	*51%*
Female	**2629**	655	659	658	658	221	230	204	212	203	243	245	250	162	235	204	219
	51%	*51%*	*51%*	*51%*	*51%*	**52%m**	**51%m**	**50%m**	**50%m**	**50%m**	**53%m**	**58%mop**	**58%m**	*38%*	**55%m**	**49%m**	**49%m**
Not listed (please specify)	**6**	*	-	2	3	-	*	*	-	-	-	-	-	2	-	2	2
	*	*	-	*	*	-	*	*	-	-	-	-	-	*	-	*	*
Prefer not to say	**3**	1	*	2	-	*	-	*	*	*	*	1	1	-	-	-	-
	*	*	*	*	-	*	-	*	*	*	*	*	*	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
16-24	**687**	-	687	325	358	687	-	-	-	-	-	-	687	-	-	-	486	192	666
	13%	-	*13%*	*13%*	*14%*	**100%fghijk**	-	-	-	-	-	-	**49%mno**	-	-	-	*11%*	**25%p**	*13%*
25-34	**711**	-	711	303	405	-	711	-	-	-	-	-	711	-	-	-	539	164	685
	14%	-	*14%*	*12%*	**15%c**	-	**100%eghijk**	-	-	-	-	-	**51%mno**	-	-	-	*13%*	**21%p**	*13%*
35-44	**949**	-	949	458	490	-	-	949	-	-	-	-	-	949	-	-	757	172	915
	18%	-	*18%*	*18%*	*19%*	-	-	**100%efhijk**	-	-	-	-	-	**56%lno**	-	-	*18%*	**22%p**	*18%*
45-54	**733**	-	733	363	370	-	-	-	733	-	-	-	-	733	-	-	573	147	696
	14%	-	*14%*	*14%*	*14%*	-	-	-	**100%efgijk**	-	-	-	-	**44%lno**	-	-	*13%*	**19%p**	*14%*
55-64	**905**	-	905	468	437	-	-	-	-	905	-	-	-	-	905	-	826	55	968
	18%	-	*18%*	*19%*	*17%*	-	-	-	-	**100%efghjk**	-	-	-	-	**44%lmo**	-	**19%q**	*7%*	*19%*
65-74	**634**	-	634	330	302	-	-	-	-	-	634	-	-	-	634	634	596	34	708
	12%	-	*12%*	*13%*	*11%*	-	-	-	-	-	**100%efghik**	-	-	-	**31%lm**	**55%lmn**	**14%q**	*4%*	*14%*
75+	**523**	-	523	260	263	-	-	-	-	-	-	523	-	-	523	523	518	5	491
	10%	-	*10%*	*10%*	*10%*	-	-	-	-	-	-	**100%efghij**	-	-	**25%lm**	**45%lmn**	**12%q**	*1%*	*10%*
Refused	**6**	-	6	1	5	-	-	-	-	-	-	-	-	-	-	-	4	*	18
	*	-	*	*	*	-	-	-	-	-	-	-	-	-	-	-	*	*	*
NET: 16-34	**1398**	-	1398	628	763	687	711	-	-	-	-	-	1398	-	-	-	1025	356	1351
	27%	-	*27%*	*25%*	**29%c**	**100%ghijk**	**100%ghijk**	-	-	-	-	-	**100%mno**	-	-	-	*24%*	**46%p**	*26%*
NET: 35-54	**1681**	-	1681	821	861	-	-	949	733	-	-	-	-	1681	-	-	1330	319	1611
	33%	-	*33%*	*33%*	*33%*	-	-	**100%efijk**	**100%efijk**	-	-	-	-	**100%lno**	-	-	*31%*	**41%p**	*31%*
NET: 55+	**2061**	-	2061	1059	1001	-	-	-	-	905	634	523	-	-	2061	1157	1940	94	2167
	40%	-	*40%*	**42%d**	*38%*	-	-	-	-	**100%efgh**	**100%efgh**	**100%efgh**	-	-	**100%lm**	**100%lm**	**45%q**	*12%*	*42%*
NET: 65+	**1157**	-	1157	591	564	-	-	-	-	-	634	523	-	-	1157	1157	1113	40	1199
	22%	-	*22%*	*24%*	*21%*	-	-	-	-	-	**100%efghi**	**100%efghi**	-	-	**56%lm**	**100%lmn**	**26%q**	*5%*	*23%*
Mean	**48.24**	-	48.24	**49.09d**	47.48	20.64	**29.89e**	**39.57ef**	**49.82efg**	**59.50efgh**	**69.04efghi**	**78.30efghij**	25.35	**44.04l**	**67.20lm**	**73.22lmn**	**50.25q**	37.37	48.76
Std Dev.	**18.40**	-	18.40	18.41	18.33	2.45	3.03	2.89	2.85	2.73	2.86	3.30	5.39	5.84	8.18	5.54	18.40	14.54	18.43

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB3. How old are you? Please type below

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Std Error	**0.26**	-	0.26	0.37	0.35	0.09	0.12	0.10	0.11	0.09	0.11	0.15	0.15	0.15	0.18	0.16	0.27	0.61	0.26

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
16-24	**687**	165	204	152	165	370	317	409	262	94	116	159	147	75	497	94	515
	13%	*14%*	*12%*	*14%*	*14%*	*13%*	*14%*	*13%*	*13%*	**16%kmn**	**17%klmn**	*12%*	*12%*	*10%*	*12%*	*15%*	*12%*
25-34	**711**	111	252	214	133	363	348	588	118	62	90	189	186	118	582	63	590
	14%	*9%*	**14%a**	**20%abd**	*12%*	*12%*	**16%e**	**19%h**	*6%*	*10%*	*13%*	*14%*	**15%i**	**16%i**	**14%i**	*10%*	**14%o**
35-44	**949**	181	314	193	261	495	454	763	180	110	100	274	282	142	798	113	809
	18%	*15%*	*18%*	*18%*	**23%abc**	*17%*	**21%e**	**25%h**	*9%*	*18%*	*14%*	**20%j**	**22%j**	*19%*	**20%j**	*18%*	*19%*
45-54	**733**	143	230	155	205	373	360	574	156	80	86	179	187	165	617	80	624
	14%	*12%*	*13%*	*15%*	**18%ab**	*13%*	**16%e**	**19%h**	*8%*	*13%*	*12%*	*13%*	*15%*	**22%ijkln**	*15%*	*13%*	*15%*
55-64	**905**	194	307	178	227	500	404	575	322	117	112	216	225	145	698	119	715
	18%	*16%*	*18%*	*17%*	*20%*	*17%*	*18%*	*19%*	*16%*	*19%*	*16%*	*16%*	*18%*	*19%*	*17%*	*19%*	*17%*
65-74	**634**	212	228	95	98	440	193	126	496	62	95	196	139	71	501	65	521
	12%	**18%bcd**	**13%cd**	*9%*	*9%*	**15%f**	*9%*	*4%*	**25%g**	*10%*	*14%*	**14%ilm**	*11%*	*9%*	*12%*	*11%*	*12%*
75+	**523**	176	212	81	55	388	135	38	475	77	100	155	92	40	387	77	399
	10%	**15%cd**	**12%cd**	**8%d**	*5%*	**13%f**	*6%*	*1%*	**24%g**	**13%lmn**	**14%lmn**	**11%lm**	*7%*	*5%*	**9%m**	*13%*	*10%*
Refused	**6**	2	3	-	1	6	1	4	2	*	1	*	4	*	5	*	6
	*******	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*
NET: 16-34	**1398**	277	456	366	299	733	665	997	380	155	206	348	333	192	1079	157	1105
	27%	*23%*	*26%*	**34%abd**	*26%*	*25%*	**30%e**	**32%h**	*19%*	*26%*	*29%*	*25%*	*26%*	*25%*	*26%*	*26%*	*26%*
NET: 35-54	**1681**	324	544	348	465	868	813	1338	335	190	187	454	469	307	1415	193	1433
	33%	*27%*	*31%*	**33%a**	**41%abc**	*30%*	**37%e**	**43%h**	*17%*	*32%*	*27%*	**33%j**	**37%j**	**41%ijkn**	**35%j**	*32%*	*34%*
NET: 55+	**2061**	582	747	353	380	1328	733	739	1294	255	307	567	455	256	1585	260	1635
	40%	**49%bcd**	**43%cd**	*33%*	*33%*	**45%f**	*33%*	*24%*	**64%g**	**43%lm**	**44%lm**	**41%lm**	*36%*	*34%*	*39%*	*43%*	*39%*
NET: 65+	**1157**	388	440	176	153	828	329	164	972	138	195	351	230	111	887	141	920
	22%	**33%bcd**	**25%cd**	*16%*	*13%*	**28%f**	*15%*	*5%*	**48%g**	**23%m**	**28%lmn**	**26%lmn**	*18%*	*15%*	**22%lm**	*23%*	*22%*
Mean	**48.24**	**51.69bcd**	**49.43cd**	45.03	45.88	**50.34f**	45.47	42.50	**57.01g**	48.88	**49.37l**	**49.14lm**	47.12	46.94	48.15	48.90	48.23
Std Dev.	**18.40**	19.71	18.44	17.97	16.43	18.99	17.19	14.29	20.26	18.97	19.92	18.35	17.19	16.01	17.90	18.95	17.99

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB3. How old are you? Please type below

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Std Error	**0.26**	0.56	0.46	0.57	0.46	0.36	0.36	0.29	0.40	0.73	0.74	0.50	0.49	0.61	0.28	0.72	0.28

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
16-24	687	601	85	34	587	46	32	22	20	87	48	42	64	44	148	92	43	7	39
	13%	*14%*	*12%*	*14%*	*14%*	*10%*	*13%*	*15%*	*10%*	15%mp	*11%*	*11%*	*14%*	*9%*	22%hijklmopqr	*13%*	*10%*	*10%*	*11%*
25-34	711	657	54	24	620	48	24	19	31	66	64	43	77	70	149	68	51	10	39
	14%	15%b	*7%*	*10%*	14%f	*11%*	*10%*	*13%*	15%o	*12%*	15%o	*12%*	17%or	*15%*	22%hijkmopr	*10%*	*12%*	*12%*	*11%*
35-44	949	865	84	23	814	71	39	24	46	118	59	91	89	91	130	111	79	14	57
	18%	20%bc	*11%*	*9%*	*19%*	*16%*	*16%*	*17%*	22%jor	21%j	*14%*	24%jor	*20%*	*19%*	*19%*	*16%*	*18%*	*18%*	*16%*
45-54	733	638	94	32	615	57	35	26	34	68	67	49	68	52	105	108	65	5	52
	14%	*14%*	*13%*	*13%*	*14%*	*13%*	*14%*	*18%*	16%q	*12%*	16%q	*13%*	15%q	*11%*	15%q	15%q	15%q	*6%*	14%q
55-64	905	766	138	50	751	87	45	23	37	109	83	65	66	105	58	155	74	24	63
	18%	*17%*	*19%*	*20%*	*17%*	*20%*	*18%*	*16%*	18%n	19%n	20%n	17%n	14%n	22%ln	*9%*	22%ln	17%n	31%hijklnpr	17%n
65-74	634	482	152	48	469	91	52	21	22	61	55	44	52	44	50	77	63	12	78
	12%	*11%*	21%a	20%a	*11%*	21%dg	21%dg	*14%*	*11%*	*11%*	13%n	*12%*	*12%*	*9%*	*7%*	*11%*	14%n	16%n	22%hijklmnop
75+	523	399	124	33	452	40	23	8	17	53	45	38	37	70	36	91	65	5	35
	10%	*9%*	17%a	13%a	10%g	*9%*	*9%*	*6%*	*8%*	*9%*	11%n	10%n	*8%*	15%hlnqr	*5%*	13%n	15%hln	*6%*	10%n
Refused	6	4	3	*	4	*	-	2	*	1	1	*	*	-	*	1	-	*	*
	*	*	*	*	*	*	-	1%def	*	*	*	*	*	-	*	*	-	*	*
NET: 16-34	1398	1258	139	57	1207	94	55	41	51	152	112	85	141	114	297	160	94	17	77
	27%	29%b	*19%*	*24%*	28%ef	*21%*	*22%*	28%e	*25%*	*27%*	*26%*	*23%*	31%kopr	*24%*	44%hijklmopqr	*23%*	*21%*	*22%*	*21%*
NET: 35-54	1681	1503	178	55	1429	128	74	50	80	186	125	140	157	143	235	219	144	19	109
	33%	34%bc	*24%*	*23%*	*33%*	*29%*	*30%*	*35%*	39%jmqr	*33%*	*30%*	38%q	*35%*	*30%*	*35%*	*31%*	*33%*	*24%*	*30%*
NET: 55+	2061	1647	414	130	1672	217	120	52	76	223	184	147	155	219	144	322	202	41	176
	40%	*37%*	56%a	54%a	*39%*	49%dg	48%dg	*36%*	37%n	40%n	44%ln	39%n	34%n	46%hln	*21%*	46%hln	46%hln	54%hikln	48%hikln
NET: 65+	1157	881	276	81	921	130	76	29	39	114	101	82	89	114	87	167	128	17	113
	22%	*20%*	38%a	33%a	*21%*	30%dg	30%dg	*20%*	19%n	20%n	24%n	22%n	20%n	24%n	*13%*	24%n	29%hiln	23%n	31%hijklmno
Mean	48.24	47.18	54.66a	52.86a	47.82	51.53dg	50.72dg	46.70	47.74n	47.74n	49.15n	48.35n	46.32n	50.48ln	40.73	50.44ln	51.58hikln	50.89ln	51.67hiklnp

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Std Dev.	**18.40**	18.06	19.11	19.43	18.37	18.26	18.43	18.16	16.75	18.40	18.09	18.10	18.40	18.48	17.17	18.35	18.31	17.80	18.38
Std Error	**0.26**	0.30	0.50	0.79	0.34	0.59	0.67	0.78	1.02	1.03	1.03	1.05	1.00	1.04	0.91	0.98	1.03	1.31	0.66

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
16-24	**687**	140	277	131	89	31	417	120	236	285	95	41	19	522	59
	13%	*7%*	**14%af**	**19%abf**	**23%abf**	**23%abf**	**11%a**	**23%abf**	*12%*	*14%*	*13%*	*15%*	*18%*	*13%*	*16%*
25-34	**711**	168	300	153	62	25	468	87	231	313	115	40	7	545	47
	14%	*9%*	**15%af**	**22%abf**	**16%a**	**19%a**	**12%a**	**17%af**	*12%*	**15%h**	**16%h**	*15%*	*7%*	*14%*	*13%*
35-44	**949**	327	396	132	69	21	723	90	389	379	118	41	17	768	57
	18%	*17%*	*20%*	*19%*	*18%*	*15%*	*19%*	*17%*	*20%*	*18%*	*17%*	*15%*	*16%*	*19%*	*15%*
45-54	**733**	291	275	87	59	16	566	75	298	281	109	31	10	579	41
	14%	*15%*	*14%*	*13%*	*15%*	*12%*	*15%*	*14%*	*15%*	*14%*	*15%*	*11%*	*10%*	*14%*	*11%*
55-64	**905**	384	343	99	55	21	727	75	346	370	131	36	19	716	55
	18%	**20%bcdg**	*17%*	*14%*	*14%*	*15%*	**19%c**	*14%*	*18%*	*18%*	*18%*	*13%*	*19%*	*18%*	*15%*
65-74	**634**	308	234	55	28	8	542	36	257	239	83	44	10	496	54
	12%	**16%bcdeg**	**12%cdg**	*8%*	*7%*	*6%*	**14%cdeg**	*7%*	*13%*	*12%*	*12%*	*16%*	*10%*	*12%*	*14%*
75+	**523**	263	192	31	23	14	455	37	202	189	64	41	19	391	61
	10%	**14%bcdg**	**10%c**	*4%*	*6%*	**11%c**	**12%cdg**	*7%*	*10%*	*9%*	*9%*	**15%ijm**	**19%hijm**	*10%*	**16%hijm**
Refused	**6**	2	*	3	1	-	2	1	3	2	*	*	1	5	1
	*	*	*	*bf	*	-	*	*	*	*	*	*	*1%*	*	*
NET: 16-34	**1398**	307	577	284	151	56	885	208	468	599	210	81	26	1066	107
	27%	*16%*	**29%af**	**41%abf**	**39%abf**	**41%abf**	**23%a**	**40%abf**	*24%*	**29%h**	**29%h**	*30%*	*25%*	*27%*	*28%*
NET: 35-54	**1681**	618	671	219	128	37	1289	165	687	660	227	72	27	1346	99
	33%	*33%*	*33%*	*32%*	*33%*	*27%*	*33%*	*32%*	**35%kn**	*32%*	*32%*	*26%*	*26%*	**33%n**	*26%*
NET: 55+	**2061**	954	770	186	106	43	1724	149	806	798	278	121	49	1603	170
	40%	**51%bcdefg**	**38%cdg**	*27%*	*27%*	*31%*	**44%bcdeg**	*28%*	*41%*	*39%*	*39%*	*44%*	*48%*	*40%*	*45%*
NET: 65+	**1157**	571	426	86	51	22	997	73	459	428	147	85	29	887	115
	22%	**30%bcdefg**	**21%cdg**	*12%*	*13%*	*16%*	**26%bcdg**	*14%*	*23%*	*21%*	*21%*	**31%hijm**	*29%*	*22%*	**31%hijm**
Mean	**48.24**	**53.40bcdefg**	**47.35cdg**	41.94	42.05	43.65	**50.27bcdeg**	42.47	**49.12i**	47.51	47.37	49.43	50.75	48.29	49.79
Std Dev.	**18.40**	17.40	18.32	17.45	17.92	19.06	18.13	18.22	17.99	18.34	18.42	19.94	20.36	18.19	20.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Std Error	**0.26**	0.40	0.41	0.69	0.91	1.61	0.29	0.79	0.40	0.41	0.70	1.25	2.01	0.29	1.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
16-24	**687**	21	648	17	231	387	68	635	28	7	-	670	17
	13%	*8%*	***14%a***	***19%a***	***16%e***	*11%*	***22%de***	*13%*	***49%gk***	*18%*	-	*13%*	*77%*
25-34	**711**	34	654	23	160	491	60	689	15	2	1	706	3
	14%	*13%*	*14%*	***25%ab***	*11%*	***14%d***	***19%d***	*14%*	***27%gk***	*7%*	*40%*	*14%*	*15%*
35-44	**949**	58	872	19	213	675	61	936	3	8	-	947	2
	18%	*22%*	*18%*	*21%*	*15%*	***20%d***	*20%*	*19%*	*6%*	*22%*	-	*18%*	*8%*
45-54	**733**	47	677	9	189	495	49	715	8	7	2	731	-
	14%	*18%*	*14%*	*9%*	*13%*	*15%*	*16%*	*14%*	*15%*	*19%*	*60%*	*14%*	-
55-64	**905**	54	843	8	247	625	33	897	*	8	-	905	-
	18%	***21%c***	*18%*	*9%*	***17%f***	***18%f***	*11%*	***18%h***	*	*22%*	-	***18%h***	-
65-74	**634**	26	601	7	194	413	26	631	*	3	-	634	-
	12%	*10%*	*13%*	*7%*	*13%*	*12%*	*9%*	***13%h***	*	*7%*	-	***12%h***	-
75+	**523**	19	494	10	209	305	9	520	1	2	-	523	-
	10%	*7%*	*10%*	*11%*	***14%ef***	***9%f***	*3%*	*10%*	*2%*	*5%*	-	*10%*	-
Refused	**6**	-	6	*	2	3	1	6	-	-	-	6	-
	*	-	*	*	*	*	*	*	-	-	-	*	-
NET: 16-34	**1398**	55	1302	40	391	878	128	1324	43	9	1	1376	20
	27%	*21%*	*27%*	***43%ab***	*27%*	*26%*	***42%de***	*26%*	***77%gk***	*25%*	*40%*	*27%*	*92%*
NET: 35-54	**1681**	105	1548	27	401	1170	110	1651	11	15	2	1677	2
	33%	***41%b***	*32%*	*30%*	*28%*	***34%d***	***36%d***	*33%*	*20%*	*41%*	*60%*	*33%*	*8%*
NET: 55+	**2061**	99	1938	25	650	1343	68	2047	2	12	-	2061	-
	40%	*38%*	***40%c***	*27%*	***45%ef***	***40%f***	*22%*	***41%h***	*3%*	*34%*	-	***40%h***	-
NET: 65+	**1157**	45	1095	17	403	719	35	1151	2	4	-	1157	-
	22%	*17%*	*23%*	*18%*	***28%ef***	***21%f***	*11%*	***23%h***	*3%*	*12%*	-	***23%h***	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB3. How old are you? Please type below

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Mean	**48.24**	**48.97c**	**48.32c**	42.21	**49.88ef**	**48.22f**	40.87	**48.59h**	29.94	45.59	38.40	**48.36h**	23.39
Std Dev.	**18.40**	16.55	18.45	19.44	19.78	17.71	17.23	18.32	13.03	17.31	9.72	18.36	5.92
Std Error	**0.26**	0.92	0.27	1.99	0.49	0.31	0.99	0.26	1.86	2.77	4.86	0.26	1.18

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
16-24	**687**	171	171	174	171	63	64	43	66	48	57	74	49	52	39	59	73
	13%	*13%*	*13%*	*14%*	*13%*	**15%n**	*14%*	*11%*	**15%n**	*12%*	*12%*	**18%gn**	*11%*	*12%*	*9%*	*14%*	**16%n**
25-34	**711**	172	189	186	164	57	61	53	64	70	55	66	59	62	53	49	61
	14%	*13%*	*15%*	*14%*	*13%*	*13%*	*14%*	*13%*	*15%*	*17%*	*12%*	*16%*	*14%*	*14%*	*12%*	*12%*	*14%*
35-44	**949**	241	225	228	254	79	87	75	97	61	67	71	90	67	84	78	92
	18%	*19%*	*17%*	*18%*	*20%*	*19%*	*19%*	*19%*	**23%ijm**	*15%*	*15%*	*17%*	*21%*	*16%*	*20%*	*19%*	*21%*
45-54	**733**	194	181	181	176	68	57	69	51	63	68	48	84	49	66	55	55
	14%	*15%*	*14%*	*14%*	*14%*	*16%*	*13%*	*17%*	*12%*	*16%*	*15%*	*11%*	**19%fhkmp**	*11%*	*15%*	*13%*	*12%*
55-64	**905**	213	228	228	235	76	79	58	56	73	99	71	68	89	83	82	71
	18%	*17%*	*18%*	*18%*	*18%*	*18%*	*18%*	*14%*	*13%*	*18%*	**22%ggh**	*17%*	*16%*	**21%h**	*19%*	**20%h**	*16%*
65-74	**634**	158	159	156	161	49	49	60	47	45	67	55	44	57	59	45	56
	12%	*12%*	*12%*	*12%*	*12%*	*12%*	*11%*	*15%*	*11%*	*11%*	*15%*	*13%*	*10%*	*13%*	*14%*	*11%*	*12%*
75+	**523**	129	132	130	132	32	51	47	45	43	44	36	40	53	45	48	39
	10%	*10%*	*10%*	*10%*	*10%*	*7%*	*11%*	*12%*	*11%*	*11%*	*10%*	*9%*	*9%*	*12%*	*10%*	*11%*	*9%*
Refused	**6**	3	4	-	-	*	2	*	1	*	2	-	-	-	-	-	-
	*	*	*	-	-	*	*1%*	*	*	*	*	-	-	-	-	-	-
NET: 16-34	**1398**	343	360	360	335	120	125	97	130	118	112	139	108	113	92	108	134
	27%	*27%*	*28%*	*28%*	*26%*	*28%*	*28%*	*24%*	**30%n**	**29%n**	*24%*	**33%gjln**	*25%*	*26%*	*21%*	*26%*	**30%n**
NET: 35-54	**1681**	436	406	409	430	147	144	145	148	123	135	119	175	116	151	133	147
	33%	*34%*	*32%*	*32%*	*33%*	*35%*	*32%*	**36%m**	*35%*	*31%*	*29%*	*28%*	**40%ijkm**	*27%*	*35%*	*32%*	*33%*
NET: 55+	**2061**	501	519	515	527	157	179	165	147	161	211	163	153	199	187	175	165
	40%	*39%*	*40%*	*40%*	*41%*	*37%*	*40%*	*41%*	*35%*	*40%*	**46%ehlp**	*39%*	*35%*	**47%ehlp**	**43%h**	*42%*	*37%*
NET: 65+	**1157**	287	291	286	292	81	100	107	92	87	112	91	84	111	104	93	95
	22%	*22%*	*23%*	*22%*	*23%*	*19%*	*22%*	**26%e**	*22%*	*22%*	*24%*	*22%*	*19%*	*26%*	*24%*	*22%*	*21%*
Mean	**48.24**	48.08	48.15	48.07	48.67	46.89	47.81	**49.62h**	46.18	48.05	**50.08ehkp**	46.73	47.55	**49.91h**	**50.34ehkp**	49.06	46.71

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 3

QB3. How old are you? Please type below

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Std Dev.	**18.40**	18.28	18.61	18.43	18.27	17.92	18.55	18.29	18.84	18.93	17.94	18.96	17.28	18.93	17.52	18.61	18.52
Std Error	**0.26**	0.51	0.52	0.51	0.51	0.87	0.90	0.89	0.90	0.94	0.86	0.91	0.84	0.92	0.84	0.90	0.89

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 4

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**221**	-	221	144	76	47	29	42	41	35	11	15	76	82	61	26	162	54	201
	4%	-	*4%*	**6%d**	*3%*	**7%ijk**	*4%*	**4%j**	**6%j**	*4%*	*2%*	*3%*	**5%no**	**5%no**	*3%*	*2%*	*4%*	**7%p**	*4%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**640**	-	640	323	316	117	82	138	98	119	64	22	199	236	204	86	468	163	620
	12%	-	*12%*	*13%*	*12%*	**17%fjk**	**12%k**	**15%k**	**13%k**	**13%k**	**10%k**	*4%*	**14%no**	**14%no**	*10%*	*7%*	*11%*	**21%p**	*12%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1269**	-	1269	562	707	136	245	306	225	247	77	29	382	532	353	106	1017	230	1095
	25%	-	*25%*	*22%*	**27%c**	**20%jk**	**34%ejk**	**32%ejk**	**31%ejk**	**27%ejk**	**12%k**	*6%*	**27%no**	**32%lno**	**17%o**	*9%*	*24%*	**30%p**	*21%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**905**	-	905	486	420	151	213	192	154	155	27	14	364	346	196	41	772	113	825
	18%	-	*18%*	**19%d**	*16%*	**22%jk**	**30%eghijk**	**20%jk**	**21%jk**	**17%jk**	*4%*	*3%*	**26%mno**	**21%no**	**10%o**	*4%*	*18%*	*15%*	*16%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**632**	-	632	288	339	122	81	152	120	117	27	13	202	272	157	40	524	97	605
	12%	-	*12%*	*11%*	*13%*	**18%fjk**	**11%jk**	**16%fjk**	**16%fjk**	**13%jk**	*4%*	*2%*	**14%no**	**16%no**	**8%o**	*3%*	*12%*	*13%*	*12%*
Housewife / househusband	**85**	-	85	10	75	13	13	23	17	16	2	2	26	39	19	4	72	11	138
	2%	-	*2%*	*	**3%c**	**2%k**	**2%k**	**2%jk**	**2%jk**	*2%*	*	*	**2%o**	**2%no**	*1%*	*	*2%*	*1%*	*3%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 4

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Unemployed	**301**	-	301	148	154	30	37	83	63	81	8	-	67	146	89	8	255	42	406
	6%	-	*6%*	*6%*	*6%*	**4%jk**	**5%jk**	**9%efjk**	**9%efjk**	**9%efjk**	*1%*	-	**5%o**	**9%lno**	**4%o**	*1%*	*6%*	*5%*	*8%*
Student	**77**	-	77	36	40	68	4	3	*	-	1	-	72	4	1	1	48	28	95
	1%	-	*1%*	*1%*	*2%*	**10%fghijk**	*1%*	*	*	-	*	-	**5%mno**	*	*	*	*1%*	**4%p**	*2%*
Retired	**1016**	-	1016	512	502	3	7	11	14	135	416	429	10	25	980	845	981	32	1162
	20%	-	*20%*	*20%*	*19%*	*	*1%*	*1%*	**2%e**	**15%efgh**	**66%efghi**	**82%efghij**	*1%*	*1%*	**48%lm**	**73%lmn**	**23%q**	*4%*	*23%*
NET: AB	**861**	-	861	468	392	164	111	179	139	154	75	36	276	319	266	112	630	217	821
	17%	-	*17%*	**19%d**	*15%*	**24%fgijk**	**16%k**	**19%jk**	**19%jk**	**17%jk**	**12%k**	*7%*	**20%no**	**19%no**	**13%o**	*10%*	*15%*	**28%p**	*16%*
NET: C1	**1346**	-	1346	597	748	204	249	310	225	247	78	29	454	535	355	107	1065	258	1190
	26%	-	*26%*	*24%*	**28%c**	**30%jk**	**35%ijk**	**33%ijk**	**31%jk**	**27%jk**	**12%k**	*6%*	**32%no**	**32%no**	**17%o**	*9%*	*25%*	**33%p**	*23%*
NET: C2	**905**	-	905	486	420	151	213	192	154	155	27	14	364	346	196	41	772	113	825
	18%	-	*18%*	**19%d**	*16%*	**22%jk**	**30%eghijk**	**20%jk**	**21%jk**	**17%jk**	*4%*	*3%*	**26%mno**	**21%no**	**10%o**	*4%*	*18%*	*15%*	*16%*
NET: DE	**1018**	-	1018	446	568	165	131	257	200	214	37	14	295	457	265	51	851	151	1149
	20%	-	*20%*	*18%*	**22%c**	**24%fjk**	**18%jk**	**27%fjk**	**27%fjk**	**24%fjk**	*6%*	*3%*	**21%no**	**27%lno**	**13%o**	*4%*	*20%*	*20%*	*22%*
NET: ABC1	**2208**	-	2208	1065	1140	369	361	489	364	402	153	65	729	854	620	219	1695	475	2011
	43%	-	*43%*	*42%*	*43%*	**54%ijk**	**51%ijk**	**52%ijk**	**50%jk**	**44%jk**	**24%k**	*13%*	**52%no**	**51%no**	**30%o**	*19%*	*39%*	**62%p**	*39%*
NET: C2DE	**1924**	-	1924	932	988	315	344	449	354	368	64	29	659	803	461	92	1623	263	1974
	37%	-	*37%*	*37%*	*38%*	**46%jk**	**48%ijk**	**47%ijk**	**48%ijk**	**41%jk**	**10%k**	*5%*	**47%no**	**48%no**	**22%o**	*8%*	*38%*	*34%*	*38%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 4

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**221**	221	-	-	-	221	-	184	36	4	2	17	45	135	199	4	205
	4%	**19%bcd**	-	-	-	**8%f**	-	**6%h**	*2%*	*1%*	*	*1%*	**4%ijk**	**18%ijkln**	**5%ijk**	*1%*	**5%o**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**640**	640	-	-	-	640	-	545	92	17	33	111	210	227	580	17	595
	12%	**54%bcd**	-	-	-	**22%f**	-	**18%h**	*5%*	*3%*	*5%*	**8%ij**	**17%ijk**	**30%ijkln**	**14%ijk**	*3%*	**14%o**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1269**	-	1269	-	-	1269	-	1095	170	48	116	363	446	194	1118	50	1142
	25%	-	**73%acd**	-	-	**43%f**	-	**36%h**	*8%*	*8%*	**17%l**	**26%ij**	**35%ijkmn**	**26%ij**	**27%ij**	*8%*	**27%o**
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**905**	-	-	905	-	-	905	728	170	66	104	275	265	108	751	66	759
	18%	-	-	**85%abd**	-	-	**41%e**	**24%h**	*8%*	*11%*	*15%*	**20%ijm**	**21%ijm**	*14%*	**18%lm**	*11%*	**18%o**
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**632**	-	-	-	632	-	632	473	153	118	119	228	105	23	475	118	481
	12%	-	-	-	**55%abc**	-	**29%e**	**15%h**	*8%*	**20%lmn**	**17%lmn**	**17%lmn**	**8%m**	*3%*	**12%lm**	**19%p**	*12%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Housewife / househusband	**85**	-	-	-	85	-	85	4	78	19	33	22	2	2	58	20	59
	2%	-	-	-	**7%abc**	-	**4%e**	*	**4%g**	**3%lmn**	**5%klmn**	**2%lm**	*	*	**1%l**	**3%p**	*1%*
Unemployed	**301**	-	-	-	301	-	301	4	291	170	64	33	10	-	107	174	107
	6%	-	-	-	**26%abc**	-	**14%e**	*	**14%g**	**28%jklmn**	**9%klmn**	**2%lm**	*1%*	-	**3%lm**	**28%p**	*3%*
Student	**77**	-	77	-	-	77	-	18	53	20	23	18	2	*	43	20	46
	1%	-	**4%acd**	-	-	**3%f**	-	*1%*	**3%g**	**3%klmn**	**3%klmn**	**1%lm**	*	*	**1%lm**	**3%p**	*1%*
Retired	**1016**	324	404	162	126	727	288	27	967	139	207	303	177	65	752	142	782
	20%	**27%bcd**	**23%cd**	**15%d**	*11%*	**25%f**	*13%*	*1%*	**48%g**	**23%lmn**	**30%klmn**	**22%lmn**	**14%m**	*9%*	**18%lm**	**23%p**	*19%*
NET: AB	**861**	861	-	-	-	861	-	729	128	20	35	128	255	362	780	21	800
	17%	**73%bcd**	-	-	-	**29%f**	-	**24%h**	*6%*	*3%*	*5%*	**9%lj**	**20%ljk**	**48%ljkln**	**19%ljk**	*3%*	**19%o**
NET: C1	**1346**	-	1346	-	-	1346	-	1113	223	68	139	380	448	194	1161	70	1189
	26%	-	**77%acd**	-	-	**46%f**	-	**36%h**	*11%*	*11%*	**20%l**	**28%lj**	**36%ljkmn**	**26%lj**	**28%lj**	*11%*	**28%o**
NET: C2	**905**	-	-	905	-	-	905	728	170	66	104	275	265	108	751	66	759
	18%	-	-	**85%abd**	-	-	**41%e**	**24%h**	*8%*	*11%*	*15%*	**20%ljm**	**21%ljm**	*14%*	**18%lm**	*11%*	**18%o**
NET: DE	**1018**	-	-	-	1018	-	1018	482	522	307	215	283	116	26	640	311	648
	20%	-	-	-	**89%abc**	-	**46%e**	*16%*	**26%g**	**51%jklmn**	**31%klmn**	**21%lmn**	**9%m**	*3%*	**16%lm**	**51%p**	*16%*
NET: ABC1	**2208**	861	1346	-	-	2208	-	1842	351	88	174	508	702	556	1941	90	1989
	43%	**73%cd**	**77%acd**	-	-	**75%f**	-	**60%h**	*17%*	*15%*	**25%l**	**37%lj**	**56%ljkn**	**74%ljkln**	**48%ljk**	*15%*	**48%o**
NET: C2DE	**1924**	-	-	905	1018	-	1924	1209	693	374	319	558	381	133	1391	378	1407
	37%	-	-	**85%ab**	**89%abc**	-	**87%e**	**39%h**	*34%*	**62%jklmn**	**46%lmn**	**41%lmn**	**30%m**	*18%*	**34%m**	**62%p**	*34%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 4

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

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	221 4%	200 5%	21 3%	10 4%	183 4%	22 5%	10 4%	6 4%	5 2%	25 5%	13 3%	17 5%	11 2%	12 3%	68 10%hijklmopr	22 3%	11 2%	6 8%hjlmop	16 4%
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	640 12%	532 12%	108 15%	33 13%	513 12%	74 17%d	30 12%	24 16%d	16 8%	59 11%	40 9%	32 9%	64 14%hk	44 9%	110 16%hijkmp	109 15%hjkmp	40 9%	10 13%	64 18%hijkmp
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1269 25%	1137 26%bc	133 18%	35 14%	1081 25%	93 21%	56 22%	40 26%e	58 28%	171 30%jlr	89 21%	88 24%	97 22%	137 29%jr	166 25%	165 23%	108 25%	16 20%	77 21%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	905 18%	779 18%	126 17%	55 23%	789 18%eq	60 14%	39 15%	18 12%	36 17%	97 17%	86 20%r	74 20%r	107 24%opr	89 19%r	117 17%	119 17%	64 14%	17 22%r	43 12%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	632 12%	563 13%b	69 9%	22 9%	542 13%	49 11%	26 10%	15 11%	38 18%imnor	55 10%	52 12%	63 17%imor	61 13%	51 11%	82 12%	77 11%	65 15%	9 12%	40 11%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 4

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

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Housewife / househusband	85	67	18	5	70	5	6	4	6	13	7	4	12	8	4	5	10	1	4
	2%	2%	2%	2%	2%	1%	2%	3%e	3%no	2%	2%	1%	3%no	2%	1%	1%	2%	1%	1%
Unemployed	301	271	31	9	254	20	16	12	13	36	37	14	21	32	38	40	22	2	18
	6%	6%	4%	4%	6%	4%	6%	8%e	6%	6%	9%k	4%	5%	7%	6%	6%	5%	2%	5%
Student	77	70	7	1	62	4	6	5	2	2	7	4	9	1	18	11	7	*	3
	1%	2%	1%	*	1%	1%	2%	4%de	1%	*	2%	1%	2%	*	3%lm	2%	2%	1%	1%
Retired	1016	793	222	72	818	114	62	21	34	103	92	76	70	101	74	155	114	16	98
	20%	18%	30%a	30%a	19%	26%dg	25%dg	15%	16%	18%n	22%n	20%n	15%	21%n	11%	22%ln	26%hiln	21%n	27%hiln
NET: AB	861	733	129	43	696	96	40	29	21	85	52	49	75	56	178	131	50	16	80
	17%	17%	18%	18%	16%	22%df	16%	20%	10%	15%	12%	13%	17%h	12%	26%hijklmop	19%hjmp	11%	21%hjmp	22%hijkmp
NET: C1	1346	1207	140	36	1142	97	62	45	60	174	96	92	107	138	184	176	115	16	80
	26%	27%bc	19%	15%	26%e	22%	25%	31%e	29%	31%jr	23%	25%	24%	29%	27%	25%	26%	21%	22%
NET: C2	905	779	126	55	789	60	39	18	36	97	86	74	107	89	117	119	64	17	43
	18%	18%	17%	23%	18%eg	14%	15%	12%	17%	17%	20%r	20%r	24%opr	19%r	17%	17%	14%	22%r	12%
NET: DE	1018	901	117	37	866	73	47	32	57	104	96	81	94	92	125	121	97	11	62
	20%	20%b	16%	15%	20%	17%	19%	22%	28%lmnoqr	18%	23%	22%	21%	19%	18%	17%	22%	15%	17%
NET: ABC1	2208	1939	269	78	1838	193	102	75	81	258	148	141	182	194	362	307	165	33	160
	43%	44%bc	37%	32%	43%	44%	41%	51%def	39%	46%jp	35%	38%	40%	41%	53%hjklmopr	44%j	38%	42%	44%j
NET: C2DE	1924	1680	244	92	1655	133	86	49	93	201	182	155	201	181	241	241	160	28	104
	37%	38%b	33%	38%	38%e	30%	34%	34%	45%lnor	36%	43%or	42%r	44%lnor	38%r	36%	34%	36%r	37%	29%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 4

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**221** *4%*	91 *5%*	78 *4%*	29 *4%*	15 *4%*	6 *5%*	168 *4%*	22 *4%*	85 *4%*	89 *4%*	18 *3%*	18 *7%j*	9 *9%j*	174 *4%*	27 *7%jm*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**640** *12%*	205 *11%*	271 *13%*	76 *11%*	66 *17%acf*	20 *15%*	476 *12%*	86 *16%acf*	233 *12%*	285 *14%j*	68 *9%*	44 *16%j*	8 *7%*	518 *13%j*	51 *14%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1269** *25%*	438 *23%*	509 *25%*	190 *27%*	93 *24%*	26 *19%*	947 *24%*	119 *23%*	489 *25%kn*	542 *26%kn*	164 *23%*	47 *17%*	20 *20%*	1031 *26%kn*	67 *18%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**905** *18%*	280 *15%*	362 *18%a*	163 *23%abf*	73 *19%*	23 *17%*	642 *16%*	96 *18%*	322 *16%*	356 *17%*	164 *23%hilmn*	47 *17%*	12 *12%*	678 *17%*	59 *16%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**632** *12%*	191 *10%*	269 *13%a*	93 *13%*	56 *15%a*	20 *15%*	459 *12%*	77 *15%a*	250 *13%*	239 *12%*	86 *12%*	38 *14%*	15 *15%*	489 *12%*	53 *14%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 4

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

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Housewife / househusband	85	28	30	17	4	6	58	10	32	31	16	5	1	63	6
	2%	1%	1%	2%	1%	4%f	1%	2%	2%	1%	2%	2%	1%	2%	2%
Unemployed	301	117	101	46	21	10	218	31	117	113	49	12	5	231	17
	6%	6%	5%	7%	5%	8%	6%	6%	6%	6%	7%	4%	4%	6%	4%
Student	77	21	32	12	7	3	54	10	37	27	8	1	3	64	4
	1%	1%	2%	2%	2%	2%	1%	2%	2%	1%	1%	*	3%	2%	1%
Retired	1016	510	367	66	50	21	877	72	397	376	142	62	29	773	92
	20%	27%bcdefg	18%c	9%	13%	16%	22%bcdg	14%	20%	18%	20%	23%	29%i	19%	24%i
NET: AB	861	296	349	105	81	26	644	108	318	374	85	62	16	692	79
	17%	16%	17%	15%	21%a	19%	17%	21%a	16%j	18%j	12%	23%hj	16%	17%j	21%j
NET: C1	1346	459	541	202	100	29	1001	129	526	570	172	48	23	1096	71
	26%	24%	27%	29%	26%	21%	26%	25%	27%kn	28%kn	24%	17%	23%	27%kn	19%
NET: C2	905	280	362	163	73	23	642	96	322	356	164	47	12	678	59
	18%	15%	18%a	23%abi	19%	17%	16%	18%	16%	17%	23%hilmn	17%	12%	17%	16%
NET: DE	1018	336	400	156	81	36	736	117	400	383	152	55	21	782	76
	20%	18%	20%	23%a	21%	27%a	19%	22%	20%	19%	21%	20%	20%	19%	20%
NET: ABC1	2208	755	890	308	182	55	1645	237	844	944	257	110	40	1788	150
	43%	40%	44%	44%	47%a	41%	42%	45%	43%j	46%j	36%	40%	39%	44%j	40%
NET: C2DE	1924	616	762	319	154	60	1378	213	722	738	315	102	33	1460	135
	37%	33%	38%a	46%abf	40%a	44%a	35%	41%a	37%	36%	44%himn	37%	32%	36%	36%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 4

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**221** ***4%***	8 *3%*	209 *4%*	4 *5%*	38 *3%*	161 **5%d**	21 **7%d**	218 *4%*	* *1%*	3 *8%*	- -	221 *4%*	- -
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**640** ***12%***	22 *9%*	614 *13%*	4 *4%*	120 *8%*	491 **14%d**	29 *10%*	621 *12%*	10 *17%*	6 *18%*	- -	637 *12%*	3 *16%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1269** ***25%***	34 *13%*	1212 **25%a**	23 **25%a**	286 *20%*	916 **27%d**	67 *22%*	1251 *25%*	13 *23%*	4 *11%*	* *3%*	1268 *25%*	1 *5%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**905** ***18%***	34 *13%*	851 *18%*	20 *21%*	222 *15%*	623 **18%d**	60 *20%*	876 *17%*	17 *30%*	8 *21%*	1 *33%*	900 *18%*	4 *20%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**632** ***12%***	36 *14%*	585 *12%*	10 *11%*	153 *11%*	427 *13%*	51 **17%d**	616 *12%*	6 *10%*	4 *11%*	- -	626 *12%*	6 *27%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Housewife / househusband	85	16	65	4	48	30	7	82	2	*	-	84	1
	2%	6%b	1%	5%b	3%e	1%	2%	2%	3%	*	-	2%	5%
Unemployed	301	65	229	8	198	84	19	285	4	7	2	296	3
	6%	25%bc	5%	8%	14%ef	2%	6%e	6%	6%	21%	64%	6%	12%
Student	77	2	74	2	16	45	15	70	4	-	-	74	3
	1%	1%	2%	2%	1%	1%	5%de	1%	7%gk	-	-	1%	15%
Retired	1016	42	956	17	362	616	38	1010	2	4	-	1015	*
	20%	16%	20%	19%	25%ef	18%f	12%	20%h	3%	11%	-	20%h	*
NET: AB	861	30	823	9	159	652	51	839	10	9	-	858	3
	17%	11%	17%	9%	11%	19%d	16%d	17%	18%	26%	-	17%	16%
NET: C1	1346	36	1286	25	303	962	82	1321	17	4	*	1342	4
	26%	14%	27%a	27%a	21%	28%d	27%	26%	30%	11%	3%	26%	20%
NET: C2	905	34	851	20	222	623	60	876	17	8	1	900	4
	18%	13%	18%	21%	15%	18%d	20%	17%	30%	21%	33%	18%	20%
NET: DE	1018	117	879	22	399	542	77	983	11	11	2	1006	10
	20%	45%bc	18%	24%	28%e	16%	25%e	20%	20%	32%	64%	20%	45%
NET: ABC1	2208	66	2109	33	461	1614	133	2160	27	13	*	2200	8
	43%	25%	44%a	36%	32%	48%d	43%d	43%	48%	36%	3%	43%	35%
NET: C2DE	1924	152	1730	42	621	1165	137	1859	28	19	3	1906	14
	37%	58%b	36%	45%	43%e	34%	45%e	37%	50%	53%	97%	37%	64%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 4

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

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	221 4%	59 5%	61 5%	37 3%	64 5%c	24 6%k	24 5%k	11 3%	24 6%k	22 5%k	15 3%k	3 1%	13 3%	21 5%k	19 5%k	21 5%k	24 5%k
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	640 12%	186 15%c	173 13%c	117 9%	164 13%c	68 16%l	74 17%gikl	44 11%	60 14%l	43 11%	70 15%l	43 10%	27 6%	47 11%	61 14%l	53 13%l	50 11%l
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1269 25%	310 24%	330 26%	342 27%	287 22%	108 25%	111 25%	91 22%	112 26%	98 24%	120 26%	118 28%o	134 31%gmop	90 21%	110 26%	83 20%	94 21%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	905 18%	232 18%	215 17%	246 19%	211 16%	66 15%	80 18%	87 21%no	69 16%	73 18%	74 16%	80 19%n	94 22%no	72 17%	52 12%	58 14%	101 23%eno
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	632 12%	155 12%	158 12%	161 13%	157 12%	63 15%	50 11%	43 11%	60 14%	45 11%	53 12%	60 14%	47 11%	55 13%	49 11%	52 13%	56 12%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 4

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

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Housewife / househusband	85	19	21	23	23	4	10	5	6	8	6	4	12	6	8	6	9
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*
Unemployed	301	68	65	82	87	22	19	26	18	23	25	23	27	32	26	39	22
	6%	*5%*	*5%*	*6%*	*7%*	*5%*	*4%*	*6%*	*4%*	*6%*	*5%*	*5%*	*6%*	*8%*	*6%*	**9%fh**	*5%*
Student	77	12	17	20	27	6	4	2	9	8	1	7	8	5	10	10	7
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*	**2%j**	*2%*	*	*2%*	*2%*	*1%*	**2%j**	**2%j**	*2%*
Retired	1016	240	249	256	270	64	78	98	69	84	96	83	74	99	95	92	84
	20%	*19%*	*19%*	*20%*	*21%*	*15%*	*17%*	**24%efhl**	*16%*	*21%*	*21%*	*20%*	*17%*	**23%eh**	**22%e**	**22%e**	*19%*
NET: AB	861	245	234	154	229	92	99	54	84	64	85	46	40	68	80	74	74
	17%	**19%c**	**18%c**	*12%*	**18%c**	**22%gkl**	**22%gkl**	*13%*	**20%gkl**	**16%l**	**18%kl**	*11%*	*9%*	**16%l**	**19%kl**	**18%kl**	**17%l**
NET: C1	1346	323	347	362	315	114	115	93	120	106	121	125	141	95	120	93	101
	26%	*25%*	*27%*	*28%*	*24%*	*27%*	*26%*	*23%*	*28%*	*26%*	*26%*	*30%*	**32%gmop**	*22%*	*28%*	*22%*	*23%*
NET: C2	905	232	215	246	211	66	80	87	69	73	74	80	94	72	52	58	101
	18%	*18%*	*17%*	*19%*	*16%*	*15%*	*18%*	**21%no**	*16%*	*18%*	*16%*	**19%n**	**22%no**	*17%*	*12%*	*14%*	**23%eno**
NET: DE	1018	242	244	266	267	89	79	74	84	76	84	86	86	93	83	98	86
	20%	*19%*	*19%*	*21%*	*21%*	*21%*	*18%*	*18%*	*20%*	*19%*	*18%*	*21%*	*20%*	*22%*	*19%*	*24%*	*19%*
NET: ABC1	2208	568	581	516	543	206	214	148	204	170	206	171	181	163	201	167	175
	43%	*44%*	**45%c**	*40%*	*42%*	**49%gmp**	**48%gm**	*36%*	**48%gmp**	*42%*	**45%g**	*41%*	*42%*	*38%*	**47%g**	*40%*	*39%*
NET: C2DE	1924	474	459	512	478	155	159	161	153	148	158	166	180	166	134	156	187
	37%	*37%*	*36%*	*40%*	*37%*	*36%*	*35%*	**40%n**	*36%*	*37%*	*34%*	*40%*	**41%n**	*39%*	*31%*	*38%*	**42%n**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1162**	-	1162	695	464	4	6	17	25	201	492	413	10	42	1106	905	1130	27	1162
Weighted Base	**1016**	-**	1016	512	502	3**	7**	11**	14**	135	416	429	10**	25**	980	845	981	32**	1162
Effective Base	**639**	-	639	395	266	4	5	11	12	102	234	282	8	23	610	512	616	22	1162
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**83**	-	83	43	40	-	-	-	2	12	35	34	-	2	81	69	76	7	103
	8%	-	*8%*	*8%*	*8%*	-	-	-	*15%*	*9%*	*8%*	*8%*	-	*8%*	*8%*	*8%*	*8%*	*22%*	*9%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**240**	-	240	136	104	1	-	2	2	27	102	106	1	4	235	207	231	8	332
	24%	-	*24%*	*27%*	*21%*	*41%*	-	*16%*	*15%*	*20%*	*24%*	*25%*	*12%*	*15%*	*24%*	*25%*	*24%*	*24%*	*29%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**403**	-	403	177	225	-	3	4	5	59	149	183	3	8	391	332	394	9	413
	40%	-	*40%*	*35%*	***45%c***	-	*42%*	*37%*	*32%*	*44%*	*36%*	*43%*	*30%*	*34%*	*40%*	*39%*	*40%*	*28%*	*36%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**162**	-	162	96	66	1	1	1	1	23	68	66	2	2	157	135	158	3	181
	16%	-	*16%*	*19%*	*13%*	*31%*	*16%*	*12%*	*9%*	*17%*	*16%*	*15%*	*21%*	*10%*	*16%*	*16%*	*16%*	*11%*	*16%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**97**	-	97	48	47	1	-	3	2	11	50	30	1	5	91	80	94	3	102
	10%	-	*10%*	*9%*	*9%*	*28%*	-	*25%*	*17%*	*8%*	*12%*	*7%*	*8%*	*20%*	*9%*	*9%*	*10%*	*8%*	*9%*
Housewife / househusband	**13**	-	13	4	9	-	3	1	2	*	3	4	3	3	7	7	13	-	16
	1%	-	*1%*	*1%*	*2%*	-	*41%*	*10%*	*13%*	*	*1%*	*1%*	*29%*	*12%*	*1%*	*1%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : Main income earner in the household is now retired

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1016**	-**	1016	512	502	3**	7**	11**	14**	135	416	429	10**	25**	980	845	981	32**	1162
Unemployed	**17**	-	17	7	10	-	-	*	-	2	8	6	-	*	17	14	14	3	14
	2%	-	*2%*	*1%*	*2%*	-	-	*1%*	-	*2%*	*2%*	*1%*	-	*	*2%*	*2%*	*1%*	*8%*	*1%*
Student	**1**	-	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	-	1
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	*	*	-	*
NET: AB	**324**	-	324	179	144	1	-	2	4	39	137	139	1	6	316	276	307	15	435
	32%	-	*32%*	*35%*	*29%*	*41%*	-	*16%*	*29%*	*29%*	*33%*	*32%*	*12%*	*23%*	*32%*	*33%*	*31%*	*45%*	*37%*
NET: C1	**404**	-	404	177	226	-	3	4	5	59	150	183	3	8	392	333	395	9	414
	40%	-	*40%*	*35%*	***45%c***	-	*42%*	*37%*	*32%*	*44%*	*36%*	*43%*	*30%*	*34%*	*40%*	*39%*	*40%*	*28%*	*36%*
NET: C2	**162**	-	162	96	66	1	1	1	1	23	68	66	2	2	157	135	158	3	181
	16%	-	*16%*	*19%*	*13%*	*31%*	*16%*	*12%*	*9%*	*17%*	*16%*	*15%*	*21%*	*10%*	*16%*	*16%*	*16%*	*11%*	*16%*
NET: DE	**126**	-	126	60	65	1	3	4	4	13	61	40	4	8	115	102	121	5	132
	12%	-	*12%*	*12%*	*13%*	*28%*	*41%*	*36%*	*30%*	*10%*	*15%*	*9%*	*37%*	*32%*	*12%*	*12%*	*12%*	*16%*	*11%*
NET: ABC1	**727**	-	727	357	370	1	3	6	9	99	287	322	4	14	708	609	702	24	849
	72%	-	*72%*	*70%*	*74%*	*41%*	*42%*	*52%*	*62%*	*73%*	*69%*	*75%*	*42%*	*58%*	*72%*	*72%*	*72%*	*73%*	*73%*
NET: C2DE	**288**	-	288	155	131	2	4	5	5	36	129	107	6	10	272	236	280	9	313
	28%	-	*28%*	*30%*	*26%*	*59%*	*58%*	*48%*	*38%*	*27%*	*31%*	*25%*	*58%*	*42%*	*28%*	*28%*	*28%*	*27%*	*27%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1162**	435	414	181	132	849	313	21	1114	138	211	357	235	82	885	142	920
Weighted Base	**1016**	324	404	162*	126*	727	288	27**	967	139*	207	303	177	65*	752	142*	782
Effective Base	**639**	218	238	97	90	453	186	12	621	85	123	194	116	47	478	86	499
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**83**	83	-	-	-	83	-	5	74	*	*	14	25	24	63	*	73
	8%	**26%bcd**	-	-	-	**11%f**	-	*19%*	*8%*	*	*	**5%j**	**14%ijk**	**37%ijkln**	**8%ij**	*	**9%o**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**240**	240	-	-	-	240	-	7	233	12	27	70	56	30	183	12	195
	24%	**74%bcd**	-	-	-	**33%f**	-	*27%*	*24%*	*9%*	*13%*	**23%ij**	**31%ij**	**46%ijkn**	**24%ij**	*8%*	**25%o**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**403**	-	403	-	-	403	-	4	390	65	109	125	72	6	312	65	320
	40%	-	**100%acd**	-	-	**55%f**	-	*16%*	*40%*	**47%m**	**53%kmn**	**41%m**	**41%m**	*10%*	**41%m**	*46%*	*41%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**162**	-	-	162	-	-	162	3	153	25	39	57	18	5	118	25	118
	16%	-	-	**100%abd**	-	-	**56%e**	*11%*	*16%*	*18%*	*19%*	**19%l**	*10%*	*7%*	*16%*	*18%*	*15%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**97**	-	-	-	97	-	97	5	91	20	29	36	4	-	69	20	69
	10%	-	-	-	**76%abc**	-	**34%e**	*20%*	*9%*	**15%lm**	**14%lm**	**12%lm**	*2%*	-	**9%lm**	*14%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**1016**	324	404	162*	126*	727	288	27**	967	139*	207	303	177	65*	752	142*	782
Housewife / househusband	**13**	-	-	-	13	-	13	2	11	4	3	1	1	-	5	6	5
	1%	-	-	-	**10%abc**	-	**4%e**	*7%*	*1%*	*3%*	*1%*	*	*1%*	-	*1%*	**4%p**	*1%*
Unemployed	**17**	-	-	-	17	-	17	-	15	12	-	-	2	-	2	13	2
	2%	-	-	-	**13%abc**	-	**6%e**	-	*2%*	**9%jklmn**	-	-	*1%*	-	*	**9%p**	*
Student	**1**	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-
NET: AB	**324**	324	-	-	-	324	-	12	307	12	27	85	80	54	246	12	268
	32%	**100%bcd**	-	-	-	**45%f**	-	*46%*	*32%*	*9%*	*13%*	**28%ij**	**45%ijkn**	**83%ijkln**	**33%ij**	*9%*	**34%o**
NET: C1	**404**	-	404	-	-	404	-	4	390	65	109	125	72	6	312	65	320
	40%	-	**100%acd**	-	-	**55%f**	-	*16%*	*40%*	**47%m**	**53%kmn**	**41%m**	**41%m**	*10%*	**41%m**	*46%*	*41%*
NET: C2	**162**	-	-	162	-	-	162	3	153	25	39	57	18	5	118	25	118
	16%	-	-	**100%abd**	-	-	**56%e**	*11%*	*16%*	*18%*	*19%*	**19%l**	*10%*	*7%*	*16%*	*18%*	*15%*
NET: DE	**126**	-	-	-	126	-	126	7	117	37	32	37	7	-	76	39	76
	12%	-	-	-	**100%abc**	-	**44%e**	*27%*	*12%*	**26%klmn**	**15%lm**	**12%lm**	*4%*	-	**10%lm**	**28%p**	*10%*
NET: ABC1	**727**	324	404	-	-	727	-	17	697	77	136	209	152	60	558	78	587
	72%	**100%cd**	**100%cd**	-	-	**100%f**	-	*62%*	*72%*	*56%*	*66%*	**69%l**	**86%ijkn**	**93%ijkn**	**74%l**	*55%*	**75%o**
NET: C2DE	**288**	-	-	162	126	-	288	10	271	62	71	94	25	5	194	64	195
	28%	-	-	**100%ab**	**100%ab**	-	**100%e**	*38%*	*28%*	**44%klmn**	**34%lm**	**31%lm**	*14%*	*7%*	**26%lm**	**45%p**	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1162**	717	445	179	591	293	210	68	51	64	69	67	55	74	47	81	83	59	234
Weighted Base	**1016**	793	222	72*	818	114	62*	21*	34*	103*	92*	76*	70*	101*	74*	155*	114*	16**	98*
Effective Base	**639**	482	161	60	463	117	95	32	46	57	54	56	42	62	36	71	63	26	94
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**83**	60	23	10	64	11	6	2	-	9	2	2	1	3	20	21	6	2	9
	8%	*8%*	*10%*	*14%*	*8%*	*10%*	*10%*	*12%*	*-*	*9%*	*2%*	*3%*	*1%*	*3%*	**26%hijklmpr**	**14%hjklm**	*5%*	*10%*	**10%h**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**240**	184	56	20	175	41	17	7	4	17	20	15	19	21	16	32	31	3	38
	24%	*23%*	*25%*	*28%*	*21%*	**36%d**	*27%*	*33%*	*11%*	*16%*	*22%*	*20%*	*27%*	*21%*	*22%*	*21%*	*27%*	*18%*	**39%hijkmo**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**403**	315	88	25	338	33	23	8	16	42	31	32	30	38	27	70	52	7	26
	40%	*40%*	*40%*	*35%*	**41%e**	*29%*	*38%*	*38%*	**46%r**	*41%*	*33%*	**42%r**	*43%*	*37%*	*37%*	**45%r**	**46%r**	*44%*	*27%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**162**	129	33	11	136	14	8	3	5	18	26	13	16	24	5	20	10	4	11
	16%	*16%*	*15%*	*15%*	*17%*	*13%*	*13%*	*15%*	*15%*	*18%*	**28%nopr**	*17%*	**23%np**	**24%npr**	*7%*	*13%*	*9%*	*22%*	*11%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**97**	80	17	6	81	9	6	*	9	9	11	6	3	15	5	10	14	1	8
	10%	*10%*	*8%*	*8%*	*10%*	*7%*	*10%*	*2%*	**27%ijklnopr**	*9%*	*12%*	*8%*	*5%*	*15%*	*7%*	*6%*	*12%*	*4%*	*8%*

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

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

Base : Main income earner in the household is now retired

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	1016	793	222	72*	818	114	62*	21*	34*	103*	92*	76*	70*	101*	74*	155*	114*	16**	98*
Housewife / househusband	13	10	2	1	9	2	1	-	-	5	1	1	-	-	-	-	2	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	-	-	**5%o**	*1%*	*2%*	-	-	-	-	*2%*	*1%*	*2%*
Unemployed	17	14	2	*	14	3	*	-	*	2	1	6	1	-	2	2	-	*	2
	2%	*2%*	*1%*	*	*2%*	*2%*	*	-	*1%*	*2%*	*1%*	**8%mop**	*1%*	-	*2%*	*1%*	-	*1%*	*2%*
Student	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	*	*	-	-	-	**1%d**	-	-	-	-	-	-	-	-	-	-	-	-	*1%*
NET: AB	324	244	79	30	239	52	23	10	4	26	22	17	19	25	36	54	36	5	48
	32%	*31%*	*36%*	*42%*	*29%*	**46%d**	*37%*	*45%*	*11%*	*26%*	*24%*	*23%*	*28%*	*24%*	**48%hjkm**	**35%h**	**32%h**	*28%*	**49%hijklmp**
NET: C1	404	316	88	25	338	34	23	8	16	42	31	32	30	38	27	70	52	7	27
	40%	*40%*	*40%*	*35%*	**41%e**	*30%*	*38%*	*38%*	**46%r**	*41%*	*33%*	*42%*	*43%*	*37%*	*37%*	**45%r**	**46%r**	*44%*	*28%*
NET: C2	162	129	33	11	136	14	8	3	5	18	26	13	16	24	5	20	10	4	11
	16%	*16%*	*15%*	*15%*	*17%*	*13%*	*13%*	*15%*	*15%*	*18%*	**28%nopr**	*17%*	**23%np**	**24%npr**	*7%*	*13%*	*9%*	*22%*	*11%*
NET: DE	126	105	22	6	105	13	8	*	9	16	13	14	4	15	7	11	15	1	12
	12%	*13%*	*10%*	*9%*	*13%*	*12%*	*12%*	*2%*	**28%lnopr**	*16%*	*14%*	*18%*	*6%*	*15%*	*9%*	*7%*	*13%*	*6%*	*13%*
NET: ABC1	727	560	167	55	577	86	46	18	19	68	53	49	49	62	63	124	89	12	75
	72%	*71%*	*75%*	*76%*	*71%*	*76%*	*74%*	*83%*	*57%*	*66%*	*58%*	*65%*	*71%*	*62%*	**85%hjkm**	**80%hjm**	**78%hj**	*72%*	**76%hj**
NET: C2DE	288	233	55	17	241	28	16	4	14	35	39	26	20	39	11	31	25	5	23
	28%	*29%*	*25%*	*24%*	*29%*	*24%*	*26%*	*17%*	**43%nopr**	*34%*	**42%nopr**	**35%n**	*29%*	**38%no**	*15%*	*20%*	*22%*	*28%*	*24%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1162**	569	421	81	64	25	990	89	464	438	162	60	29	902	89
Weighted Base	**1016**	510	367	66*	50*	21**	877	72*	397	376	142*	62*	29**	773	92*
Effective Base	**639**	297	242	49	41	15	537	55	234	245	95	41	20	478	61
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**83**	35	35	5	6	2	70	8	25	31	17	8	2	56	10
	8%	*7%*	*9%*	*8%*	*11%*	*11%*	*8%*	*11%*	*6%*	*8%*	*12%*	*13%*	*8%*	*7%*	*11%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**240**	113	89	14	16	9	202	24	79	101	36	16	8	180	24
	24%	*22%*	*24%*	*21%*	*31%*	*41%*	*23%*	*34%*	*20%*	*27%*	*25%*	*26%*	*27%*	*23%*	*26%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**403**	224	137	22	13	6	360	19	190	139	36	20	12	329	33
	40%	***44%dg***	*37%*	*33%*	*26%*	*30%*	***41%g***	*27%*	***48%ij***	***37%j***	*25%*	*33%*	*42%*	***43%j***	*36%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**162**	76	65	13	7	1	141	8	58	64	31	7	*	122	7
	16%	*15%*	*18%*	*20%*	*15%*	*3%*	*16%*	*11%*	*15%*	*17%*	***22%n***	*11%*	*1%*	*16%*	*8%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**97**	50	33	6	6	2	83	8	36	35	14	10	1	71	12
	10%	*10%*	*9%*	*9%*	*12%*	*9%*	*9%*	*11%*	*9%*	*9%*	*10%*	*16%*	*5%*	*9%*	*13%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : Main income earner in the household is now retired

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	1016	510	367	66*	50*	21**	877	72*	397	376	142*	62*	29**	773	92*
Housewife / househusband	13	6	2	4	1	-	8	1	4	3	4	*	-	7	*
	1%	*1%*	*1%*	**6%abf**	*2%*	-	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	-	*1%*	*1%*
Unemployed	17	6	6	1	2	1	13	3	6	2	3	-	5	8	5
	2%	*1%*	*2%*	*1%*	*4%*	*7%*	*1%*	*5%*	*2%*	*1%*	*2%*	-	*17%*	*1%*	**6%lm**
Student	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	**2%abf**	-	-	-	-	-	-	*1%*	-	-	-	-
NET: AB	324	148	124	19	21	11	272	32	104	133	53	24	10	236	34
	32%	*29%*	*34%*	*29%*	*42%*	*51%*	*31%*	**45%af**	*26%*	**35%h**	**37%h**	*39%*	*34%*	*31%*	*38%*
NET: C1	404	224	137	23	13	6	360	19	190	139	37	20	12	329	33
	40%	**44%dg**	*37%*	*35%*	*26%*	*30%*	**41%g**	*27%*	**48%ij**	*37%*	*26%*	*33%*	*42%*	**43%j**	*36%*
NET: C2	162	76	65	13	7	1	141	8	58	64	31	7	*	122	7
	16%	*15%*	*18%*	*20%*	*15%*	*3%*	*16%*	*11%*	*15%*	*17%*	**22%n**	*11%*	*1%*	*16%*	*8%*
NET: DE	126	62	41	11	9	3	104	12	46	41	21	11	7	86	17
	12%	*12%*	*11%*	*16%*	*17%*	*16%*	*12%*	*17%*	*11%*	*11%*	*15%*	*17%*	*22%*	*11%*	*19%*
NET: ABC1	727	372	261	42	34	17	633	52	294	272	90	45	23	565	67
	72%	*73%*	*71%*	*63%*	*68%*	*81%*	*72%*	*72%*	*74%*	*72%*	*63%*	*72%*	*77%*	*73%*	*73%*
NET: C2DE	288	138	106	24	16	4	244	20	104	104	52	18	7	208	24
	28%	*27%*	*29%*	*37%*	*32%*	*19%*	*28%*	*28%*	*26%*	*28%*	*37%*	*28%*	*23%*	*27%*	*27%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1162**	60	1087	15	426	696	40	1154	2	5	-	1161	1
Weighted Base	**1016**	42**	956	17**	362	616	38**	1010	2**	4**	-**	1015	***
Effective Base	**639**	27	605	9	243	386	16	635	1	3	-	639	1
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**83**	2	81	-	22	53	8	82	-	1	-	83	-
	8%	*5%*	*8%*	-	*6%*	*9%*	*23%*	*8%*	-	*29%*	-	*8%*	-
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**240**	4	236	*	76	159	4	240	-	-	-	240	-
	24%	*9%*	*25%*	*1%*	*21%*	*26%*	*12%*	*24%*	-	-	-	*24%*	-
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**403**	15	381	7	142	247	14	399	1	2	-	403	-
	40%	*34%*	*40%*	*38%*	*39%*	*40%*	*37%*	*40%*	*83%*	*51%*	-	*40%*	-
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**162**	10	144	9	68	88	6	161	*	1	-	162	*
	16%	*23%*	*15%*	*51%*	*19%*	*14%*	*17%*	*16%*	*17%*	*20%*	-	*16%*	*100%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**97**	9	88	-	42	51	3	97	-	-	-	97	-
	10%	*21%*	*9%*	-	*12%*	*8%*	*8%*	*10%*	-	-	-	*10%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : Main income earner in the household is now retired

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1016**	42**	956	17**	362	616	38**	1010	2**	4**	-**	1015	***
Housewife / househusband	**13**	*	11	1	5	7	*	13	-	-	-	13	-
	1%	*	*1%*	*8%*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-
Unemployed	**17**	3	13	*	6	9	1	17	-	-	-	17	-
	2%	*8%*	*1%*	*2%*	*2%*	*1%*	*4%*	*2%*	-	-	-	*2%*	-
Student	**1**	-	1	-	-	1	-	1	-	-	-	1	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
NET: AB	**324**	6	318	*	99	212	13	323	-	1	-	324	-
	32%	*14%*	*33%*	*1%*	*27%*	*34%*	*34%*	*32%*	-	*29%*	-	*32%*	-
NET: C1	**404**	15	382	7	142	248	14	400	1	2	-	404	-
	40%	*34%*	*40%*	*38%*	*39%*	*40%*	*37%*	*40%*	*83%*	*51%*	-	*40%*	-
NET: C2	**162**	10	144	9	68	88	6	161	*	1	-	162	*
	16%	*23%*	*15%*	*51%*	*19%*	*14%*	*17%*	*16%*	*17%*	*20%*	-	*16%*	*100%*
NET: DE	**126**	12	112	2	54	68	4	126	-	-	-	126	-
	12%	*29%*	*12%*	*11%*	*15%*	*11%*	*12%*	*13%*	-	-	-	*12%*	-
NET: ABC1	**727**	21	700	7	241	460	27	723	1	3	-	727	-
	72%	*48%*	*73%*	*38%*	*66%*	***75%d***	*71%*	*72%*	*83%*	*80%*	-	*72%*	-
NET: C2DE	**288**	22	256	11	122	156	11	287	*	1	-	288	*
	28%	*52%*	*27%*	*62%*	***34%e***	*25%*	*29%*	*28%*	*17%*	*20%*	-	*28%*	*100%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1162**	286	282	292	302	87	87	112	95	90	97	101	89	102	96	105	101
Weighted Base	**1016**	240	249	256	270	64*	78*	98*	69*	84*	96*	83*	74*	99*	95*	92*	84*
Effective Base	**639**	170	202	129	159	53	53	66	60	68	75	43	43	45	53	57	50
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**83** *8%*	28 *12%*	20 *8%*	19 *7%*	16 *6%*	6 *10%*	10 **13%l** *13%*	12 **12%l** *12%*	4 *6%*	10 **12%l** *12%*	6 *7%*	8 *10%*	1 *1%*	10 *10%*	8 *8%*	6 *7%*	2 *3%*
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**240** *24%*	79 **33%bd** *33%*	56 *23%*	59 *23%*	46 *17%*	26 **41%hikop** *41%*	25 **32%op** *32%*	28 **28%p** *28%*	14 *20%*	17 *21%*	25 **26%p** *26%*	17 *21%*	18 *24%*	24 *24%*	24 **25%p** *25%*	14 *15%*	8 *10%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**403** *40%*	81 *34%*	102 *41%*	102 *40%*	119 *44%*	16 *25%*	25 *32%*	40 *41%*	32 **47%e** *47%*	34 *41%*	35 *37%*	35 *42%*	22 *30%*	45 **45%e** *45%*	39 *41%*	27 *30%*	53 **63%efgijklno** *63%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**162** *16%*	27 *11%*	43 *17%*	46 *18%*	46 *17%*	9 *14%*	8 *10%*	10 *10%*	14 *21%*	16 *19%*	13 *13%*	15 *18%*	18 *24%*	13 *13%*	13 *13%*	22 **24%g** *24%*	11 *14%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**97** *10%*	21 *9%*	24 *10%*	15 *6%*	36 **13%c** *13%*	6 *9%*	7 *9%*	8 *9%*	5 *7%*	5 *5%*	15 **15%m** *15%*	6 *7%*	7 *9%*	2 *2%*	10 *11%*	19 **21%him** *21%*	7 *8%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 5

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

Base : Main income earner in the household is now retired

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**1016**	240	249	256	270	64*	78*	98*	69*	84*	96*	83*	74*	99*	95*	92*	84*
Housewife / househusband	**13**	2	2	9	*	1	1	-	-	1	1	*	5	3	-	-	*
	1%	*1%*	*1%*	**3%d**	*	*1%*	*2%*	-	-	*1%*	*1%*	*	**7%gno**	*3%*	-	-	*
Unemployed	**17**	2	1	7	7	-	2	*	-	*	1	2	3	1	1	4	2
	2%	*1%*	*	*3%*	*3%*	-	*2%*	*	-	*1%*	*1%*	*3%*	*4%*	*2%*	*1%*	*4%*	*3%*
Student	**1**	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	*1%*	-	-	-
NET: AB	**324**	107	76	78	62	32	35	39	18	27	31	25	19	34	32	20	10
	32%	**45%bcd**	*31%*	*30%*	*23%*	**51%hijklop**	**45%hlop**	**40%op**	*26%*	**32%p**	**33%p**	**31%p**	*25%*	**34%p**	**34%p**	*21%*	*13%*
NET: C1	**404**	81	102	103	119	16	25	40	32	34	35	35	22	46	39	27	53
	40%	*34%*	*41%*	*40%*	*44%*	*25%*	*32%*	*41%*	**47%e**	*41%*	*37%*	*42%*	*30%*	**46%e**	*41%*	*30%*	**63%efgijklno**
NET: C2	**162**	27	43	46	46	9	8	10	14	16	13	15	18	13	13	22	11
	16%	*11%*	*17%*	*18%*	*17%*	*14%*	*10%*	*10%*	*21%*	*19%*	*13%*	*18%*	*24%*	*13%*	*13%*	**24%g**	*14%*
NET: DE	**126**	25	28	30	44	6	10	9	5	6	16	8	15	7	11	23	9
	12%	*10%*	*11%*	*12%*	*16%*	*10%*	*13%*	*9%*	*7%*	*7%*	*17%*	*10%*	**21%l**	*7%*	*12%*	**25%eghim**	*11%*
NET: ABC1	**727**	188	178	180	181	49	60	79	49	62	67	60	41	79	71	47	63
	72%	**78%d**	*72%*	*70%*	*67%*	**76%lo**	**77%lo**	**81%lo**	**72%o**	**73%o**	**70%o**	**72%o**	*55%*	**80%lo**	**74%o**	*51%*	**76%lo**
NET: C2DE	**288**	52	71	76	90	15	18	19	19	23	29	23	33	20	24	45	20
	28%	*22%*	*28%*	*30%*	**33%a**	*24%*	*23%*	*19%*	*28%*	*27%*	*30%*	*28%*	**45%efgmp**	*20%*	*26%*	**49%efghijkmnp**	*24%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 6

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	304	-	304	188	116	47	29	42	43	48	46	48	76	85	143	95	238	61	304
	6%	-	6%	7%d	4%	7%	4%	4%	6%	5%	7%	9%fgj	5%	5%	7%	8%lm	6%	8%p	6%
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	881	-	881	459	420	118	82	140	100	146	166	127	200	240	439	293	699	171	952
	17%	-	17%	18%	16%	17%f	12%	15%	14%	16%f	26%efghi	24%efghi	14%	14%	21%lm	25%lmn	16%	22%p	18%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1672	-	1672	739	933	136	248	310	230	307	226	212	384	540	744	437	1411	239	1508
	32%	-	32%	29%	35%c	20%	35%e	33%e	31%e	34%e	36%e	41%eghi	28%	32%l	36%lm	38%lm	33%	31%	29%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1067	-	1067	581	486	152	214	193	155	178	95	81	366	348	353	176	931	116	1006
	21%	-	21%	23%d	18%	22%jk	30%eghijk	20%j	21%jk	20%	15%	15%	26%mno	21%no	17%	15%	22%q	15%	20%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	728	-	728	337	386	123	81	154	123	128	77	43	203	277	248	120	618	100	707
	14%	-	14%	13%	15%	18%fjk	11%	16%fk	17%fk	14%k	12%	8%	15%o	16%no	12%	10%	14%	13%	14%
Housewife / househusband	98	-	98	14	83	13	16	24	19	16	5	6	29	42	27	11	85	11	154
	2%	-	2%	1%	3%c	2%	2%	2%	3%	2%	1%	1%	2%	3%no	1%	1%	2%	1%	3%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Unemployed	**318**	-	318	155	164	30	37	83	63	83	16	6	67	146	105	22	269	44	420
	6%	-	*6%*	*6%*	*6%*	**4%k**	**5%k**	**9%efjk**	**9%efjk**	**9%efjk**	*2%*	*1%*	**5%o**	**9%lno**	**5%o**	*2%*	*6%*	*6%*	*8%*
Student	**78**	-	78	36	41	68	4	3	*	-	2	-	72	4	2	2	49	28	96
	2%	-	*2%*	*1%*	*2%*	**10%fghijk**	*1%*	*	*	-	*	-	**5%mno**	*	*	*	*1%*	**4%p**	*2%*
NET: AB	**1185**	-	1185	647	536	165	111	181	143	194	212	176	277	324	582	388	937	232	1256
	23%	-	*23%*	**26%d**	*20%*	**24%fg**	*16%*	*19%*	*20%*	**21%f**	**34%efghi**	**34%efghi**	*20%*	*19%*	**28%lm**	**34%lmn**	*22%*	**30%p**	*24%*
NET: C1	**1750**	-	1750	775	974	204	252	314	230	307	228	212	456	544	747	440	1460	267	1604
	34%	-	*34%*	*31%*	**37%c**	*30%*	*35%*	*33%*	*31%*	*34%*	*36%*	**41%eghi**	*33%*	*32%*	*36%*	**38%lm**	*34%*	*35%*	*31%*
NET: C2	**1067**	-	1067	581	486	152	214	193	155	178	95	81	366	348	353	176	931	116	1006
	21%	-	*21%*	**23%d**	*18%*	**22%jk**	**30%eghijk**	**20%j**	**21%jk**	*20%*	*15%*	*15%*	**26%mno**	**21%no**	*17%*	*15%*	**22%q**	*15%*	*20%*
NET: DE	**1144**	-	1144	506	633	165	133	261	205	227	98	55	299	465	380	153	972	156	1281
	22%	-	*22%*	*20%*	**24%c**	**24%jk**	**19%k**	**27%fjk**	**28%fjk**	**25%fjk**	*15%*	*10%*	**21%o**	**28%lno**	**18%o**	*13%*	*23%*	*20%*	*25%*
NET: ABC1	**2935**	-	2935	1422	1510	370	363	495	373	500	440	388	733	868	1328	828	2397	499	2860
	57%	-	*57%*	*57%*	*57%*	*54%*	*51%*	*52%*	*51%*	*55%*	**70%efghi**	**74%efghi**	*52%*	*52%*	**64%lm**	**72%lmn**	*56%*	**65%p**	*56%*
NET: C2DE	**2212**	-	2212	1087	1119	317	348	454	360	404	193	135	665	813	733	329	1903	272	2287
	43%	-	*43%*	*43%*	*43%*	**46%jk**	**49%jk**	**48%jk**	**49%jk**	**45%jk**	*30%*	*26%*	**48%no**	**48%no**	**36%o**	*28%*	**44%q**	*35%*	*44%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 6

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**304**	304	-	-	-	304	-	189	111	4	2	31	70	159	263	4	278
	6%	**26%bcd**	-	-	-	**10%f**	-	*6%*	*6%*	*1%*	*	**2%ij**	**6%ijk**	**21%ijkln**	**6%ijk**	*1%*	**7%o**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**881**	881	-	-	-	881	-	552	325	28	60	181	265	257	763	29	790
	17%	**74%bcd**	-	-	-	**30%f**	-	*18%*	*16%*	*5%*	**9%l**	**13%ij**	**21%ijk**	**34%ijkln**	**19%ijk**	*5%*	**19%o**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1672**	-	1672	-	-	1672	-	1100	559	113	225	488	518	201	1431	115	1462
	32%	-	**96%acd**	-	-	**57%f**	-	**36%h**	*28%*	*19%*	**32%l**	**36%lm**	**41%ijkmn**	**27%l**	**35%lm**	*19%*	**35%o**
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**1067**	-	-	1067	-	-	1067	731	324	91	142	332	283	113	869	92	878
	21%	-	-	**100%abd**	-	-	**48%e**	**24%h**	*16%*	*15%*	**20%m**	**24%lm**	**22%lm**	*15%*	**21%lm**	*15%*	**21%o**
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**728**	-	-	-	728	-	728	479	244	138	148	264	109	23	544	138	551
	14%	-	-	-	**64%abc**	-	**33%e**	**16%h**	*12%*	**23%lmn**	**21%lmn**	**19%lmn**	**9%m**	*3%*	**13%lm**	**23%p**	*13%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 6

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Housewife / househusband	98	-	-	-	98	-	98	6	89	23	36	22	3	2	63	26	64
	2%	-	-	-	**9%abc**	-	**4%e**	*	**4%g**	**4%klmn**	**5%klmn**	**2%lm**	*	*	**2%lm**	**4%p**	*2%*
Unemployed	318	-	-	-	318	-	318	4	307	183	64	33	11	-	109	187	109
	6%	-	-	-	**28%abc**	-	**14%e**	*	**15%g**	**30%jklmn**	**9%klmn**	**2%lm**	**1%m**	-	**3%lm**	**31%p**	*3%*
Student	78	-	78	-	-	78	-	18	53	20	23	18	2	*	43	20	46
	2%	-	**4%acd**	-	-	**3%f**	-	*1%*	**3%g**	**3%klmn**	**3%klmn**	**1%lm**	*	*	**1%lm**	**3%p**	*1%*
NET: AB	1185	1185	-	-	-	1185	-	742	435	33	62	213	335	416	1026	33	1068
	23%	**100%bcd**	-	-	-	**40%f**	-	*24%*	*22%*	*5%*	*9%*	**16%ij**	**27%ijk**	**55%ijkln**	**25%ijk**	*5%*	**26%o**
NET: C1	1750	-	1750	-	-	1750	-	1117	613	133	248	505	519	201	1474	135	1509
	34%	-	**100%acd**	-	-	**60%f**	-	**36%h**	*30%*	*22%*	**35%lm**	**37%lm**	**41%lmn**	*27%*	**36%lm**	*22%*	**36%o**
NET: C2	1067	-	-	1067	-	-	1067	731	324	91	142	332	283	113	869	92	878
	21%	-	-	**100%abd**	-	-	**48%e**	**24%h**	*16%*	*15%*	**20%m**	**24%lm**	**22%lm**	*15%*	**21%lm**	*15%*	**21%o**
NET: DE	1144	-	-	-	1144	-	1144	489	640	344	247	320	123	26	716	350	724
	22%	-	-	-	**100%abc**	-	**52%e**	*16%*	**32%g**	**57%jklmn**	**35%klmn**	**23%lmn**	**10%m**	*3%*	**18%lm**	**57%p**	*17%*
NET: ABC1	2935	1185	1750	-	-	2935	-	1859	1048	165	311	718	854	616	2499	168	2576
	57%	**100%cd**	**100%cd**	-	-	**100%f**	-	**60%h**	*52%*	*28%*	**44%l**	**52%lj**	**68%ijkn**	**82%ijkln**	**61%ijk**	*28%*	**62%o**
NET: C2DE	2212	-	-	1067	1144	-	2212	1220	963	435	390	652	406	138	1585	442	1602
	43%	-	-	**100%ab**	**100%ab**	-	**100%e**	*40%*	**48%g**	**72%jklmn**	**56%klmn**	**48%lmn**	**32%m**	*18%*	**39%lm**	**72%p**	*38%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 6

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	304 *6%*	260 *6%*	44 *6%*	20 *8%*	247 *6%*	33 *8%*	16 *6%*	8 *6%*	5 *2%*	35 **6%hl**	15 *3%*	19 *5%*	11 *3%*	15 *3%*	87 **13%hijklmopr**	43 **6%hl**	17 *4%*	8 **10%hjlmp**	25 **7%hjlm**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	881 *17%*	717 *16%*	164 **22%a**	53 **22%a**	688 *16%*	115 **26%df**	47 *19%*	31 **21%d**	20 *10%*	76 *14%*	60 *14%*	47 *13%*	83 **18%h**	65 *14%*	126 **19%h**	141 **20%hikm**	70 **16%h**	13 *17%*	102 **28%hijklmnopq**
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1672 *32%*	1451 **33%c**	221 *30%*	60 *25%*	1419 *33%*	126 *29%*	79 *32%*	48 *33%*	73 *35%*	214 **38%jlnr**	120 *28%*	121 *32%*	127 *28%*	175 **37%jlnr**	194 *29%*	235 *33%*	161 **37%jlnr**	23 *30%*	103 *28%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1067 *21%*	908 *21%*	159 *22%*	66 **27%a**	925 **21%eg**	74 *17%*	47 *19%*	21 *14%*	41 *20%*	115 *21%*	112 **27%npr**	87 **23%r**	123 **27%hnopr**	113 **24%pr**	122 *18%*	139 *20%*	74 *17%*	21 **27%pr**	53 *15%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	728 *14%*	643 *15%*	86 *12%*	28 *12%*	624 *14%*	57 *13%*	32 *13%*	16 *11%*	47 **23%ijlmnoqr**	64 *11%*	63 *15%*	69 **19%io**	64 *14%*	66 *14%*	87 *13%*	86 *12%*	78 **18%l**	10 *13%*	47 *13%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Housewife / househusband	98	78	20	6	79	7	7	4	6	18	8	5	12	8	4	5	11	1	7
	2%	2%	3%	2%	2%	2%	3%	3%	3%no	3%no	2%	1%	3%no	2%	1%	1%	3%no	1%	2%
Unemployed	318	285	33	10	268	22	16	12	14	38	38	20	22	32	40	42	22	2	20
	6%	6%	5%	4%	6%	5%	6%	8%	7%	7%	9%	5%	5%	7%	6%	6%	5%	2%	6%
Student	78	71	7	1	62	5	6	5	2	2	7	4	9	1	18	11	7	*	4
	2%	2%	1%	*	1%	1%	2%	4%de	1%	*	2%	1%	2%	*	3%lm	2%	2%	1%	1%
NET: AB	1185	977	208	73	935	149	63	39	24	111	75	66	94	81	213	184	87	21	128
	23%	22%	28%a	30%a	22%	34%dfg	25%	27%	12%	20%h	18%	18%	21%h	17%	31%hjklmp	26%hjkm	20%h	27%hm	35%hjklmop
NET: C1	1750	1522	228	61	1480	131	85	54	76	216	127	124	137	176	211	246	168	23	107
	34%	34%c	31%	25%	34%	30%	34%	37%e	36%	38%jlr	30%	33%	30%	37%	31%	35%	38%jr	30%	30%
NET: C2	1067	908	159	66	925	74	47	21	41	115	112	87	123	113	122	139	74	21	53
	21%	21%	22%	27%a	21%eg	17%	19%	14%	20%	21%	27%npr	23%r	27%hnopr	24%pr	18%	20%	17%	27%pr	15%
NET: DE	1144	1005	139	44	971	87	55	32	67	120	109	95	98	107	131	133	112	12	74
	22%	23%	19%	18%	23%	20%	22%	22%	32%ilmnoqr	21%	26%o	25%	22%	22%	19%	19%	25%	16%	20%
NET: ABC1	2935	2499	436	133	2415	279	148	92	100	327	201	190	231	257	424	431	254	44	235
	57%	57%	59%	55%	56%	63%d	59%	63%d	48%	58%hj	48%	51%	51%	54%	63%hjklm	61%hjkl	58%hj	57%	65%hjklm
NET: C2DE	2212	1913	299	109	1896	161	102	53	108	235	221	182	221	219	253	272	186	33	128
	43%	43%	41%	45%	44%eg	37%	41%	37%	52%inopr	42%	52%inopr	49%nor	49%nor	46%nr	37%	39%	42%	43%	35%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 6

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**304** *6%*	126 *7%*	113 *6%*	34 *5%*	21 *5%*	9 *6%*	239 *6%*	30 *6%*	110 *6%*	120 *6%*	35 *5%*	27 **10%hjm**	11 *11%*	230 *6%*	38 **10%hjm**
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**881** *17%*	318 *17%*	360 **18%c**	90 *13%*	82 **21%c**	29 *21%*	678 **17%c**	110 **21%c**	312 *16%*	386 **19%j**	104 *14%*	60 **22%j**	15 *15%*	698 *17%*	75 *20%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1672** *32%*	662 **35%deg**	646 *32%*	212 *31%*	106 *27%*	32 *24%*	1308 **34%g**	138 *27%*	679 **35%jkn**	681 **33%jk**	200 *28%*	68 *25%*	33 *32%*	1360 **34%jkn**	100 *27%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**1067** *21%*	355 *19%*	427 *21%*	176 **25%af**	80 *21%*	24 *17%*	783 *20%*	104 *20%*	380 *19%*	419 *20%*	195 **27%hilmn**	54 *20%*	12 *12%*	800 *20%*	66 *18%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**728** *14%*	241 *13%*	301 *15%*	99 *14%*	62 *16%*	22 *16%*	543 *14%*	84 *16%*	286 *15%*	274 *13%*	100 *14%*	48 *17%*	17 *16%*	560 *14%*	65 *17%*
Housewife / househusband	**98** *2%*	34 *2%*	32 *2%*	21 *3%*	5 *1%*	6 *4%*	66 *2%*	11 *2%*	36 *2%*	34 *2%*	20 *3%*	5 *2%*	1 *1%*	69 *2%*	6 *2%*

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

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		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Unemployed	318	124	107	47	22	12	231	34	123	116	52	12	10	239	22
	6%	7%	5%	7%	6%	9%	6%	7%	6%	6%	7%	4%	9%	6%	6%
Student	78	21	32	13	7	3	54	10	37	27	9	1	3	64	4
	2%	1%	2%	2%	2%	2%	1%	2%	2%	1%	1%	*	3%	2%	1%
NET: AB	1185	444	472	124	103	37	917	140	422	507	138	86	26	928	113
	23%	24%c	23%c	18%	27%c	27%	24%c	27%c	21%	25%j	19%	31%hjm	26%	23%	30%hjm
NET: C1	1750	683	678	225	113	35	1361	149	716	708	209	68	36	1425	104
	34%	36%dg	34%	33%	29%	26%	35%g	28%	36%jkn	34%jkn	29%	25%	35%	35%jkn	28%
NET: C2	1067	355	427	176	80	24	783	104	380	419	195	54	12	800	66
	21%	19%	21%	25%af	21%	17%	20%	20%	19%	20%	27%hilmn	20%	12%	20%	18%
NET: DE	1144	398	441	167	90	40	839	129	445	424	173	66	27	869	93
	22%	21%	22%	24%	23%	29%	22%	25%	23%	21%	24%	24%	27%	22%	25%
NET: ABC1	2935	1127	1151	349	216	73	2278	289	1138	1215	347	155	62	2353	217
	57%	60%c	57%c	50%	56%	53%	58%c	55%	58%j	59%j	49%	56%	61%	59%j	58%j
NET: C2DE	2212	754	868	343	170	64	1622	233	826	843	368	120	40	1668	159
	43%	40%	43%	50%abf	44%	47%	42%	45%	42%	41%	51%himn	44%	39%	41%	42%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	**304** *6%*	10 *4%*	290 *6%*	4 *5%*	60 *4%*	214 *6%d*	30 *10%d*	300 *6%*	* *1%*	4 *11%*	- -	304 *6%*	- -
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	**881** *17%*	26 *10%*	851 *18%ac*	4 *4%*	197 *14%*	650 *19%df*	34 *11%*	861 *17%*	10 *17%*	6 *18%*	- -	877 *17%*	3 *16%*
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	**1672** *32%*	49 *19%*	1594 *33%a*	30 *32%a*	428 *30%*	1163 *34%df*	81 *26%*	1650 *33%*	15 *26%*	6 *16%*	* *3%*	1671 *33%*	1 *5%*
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	**1067** *21%*	44 *17%*	995 *21%*	29 *31%a*	290 *20%*	711 *21%*	67 *22%*	1036 *21%*	17 *30%*	8 *23%*	1 *33%*	1062 *21%*	4 *20%*
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	**728** *14%*	45 *17%*	673 *14%*	10 *11%*	195 *14%*	479 *14%*	54 *18%*	713 *14%*	6 *10%*	4 *11%*	- -	722 *14%*	6 *27%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Housewife / househusband	**98**	16	76	6	53	38	7	95	2	*	-	97	1
	2%	**6%b**	*2%*	**6%b**	**4%e**	*1%*	*2%*	*2%*	*3%*	*	-	*2%*	*5%*
Unemployed	**318**	68	242	8	205	93	20	302	4	7	2	313	3
	6%	**26%bc**	*5%*	*9%*	**14%ef**	*3%*	**7%e**	*6%*	*6%*	*21%*	*64%*	*6%*	*12%*
Student	**78**	2	75	2	16	46	15	71	4	-	-	75	3
	2%	*1%*	*2%*	*2%*	*1%*	*1%*	**5%de**	*1%*	**7%gk**	-	-	*1%*	*15%*
NET: AB	**1185**	36	1141	9	257	864	64	1161	10	10	-	1182	3
	23%	*14%*	**24%ac**	*9%*	*18%*	**25%d**	*21%*	*23%*	*18%*	*29%*	-	*23%*	*16%*
NET: C1	**1750**	50	1668	31	445	1209	96	1721	18	6	*	1745	4
	34%	*19%*	**35%a**	**34%a**	*31%*	**36%d**	*31%*	*34%*	*32%*	*16%*	*3%*	*34%*	*20%*
NET: C2	**1067**	44	995	29	290	711	67	1036	17	8	1	1062	4
	21%	*17%*	*21%*	**31%a**	*20%*	*21%*	*22%*	*21%*	*30%*	*23%*	*33%*	*21%*	*20%*
NET: DE	**1144**	130	991	24	453	610	81	1110	11	11	2	1132	10
	22%	**50%bc**	*21%*	*26%*	**31%e**	*18%*	**26%e**	*22%*	*20%*	*32%*	*64%*	*22%*	*45%*
NET: ABC1	**2935**	86	2809	40	702	2074	159	2882	28	16	*	2927	8
	57%	*33%*	**59%ac**	*43%*	*49%*	**61%df**	*52%*	*57%*	*50%*	*45%*	*3%*	*57%*	*35%*
NET: C2DE	**2212**	174	1986	52	743	1321	148	2146	28	20	3	2194	14
	43%	**67%b**	*41%*	**57%b**	**51%e**	*39%*	**48%e**	*43%*	*50%*	*55%*	*97%*	*43%*	*65%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 6

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	304 6%	87 7%c	81 6%	56 4%	81 6%	30 7%kl	35 8%kl	22 6%	28 7%k	32 8%kl	21 5%	11 3%	13 3%	31 7%kl	27 6%	27 7%k	26 6%
Intermediate managerial, administrative or professional - e.g. school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	881 17%	265 21%cd	229 18%c	176 14%	210 16%	95 22%iklp	100 22%iklp	71 18%l	74 17%l	60 15%	95 21%lp	60 14%	45 10%	71 17%l	85 20%l	67 16%	59 13%
Supervisor; clerical; junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1672 32%	391 31%	431 33%	444 35%	406 31%	124 29%	136 30%	131 32%	144 34%	133 33%	155 34%	153 36%o	156 36%o	135 31%	149 35%	110 27%	147 33%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1067 21%	259 20%	259 20%	292 23%	257 20%	75 18%	87 19%	97 24%n	83 19%	89 22%n	87 19%	95 22%n	112 26%enl	86 20%	65 15%	80 19%	113 25%en
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	728 14%	177 14%	182 14%	176 14%	193 15%	68 16%	57 13%	51 13%	65 15%	49 12%	68 15%	66 16%	54 12%	57 13%	59 14%	72 17%	62 14%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 6

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Housewife / househusband	**98**	20	23	31	23	4	11	5	6	9	7	4	18	9	8	6	9
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	**4%egk**	*2%*	*2%*	*2%*	*2%*
Unemployed	**318**	70	66	88	94	22	21	26	18	23	25	25	30	34	27	43	24
	6%	*5%*	*5%*	*7%*	*7%*	*5%*	*5%*	*6%*	*4%*	*6%*	*6%*	*6%*	*7%*	*8%*	*6%*	**10%efhjp**	*5%*
Student	**78**	12	17	21	27	6	4	2	9	8	1	7	8	6	10	10	7
	2%	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*	**2%j**	*2%*	*	*2%*	*2%*	*1%*	**2%j**	**2%j**	*2%*
NET: AB	**1185**	352	310	232	291	125	134	94	102	92	117	71	58	102	112	94	85
	23%	**27%cd**	**24%c**	*18%*	**23%c**	**29%klp**	**30%klp**	**23%l**	**24%l**	**23%l**	**25%kl**	*17%*	*13%*	**24%l**	**26%kl**	**23%l**	*19%*
NET: C1	**1750**	403	449	464	433	130	140	133	152	140	156	160	163	141	159	120	154
	34%	*31%*	*35%*	*36%*	*34%*	*31%*	*31%*	*33%*	*36%*	*35%*	*34%*	**38%o**	**38%o**	*33%*	*37%*	*29%*	*35%*
NET: C2	**1067**	259	259	292	257	75	87	97	83	89	87	95	112	86	65	80	113
	21%	*20%*	*20%*	*23%*	*20%*	*18%*	*19%*	**24%n**	*19%*	**22%n**	*19%*	**22%n**	**26%en**	*20%*	*15%*	*19%*	**25%en**
NET: DE	**1144**	267	272	296	310	95	89	82	89	82	101	95	101	100	94	121	95
	22%	*21%*	*21%*	*23%*	*24%*	*22%*	*20%*	*20%*	*21%*	*20%*	*22%*	*22%*	*23%*	*23%*	*22%*	**29%fghjp**	*21%*
NET: ABC1	**2935**	756	759	696	724	255	274	227	254	232	273	232	222	243	271	214	239
	57%	*59%*	*59%*	*54%*	*56%*	**60%l**	**61%lo**	*56%*	**60%l**	*58%*	*59%*	*55%*	*51%*	*57%*	**63%lop**	*52%*	*53%*
NET: C2DE	**2212**	526	530	588	568	170	177	180	172	171	187	189	213	185	159	201	208
	43%	*41%*	*41%*	*46%*	*44%*	*40%*	*39%*	*44%*	*40%*	*42%*	*41%*	*45%*	**49%efhn**	*43%*	*37%*	**48%fn**	**47%n**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
North East	208	-	208	104	104	20	31	46	34	37	22	17	51	80	76	39	189	15	271
	4%	-	4%	4%	4%	3%	4%	5%	5%	4%	4%	3%	4%	5%	4%	3%	4%q	2%	5%
North West	562	-	562	291	270	87	66	118	68	109	61	53	152	186	223	114	496	54	318
	11%	-	11%	12%	10%	13%	9%	12%	9%	12%	10%	10%	11%	11%	11%	10%	12%q	7%	6%
Yorkshire/Humberside	423	-	423	191	231	48	64	59	67	83	55	45	112	125	184	101	361	56	310
	8%	-	8%	8%	9%	7%	9%	6%	9%	9%	9%	9%	8%	7%	9%	9%	8%	7%	6%
East Midlands	372	-	372	158	214	42	43	91	49	65	44	38	85	140	147	82	319	49	299
	7%	-	7%	6%	8%c	6%	6%	10%ef	7%	7%	7%	7%	6%	8%	7%	7%	7%	6%	6%
West Midlands	452	-	452	225	227	64	77	89	68	66	52	37	141	157	155	89	341	105	339
	9%	-	9%	9%	9%	9%	11%i	9%	9%	7%	8%	7%	10%n	9%	7%	8%	8%	14%p	7%
East Anglia/East of England	476	-	476	230	245	44	70	91	52	105	44	70	114	143	219	114	421	50	315
	9%	-	9%	9%	9%	6%	10%	10%	7%	12%ehj	7%	13%ehj	8%	9%	11%	10%	10%q	6%	6%
London/Greater London	677	-	677	387	290	148	149	130	105	58	50	36	297	235	144	87	401	261	358
	13%	-	13%	15%d	11%	22%ghijk	21%ghijk	14%ijk	14%ijk	6%	8%	7%	21%mno	14%no	7%	7%	9%	34%p	7%
South East	702	-	702	318	382	92	68	111	108	155	77	91	160	219	322	167	587	100	352
	14%	-	14%	13%	15%	13%	10%	12%	15%f	17%fgj	12%	17%fg	11%	13%	16%l	14%	14%	13%	7%
South West	440	-	440	202	235	43	51	79	65	74	63	65	94	144	202	128	398	39	314
	9%	-	9%	8%	9%	6%	7%	8%	9%	8%	10%	12%efgj	7%	9%	10%l	11%l	9%q	5%	6%
Highlands & Islands of Scotland	77	-	77	36	41	7	10	14	5	24	12	5	17	19	41	17	76	1	187
	2%	-	2%	1%	2%	1%	1%	1%	1%	3%h	2%	1%	1%	1%	2%	2%	2%q	*	4%
Rest of Scotland	363	-	363	175	187	39	39	57	52	63	78	35	77	109	176	113	332	25	768
	7%	-	7%	7%	7%	6%	5%	6%	7%	7%	12%efghik	7%	6%	7%	9%l	10%lm	8%q	3%	15%
Wales	250	-	250	122	128	32	24	39	35	45	52	23	55	74	120	76	236	13	766
	5%	-	5%	5%	5%	5%	3%	4%	5%	5%	8%efgik	4%	4%	4%	6%	7%l	5%q	2%	15%
Northern Ireland	145	-	145	69	74	22	19	24	26	23	21	8	41	50	52	29	142	3	550
	3%	-	3%	3%	3%	3%	3%	3%	4%	3%	3%	2%	3%	3%	3%	3%	3%q	*	11%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
North East	208	24	76	41	67	100	108	128	78	25	28	64	54	22	168	25	172
	4%	2%	4%a	4%	6%a	3%	5%e	4%	4%	4%	4%	5%	4%	3%	4%	4%	4%
North West	562	111	216	115	120	327	235	344	212	85	77	166	137	52	432	85	440
	11%	9%	12%	11%	10%	11%	11%	11%	11%	14%mn	11%m	12%m	11%m	7%	11%m	14%p	11%
Yorkshire/Humberside	423	75	127	112	109	201	221	228	192	39	64	116	110	57	346	40	351
	8%	6%	7%	11%ab	10%a	7%	10%e	7%	10%g	6%	9%	8%	9%	8%	8%	7%	8%
East Midlands	372	66	124	87	95	190	182	229	143	46	54	114	96	31	295	46	300
	7%	6%	7%	8%	8%a	6%	8%	7%	7%	8%m	8%m	8%m	8%m	4%	7%m	7%	7%
West Midlands	452	94	137	123	98	231	221	290	154	36	74	134	110	46	365	36	372
	9%	8%	8%	12%ab	9%	8%	10%e	9%	8%	6%	11%lm	10%lm	9%	6%	9%l	6%	9%o
East Anglia/East of England	476	81	176	113	107	257	219	284	191	56	52	147	114	72	385	56	387
	9%	7%	10%a	11%a	9%	9%	10%	9%	10%	9%	7%	11%	9%	9%	9%	9%	9%
London/Greater London	677	213	211	122	131	424	253	474	191	56	88	149	165	158	559	58	572
	13%	18%bcd	12%	11%	11%	14%f	11%	15%h	9%	9%	13%	11%	13%	21%ijkln	14%ik	9%	14%o
South East	702	184	246	139	133	431	272	411	290	75	93	152	166	133	544	77	568
	14%	16%d	14%	13%	12%	15%	12%	13%	14%	13%	13%	11%	13%	18%ikln	13%	13%	14%
South West	440	87	168	74	112	254	186	232	205	78	63	115	93	61	333	78	344
	9%	7%	10%	7%	10%c	9%	8%	8%	10%g	13%klmn	9%	8%	7%	8%	8%	13%p	8%
Highlands & Islands of Scotland	77	21	23	21	12	44	33	47	28	12	7	25	20	8	61	12	61
	2%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	2%	1%
Rest of Scotland	363	128	107	53	74	235	128	194	158	35	46	81	106	60	293	39	302
	7%	11%bcd	6%	5%	6%	8%f	6%	6%	8%	6%	7%	6%	8%	8%	7%	6%	7%
Wales	250	63	85	47	55	148	102	131	112	41	37	64	52	34	186	41	191
	5%	5%	5%	4%	5%	5%	5%	4%	6%	7%ln	5%	5%	4%	4%	5%	7%	5%
Northern Ireland	145	39	54	21	32	92	53	86	56	18	17	43	36	21	117	18	119
	3%	3%	3%	2%	3%	3%	2%	3%	3%	3%	2%	3%	3%	3%	3%	3%	3%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
North East	208	184	24	7	208	-	-	-	208	-	-	-	-	-	-	-	-	-	-
	4%	*4%*	*3%*	*3%*	5%efg	-	-	-	100%ijklmnopqr	-	-	-	-	-	-	-	-	-	-
North West	562	512	50	17	562	-	-	-	-	562	-	-	-	-	-	-	-	-	-
	11%	12%b	*7%*	*7%*	13%efg	-	-	-	-	100%hjklmnopqr	-	-	-	-	-	-	-	-	-
Yorkshire/Humberside	423	360	63	11	423	-	-	-	-	-	423	-	-	-	-	-	-	-	-
	8%	*8%*	*9%*	*5%*	10%efg	-	-	-	-	-	100%hiklmnopqr	-	-	-	-	-	-	-	-
East Midlands	372	312	60	21	372	-	-	-	-	-	-	372	-	-	-	-	-	-	-
	7%	*7%*	*8%*	*8%*	9%efg	-	-	-	-	-	-	100%hijlmnopqr	-	-	-	-	-	-	-
West Midlands	452	415	37	17	452	-	-	-	-	-	-	-	452	-	-	-	-	-	-
	9%	9%b	*5%*	*7%*	10%efg	-	-	-	-	-	-	-	100%hijkmnopqr	-	-	-	-	-	-
East Anglia/East of England	476	384	92	32	476	-	-	-	-	-	-	-	-	476	-	-	-	-	-
	9%	*9%*	13%a	13%a	11%efg	-	-	-	-	-	-	-	-	100%hijklnopqr	-	-	-	-	-
London/Greater London	677	667	9	2	677	-	-	-	-	-	-	-	-	-	677	-	-	-	-
	13%	15%bc	*1%*	*1%*	16%efg	-	-	-	-	-	-	-	-	-	100%hijklmopqr	-	-	-	-
South East	702	597	105	18	702	-	-	-	-	-	-	-	-	-	-	702	-	-	-
	14%	14%c	14%c	*7%*	16%efg	-	-	-	-	-	-	-	-	-	-	100%hijklmnpqr	-	-	-
South West	440	334	105	35	440	-	-	-	-	-	-	-	-	-	-	-	440	-	-
	9%	*8%*	14%a	14%a	10%efg	-	-	-	-	-	-	-	-	-	-	-	100%hijklmnopqr	-	-
Highlands & Islands of Scotland	77	61	16	10	-	77	-	-	-	-	-	-	-	-	-	-	-	77	-
	2%	*1%*	*2%*	4%a	-	18%dfg	-	-	-	-	-	-	-	-	-	-	-	100%hijklmnopr	-
Rest of Scotland	363	298	65	27	-	363	-	-	-	-	-	-	-	-	-	-	-	-	363
	7%	*7%*	*9%*	11%a	-	82%dfg	-	-	-	-	-	-	-	-	-	-	-	-	100%hijklmnopqr
Wales	250	188	62	29	-	-	250	-	-	-	-	-	-	-	-	-	-	-	-
	5%	*4%*	8%a	12%a	-	-	100%deg	-	-	-	-	-	-	-	-	-	-	-	-
Northern Ireland	145	100	45	18	-	-	-	145	-	-	-	-	-	-	-	-	-	-	-
	3%	*2%*	6%a	7%a	-	-	-	100%def	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB6. Where do you live?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB6. Where do you live?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
North East	208	79	91	21	12	3	170	15	82	79	33	9	4	160	13
	4%	4%	4%	3%	3%	2%	4%	3%	4%	4%	5%	3%	4%	4%	3%
North West	562	196	204	97	50	10	399	60	216	218	77	35	8	434	44
	11%	10%	10%	14%abf	13%	7%	10%	11%	11%	11%	11%	13%	8%	11%	12%
Yorkshire/Humberside	423	166	170	50	23	11	336	34	160	166	61	28	4	325	32
	8%	9%	8%	7%	6%	8%	9%	7%	8%	8%	9%	10%	4%	8%	9%
East Midlands	372	135	155	40	27	14	290	41	127	152	58	18	14	279	32
	7%	7%	8%	6%	7%	10%	7%	8%	6%	7%	8%	7%	13%h	7%	8%
West Midlands	452	173	170	59	35	12	343	47	155	205	57	21	11	360	32
	9%	9%	8%	9%	9%	9%	9%	9%	8%	10%	8%	8%	11%	9%	9%
East Anglia/East of England	476	172	187	66	36	12	359	47	177	193	61	29	13	369	42
	9%	9%	9%	9%	9%	9%	9%	9%	9%	9%	8%	11%	13%	9%	11%
London/Greater London	677	210	269	98	68	26	480	94	243	280	91	48	12	523	61
	13%	11%	13%	14%	18%af	19%a	12%	18%abf	12%	14%	13%	18%	12%	13%	16%
South East	702	249	296	104	41	9	546	50	271	273	109	34	14	544	49
	14%	13%	15%eg	15%eg	11%	7%	14%g	9%	14%	13%	15%	12%	14%	14%	13%
South West	440	185	164	56	22	11	349	33	190	158	71	15	4	348	19
	9%	10%d	8%	8%	6%	8%	9%	6%	10%n	8%	10%n	5%	4%	9%	5%
Highlands & Islands of Scotland	77	33	25	11	7	1	58	8	30	37	6	3	-	68	3
	2%	2%	1%	2%	2%	1%	1%	2%	2%	2%	1%	1%	-	2%	1%
Rest of Scotland	363	129	136	46	29	19	264	49	140	146	49	16	8	286	24
	7%	7%	7%	7%	8%	14%abcf	7%	9%	7%	7%	7%	6%	8%	7%	6%
Wales	250	103	97	26	18	4	200	22	104	101	26	10	5	205	15
	5%	5%	5%	4%	5%	3%	5%	4%	5%	5%	4%	4%	5%	5%	4%
Northern Ireland	145	50	54	18	19	4	104	23	69	50	15	7	4	119	11
	3%	3%	3%	3%	5%	3%	3%	4%	4%	2%	2%	3%	3%	3%	3%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB6. Where do you live?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
North East	208	15	190	3	63	130	15	203	1	1	-	206	2
	4%	6%	4%	3%	4%	4%	5%	4%	2%	2%	-	4%	10%
North West	562	22	529	12	193	344	26	553	5	4	-	562	*
	11%	8%	11%	12%	13%e	10%	8%	11%	8%	11%	-	11%	1%
Yorkshire/Humberside	423	22	388	13	116	288	20	420	-	1	-	421	2
	8%	8%	8%	14%	8%	8%	6%	8%	-	2%	-	8%	8%
East Midlands	372	13	353	6	102	240	30	364	5	2	-	371	1
	7%	5%	7%	7%	7%	7%	10%	7%	9%	5%	-	7%	6%
West Midlands	452	27	418	7	117	297	38	432	12	4	-	448	4
	9%	10%	9%	8%	8%	9%	12%	9%	21%gk	11%	-	9%	16%
East Anglia/East of England	476	24	447	5	121	336	18	470	3	1	-	475	1
	9%	9%	9%	5%	8%	10%	6%	9%	6%	4%	-	9%	3%
London/Greater London	677	29	631	16	152	470	55	649	15	6	2	670	5
	13%	11%	13%	18%	10%	14%d	18%d	13%	27%gk	16%	60%	13%	21%
South East	702	38	657	7	178	482	42	691	6	4	-	700	2
	14%	14%	14%	8%	12%	14%	14%	14%	10%	11%	-	14%	9%
South West	440	22	410	8	145	275	20	432	6	-	1	438	1
	9%	9%	9%	8%	10%	8%	7%	9%	10%	-	33%	9%	6%
Highlands & Islands of Scotland	77	3	74	1	24	50	3	74	-	4	-	77	-
	2%	1%	2%	1%	2%	1%	1%	1%	-	10%	-	2%	-
Rest of Scotland	363	15	341	7	106	243	13	356	1	3	-	360	2
	7%	6%	7%	7%	7%	7%	4%	7%	2%	9%	-	7%	10%
Wales	250	18	229	3	78	156	16	244	2	2	*	249	1
	5%	7%	5%	3%	5%	5%	5%	5%	4%	6%	4%	5%	5%
Northern Ireland	145	13	127	6	51	82	12	139	*	4	*	144	1
	3%	5%	3%	6%	4%	2%	4%	3%	1%	12%	3%	3%	6%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB6. Where do you live?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
None of the above	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 7

QB6. Where do you live?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
North East	**208**	52	52	51	52	16	18	18	16	16	21	16	11	24	19	17	17
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*2%*	*6%*	*4%*	*4%*	*4%*
North West	**562**	140	141	139	142	45	48	48	37	50	54	46	48	45	44	45	52
	11%	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*12%*	*9%*	*12%*	*12%*	*11%*	*11%*	*11%*	*10%*	*11%*	*12%*
Yorkshire/Humberside	**423**	106	106	105	107	29	43	33	37	40	29	33	39	33	29	36	41
	8%	*8%*	*8%*	*8%*	*8%*	*7%*	*9%*	*8%*	*9%*	*10%*	*6%*	*8%*	*9%*	*8%*	*7%*	*9%*	*9%*
East Midlands	**372**	93	94	91	94	28	32	33	32	33	29	31	33	27	30	32	32
	7%	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*	*8%*	*6%*	*7%*	*8%*	*6%*	*7%*	*8%*	*7%*
West Midlands	**452**	113	114	112	114	33	41	39	39	30	44	35	38	39	38	34	41
	9%	*9%*	*9%*	*9%*	*9%*	*8%*	*9%*	*10%*	*9%*	*7%*	*10%*	*8%*	*9%*	*9%*	*9%*	*8%*	*9%*
East Anglia/East of England	**476**	119	120	117	120	38	46	34	32	40	48	43	33	41	43	40	37
	9%	*9%*	*9%*	*9%*	*9%*	*9%*	*10%*	*8%*	*8%*	*10%*	*10%*	*10%*	*8%*	*10%*	*10%*	*10%*	*8%*
London/Greater London	**677**	169	169	169	170	68	53	47	52	58	60	49	58	62	48	59	63
	13%	*13%*	*13%*	*13%*	*13%*	*16%*	*12%*	*12%*	*12%*	*14%*	*13%*	*12%*	*13%*	*14%*	*11%*	*14%*	*14%*
South East	**702**	176	177	172	177	56	67	53	62	49	66	58	58	56	64	52	62
	14%	*14%*	*14%*	*13%*	*14%*	*13%*	*15%*	*13%*	*15%*	*12%*	*14%*	*14%*	*13%*	*13%*	*15%*	*13%*	*14%*
South West	**440**	110	110	109	111	34	37	38	35	33	42	37	40	31	37	36	38
	9%	*9%*	*9%*	*8%*	*9%*	*8%*	*8%*	*9%*	*8%*	*8%*	*9%*	*9%*	*9%*	*7%*	*9%*	*9%*	*8%*
Highlands & Islands of Scotland	**77**	18	26	14	20	5	4	9	12	6	7	4	6	5	9	7	4
	2%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*
Rest of Scotland	**363**	90	83	101	89	36	27	26	31	23	29	30	37	35	35	26	28
	7%	*7%*	*6%*	*8%*	*7%*	*8%*	*6%*	*6%*	*7%*	*6%*	*6%*	*7%*	*9%*	*8%*	*8%*	*6%*	*6%*
Wales	**250**	61	62	65	62	21	22	18	28	18	16	25	20	20	22	19	21
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*7%*	*4%*	*3%*	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*
Northern Ireland	**145**	35	36	39	36	16	10	9	12	9	15	14	14	11	13	12	11
	3%	*3%*	*3%*	*3%*	*3%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB6. Where do you live?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 8

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Large City (population: more than 500,000)	**1031**	-	1031	584	445	163	218	234	168	112	68	66	382	402	246	134	689	312	757
	20%	-	*20%*	**23%d**	*17%*	**24%ijk**	**31%eghijk**	**25%ijk**	**23%ijk**	*12%*	*11%*	*13%*	**27%no**	**24%no**	*12%*	*12%*	*16%*	**40%p**	*15%*
Smaller City or Large town (population: 100,000 - 500,000)	**1018**	-	1018	500	515	155	130	209	157	197	98	69	285	366	365	168	805	197	821
	20%	-	*20%*	*20%*	*20%*	**23%jk**	*18%*	**22%jk**	**21%jk**	**22%jk**	*16%*	*13%*	**20%o**	**22%no**	*18%*	*14%*	*19%*	**26%p**	*16%*
Medium town (population: 15,000 - 99,999)	**1197**	-	1197	576	621	138	185	237	167	218	146	106	323	404	470	252	1044	144	965
	23%	-	*23%*	*23%*	*24%*	*20%*	**26%e**	*25%*	*23%*	*24%*	*23%*	*20%*	*23%*	*24%*	*23%*	*22%*	**24%q**	*19%*	*19%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**669**	-	669	315	353	84	83	103	75	136	92	96	167	178	324	188	616	46	634
	13%	-	*13%*	*13%*	*13%*	*12%*	*12%*	*11%*	*10%*	**15%gh**	*14%*	**18%efgh**	*12%*	*11%*	**16%lm**	**16%lm**	**14%q**	*6%*	*12%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**497**	-	497	222	275	61	41	80	73	104	77	62	101	153	243	139	448	41	519
	10%	-	*10%*	*9%*	*10%*	*9%*	*6%*	*8%*	**10%f**	**11%f**	**12%f**	**12%f**	*7%*	*9%*	**12%lm**	**12%l**	**10%q**	*5%*	*10%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**491**	-	491	198	291	52	30	61	62	89	104	91	82	123	284	195	467	23	841
	10%	-	*10%*	*8%*	**11%c**	**8%f**	*4%*	*6%*	**8%f**	**10%fg**	**16%efghi**	**17%efghi**	*6%*	*7%*	**14%lm**	**17%lm**	**11%q**	*3%*	*16%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**243**	-	243	114	129	34	24	23	32	50	48	33	57	55	130	81	231	8	610
	5%	-	*5%*	*5%*	*5%*	**5%g**	*3%*	*2%*	*4%*	**5%g**	**8%fg**	**6%g**	*4%*	*3%*	**6%lm**	**7%lm**	**5%q**	*1%*	*12%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
NET Urban	**4413**	-	4413	2197	2209	601	657	865	638	766	482	399	1258	1503	1647	881	3601	739	3696
	86%	-	*86%*	**88%d**	*84%*	**88%jk**	**92%ehijk**	**91%hijk**	**87%jk**	**85%jk**	*76%*	*76%*	**90%no**	**89%no**	*80%*	*76%*	*84%*	**96%p**	*72%*
NET Rural including Remote	**734**	-	734	312	420	85	54	84	94	138	152	124	139	178	414	276	698	31	1451
	14%	-	*14%*	*12%*	**16%c**	**12%f**	*8%*	*9%*	**13%fg**	**15%fg**	**24%efghi**	**24%efghi**	*10%*	*11%*	**20%lm**	**24%lm**	**16%q**	*4%*	*28%*
NET Remote Rural	**243**	-	243	114	129	34	24	23	32	50	48	33	57	55	130	81	231	8	610
	5%	-	*5%*	*5%*	*5%*	**5%g**	*3%*	*2%*	*4%*	**5%g**	**8%fg**	**6%g**	*4%*	*3%*	**6%lm**	**7%lm**	**5%q**	*1%*	*12%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 8

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Large City (population: more than 500,000)	**1031**	267	340	198	226	607	424	718	303	97	133	245	282	191	851	99	873
	20%	*23%*	*19%*	*19%*	*20%*	*21%*	*19%*	**23%h**	*15%*	*16%*	*19%*	*18%*	**22%ik**	**25%ijkn**	**21%i**	*16%*	**21%o**
Smaller City or Large town (population: 100,000 - 500,000)	**1018**	230	368	195	225	598	420	642	372	142	146	261	239	136	783	146	798
	20%	*19%*	*21%*	*18%*	*20%*	*20%*	*19%*	*21%*	*18%*	**24%mn**	*21%*	*19%*	*19%*	*18%*	*19%*	**24%p**	*19%*
Medium town (population: 15,000 - 99,999)	**1197**	224	423	288	263	647	551	756	431	128	152	351	284	177	965	128	983
	23%	*19%*	**24%a**	**27%a**	*23%*	*22%*	*25%*	**25%h**	*21%*	*21%*	*22%*	*26%*	*23%*	*24%*	*24%*	*21%*	*24%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**669**	157	230	121	161	387	282	358	307	78	92	186	176	67	522	78	537
	13%	*13%*	*13%*	*11%*	*14%*	*13%*	*13%*	*12%*	**15%g**	*13%*	*13%*	**14%m**	**14%m**	*9%*	**13%m**	*13%*	*13%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**497**	99	162	106	130	261	236	253	241	63	79	145	109	60	393	64	408
	10%	*8%*	*9%*	*10%*	*11%*	*9%*	*11%*	*8%*	**12%g**	*11%*	*11%*	*11%*	*9%*	*8%*	*10%*	*11%*	*10%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**491**	135	167	93	96	302	189	226	257	66	71	109	127	79	385	66	391
	10%	*11%*	*10%*	*9%*	*8%*	*10%*	*9%*	*7%*	**13%g**	*11%*	*10%*	*8%*	*10%*	*10%*	*9%*	*11%*	*9%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**243**	73	61	66	44	133	109	125	101	27	27	72	42	44	185	29	188
	5%	**6%bd**	*3%*	**6%bd**	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*4%*	*5%*	*3%*	**6%l**	*5%*	*5%*	*5%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 8

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

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
NET Urban	**4413**	977	1522	908	1005	2499	1913	2728	1654	507	603	1188	1091	631	3514	515	3599
	86%	*82%*	**87%a**	*85%*	**88%a**	*85%*	*86%*	**89%h**	*82%*	*84%*	*86%*	*87%*	*87%*	*84%*	*86%*	*84%*	*86%*
NET Rural including Remote	**734**	208	228	159	139	436	299	351	358	93	97	181	169	123	571	95	580
	14%	**18%bd**	*13%*	*15%*	*12%*	*15%*	*14%*	*11%*	**18%g**	*16%*	*14%*	*13%*	*13%*	*16%*	*14%*	*16%*	*14%*
NET Remote Rural	**243**	73	61	66	44	133	109	125	101	27	27	72	42	44	185	29	188
	5%	**6%bd**	*3%*	**6%bd**	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*4%*	*5%*	*3%*	**6%l**	*5%*	*5%*	*5%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 8

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

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Large City (population: more than 500,000)	1031	1031	-	-	950	58	10	13	25	106	116	42	130	15	447	29	40	3	55
	20%	**23%bc**	-	-	**22%efg**	**13%f**	*4%*	**9%f**	**12%moq**	**19%hkmopq**	**27%hikmopqr**	**11%moq**	**29%hikmopqr**	*3%*	**66%hijklmopqr**	*4%*	**9%mo**	*4%*	**15%mopq**
Smaller City or Large town (population: 100,000 - 500,000)	1018	1018	-	-	917	64	17	19	48	132	91	89	118	110	98	154	76	17	48
	20%	**23%bc**	-	-	**21%efg**	**15%f**	*7%*	**13%f**	**23%nr**	**24%nr**	**21%nr**	**24%nr**	**26%npr**	**23%nr**	*15%*	**22%nr**	*17%*	**22%r**	*13%*
Medium town (population: 15,000 - 99,999)	1197	1197	-	-	1053	75	42	27	58	168	74	101	104	135	85	239	89	12	63
	23%	**27%bc**	-	-	**24%efg**	*17%*	*17%*	*19%*	**28%jnpqr**	**30%jnpqr**	*18%*	**27%jnqr**	**23%n**	**28%jnpqr**	*13%*	**34%jlnpqr**	**20%n**	*15%*	*17%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	669	669	-	-	516	77	53	23	33	74	49	44	44	62	30	113	66	9	68
	13%	**15%bc**	-	-	*12%*	**18%d**	**21%d**	**16%d**	**16%ln**	**13%n**	**12%n**	**12%n**	**10%n**	**13%n**	*4%*	**16%ln**	**15%n**	**12%n**	**19%jkln**
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	497	497	-	-	330	84	66	18	19	31	30	36	19	61	8	62	64	20	64
	10%	**11%bc**	-	-	*8%*	**19%dg**	**26%deg**	**12%d**	**9%ln**	**6%n**	**7%n**	**10%ln**	**4%n**	**13%jln**	*1%*	**9%ln**	**15%jlno**	**26%hijklmnop**	**18%hijklno**
Rural area (population: less than 2,000) less than 10 miles from a large settlement	491	-	491	-	386	44	33	28	17	33	52	39	20	60	7	88	71	6	38
	10%	-	**67%ac**	-	*9%*	*10%*	**13%d**	**19%def**	**8%n**	**6%n**	**12%iln**	**11%iln**	**4%n**	**13%iln**	*1%*	**12%iln**	**16%hilnr**	**8%n**	**11%iln**
Rural area (population: less than 2,000) more than 10 miles from a large settlement	243	-	243	243	159	37	29	18	7	17	11	21	17	32	2	18	35	10	27
	5%	-	**33%a**	**100%ab**	*4%*	**8%d**	**12%d**	**12%d**	**3%n**	**3%n**	**3%n**	**6%n**	**4%n**	**7%ijno**	*	**3%n**	**8%hijlno**	**13%hijklmno**	**7%hijlno**
Small town (population: 2,000 - 14,999)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 8

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

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
NET Urban	**4413**	4413	-	-	3766	359	188	100	184	512	360	312	415	384	667	597	334	61	298
	86%	**100%bc**	-	-	**87%efg**	**82%fg**	*75%*	*69%*	**88%mpqr**	**91%jkmopqr**	**85%p**	**84%p**	**92%jkmopqr**	*81%*	**99%hijklmopqr**	**85%p**	*76%*	*79%*	*82%*
NET Rural including Remote	**734**	-	734	243	546	81	62	45	24	50	63	60	37	92	9	105	105	16	65
	14%	-	**100%a**	**100%a**	*13%*	**18%d**	**25%de**	**31%de**	**12%n**	**9%n**	**15%iln**	**16%iln**	**8%n**	**19%hiln**	*1%*	**15%iln**	**24%hijklno**	**21%hiln**	**18%hiln**
NET Remote Rural	**243**	-	243	243	159	37	29	18	7	17	11	21	17	32	2	18	35	10	27
	5%	-	**33%a**	**100%ab**	*4%*	**8%d**	**12%d**	**12%d**	**3%n**	**3%n**	**3%n**	**6%n**	**4%n**	**7%ijno**	*	**3%n**	**8%hijlno**	**13%hijklmno**	**7%hijlno**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 8

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Large City (population: more than 500,000)	**1031**	349	419	132	90	34	768	124	364	447	134	60	19	812	80
	20%	*19%*	*21%*	*19%*	*23%*	*25%*	*20%*	**24%a**	*19%*	*22%*	*19%*	*22%*	*19%*	*20%*	*21%*
Smaller City or Large town (population: 100,000 - 500,000)	**1018**	367	368	152	83	37	735	120	399	375	149	64	22	774	86
	20%	*20%*	*18%*	*22%*	*22%*	*27%*	*19%*	*23%*	*20%*	*18%*	*21%*	*23%*	*22%*	*19%*	*23%*
Medium town (population: 15,000 - 99,999)	**1197**	395	524	176	69	26	919	95	447	496	169	58	23	943	81
	23%	*21%*	**26%adg**	**25%dg**	*18%*	*19%*	**24%dg**	*18%*	*23%*	*24%*	*24%*	*21%*	*22%*	*23%*	*21%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**669**	246	261	83	61	15	507	76	247	261	113	32	11	508	43
	13%	*13%*	*13%*	*12%*	*16%*	*11%*	*13%*	*15%*	*13%*	*13%*	*16%*	*12%*	*11%*	*13%*	*11%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**497**	207	178	64	39	7	385	46	199	209	61	14	13	407	27
	10%	*11%*	*9%*	*9%*	*10%*	*5%*	*10%*	*9%*	**10%k**	**10%k**	*9%*	*5%*	**13%k**	**10%k**	*7%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**491**	214	184	53	26	13	398	39	212	179	55	31	8	391	39
	10%	**11%cdg**	*9%*	*8%*	*7%*	*9%*	*10%*	*7%*	*11%*	*9%*	*8%*	*11%*	*8%*	*10%*	*10%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**243**	102	84	32	19	4	187	23	95	91	34	16	5	187	20
	5%	*5%*	*4%*	*5%*	*5%*	*3%*	*5%*	*4%*	*5%*	*4%*	*5%*	*6%*	*4%*	*5%*	*5%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 8

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

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
NET Urban	**4413**	1564	1751	607	341	120	3315	461	1656	1788	625	228	89	3444	317
	86%	*83%*	**87%a**	**88%a**	**88%a**	*88%*	*85%*	**88%a**	*84%*	*87%*	*88%*	*83%*	*87%*	*86%*	*84%*
NET Rural including Remote	**734**	317	268	85	45	17	585	61	307	270	89	46	13	578	59
	14%	**17%bcdg**	*13%*	*12%*	*12%*	*12%*	*15%*	*12%*	*16%*	*13%*	*12%*	*17%*	*13%*	*14%*	*16%*
NET Remote Rural	**243**	102	84	32	19	4	187	23	95	91	34	16	5	187	20
	5%	*5%*	*4%*	*5%*	*5%*	*3%*	*5%*	*4%*	*5%*	*4%*	*5%*	*6%*	*4%*	*5%*	*5%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 8

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

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Large City (population: more than 500,000)	**1031**	50	960	21	225	718	88	1004	12	9	2	1026	3
	20%	*19%*	*20%*	*23%*	*16%*	**21%d**	**29%de**	*20%*	*21%*	*26%*	*60%*	*20%*	*16%*
Smaller City or Large town (population: 100,000 - 500,000)	**1018**	47	962	8	289	665	63	991	16	4	1	1011	6
	20%	*18%*	**20%c**	*9%*	*20%*	*20%*	*21%*	*20%*	*28%*	*10%*	*33%*	*20%*	*26%*
Medium town (population: 15,000 - 99,999)	**1197**	56	1118	24	339	803	56	1179	11	3	-	1193	4
	23%	*22%*	*23%*	*26%*	*23%*	*24%*	*18%*	*23%*	*19%*	*9%*	-	*23%*	*18%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	**669**	36	621	12	193	441	35	652	13	3	-	669	*
	13%	*14%*	*13%*	*13%*	*13%*	*13%*	*11%*	*13%*	*23%*	*9%*	-	*13%*	*2%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	**497**	29	458	10	177	295	26	480	4	11	-	495	2
	10%	*11%*	*10%*	*11%*	**12%e**	*9%*	*8%*	*10%*	*7%*	*30%*	-	*10%*	*10%*
Rural area (population: less than 2,000) less than 10 miles from a large settlement	**491**	25	459	7	144	329	19	485	*	3	*	488	4
	10%	*10%*	*10%*	*7%*	*10%*	*10%*	*6%*	*10%*	*1%*	*7%*	*3%*	*10%*	*16%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	**243**	15	217	11	77	144	22	236	1	3	*	240	3
	5%	*6%*	*5%*	**11%b**	*5%*	*4%*	*7%*	*5%*	*2%*	*9%*	*4%*	*5%*	*11%*
Small town (population: 2,000 - 14,999)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
NET Urban	**4413**	219	4119	75	1223	2922	267	4308	55	30	3	4393	16
	86%	*84%*	*86%*	*81%*	*85%*	*86%*	*87%*	*86%*	**98%gk**	*84%*	*93%*	*86%*	*73%*
NET Rural including Remote	**734**	41	676	17	221	473	41	721	1	6	*	728	6
	14%	*16%*	*14%*	*19%*	*15%*	*14%*	*13%*	**14%h**	*2%*	*16%*	*7%*	**14%h**	*27%*
NET Remote Rural	**243**	15	217	11	77	144	22	236	1	3	*	240	3
	5%	*6%*	*5%*	**11%b**	*5%*	*4%*	*7%*	*5%*	*2%*	*9%*	*4%*	*5%*	*11%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 8

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

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Large City (population: more than 500,000)	1031	262	279	224	266	97	93	72	83	81	115	70	76	78	80	82	105
	20%	*20%*	**22%c**	*17%*	*21%*	*23%*	*21%*	*18%*	*20%*	*20%*	**25%gkl**	*17%*	*17%*	*18%*	*19%*	*20%*	*23%*
Smaller City or Large town (population: 100,000 - 500,000)	1018	268	274	240	236	69	109	90	111	82	80	56	85	99	79	89	68
	20%	*21%*	*21%*	*19%*	*18%*	*16%*	**24%ejkp**	**22%kp**	**26%ejknp**	**20%k**	*17%*	*13%*	*19%*	**23%kp**	*18%*	**21%k**	*15%*
Medium town (population: 15,000 - 99,999)	1197	312	319	274	293	107	106	98	92	98	129	79	112	83	86	106	100
	23%	*24%*	*25%*	*21%*	*23%*	*25%*	*24%*	*24%*	*22%*	*24%*	**28%kmn**	*19%*	*26%*	*19%*	*20%*	*26%*	*22%*
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	669	158	143	218	150	49	55	53	39	55	50	73	63	82	50	38	61
	13%	*12%*	*11%*	**17%abd**	*12%*	*12%*	*12%*	*13%*	*9%*	*14%*	*11%*	**17%hjo**	*14%*	**19%efhjno**	*12%*	*9%*	*14%*
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	497	103	93	136	165	38	29	36	41	28	24	40	56	40	58	45	62
	10%	*8%*	*7%*	**11%b**	**13%ab**	*9%*	*6%*	*9%*	**10%j**	*7%*	*5%*	*9%*	**13%fij**	*9%*	**13%fij**	**11%j**	**14%fij**
Rural area (population: less than 2,000) less than 10 miles from a large settlement	491	134	113	118	126	47	45	42	42	37	35	72	23	24	55	42	29
	10%	*10%*	*9%*	*9%*	*10%*	**11%lm**	**10%l**	**10%lm**	*10%*	*9%*	*8%*	**17%fghijlmop**	*5%*	*6%*	**13%jlmp**	**10%l**	*6%*
Rural area (population: less than 2,000) more than 10 miles from a large settlement	243	46	67	74	55	17	13	16	17	23	27	33	21	21	21	13	21
	5%	*4%*	*5%*	**6%a**	*4%*	*4%*	*3%*	*4%*	*4%*	*6%*	*6%*	**8%fo**	*5%*	*5%*	*5%*	*3%*	*5%*
Small town (population: 2,000 - 14,999)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 8

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

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
NET Urban	**4413**	1102	1108	1092	1111	361	393	348	367	343	398	317	391	383	354	361	396
	86%	*86%*	*86%*	*85%*	*86%*	**85%k**	**87%k**	**86%k**	**86%k**	**85%k**	**86%k**	*75%*	**90%kn**	**90%kn**	*82%*	**87%k**	**89%kn**
NET Rural including Remote	**734**	180	181	192	181	63	58	58	59	60	62	104	44	44	76	55	50
	14%	*14%*	*14%*	*15%*	*14%*	*15%*	*13%*	*14%*	*14%*	*15%*	*14%*	**25%efghijlmop**	*10%*	*10%*	**18%lmp**	*13%*	*11%*
NET Remote Rural	**243**	46	67	74	55	17	13	16	17	23	27	33	21	21	21	13	21
	5%	*4%*	*5%*	**6%a**	*4%*	*4%*	*3%*	*4%*	*4%*	*6%*	*6%*	**8%fo**	*5%*	*5%*	*5%*	*3%*	*5%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 9

QB7. Are you unable to leave your home without help, due to illness or disability?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
I am unable to leave home without help, due to illness or disablility	**260**	-	260	117	143	21	34	58	47	54	26	19	55	105	99	45	232	24	322
	5%	-	*5%*	*5%*	*5%*	*3%*	*5%*	**6%e**	**6%e**	**6%e**	*4%*	*4%*	*4%*	**6%lo**	*5%*	*4%*	**5%q**	*3%*	*6%*
I am able to leave home without help	**4795**	-	4795	2356	2430	648	654	872	677	843	601	494	1302	1548	1938	1095	3995	728	4729
	93%	-	*93%*	*94%*	*92%*	*94%*	*92%*	*92%*	*92%*	*93%*	*95%*	*94%*	*93%*	*92%*	*94%*	**95%m**	*93%*	*94%*	*92%*
I prefer not to answer	**92**	-	92	36	56	17	23	19	9	8	7	10	40	27	25	17	72	18	96
	2%	-	*2%*	*1%*	*2%*	**3%l**	**3%hij**	*2%*	*1%*	*1%*	*1%*	*2%*	**3%n**	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 9

QB7. Are you unable to leave your home without help, due to illness or disability?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
I am unable to leave home without help, due to illness or disablility	**260**	36	50	44	130	86	174	97	160	47	65	76	39	22	202	47	203
	5%	*3%*	*3%*	*4%*	**11%abc**	*3%*	**8%e**	*3%*	**8%g**	**8%lmn**	**9%klmn**	**6%lm**	*3%*	*3%*	**5%l**	**8%p**	*5%*
I am able to leave home without help	**4795**	1141	1668	995	991	2809	1986	2932	1820	539	623	1267	1212	723	3825	547	3917
	93%	**96%cd**	**95%d**	**93%d**	*87%*	**96%f**	*90%*	**95%h**	*90%*	*90%*	*89%*	**93%j**	**96%ijkn**	**96%ijk**	**94%lj**	*90%*	**94%o**
I prefer not to answer	**92**	9	31	29	24	40	52	49	32	15	13	27	9	9	57	16	58
	2%	*1%*	*2%*	**3%a**	**2%a**	*1%*	**2%e**	*2%*	*2%*	**3%l**	*2%*	**2%l**	*1%*	*1%*	*1%*	**3%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 9

QB7. Are you unable to leave your home without help, due to illness or disability?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
I am unable to leave home without help, due to illness or disablility	**260**	219	41	15	211	18	18	13	15	22	22	13	27	24	29	38	22	3	15
	5%	*5%*	*6%*	*6%*	*5%*	*4%*	**7%e**	**9%de**	*7%*	*4%*	*5%*	*4%*	*6%*	*5%*	*4%*	*5%*	*5%*	*4%*	*4%*
I am able to leave home without help	**4795**	4119	676	217	4024	415	229	127	190	529	388	353	418	447	631	657	410	74	341
	93%	**93%c**	*92%*	*89%*	**93%g**	**94%g**	*92%*	*87%*	*92%*	*94%*	*92%*	*95%*	*93%*	*94%*	*93%*	*94%*	*93%*	*96%*	*94%*
I prefer not to answer	**92**	75	17	11	77	7	3	6	3	12	13	6	7	5	16	7	8	1	7
	2%	*2%*	*2%*	**4%a**	*2%*	*2%*	*1%*	**4%df**	*1%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB7. Are you unable to leave your home without help, due to illness or disability?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
I am unable to leave home without help, due to illness or disablility	**260**	110	87	32	22	9	196	31	113	90	37	14	5	203	19
	5%	*6%*	*4%*	*5%*	*6%*	*7%*	*5%*	*6%*	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*
I am able to leave home without help	**4795**	1737	1901	642	357	127	3638	484	1811	1936	660	257	97	3747	354
	93%	*92%*	*94%*	*93%*	*92%*	*93%*	*93%*	*93%*	*92%*	*94%*	*92%*	*94%*	*95%*	*93%*	*94%*
I prefer not to answer	**92**	34	31	19	7	-	65	7	39	32	17	3	*	72	3
	2%	*2%*	*2%*	*3%*	*2%*	-	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QB7. Are you unable to leave your home without help, due to illness or disability?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
I am unable to leave home without help, due to illness or disablility	260	260	-	-	213	40	7	240	7	7	2	254	4
	5%	100%bc	-	-	15%ef	1%	2%	5%	12%g	19%	60%	5%	16%
I am able to leave home without help	4795	-	4795	-	1200	3327	268	4702	47	28	1	4777	17
	93%	-	100%ac	-	83%	98%df	87%	93%h	83%	77%	40%	93%h	76%
I prefer not to answer	92	-	-	92	32	28	33	87	2	1	-	90	2
	2%	-	-	100%ab	2%e	1%	11%de	2%	4%	4%	-	2%	8%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 9

QB7. Are you unable to leave your home without help, due to illness or disability?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
I am unable to leave home without help, due to illness or disablility	**260**	50	48	79	82	24	10	16	12	7	29	24	34	21	19	31	32
	5%	*4%*	*4%*	**6%ab**	**6%ab**	**6%fi**	*2%*	*4%*	*3%*	*2%*	**6%fi**	**6%fi**	**8%fhi**	*5%*	*4%*	**8%fhi**	**7%fhi**
I am able to leave home without help	**4795**	1218	1217	1188	1172	396	433	389	404	390	423	391	399	398	398	381	393
	93%	**95%cd**	**94%d**	*92%*	*91%*	**93%p**	**96%jlop**	**96%p**	**95%p**	**97%jlnop**	*92%*	*93%*	*92%*	*93%*	*93%*	*92%*	*88%*
I prefer not to answer	**92**	13	24	18	38	5	8	1	9	6	8	6	2	10	13	4	22
	2%	*1%*	*2%*	*1%*	**3%ac**	*1%*	*2%*	*	**2%g**	*2%*	*2%*	*1%*	*	**2%g**	**3%gl**	*1%*	**5%efgijklo**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 10

QC1_1. Which types of communication would you be happy to receive from - Your bank / building society

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**1352**	-	1352	622	729	141	174	265	192	247	171	158	316	457	577	329	1117	217	1377
	51%	-	*51%*	*50%*	*52%*	*41%*	*49%*	**51%e**	**50%e**	**54%e**	**53%e**	**60%ef**	*45%*	*51%*	**55%l**	**56%l**	*52%*	*50%*	*53%*
Phone call	**656**	-	656	331	323	113	113	152	68	95	54	60	226	220	210	114	508	142	640
	25%	-	*25%*	*26%*	*23%*	**32%hijk**	**32%hijk**	**29%hij**	*18%*	*21%*	*17%*	*23%*	**32%mno**	*24%*	*20%*	*19%*	*23%*	**33%p**	*25%*
Text message	**835**	-	835	413	422	129	117	193	125	147	70	50	245	319	267	120	666	155	819
	32%	-	*32%*	*33%*	*30%*	**37%jk**	**33%jk**	**37%jk**	**33%jk**	**32%jk**	*22%*	*19%*	**35%no**	**35%no**	*26%*	*20%*	*31%*	*36%*	*31%*
Email/ online portal	**1818**	-	1818	873	944	227	218	380	256	340	223	170	445	636	732	392	1505	286	1781
	69%	-	*69%*	*70%*	*68%*	*65%*	*62%*	**73%efk**	*67%*	**75%efk**	*69%*	*64%*	*63%*	**71%l**	**70%l**	*67%*	*69%*	*66%*	*68%*
Other	**40**	-	40	23	17	3	2	6	5	9	14	2	4	10	25	16	38	1	40
	2%	-	*2%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	**4%efg**	*1%*	*1%*	*1%*	**2%l**	**3%l**	*2%*	*	*2%*
No preference	**153**	-	153	74	77	15	31	23	31	24	15	13	46	54	53	29	116	32	145
	6%	-	*6%*	*6%*	*6%*	*4%*	**9%q**	*4%*	*8%*	*5%*	*5%*	*5%*	*7%*	*6%*	*5%*	*5%*	*5%*	*7%*	*6%*
Don't know	**17**	-	17	9	8	3	2	7	*	1	4	-	5	7	5	4	16	1	18
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET More than one type of communucation	**1364**	-	1364	662	702	167	182	298	185	247	160	122	349	482	529	282	1113	234	1349
	52%	-	*52%*	*53%*	*50%*	*48%*	*51%*	**58%ehk**	*48%*	*54%*	*50%*	*46%*	*50%*	*54%*	*51%*	*48%*	*51%*	*54%*	*52%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 10

QC1_1. Which types of communication would you be happy to receive from - Your bank / building society

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**1352**	323	460	280	290	783	569	780	559	142	180	368	302	234	1083	142	1110
	51%	*53%*	*50%*	*51%*	*51%*	*51%*	*51%*	*48%*	**56%g**	*49%*	*54%*	*50%*	*48%*	**58%ikl**	*52%*	*48%*	*52%*
Phone call	**656**	159	201	146	150	360	295	414	229	71	86	187	160	88	521	71	536
	25%	*26%*	*22%*	*27%*	*26%*	*24%*	*26%*	*26%*	*23%*	*24%*	*26%*	*26%*	*25%*	*22%*	*25%*	*24%*	*25%*
Text message	**835**	218	264	173	180	482	353	562	266	76	108	219	196	168	691	76	698
	32%	**36%b**	*29%*	*32%*	*32%*	*31%*	*32%*	**35%h**	*27%*	*26%*	*33%*	*30%*	*31%*	**42%ikln**	**33%l**	*26%*	**33%o**
Email/ online portal	**1818**	450	633	368	367	1083	735	1152	650	163	220	529	442	293	1485	166	1519
	69%	**74%d**	*68%*	*67%*	*64%*	**71%f**	*66%*	**71%h**	*65%*	*56%*	**66%l**	**72%l**	**70%l**	**73%l**	**71%l**	*56%*	**71%o**
Other	**40**	9	13	8	9	22	17	21	18	4	5	8	13	4	31	4	33
	2%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*
No preference	**153**	22	63	32	36	86	67	92	59	16	26	45	36	15	122	16	124
	6%	*4%*	**7%a**	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*5%*	*8%*	*6%*	*6%*	*4%*	*6%*	*5%*	*6%*
Don't know	**17**	2	2	1	11	5	13	9	7	8	2	3	1	-	5	10	5
	1%	*	*	*	**2%abc**	*	**1%e**	*1%*	*1%*	**3%klmn**	*	*	*	-	*	**3%p**	*
NET More than one type of communucation	**1364**	342	462	292	269	804	561	859	490	118	175	388	316	242	1121	119	1147
	52%	**56%d**	*50%*	*54%*	*47%*	*52%*	*50%*	*53%*	*49%*	*41%*	**53%l**	**53%l**	**50%l**	**60%ll**	**53%l**	*40%*	**54%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 10

QC1_1. Which types of communication would you be happy to receive from - Your bank / building society

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**1352**	1135	217	75	1126	120	70	37	48	123	130	108	117	135	149	178	137	22	98
	51%	*49%*	**62%a**	**62%a**	*51%*	*52%*	*54%*	*50%*	*48%*	*43%*	**60%ino**	**57%in**	*48%*	**57%in**	*45%*	*47%*	**59%ino**	*53%*	*52%*
Phone call	**656**	572	83	31	554	48	34	19	23	82	70	46	55	55	88	83	53	8	40
	25%	*25%*	*24%*	*25%*	*25%*	*21%*	*27%*	*26%*	*22%*	*29%*	**32%r**	*24%*	*23%*	*23%*	*26%*	*22%*	*23%*	*18%*	*21%*
Text message	**835**	726	109	40	704	61	42	28	28	110	72	62	73	70	126	107	55	9	52
	32%	*32%*	*31%*	*33%*	*32%*	*27%*	*33%*	**38%e**	*28%*	**39%pqr**	*33%*	*33%*	*30%*	*29%*	**38%pr**	*28%*	*24%*	*22%*	*28%*
Email/ online portal	**1818**	1583	235	79	1517	163	88	50	77	188	154	143	166	163	215	257	153	32	130
	69%	*69%*	*67%*	*66%*	*68%*	*71%*	*68%*	*68%*	**76%n**	*66%*	*70%*	**76%n**	*69%*	*68%*	*65%*	*68%*	*66%*	*77%*	*70%*
Other	**40**	35	4	2	33	5	*	1	3	4	11	4	2	1	2	1	6	3	2
	2%	*2%*	*1%*	*1%*	*1%*	*2%*	*	*2%*	**3%o**	*1%*	**5%lmnor**	*2%*	*1%*	*	*1%*	*	*3%*	**7%ilmnor**	*1%*
No preference	**153**	140	13	3	131	10	9	3	5	25	7	7	16	14	18	24	14	1	9
	6%	*6%*	*4%*	*2%*	*6%*	*4%*	*7%*	*5%*	*5%*	*9%*	*3%*	*4%*	*7%*	*6%*	*5%*	*6%*	*6%*	*3%*	*5%*
Don't know	**17**	15	2	*	10	6	1	*	-	4	-	*	1	-	-	1	4	1	5
	1%	*1%*	*1%*	*	*	**3%d**	*1%*	*	-	*1%*	-	*	*	-	-	*	*2%*	**2%jmn**	**3%jkmno**
NET More than one type of communucation	**1364**	1174	190	66	1143	115	68	38	50	151	130	102	122	122	171	178	116	24	92
	52%	*51%*	*54%*	*55%*	*52%*	*50%*	*52%*	*52%*	*50%*	*53%*	**59%o**	*54%*	*50%*	*51%*	*51%*	*47%*	*50%*	*56%*	*49%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 10

QC1_1. Which types of communication would you be happy to receive from - Your bank / building society

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**1352**	562	545	143	75	21	1107	96	559	528	169	78	13	1087	91
	51%	**60%bcdefg**	**50%ceg**	*41%*	*41%*	*31%*	**54%cdeg**	*39%*	**55%jln**	**50%l**	**47%l**	**50%l**	*25%*	**53%l**	*44%*
Phone call	**656**	229	285	80	48	11	514	59	272	242	95	36	7	515	43
	25%	*24%*	*26%*	*23%*	*26%*	*17%*	*25%*	*24%*	*27%*	*23%*	*26%*	*23%*	*13%*	*25%*	*21%*
Text message	**835**	269	350	110	71	28	619	99	300	362	104	47	17	662	64
	32%	*29%*	*32%*	*31%*	**39%a**	*42%*	*30%*	**40%af**	*30%*	*34%*	*29%*	*30%*	*33%*	*32%*	*31%*
Email/ online portal	**1818**	632	758	220	141	57	1389	199	702	744	229	98	38	1446	135
	69%	*67%*	*69%*	*63%*	**78%acf**	**86%abcf**	*68%*	**80%abcf**	*69%*	*70%*	*64%*	*63%*	*73%*	*70%*	*66%*
Other	**40**	13	18	4	4	1	31	5	9	15	9	5	2	24	7
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*4%*	*1%*	**4%hm**
No preference	**153**	51	62	27	9	2	113	11	53	63	26	6	2	116	8
	6%	*5%*	*6%*	*8%*	*5%*	*3%*	*6%*	*4%*	*5%*	*6%*	*7%*	*4%*	*4%*	*6%*	*4%*
Don't know	**17**	3	3	9	1	-	7	1	4	3	7	2	-	7	2
	1%	*	*	**3%abi**	*1%*	-	*	*	*	*	**2%him**	*2%*	-	*	*1%*
NET More than one type of communucation	**1364**	511	566	151	92	36	1078	128	540	553	171	75	18	1093	94
	52%	**55%c**	**52%c**	*43%*	*50%*	*55%*	**53%c**	*51%*	**53%l**	*52%*	*48%*	*49%*	*35%*	*53%*	*45%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 10

QC1_1. Which types of communication would you be happy to receive from - Your bank / building society

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**1352**	68	1261	24	359	925	68	1337	5	9	-	1351	1
	51%	*50%*	*51%*	*38%*	**49%f**	**53%f**	*38%*	*52%*	*18%*	*37%*	-	*51%*	*5%*
Phone call	**656**	43	595	18	202	396	58	630	7	6	2	644	10
	25%	*32%*	*24%*	*29%*	**28%e**	*23%*	**33%e**	*24%*	*25%*	*25%*	*100%*	*24%*	*58%*
Text message	**835**	34	780	21	228	553	54	815	5	13	-	833	1
	32%	*25%*	*32%*	*34%*	*31%*	*32%*	*31%*	*32%*	*18%*	*50%*	-	*32%*	*9%*
Email/ online portal	**1818**	80	1711	28	470	1253	95	1780	14	17	-	1811	7
	69%	*58%*	**70%ac**	*46%*	**65%f**	**72%df**	*54%*	*69%*	*48%*	*66%*	-	*69%*	*39%*
Other	**40**	2	37	-	15	20	5	40	-	-	-	40	*
	2%	*2%*	*2%*	-	*2%*	*1%*	*3%*	*2%*	-	-	-	*2%*	*1%*
No preference	**153**	8	143	2	54	93	6	146	3	2	-	151	2
	6%	*6%*	*6%*	*3%*	*7%*	*5%*	*3%*	*6%*	*11%*	*6%*	-	*6%*	*13%*
Don't know	**17**	1	14	2	8	4	5	17	*	-	-	17	*
	1%	*1%*	*1%*	*3%*	**1%e**	*	**3%e**	*1%*	*	-	-	*1%*	*2%*
NET More than one type of communucation	**1364**	61	1281	22	369	926	69	1341	6	14	-	1361	3
	52%	*45%*	*52%*	*36%*	**51%f**	**53%f**	*39%*	*52%*	*19%*	*56%*	-	*52%*	*17%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 10

QC1_1. Which types of communication would you be happy to receive from - Your bank / building society

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**1352**	252	448	221	431	-	252	-	228	-	220	-	221	-	211	-	220
	51%	*56%*	*51%*	*51%*	*49%*	-	**56%j**	-	*54%*	-	*48%*	-	*51%*	-	*49%*	-	*49%*
Phone call	**656**	105	203	97	251	-	105	-	96	-	107	-	97	-	113	-	138
	25%	*23%*	*23%*	*22%*	**29%b**	-	*23%*	-	*23%*	-	*23%*	-	*22%*	-	*26%*	-	**31%fhjl**
Text message	**835**	142	280	127	285	-	142	-	120	-	161	-	127	-	129	-	156
	32%	*32%*	*32%*	*29%*	*32%*	-	*32%*	-	*28%*	-	*35%*	-	*29%*	-	*30%*	-	*35%*
Email/ online portal	**1818**	320	612	286	599	-	320	-	302	-	310	-	286	-	307	-	293
	69%	*71%*	*69%*	*66%*	*68%*	-	*71%*	-	*71%*	-	*67%*	-	*66%*	-	*71%*	-	*66%*
Other	**40**	2	14	13	10	-	2	-	6	-	9	-	13	-	9	-	1
	2%	*	*2%*	**3%a**	*1%*	-	*	-	*1%*	-	*2%*	-	**3%fp**	-	*2%*	-	*
No preference	**153**	32	50	30	41	-	32	-	20	-	30	-	30	-	23	-	18
	6%	*7%*	*6%*	*7%*	*5%*	-	*7%*	-	*5%*	-	*7%*	-	*7%*	-	*5%*	-	*4%*
Don't know	**17**	1	4	7	6	-	1	-	*	-	3	-	7	-	2	-	4
	1%	*	*	*1%*	*1%*	-	*	-	*	-	*1%*	-	*1%*	-	*	-	*1%*
NET More than one type of communucation	**1364**	249	441	222	452	-	249	-	223	-	218	-	222	-	220	-	232
	52%	*55%*	*50%*	*51%*	*52%*	-	*55%*	-	*52%*	-	*47%*	-	*51%*	-	*51%*	-	*52%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 11

QC1_2. Which types of communication would you be happy to receive from - Your gas / electricity provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**1210**	-	1210	584	625	148	161	248	181	211	147	110	310	429	469	257	989	205	1252
	46%	-	*46%*	*47%*	*45%*	*43%*	*46%*	*48%*	*47%*	*46%*	*46%*	*42%*	*44%*	*48%*	*45%*	*44%*	*46%*	*47%*	*48%*
Phone call	**520**	-	520	265	254	93	90	127	53	69	53	36	183	180	158	89	402	116	483
	20%	-	*20%*	*21%*	*18%*	**27%hijk**	**25%hijk**	**25%hijk**	*14%*	*15%*	*16%*	*14%*	**26%mno**	**20%n**	*15%*	*15%*	*19%*	**27%p**	*19%*
Text message	**589**	-	589	306	283	95	94	132	92	93	49	32	189	224	174	81	465	117	564
	22%	-	*22%*	*24%*	*20%*	**27%jk**	**27%jk**	**26%jk**	**24%jk**	**21%k**	*15%*	*12%*	**27%no**	**25%no**	*17%*	*14%*	*21%*	*27%*	*22%*
Email/ online portal	**1864**	-	1864	887	977	195	230	365	271	348	252	202	424	636	801	454	1544	292	1826
	70%	-	*70%*	*71%*	*70%*	*56%*	*65%*	**70%e**	**71%e**	**76%ef**	**78%ef**	**76%ef**	*61%*	**71%l**	**77%lm**	**77%lm**	*71%*	*67%*	*70%*
Other	**16**	-	16	12	4	4	3	1	2	5	*	-	7	4	5	*	14	2	16
	1%	-	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	-	*1%*	*	*	*	*1%*	*	*1%*
No preference	**155**	-	155	65	88	17	25	33	23	29	13	14	41	56	56	28	133	21	155
	6%	-	*6%*	*5%*	*6%*	*5%*	*7%*	*6%*	*6%*	*6%*	*4%*	*5%*	*6%*	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*
Don't know	**42**	-	42	19	23	14	3	10	3	4	7	1	17	13	12	8	29	10	35
	2%	-	*2%*	*2%*	*2%*	**4%hijk**	*1%*	*2%*	*1%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET More than one type of communucation	**1173**	-	1173	586	587	141	169	252	166	203	140	100	310	419	443	239	951	214	1163
	44%	-	*44%*	*47%*	*42%*	*41%*	**48%k**	**49%k**	*44%*	*45%*	*43%*	*38%*	*44%*	*47%*	*42%*	*41%*	*44%*	*49%*	*45%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 11

QC1_2. Which types of communication would you be happy to receive from - Your gas / electricity provider

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**1210**	279	414	244	273	693	516	733	471	128	156	327	288	211	982	128	1007
	46%	*46%*	*45%*	*45%*	*48%*	*45%*	*46%*	*45%*	*47%*	*44%*	*47%*	*45%*	*45%*	**53%k**	*47%*	*43%*	*47%*
Phone call	**520**	109	177	117	118	285	235	338	171	51	74	155	129	70	429	51	437
	20%	*18%*	*19%*	*21%*	*21%*	*19%*	*21%*	*21%*	*17%*	*17%*	*22%*	*21%*	*20%*	*18%*	*20%*	*17%*	*20%*
Text message	**589**	156	177	128	128	333	256	414	167	56	86	157	129	129	501	56	505
	22%	**26%b**	*19%*	*23%*	*22%*	*22%*	*23%*	**26%h**	*17%*	*19%*	*26%*	*22%*	*20%*	**32%iklm**	*24%*	*19%*	*24%*
Email/ online portal	**1864**	450	663	368	384	1113	751	1136	714	193	227	522	443	303	1495	195	1528
	70%	**74%d**	*72%*	*67%*	*67%*	**73%f**	*67%*	*70%*	*71%*	*66%*	*68%*	*71%*	*70%*	**76%l**	*71%*	*66%*	*71%*
Other	**16**	4	5	2	4	9	6	8	8	3	2	2	3	3	10	3	10
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*
No preference	**155**	25	63	40	26	89	66	90	61	16	23	42	36	17	118	16	118
	6%	*4%*	*7%*	*7%*	*5%*	*6%*	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	*6%*	*4%*	*6%*	*5%*	*6%*
Don't know	**42**	3	7	13	19	10	32	24	12	9	4	11	*	4	18	11	19
	2%	*1%*	*1%*	**2%a**	**3%ab**	*1%*	**3%e**	*1%*	*1%*	**3%in**	*1%*	**1%l**	*	*1%*	*1%*	**4%p**	*1%*
NET More than one type of communucation	**1173**	292	397	229	255	689	484	737	423	114	158	315	268	229	970	114	988
	44%	*48%*	*43%*	*42%*	*45%*	*45%*	*43%*	*46%*	*42%*	*39%*	*48%*	*43%*	*42%*	**57%ijkln**	*46%*	*39%*	**46%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 11

QC1_2. Which types of communication would you be happy to receive from - Your gas / electricity provider

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**1210**	1033	177	58	998	109	63	39	47	113	116	93	105	102	145	157	118	22	87
	46%	*45%*	*51%*	*48%*	*45%*	*48%*	*49%*	*53%*	*47%*	*40%*	**53%lo**	*50%*	*43%*	*43%*	*44%*	*41%*	*51%*	*54%*	*46%*
Phone call	**520**	472	49	16	451	34	20	16	18	64	54	31	40	53	77	70	45	5	29
	20%	**21%b**	*14%*	*13%*	**20%e**	*15%*	*16%*	*21%*	*18%*	*22%*	**25%r**	*16%*	*16%*	*22%*	*23%*	*18%*	*20%*	*12%*	*15%*
Text message	**589**	522	68	23	505	37	31	15	19	100	56	52	55	54	65	66	38	5	33
	22%	*23%*	*19%*	*19%*	**23%e**	*16%*	**24%e**	*21%*	*19%*	**35%hlmnopqr**	*26%*	**28%opqr**	*23%*	*22%*	*20%*	*17%*	*16%*	*12%*	*17%*
Email/ online portal	**1864**	1608	256	81	1561	162	96	45	72	180	167	140	168	181	219	286	147	34	128
	70%	*70%*	*73%*	*67%*	**70%g**	*71%*	**75%g**	*61%*	*72%*	*64%*	**76%ip**	*74%*	*69%*	**75%ip**	*66%*	**76%ip**	*64%*	**82%inp**	*68%*
Other	**16**	13	2	2	12	1	2	*	1	-	3	-	-	-	4	3	1	*	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	-	-	*1%*	*1%*	*	*	*1%*
No preference	**155**	139	16	5	129	14	7	6	5	25	9	9	18	17	9	20	16	2	11
	6%	*6%*	*5%*	*4%*	*6%*	*6%*	*5%*	*8%*	*5%*	**9%n**	*4%*	*5%*	**8%n**	*7%*	*3%*	*5%*	*7%*	*6%*	*6%*
Don't know	**42**	36	6	4	36	5	1	*	1	5	1	3	7	2	8	6	4	*	4
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*3%*	*1%*	*2%*	*	*2%*
NET More than one type of communucation	**1173**	1016	157	47	986	97	59	31	40	132	114	94	104	112	141	156	94	20	77
	44%	*44%*	*45%*	*39%*	*44%*	*42%*	*46%*	*42%*	*39%*	*46%*	**52%hr**	*50%*	*43%*	*47%*	*42%*	*41%*	*41%*	*48%*	*41%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 11

QC1_2. Which types of communication would you be happy to receive from - Your gas / electricity provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**1210**	490	494	128	77	14	984	91	504	484	140	67	11	988	78
	46%	**52%bceg**	**45%ce**	*37%*	**42%e**	*21%*	**48%ceg**	*37%*	**50%jln**	**46%l**	*39%*	**43%l**	*22%*	**48%jln**	*38%*
Phone call	**520**	184	231	70	28	9	414	36	228	198	67	24	4	426	28
	20%	*20%*	*21%*	*20%*	*15%*	*13%*	*20%*	*15%*	**23%ln**	*19%*	*18%*	*16%*	*8%*	*21%*	*14%*
Text message	**589**	179	256	79	57	15	435	73	218	237	75	42	13	455	55
	22%	*19%*	*23%*	*23%*	**31%af**	*23%*	*21%*	**29%af**	*22%*	*22%*	*21%*	*27%*	*25%*	*22%*	*27%*
Email/ online portal	**1864**	652	787	221	142	53	1438	195	694	774	233	114	43	1467	157
	70%	*70%*	**72%c**	*63%*	**78%c**	**80%c**	**71%c**	**78%ac**	*69%*	**73%j**	*65%*	*74%*	**83%j**	*71%*	**76%j**
Other	**16**	6	3	5	3	-	8	3	6	6	3	-	-	13	-
	1%	*1%*	*	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
No preference	**155**	59	53	28	8	5	112	12	65	55	22	8	2	120	9
	6%	*6%*	*5%*	*8%*	*4%*	*7%*	*6%*	*5%*	*6%*	*5%*	*6%*	*5%*	*4%*	*6%*	*5%*
Don't know	**42**	11	13	12	*	4	24	4	18	8	11	2	-	27	2
	2%	*1%*	*1%*	**4%abi**	*	**5%abdi**	*1%*	*2%*	*2%*	*1%*	**3%l**	*2%*	-	*1%*	*1%*
NET More than one type of communucation	**1173**	439	495	127	87	21	934	108	471	480	132	67	18	951	85
	44%	**47%c**	**45%c**	*36%*	*48%*	*31%*	**46%c**	*43%*	**47%j**	**45%j**	*36%*	*44%*	*34%*	**46%j**	*41%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 11

QC1_2. Which types of communication would you be happy to receive from - Your gas / electricity provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**1210**	53	1142	15	320	820	70	1182	9	16	-	1207	2
	46%	*39%*	*47%c*	*24%*	*44%*	*47%*	*39%*	*46%*	*32%*	*63%*	-	*46%*	*13%*
Phone call	**520**	34	470	17	169	307	45	500	8	5	2	513	5
	20%	*25%*	*19%*	*28%*	*23%e*	*18%*	*26%e*	*19%*	*27%*	*21%*	*100%*	*20%*	*31%*
Text message	**589**	34	542	13	154	390	46	574	3	5	-	583	6
	22%	*25%*	*22%*	*22%*	*21%*	*22%*	*26%*	*22%*	*11%*	*19%*	-	*22%*	*38%*
Email/ online portal	**1864**	88	1747	29	496	1275	93	1835	13	14	-	1862	2
	70%	*65%*	*71%c*	*47%*	*68%f*	*73%df*	*53%*	*71%*	*44%*	*56%*	-	*71%*	*12%*
Other	**16**	3	12	-	5	11	-	14	1	-	-	16	-
	1%	*2%b*	*1%*	-	*1%*	*1%*	-	*1%*	*5%*	-	-	*1%*	-
No preference	**155**	10	140	5	48	101	6	150	1	1	-	152	3
	6%	*7%*	*6%*	*9%*	*7%*	*6%*	*3%*	*6%*	*2%*	*4%*	-	*6%*	*19%*
Don't know	**42**	3	31	8	15	14	13	39	2	-	-	41	1
	2%	*2%*	*1%*	*13%ab*	*2%e*	*1%*	*7%de*	*2%*	*8%*	-	-	*2%*	*5%*
NET More than one type of communucation	**1173**	56	1096	21	320	789	64	1153	7	11	-	1172	1
	44%	*41%*	*45%*	*34%*	*44%*	*45%*	*36%*	*45%*	*25%*	*44%*	-	*45%*	*8%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 11

QC1_2. Which types of communication would you be happy to receive from - Your gas / electricity provider

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**1210**	215	388	190	417	-	215	-	206	-	182	-	190	-	201	-	216
	46%	*48%*	*44%*	*44%*	*48%*	-	**48%j**	-	**48%j**	-	*40%*	-	*44%*	-	*47%*	-	**48%j**
Phone call	**520**	79	168	74	199	-	79	-	76	-	92	-	74	-	81	-	119
	20%	*18%*	*19%*	*17%*	*23%*	-	*18%*	-	*18%*	-	*20%*	-	*17%*	-	*19%*	-	**27%fhlm**
Text message	**589**	98	180	85	225	-	98	-	80	-	101	-	85	-	98	-	128
	22%	*22%*	*20%*	*20%*	**26%b**	-	*22%*	-	*19%*	-	*22%*	-	*20%*	-	*23%*	-	**29%hl**
Email/ online portal	**1864**	327	643	281	614	-	327	-	314	-	329	-	281	-	317	-	297
	70%	**72%c**	**73%c**	*65%*	*70%*	-	**72%l**	-	**74%l**	-	*71%*	-	*65%*	-	**74%l**	-	*66%*
Other	**16**	*	3	4	8	-	*	-	*	-	2	-	4	-	3	-	5
	1%	*	*	*1%*	*1%*	-	*	-	*	-	*	-	*1%*	-	*1%*	-	*1%*
No preference	**155**	34	48	32	41	-	34	-	18	-	30	-	32	-	27	-	15
	6%	*8%*	*5%*	*7%*	*5%*	-	**8%p**	-	*4%*	-	*7%*	-	**7%p**	-	*6%*	-	*3%*
Don't know	**42**	5	17	8	12	-	5	-	4	-	13	-	8	-	5	-	7
	2%	*1%*	*2%*	*2%*	*1%*	-	*1%*	-	*1%*	-	*3%*	-	*2%*	-	*1%*	-	*2%*
NET More than one type of communucation	**1173**	217	376	173	407	-	217	-	180	-	196	-	173	-	195	-	212
	44%	*48%*	*42%*	*40%*	*46%*	-	*48%*	-	*42%*	-	*43%*	-	*40%*	-	*45%*	-	*47%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 12

QC1_3. Which types of communication would you be happy to receive from - Your local council or tax office

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**1570**	-	1570	725	845	168	197	297	231	301	203	169	365	528	672	371	1297	256	1566
	59%	-	*59%*	*58%*	*61%*	*48%*	*56%*	**57%e**	**61%e**	**66%efg**	**63%e**	**64%e**	*52%*	**59%l**	**65%lm**	**63%l**	*60%*	*59%*	*60%*
Phone call	**552**	-	552	294	258	97	86	129	50	83	51	57	183	179	191	108	437	113	536
	21%	-	*21%*	**23%d**	*19%*	**28%hij**	**24%hj**	**25%hij**	*13%*	*18%*	*16%*	**22%h**	**26%mno**	*20%*	*18%*	*18%*	*20%*	**26%p**	*21%*
Text message	**512**	-	512	264	248	82	93	115	78	82	34	29	175	193	144	63	401	106	464
	19%	-	*19%*	*21%*	*18%*	**24%jk**	**26%ijk**	**22%jk**	**20%jk**	**18%j**	*10%*	*11%*	**25%no**	**21%no**	*14%*	*11%*	*18%*	**24%p**	*18%*
Email/ online portal	**1506**	-	1506	714	792	178	189	301	216	273	204	143	367	517	620	347	1253	230	1469
	57%	-	*57%*	*57%*	*57%*	*51%*	*53%*	*58%*	*57%*	*60%*	**63%ef**	*54%*	*52%*	*58%*	**59%l**	*59%*	*58%*	*53%*	*56%*
Other	**9**	-	9	6	3	1	*	3	-	5	*	-	1	3	5	*	7	2	11
	*	-	*	*	*	*	*	*1%*	-	*1%*	*	-	*	*	*	*	*	*	*
No preference	**162**	-	162	72	88	22	24	31	33	27	16	9	46	63	52	25	123	35	162
	6%	-	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	**9%k**	*6%*	*5%*	*3%*	*7%*	*7%*	*5%*	*4%*	*6%*	*8%*	*6%*
Don't know	**45**	-	45	21	24	19	6	8	3	4	5	-	25	10	9	5	31	10	47
	2%	-	*2%*	*2%*	*2%*	**6%fghijk**	*2%*	*1%*	*1%*	*1%*	*2%*	-	**4%mno**	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*
NET More than one type of communucation	**1146**	-	1146	555	590	134	147	242	153	218	149	100	282	395	467	248	939	198	1105
	43%	-	*43%*	*44%*	*42%*	*39%*	*42%*	*47%*	*40%*	**48%ek**	*46%*	*38%*	*40%*	*44%*	*45%*	*42%*	*43%*	*45%*	*42%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 12

QC1_3. Which types of communication would you be happy to receive from - Your local council or tax office

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**1570**	382	553	298	338	935	636	924	638	164	205	427	364	269	1265	165	1299
	59%	**63%c**	*60%*	*54%*	*59%*	*61%*	*57%*	*57%*	**64%g**	*56%*	*62%*	*58%*	*57%*	**67%ikln**	*60%*	*55%*	*61%*
Phone call	**552**	112	198	115	127	310	242	336	206	66	77	166	141	59	443	66	455
	21%	*18%*	*21%*	*21%*	*22%*	*20%*	*22%*	*21%*	*21%*	**23%m**	**23%m**	**23%m**	**22%m**	*15%*	**21%m**	*22%*	*21%*
Text message	**512**	152	154	93	113	305	206	361	141	46	76	140	112	107	435	46	437
	19%	**25%bc**	*17%*	*17%*	*20%*	*20%*	*19%*	**22%h**	*14%*	*16%*	*23%*	*19%*	*18%*	**27%ikln**	*21%*	*15%*	*20%*
Email/ online portal	**1506**	382	531	287	306	913	593	935	558	150	180	424	357	255	1218	152	1243
	57%	**63%cd**	*57%*	*53%*	*54%*	**60%f**	*53%*	*58%*	*56%*	*51%*	*54%*	*58%*	*56%*	**64%jj**	*58%*	*51%*	*58%*
Other	**9**	*	3	2	3	3	6	6	1	2	1	*	4	-	5	2	5
	*	*	*	*	*1%*	*	*1%*	*	*	*1%*	*	*	*1%*	-	*	*1%*	*
No preference	**162**	26	65	32	39	91	71	94	64	15	31	39	39	21	129	17	129
	6%	*4%*	*7%*	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*	*5%*	*9%*	*5%*	*6%*	*5%*	*6%*	*6%*	*6%*
Don't know	**45**	6	7	14	18	12	33	26	13	9	4	12	6	1	23	9	23
	2%	*1%*	*1%*	**3%b**	**3%ab**	*1%*	**3%e**	*2%*	*1%*	**3%mn**	*1%*	*2%*	*1%*	*	*1%*	**3%p**	*1%*
NET More than one type of communucation	**1146**	310	391	200	244	701	445	704	432	103	145	327	267	210	949	104	971
	43%	**51%bcd**	*42%*	*37%*	*43%*	**46%f**	*40%*	*44%*	*43%*	*35%*	*44%*	**45%l**	*42%*	**53%lln**	**45%l**	*35%*	**45%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 12

QC1_3. Which types of communication would you be happy to receive from - Your local council or tax office

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**1570**	1348	222	69	1309	140	79	43	55	142	133	120	147	146	185	223	158	25	115
	59%	*59%*	*64%*	*57%*	*59%*	*61%*	*61%*	*58%*	*54%*	*50%*	*61%*	**64%l**	*60%*	*61%*	*55%*	*59%*	**69%hin**	*60%*	**61%l**
Phone call	**552**	487	66	23	474	38	23	18	22	71	62	31	45	44	67	83	49	8	30
	21%	*21%*	*19%*	*19%*	*21%*	*16%*	*17%*	*24%*	*22%*	**25%r**	**29%kmr**	*16%*	*19%*	*18%*	*20%*	*22%*	*21%*	*18%*	*16%*
Text message	**512**	450	62	20	444	29	26	13	19	83	48	40	40	36	79	72	26	2	27
	19%	*20%*	*18%*	*17%*	**20%e**	*13%*	**20%e**	*17%*	**18%q**	**29%lmopqr**	**22%pq**	**21%pq**	*16%*	*15%*	**24%pqr**	**19%q**	*11%*	*5%*	*15%*
Email/ online portal	**1506**	1306	200	65	1262	131	77	37	59	156	147	105	129	117	187	239	122	23	107
	57%	*57%*	*57%*	*54%*	*57%*	*57%*	*59%*	*50%*	*59%*	*55%*	**67%ilmnp**	*56%*	*53%*	*49%*	*56%*	**63%m**	*53%*	*56%*	*57%*
Other	**9**	7	1	1	7	*	1	*	1	1	2	-	-	-	-	3	-	*	-
	***	*	*	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	-	-	-	-	*1%*	-	*1%*	-
No preference	**162**	152	10	3	135	11	11	4	5	25	11	11	22	17	17	16	12	2	10
	6%	**7%b**	*3%*	*2%*	*6%*	*5%*	*9%*	*6%*	*5%*	*9%*	*5%*	*6%*	*9%*	*7%*	*5%*	*4%*	*5%*	*4%*	*5%*
Don't know	**45**	32	13	6	37	2	1	5	1	5	2	1	7	3	8	6	4	-	2
	2%	*1%*	**4%a**	**5%a**	*2%*	*1%*	*1%*	**7%def**	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	-	*1%*
NET More than one type of communucation	**1146**	990	156	46	971	91	57	28	39	125	116	85	101	90	145	175	93	15	75
	43%	*43%*	*44%*	*38%*	*44%*	*40%*	*44%*	*37%*	*38%*	*44%*	**53%hmpq**	*45%*	*42%*	*38%*	*43%*	*46%*	*40%*	*37%*	*40%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 12

QC1_3. Which types of communication would you be happy to receive from - Your local council or tax office

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**1570**	614	648	174	98	29	1263	127	625	635	197	90	20	1260	110
	59%	**66%bcdeg**	**59%ce**	*50%*	*54%*	*43%*	**62%ceg**	*51%*	**62%l**	**60%l**	*55%*	*59%*	*39%*	**61%l**	*54%*
Phone call	**552**	210	230	64	37	11	440	48	239	211	68	26	8	450	34
	21%	*22%*	*21%*	*18%*	*20%*	*16%*	*22%*	*19%*	*24%*	*20%*	*19%*	*17%*	*15%*	*22%*	*16%*
Text message	**512**	175	206	60	49	19	381	68	198	209	62	31	8	406	39
	19%	*19%*	*19%*	*17%*	**27%abcf**	*29%*	*19%*	**27%abcf**	*20%*	*20%*	*17%*	*20%*	*16%*	*20%*	*19%*
Email/ online portal	**1506**	530	627	168	121	52	1156	172	570	614	194	88	34	1184	122
	57%	**56%c**	**57%c**	*48%*	**66%c**	**78%abcf**	**57%c**	**69%abcf**	*56%*	*58%*	*54%*	*57%*	*65%*	*57%*	*59%*
Other	**9**	3	1	4	1	-	4	1	4	2	3	-	-	5	-
	*	*	*	**1%bf**	*1%*	-	*	*1%*	*	*	*1%*	-	-	*	-
No preference	**162**	53	59	37	7	3	112	10	56	58	33	9	3	114	12
	6%	*6%*	*5%*	**11%abdfg**	*4%*	*4%*	*6%*	*4%*	*6%*	*5%*	**9%m**	*6%*	*6%*	*5%*	*6%*
Don't know	**45**	9	15	12	6	1	24	7	20	13	8	2	-	33	2
	2%	*1%*	*1%*	**4%abf**	*3%*	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	-	*2%*	*1%*
NET More than one type of communucation	**1146**	443	473	106	88	31	916	119	448	479	133	61	20	927	81
	43%	**47%c**	**43%c**	*30%*	**48%c**	**47%c**	**45%c**	**48%c**	*44%*	**45%j**	*37%*	*39%*	*39%*	**45%j**	*39%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 12

QC1_3. Which types of communication would you be happy to receive from - Your local council or tax office

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**1570**	72	1482	17	411	1075	84	1549	6	9	-	1565	6
	59%	*53%c*	*60%c*	*28%*	*57%*	*62%f*	*47%*	*60%*	*20%*	*37%*	-	*60%*	*34%*
Phone call	**552**	41	500	11	185	319	48	527	5	13	2	545	5
	21%	*30%b*	*20%*	*18%*	*25%e*	*18%*	*27%e*	*20%*	*16%*	*51%*	*100%*	*21%*	*32%*
Text message	**512**	27	473	11	140	323	49	495	8	5	-	509	3
	19%	*20%*	*19%*	*19%*	*19%*	*19%*	*27%e*	*19%*	*28%*	*21%*	-	*19%*	*17%*
Email/ online portal	**1506**	69	1412	25	418	1014	75	1475	12	16	-	1503	4
	57%	*51%*	*58%c*	*41%*	*57%f*	*58%f*	*42%*	*57%*	*41%*	*60%*	-	*57%*	*22%*
Other	**9**	3	6	-	3	6	*	9	-	-	-	9	-
	*	*2%b*	*	-	*	*	*	*	-	-	-	*	-
No preference	**162**	12	143	7	50	109	3	155	2	1	-	158	4
	6%	*8%*	*6%*	*12%*	*7%*	*6%*	*2%*	*6%*	*6%*	*4%*	-	*6%*	*22%*
Don't know	**45**	6	31	9	18	17	11	38	2	3	-	43	2
	2%	*4%b*	*1%*	*15%ab*	*2%e*	*1%*	*6%de*	*1%*	*8%*	*10%*	-	*2%*	*11%*
NET More than one type of communucation	**1146**	57	1075	14	329	757	59	1124	5	13	-	1142	3
	43%	*42%*	*44%c*	*23%*	*45%f*	*43%*	*33%*	*44%*	*18%*	*51%*	-	*43%*	*21%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 12

QC1_3. Which types of communication would you be happy to receive from - Your local council or tax office

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**1570**	267	544	240	519	-	267	-	284	-	261	-	240	-	277	-	242
	59%	*59%*	*61%*	*55%*	*59%*	-	*59%*	-	**67%lp**	-	*57%*	-	*55%*	-	**65%lp**	-	*54%*
Phone call	**552**	91	179	98	184	-	91	-	80	-	99	-	98	-	74	-	110
	21%	*20%*	*20%*	*23%*	*21%*	-	*20%*	-	*19%*	-	*21%*	-	*23%*	-	*17%*	-	**25%n**
Text message	**512**	81	166	67	197	-	81	-	68	-	99	-	67	-	96	-	101
	19%	*18%*	*19%*	*15%*	**23%c**	-	*18%*	-	*16%*	-	*21%*	-	*15%*	-	*22%*	-	**23%l**
Email/ online portal	**1506**	251	503	239	514	-	251	-	250	-	253	-	239	-	260	-	254
	57%	*56%*	*57%*	*55%*	*59%*	-	*56%*	-	*59%*	-	*55%*	-	*55%*	-	*60%*	-	*57%*
Other	**9**	-	1	*	7	-	-	-	*	-	1	-	*	-	2	-	6
	*	-	*	*	*1%*	-	-	-	*	-	*	-	*	-	*	-	*1%*
No preference	**162**	31	54	33	45	-	31	-	21	-	33	-	33	-	25	-	19
	6%	*7%*	*6%*	*8%*	*5%*	-	*7%*	-	*5%*	-	*7%*	-	*8%*	-	*6%*	-	*4%*
Don't know	**45**	10	14	3	18	-	10	-	2	-	12	-	3	-	7	-	11
	2%	*2%*	*2%*	*1%*	*2%*	-	*2%*	-	*	-	**3%h**	-	*1%*	-	*2%*	-	*3%*
NET More than one type of communucation	**1146**	186	383	172	404	-	186	-	190	-	194	-	172	-	213	-	191
	43%	*41%*	*43%*	*40%*	*46%*	-	*41%*	-	*45%*	-	*42%*	-	*40%*	-	**49%l**	-	*43%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 13

QC1_4. Which types of communication would you be happy to receive from - Your GP / medical or healthcare professional

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**1203**	-	1203	564	638	130	175	246	182	222	132	113	305	428	467	244	980	209	1202
	45%	-	*45%*	*45%*	*46%*	*37%*	**49%e**	**48%e**	**48%e**	**49%e**	*41%*	*43%*	*43%*	*48%*	*45%*	*42%*	*45%*	*48%*	*46%*
Phone call	**1535**	-	1535	741	793	176	179	289	219	252	230	188	355	508	670	418	1276	246	1569
	58%	-	*58%*	*59%*	*57%*	*51%*	*51%*	*56%*	*57%*	*55%*	**71%efghi**	**71%efghi**	*51%*	*57%*	**64%lm**	**71%lmn**	*59%*	*56%*	*60%*
Text message	**1055**	-	1055	481	574	148	131	245	139	184	130	76	280	384	390	206	867	177	989
	40%	-	*40%*	*38%*	*41%*	**43%k**	*37%*	**47%fhk**	*36%*	**40%k**	**40%k**	*29%*	*40%*	**43%o**	*37%*	*35%*	*40%*	*41%*	*38%*
Email/ online portal	**1347**	-	1347	653	694	175	171	283	192	233	165	125	346	475	523	290	1097	228	1265
	51%	-	*51%*	*52%*	*50%*	*50%*	*48%*	*55%*	*50%*	*51%*	*51%*	*47%*	*49%*	*53%*	*50%*	*50%*	*51%*	*52%*	*49%*
Other	**30**	-	30	19	10	8	6	3	2	4	4	2	14	5	11	6	25	5	36
	1%	-	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%m**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No preference	**176**	-	176	82	91	17	26	29	35	43	14	11	43	65	68	25	144	28	178
	7%	-	*7%*	*7%*	*7%*	*5%*	*7%*	*6%*	*9%*	**9%jk**	*4%*	*4%*	*6%*	*7%*	*7%*	*4%*	*7%*	*7%*	*7%*
Don't know	**28**	-	28	19	9	7	10	8	*	3	*	-	17	8	3	*	15	11	25
	1%	-	*1%*	*2%*	*1%*	**2%h**	**3%hijk**	*1%*	*	*1%*	*	-	**2%mno**	*1%*	*	*	*1%*	**2%p**	*1%*
NET More than one type of communucation	**1474**	-	1474	696	778	180	193	295	200	256	200	147	373	495	603	347	1209	251	1432
	56%	-	*56%*	*55%*	*56%*	*52%*	*54%*	*57%*	*52%*	*56%*	**62%e**	*56%*	*53%*	*55%*	*58%*	*59%*	*56%*	*57%*	*55%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 13

QC1_4. Which types of communication would you be happy to receive from - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**1203**	272	426	245	259	698	505	749	446	124	159	329	258	216	962	124	990
	45%	*45%*	*46%*	*45%*	*46%*	*46%*	*45%*	*46%*	*45%*	*43%*	*48%*	*45%*	*41%*	**54%ikln**	*46%*	*42%*	*46%*
Phone call	**1535**	374	526	310	325	900	635	878	635	166	198	429	355	231	1212	166	1245
	58%	*62%*	*57%*	*57%*	*57%*	*59%*	*57%*	*54%*	**63%g**	*57%*	*60%*	*59%*	*56%*	*58%*	*58%*	*56%*	*58%*
Text message	**1055**	264	363	189	239	626	429	675	373	110	128	301	240	193	863	110	880
	40%	**43%c**	*39%*	*35%*	**42%c**	*41%*	*38%*	*42%*	*37%*	*38%*	*39%*	*41%*	*38%*	**48%ijln**	*41%*	*37%*	*41%*
Email/ online portal	**1347**	347	491	267	241	838	509	847	490	118	167	370	328	243	1108	120	1135
	51%	**57%cd**	**53%d**	*49%*	*42%*	**55%f**	*46%*	*52%*	*49%*	*40%*	**50%i**	**51%i**	**52%i**	**61%ijkln**	**53%i**	*40%*	**53%o**
Other	**30**	8	7	7	9	15	15	18	11	5	3	11	9	2	25	5	25
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
No preference	**176**	31	72	26	47	103	73	105	68	23	26	45	46	17	135	26	135
	7%	*5%*	*8%*	*5%*	*8%*	*7%*	*7%*	*7%*	*7%*	*8%*	*8%*	*6%*	*7%*	*4%*	*6%*	*9%*	*6%*
Don't know	**28**	2	7	9	10	9	19	23	3	8	3	8	-	5	16	8	16
	1%	*	*1%*	*2%*	**2%a**	*1%*	**2%e**	**1%h**	*	**3%ln**	*1%*	**1%l**	-	**1%l**	*1%*	**3%p**	*1%*
NET More than one type of communucation	**1474**	365	521	287	301	886	588	891	571	147	187	415	323	264	1189	147	1218
	56%	**60%d**	*56%*	*53%*	*53%*	**58%f**	*53%*	*55%*	*57%*	*50%*	*56%*	*57%*	*51%*	**66%ijkln**	**57%l**	*50%*	**57%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 13

QC1_4. Which types of communication would you be happy to receive from - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**1203**	1040	163	59	1002	102	62	37	49	113	119	89	115	115	128	155	119	19	83
	45%	*45%*	*47%*	*49%*	*45%*	*45%*	*48%*	*50%*	*49%*	*40%*	**54%no**	*47%*	*47%*	*48%*	*38%*	*41%*	**52%n**	*46%*	*44%*
Phone call	**1535**	1296	239	81	1262	139	83	52	48	150	137	124	143	127	167	221	145	26	112
	58%	*56%*	**69%a**	**67%a**	*57%*	*61%*	**64%d**	**70%d**	*48%*	*53%*	**63%hn**	**66%himn**	*59%*	*53%*	*50%*	*58%*	**63%hn**	*63%*	**60%h**
Text message	**1055**	917	138	46	907	71	53	24	33	125	85	98	89	87	139	154	96	10	61
	40%	*40%*	*39%*	*38%*	**41%eg**	*31%*	**41%e**	*32%*	*33%*	**44%qr**	*39%*	**52%hjlmqr**	*37%*	*36%*	**42%q**	*41%*	**42%q**	*24%*	*32%*
Email/ online portal	**1347**	1161	186	60	1140	107	69	31	48	150	109	96	122	123	182	194	116	16	92
	51%	*50%*	*53%*	*49%*	**51%g**	*47%*	**53%g**	*42%*	*48%*	*53%*	*50%*	*51%*	*50%*	*51%*	*55%*	*51%*	*50%*	*38%*	*49%*
Other	**30**	22	8	6	23	4	1	2	1	7	-	*	-	3	5	2	5	1	3
	1%	*1%*	*2%*	**5%a**	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	-	*	-	*1%*	*1%*	*1%*	*2%*	**2%jl**	*2%*
No preference	**176**	165	11	2	151	12	8	4	7	24	8	12	17	20	23	25	15	3	10
	7%	**7%bc**	*3%*	*1%*	*7%*	*5%*	*7%*	*5%*	*7%*	*8%*	*4%*	*7%*	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*5%*
Don't know	**28**	27	*	*	26	-	2	*	1	3	2	*	2	1	9	4	4	-	-
	1%	*1%*	*	*	*1%*	-	**2%e**	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*3%*	*1%*	*2%*	-	-
NET More than one type of communucation	**1474**	1269	206	66	1237	120	76	41	42	147	123	116	131	139	184	220	135	21	99
	56%	*55%*	*59%*	*55%*	*56%*	*53%*	*59%*	*55%*	*42%*	*52%*	**56%h**	**62%h**	**54%h**	**58%h**	**55%h**	**58%h**	**59%h**	*51%*	*53%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1_4. Which types of communication would you be happy to receive from - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**1203**	493	478	136	70	18	972	88	503	470	151	65	10	973	76
	45%	***53%bcdeg***	***44%e***	*39%*	*38%*	*27%*	***48%ceg***	*36%*	***50%ln***	***45%l***	***42%l***	***42%l***	*20%*	***47%ln***	*37%*
Phone call	**1535**	600	620	186	90	33	1220	124	618	608	192	89	25	1226	115
	58%	***64%bcdg***	*57%*	*53%*	*50%*	*50%*	***60%dg***	*50%*	***61%j***	*58%*	*53%*	*58%*	*49%*	*59%*	*56%*
Text message	**1055**	377	431	126	84	30	808	114	416	435	115	57	28	851	85
	40%	*40%*	*39%*	*36%*	*46%*	*46%*	*40%*	*46%*	***41%j***	***41%j***	*32%*	*37%*	***54%j***	***41%j***	*41%*
Email/ online portal	**1347**	454	581	160	101	42	1035	143	487	584	172	81	18	1071	99
	51%	*48%*	*53%*	*46%*	*55%*	***64%c***	*51%*	***58%ac***	*48%*	***55%hl***	*48%*	*53%*	*35%*	*52%*	*48%*
Other	**30**	8	13	4	2	2	21	4	12	10	7	-	*	22	*
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*
No preference	**176**	54	65	39	12	3	119	15	56	62	36	12	7	118	18
	7%	*6%*	*6%*	***11%abl***	*7%*	*4%*	*6%*	*6%*	*6%*	*6%*	***10%hm***	*8%*	*13%*	*6%*	*9%*
Don't know	**28**	7	7	7	3	3	14	6	15	4	5	2	-	19	2
	1%	*1%*	*1%*	*2%*	*1%*	***5%abl***	*1%*	***2%f***	*1%*	*	*1%*	*2%*	-	*1%*	*1%*
NET More than one type of communucation	**1474**	572	591	170	93	41	1163	135	600	596	170	80	24	1195	104
	56%	***61%bcd***	*54%*	*49%*	*51%*	*62%*	***57%c***	*54%*	***59%j***	***56%j***	*47%*	*52%*	*47%*	***58%j***	*51%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 13

QC1_4. Which types of communication would you be happy to receive from - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**1203**	55	1129	19	308	827	67	1185	2	13	-	1200	3
	45%	*40%*	*46%*	*32%*	*42%*	*47%*	*38%*	*46%*	*7%*	*48%*	-	*46%*	*18%*
Phone call	**1535**	87	1415	33	451	972	112	1504	10	12	2	1526	7
	58%	*64%*	*58%*	*53%*	**62%e**	*56%*	*63%*	*58%*	*33%*	*46%*	*100%*	*58%*	*43%*
Text message	**1055**	50	985	19	300	692	64	1034	7	9	-	1050	4
	40%	*37%*	*40%*	*31%*	*41%*	*40%*	*36%*	*40%*	*25%*	*36%*	-	*40%*	*26%*
Email/ online portal	**1347**	67	1259	21	366	910	71	1322	10	12	-	1344	3
	51%	*49%*	**51%c**	*34%*	*50%*	**52%f**	*40%*	*51%*	*35%*	*45%*	-	*51%*	*16%*
Other	**30**	2	27	*	16	13	*	30	-	-	-	30	-
	1%	*2%*	*1%*	*	**2%e**	*1%*	*	*1%*	-	-	-	*1%*	-
No preference	**176**	10	161	5	52	118	6	170	1	*	-	171	5
	7%	*8%*	*7%*	*7%*	*7%*	*7%*	*3%*	*7%*	*4%*	*	-	*6%*	*32%*
Don't know	**28**	2	21	5	8	12	8	23	4	-	-	27	1
	1%	*1%*	*1%*	**8%b**	*1%*	*1%*	**5%de**	*1%*	*14%*	-	-	*1%*	*4%*
NET More than one type of communucation	**1474**	71	1377	26	418	970	86	1454	4	14	-	1472	2
	56%	*52%*	*56%*	*42%*	*57%*	*56%*	*48%*	*56%*	*15%*	*53%*	-	*56%*	*14%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1_4. Which types of communication would you be happy to receive from - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**1203**	217	403	180	402	-	217	-	202	-	202	-	180	-	204	-	198
	45%	*48%*	*46%*	*41%*	*46%*	-	*48%*	-	*47%*	-	*44%*	-	*41%*	-	*47%*	-	*44%*
Phone call	**1535**	256	512	251	516	-	256	-	248	-	264	-	251	-	260	-	256
	58%	*57%*	*58%*	*58%*	*59%*	-	*57%*	-	*58%*	-	*57%*	-	*58%*	-	*60%*	-	*57%*
Text message	**1055**	173	350	154	378	-	173	-	154	-	196	-	154	-	176	-	202
	40%	*38%*	*39%*	*35%*	**43%c**	-	*38%*	-	*36%*	-	*43%*	-	*35%*	-	*41%*	-	**45%hl**
Email/ online portal	**1347**	234	449	216	448	-	234	-	226	-	223	-	216	-	226	-	221
	51%	*52%*	*51%*	*50%*	*51%*	-	*52%*	-	*53%*	-	*48%*	-	*50%*	-	*53%*	-	*50%*
Other	**30**	5	7	1	17	-	5	-	1	-	6	-	1	-	6	-	11
	1%	*1%*	*1%*	*	*2%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	**2%hl**
No preference	**176**	20	64	36	57	-	20	-	22	-	42	-	36	-	28	-	28
	7%	*4%*	*7%*	*8%*	*6%*	-	*4%*	-	*5%*	-	**9%f**	-	*8%*	-	*7%*	-	*6%*
Don't know	**28**	5	8	7	7	-	5	-	4	-	4	-	7	-	3	-	5
	1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*
NET More than one type of communucation	**1474**	257	496	225	496	-	257	-	234	-	262	-	225	-	244	-	253
	56%	*57%*	*56%*	*52%*	*57%*	-	*57%*	-	*55%*	-	*57%*	-	*52%*	-	*57%*	-	*57%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 14

QC1_5. Which types of communication would you be happy to receive from - Organisations you have a membership with

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**875**	-	875	436	438	82	117	178	123	169	113	92	199	301	374	205	712	154	900
	33%	-	*33%*	*35%*	*32%*	*23%*	**33%e**	**34%e**	**32%e**	**37%e**	**35%e**	**35%e**	*28%*	*34%*	**36%l**	**35%l**	*33%*	*35%*	*35%*
Phone call	**411**	-	411	221	189	87	59	103	42	48	34	37	146	146	120	71	310	98	377
	16%	-	*16%*	**18%d**	*14%*	**25%fhijk**	*17%*	**20%hij**	*11%*	*11%*	*11%*	*14%*	**21%no**	**16%n**	*11%*	*12%*	*14%*	**22%p**	*14%*
Text message	**634**	-	634	323	311	119	89	154	91	91	50	40	208	244	181	90	504	125	616
	24%	-	*24%*	*26%*	*22%*	**34%fhijk**	**25%jk**	**30%ijk**	**24%jk**	*20%*	*16%*	*15%*	**30%no**	**27%no**	*17%*	*15%*	*23%*	*29%*	*24%*
Email/ online portal	**1661**	-	1661	787	873	227	236	349	227	276	197	146	462	576	619	343	1364	275	1638
	63%	-	*63%*	*63%*	*63%*	**65%k**	**67%k**	**67%k**	*60%*	*61%*	*61%*	*55%*	**66%no**	*64%*	*59%*	*59%*	*63%*	*63%*	*63%*
Other	**20**	-	20	9	12	5	3	2	3	2	3	3	7	5	8	6	12	8	26
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%p**	*1%*
No preference	**302**	-	302	145	156	22	35	50	58	64	33	41	57	108	138	74	250	47	302
	11%	-	*11%*	*12%*	*11%*	*6%*	*10%*	*10%*	**15%e**	**14%e**	*10%*	**16%e**	*8%*	**12%l**	**13%l**	**13%l**	*12%*	*11%*	*12%*
Don't know	**200**	-	200	78	122	10	16	25	27	50	46	25	26	52	121	71	169	21	184
	8%	-	*8%*	*6%*	*9%*	*3%*	*5%*	*5%*	**7%e**	**11%efg**	**14%efgh**	**10%efg**	*4%*	*6%*	**12%lm**	**12%lm**	*8%*	*5%*	*7%*
NET More than one type of communucation	**952**	-	952	487	464	131	127	216	128	167	100	81	259	344	348	181	770	174	947
	36%	-	*36%*	**39%d**	*33%*	*38%*	*36%*	**42%jk**	*34%*	*37%*	*31%*	*31%*	*37%*	**38%o**	*33%*	*31%*	*36%*	*40%*	*36%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 14

QC1_5. Which types of communication would you be happy to receive from - Organisations you have a membership with

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**875**	239	289	161	186	528	347	532	336	71	118	260	185	177	740	71	762
	33%	**39%bc**	*31%*	*29%*	*33%*	*34%*	*31%*	*33%*	*34%*	*24%*	**36%l**	**36%i**	*29%*	**44%ikln**	**35%il**	*24%*	**36%o**
Phone call	**411**	110	132	104	65	242	169	273	136	39	54	113	104	74	346	39	354
	16%	**18%d**	*14%*	**19%d**	*11%*	*16%*	*15%*	*17%*	*14%*	*13%*	*16%*	*15%*	*16%*	*18%*	*16%*	*13%*	*16%*
Text message	**634**	188	182	137	127	370	264	446	187	59	76	171	145	147	539	59	544
	24%	**31%bd**	*20%*	*25%*	*22%*	*24%*	*24%*	**28%h**	*19%*	*20%*	*23%*	*23%*	*23%*	**37%ijkln**	*26%*	*20%*	*25%*
Email/ online portal	**1661**	413	602	323	322	1015	645	1057	594	155	188	453	421	290	1353	158	1388
	63%	**68%cd**	**65%d**	*59%*	*57%*	**66%f**	*58%*	**65%h**	*59%*	*53%*	*57%*	**62%i**	**67%ij**	**73%ijkn**	**65%ij**	*53%*	**65%o**
Other	**20**	2	10	2	6	13	8	9	11	6	3	3	5	2	12	6	12
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%kn**	*1%*	*	*1%*	*	*1%*	**2%p**	*1%*
No preference	**302**	48	120	63	72	167	135	159	137	42	49	78	66	35	227	42	229
	11%	*8%*	**13%a**	*12%*	**13%a**	*11%*	*12%*	*10%*	**14%g**	*14%*	*15%*	*11%*	*10%*	*9%*	*11%*	*14%*	*11%*
Don't know	**200**	22	57	45	76	79	121	92	99	39	31	56	32	4	122	41	124
	8%	*4%*	*6%*	**8%a**	**13%abc**	*5%*	**11%e**	*6%*	**10%g**	**13%klmn**	**9%lm**	**8%m**	**5%m**	*1%*	**6%m**	**14%p**	*6%*
NET More than one type of communucation	**952**	276	316	171	188	592	360	612	336	83	120	264	210	215	809	83	826
	36%	**45%bcd**	*34%*	*31%*	*33%*	**39%f**	*32%*	*38%*	*34%*	*28%*	*36%*	*36%*	*33%*	**54%ijkln**	**39%il**	*28%*	**39%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 14

QC1_5. Which types of communication would you be happy to receive from - Organisations you have a membership with

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	875	735	140	50	724	81	46	24	32	88	87	70	89	84	99	96	80	14	67
	33%	32%	40%a	42%	33%	35%	36%	32%	32%	31%	40%o	37%o	37%o	35%	30%	25%	35%	34%	36%o
Phone call	411	372	39	13	358	28	15	10	13	48	37	23	35	37	60	71	34	7	21
	16%	16%b	11%	11%	16%	12%	12%	14%	13%	17%	17%	12%	14%	16%	18%	19%	15%	16%	11%
Text message	634	544	90	38	537	46	29	22	22	79	52	55	53	50	85	92	50	9	37
	24%	24%	26%	31%	24%	20%	22%	30%e	22%	28%	24%	29%r	22%	21%	26%	24%	22%	21%	20%
Email/ online portal	1661	1441	220	69	1392	146	81	42	56	162	142	126	149	139	208	269	140	31	115
	63%	63%	63%	57%	63%	64%	62%	57%	56%	57%	65%	67%	61%	58%	62%	71%him	61%	75%hi	61%
Other	20	17	4	*	15	2	3	1	1	-	-	3	1	-	6	1	3	1	1
	1%	1%	1%	*	1%	1%	2%d	1%	1%	-	-	2%	*	-	2%	*	1%	2%ijm	*
No preference	302	266	36	11	255	24	15	8	13	46	24	18	28	34	31	38	23	3	22
	11%	12%	10%	9%	12%	11%	11%	11%	13%	16%	11%	9%	12%	14%	9%	10%	10%	6%	12%
Don't know	200	173	27	11	171	13	9	7	7	25	14	20	23	23	16	22	22	*	13
	8%	8%	8%	9%	8%	6%	7%	10%	7%	9%	6%	11%q	9%	9%	5%	6%	9%	1%	7%
NET More than one type of communucation	952	811	140	52	804	78	45	24	29	99	86	85	86	86	119	142	72	16	62
	36%	35%	40%	43%	36%	34%	35%	33%	29%	35%	39%	45%hpr	35%	36%	36%	38%	31%	37%	33%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 14

QC1_5. Which types of communication would you be happy to receive from - Organisations you have a membership with

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**875**	384	344	86	40	15	728	54	366	347	105	51	5	713	56
	33%	**41%bcdefg**	**31%dg**	*25%*	*22%*	*22%*	**36%cdg**	*22%*	**36%l**	**33%l**	**29%l**	**33%l**	*9%*	**34%l**	**27%l**
Phone call	**411**	153	178	49	24	7	331	31	155	177	57	20	2	333	22
	16%	*16%*	*16%*	*14%*	*13%*	*11%*	*16%*	*13%*	*15%*	**17%l**	*16%*	*13%*	*3%*	*16%*	*10%*
Text message	**634**	206	288	66	57	15	493	72	251	271	70	24	14	522	38
	24%	*22%*	**26%c**	*19%*	**31%ac**	*22%*	*24%*	**29%c**	*25%*	**26%k**	*20%*	*16%*	*27%*	**25%k**	*19%*
Email/ online portal	**1661**	596	698	191	111	53	1294	165	632	668	216	104	33	1300	137
	63%	**64%c**	**64%c**	*55%*	*61%*	**80%abcdf**	**64%c**	**66%c**	*62%*	*63%*	*60%*	*67%*	*64%*	*63%*	*66%*
Other	**20**	8	7	3	1	1	15	2	7	9	1	1	1	16	3
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*
No preference	**302**	103	108	58	22	7	211	30	117	114	51	12	5	231	17
	11%	*11%*	*10%*	**17%abl**	*12%*	*11%*	*10%*	*12%*	*12%*	*11%*	*14%*	*8%*	*9%*	*11%*	*8%*
Don't know	**200**	58	88	34	17	2	146	19	74	61	39	16	9	135	24
	8%	*6%*	*8%*	*10%*	*9%*	*3%*	*7%*	*8%*	*7%*	*6%*	**11%lm**	*10%*	**17%lm**	*7%*	**12%lm**
NET More than one type of communucation	**952**	369	401	94	60	22	771	82	377	389	118	51	13	766	64
	36%	**39%c**	**37%c**	*27%*	*33%*	*33%*	**38%c**	*33%*	*37%*	*37%*	*33%*	*33%*	*25%*	*37%*	*31%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 14

QC1_5. Which types of communication would you be happy to receive from - Organisations you have a membership with

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**875**	51	808	16	248	574	53	860	2	7	-	869	5
	33%	*38%*	*33%*	*26%*	*34%*	*33%*	*30%*	*33%*	*6%*	*28%*	-	*33%*	*32%*
Phone call	**411**	25	381	5	124	253	34	391	9	6	2	405	4
	16%	*18%*	*16%*	*8%*	*17%*	*15%*	*19%*	*15%*	*30%*	*21%*	*100%*	*15%*	*21%*
Text message	**634**	35	587	12	168	425	41	617	6	9	-	632	2
	24%	*26%*	*24%*	*19%*	*23%*	*24%*	*23%*	*24%*	*22%*	*35%*	-	*24%*	*9%*
Email/ online portal	**1661**	70	1566	25	413	1149	99	1633	12	10	-	1654	7
	63%	*52%*	**64%ac**	*41%*	*57%*	**66%df**	*56%*	*63%*	*39%*	*38%*	-	*63%*	*39%*
Other	**20**	1	19	*	10	9	2	19	-	-	-	19	1
	1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	-	-	-	*1%*	*9%*
No preference	**302**	15	279	8	81	211	10	297	2	3	-	301	1
	11%	*11%*	*11%*	*13%*	*11%*	*12%*	*6%*	*12%*	*6%*	*11%*	-	*11%*	*7%*
Don't know	**200**	14	174	13	70	109	21	195	2	2	-	199	1
	8%	*10%*	*7%*	**21%b**	**10%e**	*6%*	**12%e**	*8%*	*8%*	*8%*	-	*8%*	*5%*
NET More than one type of communucation	**952**	45	894	13	248	651	52	940	2	8	-	950	1
	36%	*33%*	*36%*	*21%*	*34%*	*37%*	*30%*	*37%*	*8%*	*31%*	-	*36%*	*8%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 14

QC1_5. Which types of communication would you be happy to receive from - Organisations you have a membership with

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**875**	165	304	112	294	-	165	-	155	-	149	-	112	-	153	-	141
	33%	**37%c**	**34%c**	*26%*	**34%c**	-	**37%l**	-	**36%l**	-	*32%*	-	*26%*	-	**36%l**	-	*32%*
Phone call	**411**	62	125	72	151	-	62	-	60	-	65	-	72	-	66	-	85
	16%	*14%*	*14%*	*17%*	*17%*	-	*14%*	-	*14%*	-	*14%*	-	*17%*	-	*15%*	-	*19%*
Text message	**634**	96	210	90	238	-	96	-	104	-	106	-	90	-	110	-	128
	24%	*21%*	*24%*	*21%*	*27%*	-	*21%*	-	*24%*	-	*23%*	-	*21%*	-	*26%*	-	**29%l**
Email/ online portal	**1661**	296	554	250	561	-	296	-	278	-	276	-	250	-	277	-	283
	63%	*66%*	*63%*	*58%*	*64%*	-	*66%*	-	*65%*	-	*60%*	-	*58%*	-	*65%*	-	*63%*
Other	**20**	1	6	*	13	-	1	-	2	-	4	-	*	-	6	-	7
	1%	*	*1%*	*	*1%*	-	*	-	*	-	*1%*	-	*	-	*1%*	-	*2%*
No preference	**302**	50	101	64	88	-	50	-	38	-	63	-	64	-	44	-	44
	11%	*11%*	*11%*	*15%*	*10%*	-	*11%*	-	*9%*	-	*14%*	-	**15%h**	-	*10%*	-	*10%*
Don't know	**200**	31	62	47	61	-	31	-	26	-	36	-	47	-	28	-	32
	8%	*7%*	*7%*	*11%*	*7%*	-	*7%*	-	*6%*	-	*8%*	-	**11%h**	-	*7%*	-	*7%*
NET More than one type of communucation	**952**	165	304	140	343	-	165	-	161	-	144	-	140	-	176	-	167
	36%	*37%*	*34%*	*32%*	*39%*	-	*37%*	-	*38%*	-	*31%*	-	*32%*	-	**41%jl**	-	*37%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 15

QC1_6. Which types of communication would you be happy to receive from - Your landline phone provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**996**	-	996	472	524	99	147	175	162	189	127	94	246	337	410	221	798	187	1003
	38%	-	*38%*	*38%*	*38%*	*29%*	**42%e**	*34%*	**42%eg**	**42%e**	**39%e**	*36%*	*35%*	*37%*	*39%*	*38%*	*37%*	*43%*	*39%*
Phone call	**706**	-	706	383	323	121	93	141	73	104	93	80	214	214	277	173	561	143	701
	27%	-	*27%*	**31%d**	*23%*	**35%hl**	*26%*	**27%h**	*19%*	*23%*	**29%h**	**30%h**	**31%m**	*24%*	*27%*	*29%*	*26%*	**33%p**	*27%*
Text message	**612**	-	612	340	272	104	83	131	88	99	58	47	187	220	204	104	494	108	584
	23%	-	*23%*	**27%d**	*20%*	**30%ijk**	*23%*	*25%*	*23%*	*22%*	*18%*	*18%*	**27%no**	**24%no**	*20%*	*18%*	*23%*	*25%*	*22%*
Email/ online portal	**1683**	-	1683	781	902	186	190	330	250	304	232	187	376	580	723	419	1402	254	1643
	64%	-	*64%*	*62%*	*65%*	*54%*	*54%*	**64%ef**	**66%ef**	**67%ef**	**72%ef**	**71%ef**	*54%*	**65%l**	**69%l**	**71%lm**	*65%*	*58%*	*63%*
Other	**22**	-	22	15	7	11	5	1	*	4	*	-	16	1	4	*	20	2	22
	1%	-	*1%*	*1%*	*	**3%ghijk**	*1%*	*	*	*1%*	*	-	**2%mno**	*	*	*	*1%*	*	*1%*
No preference	**222**	-	222	101	119	21	41	56	32	43	16	13	62	88	72	29	190	29	230
	8%	-	*8%*	*8%*	*9%*	*6%*	**12%ejk**	**11%jk**	*8%*	*9%*	*5%*	*5%*	**9%o**	**10%o**	*7%*	*5%*	*9%*	*7%*	*9%*
Don't know	**98**	-	98	46	50	21	18	20	13	8	7	10	39	32	26	18	77	20	95
	4%	-	*4%*	*4%*	*4%*	**6%l**	**5%l**	*4%*	*3%*	*2%*	*2%*	*4%*	**6%n**	*4%*	*3%*	*3%*	*4%*	*5%*	*4%*
NET More than one type of communucation	**1069**	-	1069	544	525	133	130	208	148	195	140	113	263	356	448	253	878	182	1072
	40%	-	*40%*	**43%d**	*38%*	*38%*	*37%*	*40%*	*39%*	*43%*	*43%*	*43%*	*37%*	*40%*	*43%*	*43%*	*41%*	*42%*	*41%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 15

QC1_6. Which types of communication would you be happy to receive from - Your landline phone provider

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**996**	221	350	200	225	571	425	615	376	101	130	276	217	183	807	101	825
	38%	*36%*	*38%*	*37%*	*40%*	*37%*	*38%*	*38%*	*38%*	*34%*	*39%*	*38%*	*34%*	**46%ikln**	*38%*	*34%*	*38%*
Phone call	**706**	187	229	158	132	416	290	416	275	59	104	198	171	107	580	59	595
	27%	**31%bd**	*25%*	*29%*	*23%*	*27%*	*26%*	*26%*	*27%*	*20%*	**31%i**	*27%*	*27%*	*27%*	**28%i**	*20%*	**28%o**
Text message	**612**	167	195	127	123	362	250	406	201	47	82	175	137	130	524	47	528
	23%	**27%b**	*21%*	*23%*	*22%*	*24%*	*22%*	**25%h**	*20%*	*16%*	**25%i**	**24%i**	*22%*	**32%ikln**	**25%i**	*16%*	**25%o**
Email/ online portal	**1683**	420	615	321	327	1035	649	1019	650	161	202	467	417	266	1352	164	1384
	64%	**69%cd**	**66%cd**	*59%*	*57%*	**67%f**	*58%*	*63%*	*65%*	*55%*	*61%*	**64%i**	**66%i**	**67%i**	**64%i**	*55%*	**65%o**
Other	**22**	8	8	5	2	15	7	19	3	1	2	7	8	2	19	1	19
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
No preference	**222**	37	82	39	64	119	103	130	87	30	34	57	54	32	177	30	178
	8%	*6%*	*9%*	*7%*	**11%a**	*8%*	*9%*	*8%*	*9%*	*10%*	*10%*	*8%*	*8%*	*8%*	*8%*	*10%*	*8%*
Don't know	**98**	12	18	32	36	30	67	54	39	24	5	28	15	8	56	27	58
	4%	*2%*	*2%*	**6%ab**	**6%ab**	*2%*	**6%e**	*3%*	*4%*	**8%jklmn**	*2%*	*4%*	*2%*	*2%*	*3%*	**9%p**	*3%*
NET More than one type of communucation	**1069**	279	370	202	218	649	420	656	401	93	140	293	252	198	881	93	899
	40%	**46%cd**	*40%*	*37%*	*38%*	*42%*	*38%*	*41%*	*40%*	*32%*	**42%i**	**40%i**	*40%*	**49%ikln**	**42%i**	*31%*	**42%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 15

QC1_6. Which types of communication would you be happy to receive from - Your landline phone provider

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**996**	847	150	44	823	89	53	30	34	93	86	74	102	100	118	112	106	19	70
	38%	*37%*	*43%*	*36%*	*37%*	*39%*	*41%*	*41%*	*34%*	*33%*	*39%*	*39%*	**42%o**	**42%o**	*35%*	*30%*	**46%lo**	**46%o**	*38%*
Phone call	**706**	609	97	34	591	54	40	21	21	80	66	40	58	70	91	112	53	12	42
	27%	*26%*	*28%*	*28%*	*27%*	*24%*	*31%*	*29%*	*21%*	*28%*	*30%*	*21%*	*24%*	*29%*	*27%*	*30%*	*23%*	*29%*	*22%*
Text message	**612**	542	70	19	522	39	31	20	24	99	60	45	56	41	71	84	41	6	33
	23%	*24%*	*20%*	*16%*	**24%o**	*17%*	*24%*	**27%o**	*23%*	**35%lmnopqr**	**28%mr**	*24%*	*23%*	*17%*	*21%*	*22%*	*18%*	*14%*	*18%*
Email/ online portal	**1683**	1455	229	76	1395	150	90	48	65	171	146	132	155	139	190	261	135	26	125
	64%	*63%*	*65%*	*63%*	*63%*	*66%*	*70%*	*65%*	*65%*	*60%*	*67%*	**70%mnp**	*64%*	*58%*	*57%*	**69%mn**	*58%*	*62%*	*67%*
Other	**22**	16	6	2	19	*	1	1	1	4	3	-	-	-	7	3	1	-	*
	1%	*1%*	*2%*	*2%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	-	-	-	*2%*	*1%*	*1%*	-	*
No preference	**222**	203	20	7	188	19	9	6	9	29	18	10	22	23	27	29	22	3	16
	8%	*9%*	*6%*	*6%*	*8%*	*8%*	*7%*	*8%*	*9%*	*10%*	*8%*	*5%*	*9%*	*9%*	*8%*	*8%*	*10%*	*7%*	*9%*
Don't know	**98**	87	11	2	84	8	3	2	3	13	7	11	7	8	17	10	8	*	7
	4%	*4%*	*3%*	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*5%*	*3%*	*6%*	*3%*	*3%*	*5%*	*3%*	*4%*	*1%*	*4%*
NET More than one type of communucation	**1069**	923	146	42	880	92	63	35	33	123	93	79	103	98	121	143	87	17	75
	40%	*40%*	*42%*	*35%*	*40%*	*40%*	**49%d**	*47%*	*33%*	*43%*	*42%*	*42%*	*42%*	*41%*	*36%*	*38%*	*38%*	*41%*	*40%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 15

QC1_6. Which types of communication would you be happy to receive from - Your landline phone provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	996	425	406	99	51	8	832	59	430	390	122	47	4	820	51
	38%	**45%bcdeg**	**37%ceg**	**28%e**	**28%e**	*12%*	**41%cdeg**	*24%*	**43%ijkln**	**37%ln**	**34%l**	**30%l**	*8%*	**40%ln**	**25%l**
Phone call	706	280	288	81	42	12	568	54	301	277	83	39	5	578	44
	27%	**30%g**	*26%*	*23%*	*23%*	*19%*	*28%*	*22%*	**30%l**	**26%l**	*23%*	*25%*	*9%*	**28%l**	*21%*
Text message	612	204	268	71	51	14	472	65	239	252	71	32	14	490	46
	23%	*22%*	*24%*	*20%*	*28%*	*21%*	*23%*	*26%*	*24%*	*24%*	*20%*	*21%*	*27%*	*24%*	*22%*
Email/ online portal	1683	621	689	192	124	49	1310	173	649	671	219	96	40	1320	137
	64%	**66%c**	**63%c**	*55%*	**68%c**	**74%c**	**64%c**	**70%c**	*64%*	*64%*	*61%*	*62%*	*78%*	*64%*	*66%*
Other	22	7	9	4	2	-	16	2	12	2	7	1	-	14	1
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	**1%l**	*	**2%l**	*1%*	-	*1%*	*1%*
No preference	222	72	84	43	16	4	156	20	85	84	33	13	4	169	17
	8%	*8%*	*8%*	**12%abf**	*9%*	*6%*	*8%*	*8%*	*8%*	*8%*	*9%*	*9%*	*8%*	*8%*	*8%*
Don't know	98	17	44	20	4	7	62	12	29	37	23	7	2	66	8
	4%	*2%*	**4%a**	**6%af**	*2%*	**11%abdf**	*3%*	**5%a**	*3%*	*4%*	**6%hm**	*4%*	*3%*	*3%*	*4%*
NET More than one type of communucation	1069	440	427	108	70	19	867	88	452	412	129	59	12	864	71
	40%	**47%bceg**	**39%c**	*31%*	*38%*	*28%*	**43%c**	*36%*	**45%ijln**	*39%*	*36%*	*38%*	*24%*	**42%l**	*35%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 15

QC1_6. Which types of communication would you be happy to receive from - Your landline phone provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**996**	44	938	14	249	691	57	982	3	10	-	994	2
	38%	*32%*	*38%*	*23%*	*34%*	**40%d**	*32%*	*38%*	*9%*	*38%*	-	*38%*	*13%*
Phone call	**706**	48	637	21	205	448	52	687	4	3	2	695	8
	27%	**35%b**	*26%*	*34%*	*28%*	*26%*	*30%*	*27%*	*15%*	*13%*	*100%*	*26%*	*50%*
Text message	**612**	31	573	8	157	421	34	595	11	4	-	611	1
	23%	*23%*	*23%*	*13%*	*22%*	*24%*	*19%*	*23%*	*38%*	*15%*	-	*23%*	*9%*
Email/ online portal	**1683**	75	1582	26	441	1152	90	1657	12	13	-	1682	1
	64%	*55%*	**65%c**	*43%*	*61%*	**66%df**	*51%*	*64%*	*41%*	*51%*	-	*64%*	*8%*
Other	**22**	2	20	*	11	11	*	21	-	-	-	21	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	*8%*
No preference	**222**	11	203	8	77	134	12	218	*	3	-	221	1
	8%	*8%*	*8%*	*12%*	*11%*	*8%*	*7%*	*8%*	*1%*	*11%*	-	*8%*	*8%*
Don't know	**98**	5	86	7	32	47	18	89	4	1	-	94	3
	4%	*4%*	*3%*	**11%b**	*4%*	*3%*	**10%de**	*3%*	*14%*	*4%*	-	*4%*	*19%*
NET More than one type of communucation	**1069**	48	1005	17	289	727	53	1060	4	5	-	1068	1
	40%	*35%*	*41%*	*28%*	*40%*	**42%f**	*30%*	*41%*	*13%*	*18%*	-	*41%*	*5%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 15

QC1_6. Which types of communication would you be happy to receive from - Your landline phone provider

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**996**	180	332	154	331	-	180	-	163	-	169	-	154	-	167	-	164
	38%	*40%*	*38%*	*35%*	*38%*	-	*40%*	-	*38%*	-	*37%*	-	*35%*	-	*39%*	-	*37%*
Phone call	**706**	109	258	103	235	-	109	-	125	-	132	-	103	-	104	-	131
	27%	*24%*	*29%*	*24%*	*27%*	-	*24%*	-	*29%*	-	*29%*	-	*24%*	-	*24%*	-	*29%*
Text message	**612**	99	191	88	235	-	99	-	74	-	117	-	88	-	98	-	137
	23%	*22%*	*22%*	*20%*	**27%b**	-	*22%*	-	*17%*	-	**25%h**	-	*20%*	-	*23%*	-	**31%fhl**
Email/ online portal	**1683**	291	584	252	555	-	291	-	279	-	305	-	252	-	279	-	277
	64%	*65%*	**66%c**	*58%*	*63%*	-	*65%*	-	*66%*	-	**66%l**	-	*58%*	-	*65%*	-	*62%*
Other	**22**	2	3	2	16	-	2	-	-	-	3	-	2	-	6	-	10
	1%	*	*	*	**2%b**	-	*	-	-	-	*1%*	-	*	-	*1%*	-	**2%h**
No preference	**222**	44	66	48	63	-	44	-	32	-	34	-	48	-	41	-	22
	8%	*10%*	*8%*	*11%*	*7%*	-	**10%p**	-	*8%*	-	*7%*	-	**11%p**	-	**10%p**	-	*5%*
Don't know	**98**	15	33	23	26	-	15	-	16	-	18	-	23	-	8	-	18
	4%	*3%*	*4%*	*5%*	*3%*	-	*3%*	-	*4%*	-	*4%*	-	**5%n**	-	*2%*	-	*4%*
NET More than one type of communucation	**1069**	189	356	157	367	-	189	-	167	-	189	-	157	-	176	-	191
	40%	*42%*	*40%*	*36%*	*42%*	-	*42%*	-	*39%*	-	*41%*	-	*36%*	-	*41%*	-	*43%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 16

QC1_7. Which types of communication would you be happy to receive from - Your paid TV provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**911**	-	911	443	468	97	145	189	150	157	94	79	243	338	329	172	725	174	927
	34%	-	*34%*	*35%*	*34%*	*28%*	**41%ejk**	**37%e**	**39%ej**	*34%*	*29%*	*30%*	*35%*	**38%no**	*32%*	*29%*	*33%*	**40%p**	*36%*
Phone call	**474**	-	474	252	221	93	76	108	53	71	35	37	169	161	143	72	362	108	442
	18%	-	*18%*	**20%d**	*16%*	**27%hijk**	**21%hj**	**21%hj**	*14%*	*16%*	*11%*	*14%*	**24%mno**	**18%no**	*14%*	*12%*	*17%*	**25%p**	*17%*
Text message	**589**	-	589	314	276	101	93	139	95	94	37	30	194	234	161	66	467	117	552
	22%	-	*22%*	**25%d**	*20%*	**29%ijk**	**26%jk**	**27%jk**	**25%jk**	**21%jk**	*11%*	*11%*	**28%no**	**26%no**	*15%*	*11%*	*22%*	*27%*	*21%*
Email/ online portal	**1692**	-	1692	790	902	205	211	382	265	298	182	145	416	647	625	327	1409	256	1670
	64%	-	*64%*	*63%*	*65%*	*59%*	*60%*	**74%efijk**	**69%efjk**	**65%k**	*57%*	*55%*	*59%*	**72%lno**	*60%*	*56%*	*65%*	*59%*	*64%*
Other	**25**	-	25	11	14	2	7	2	1	4	1	9	9	3	14	10	23	3	25
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*	*	*1%*	*	**4%eghij**	*1%*	*	*1%*	**2%n**	*1%*	*1%*	*1%*
No preference	**255**	-	255	122	131	22	33	35	31	48	48	36	56	67	132	84	220	33	256
	10%	-	*10%*	*10%*	*9%*	*6%*	*9%*	*7%*	*8%*	*11%*	**15%egh**	**14%eg**	*8%*	*7%*	**13%lm**	**14%lm**	*10%*	*8%*	*10%*
Don't know	**212**	-	212	107	105	20	13	18	19	43	54	44	33	38	141	98	171	33	206
	8%	-	*8%*	*9%*	*8%*	*6%*	*4%*	*4%*	*5%*	**9%fg**	**17%efghi**	**17%efghi**	*5%*	*4%*	**14%lm**	**17%lm**	*8%*	*8%*	*8%*
NET More than one type of communucation	**989**	-	989	511	477	130	144	221	152	166	92	82	274	373	340	174	793	188	967
	37%	-	*37%*	**41%d**	*34%*	*38%*	**41%j**	**43%jk**	**40%j**	*36%*	*29%*	*31%*	**39%no**	**42%no**	*33%*	*30%*	*37%*	*43%*	*37%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 16

QC1_7. Which types of communication would you be happy to receive from - Your paid TV provider

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**911**	217	322	163	209	539	372	562	346	96	119	255	202	163	739	96	760
	34%	*36%*	*35%*	*30%*	*37%*	*35%*	*33%*	*35%*	*35%*	*33%*	*36%*	*35%*	*32%*	**41%l**	*35%*	*32%*	*35%*
Phone call	**474**	101	158	123	92	259	215	304	161	46	71	134	120	66	392	46	402
	18%	*17%*	*17%*	**23%d**	*16%*	*17%*	*19%*	*19%*	*16%*	*16%*	*21%*	*18%*	*19%*	*17%*	*19%*	*15%*	*19%*
Text message	**589**	162	179	114	134	341	248	411	171	49	83	146	138	138	505	49	510
	22%	**27%b**	*19%*	*21%*	*24%*	*22%*	*22%*	**25%h**	*17%*	*17%*	**25%i**	*20%*	*22%*	**34%ijkln**	**24%l**	*17%*	**24%o**
Email/ online portal	**1692**	397	624	328	344	1021	671	1083	596	157	203	474	416	288	1381	159	1410
	64%	*65%*	**67%cd**	*60%*	*60%*	**67%f**	*60%*	**67%h**	*60%*	*54%*	*61%*	**65%i**	**66%i**	**72%ij**	**66%l**	*54%*	**66%o**
Other	**25**	8	8	5	5	15	10	14	11	4	5	6	5	3	19	4	19
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No preference	**255**	53	97	58	46	150	105	127	124	35	33	59	69	35	196	36	198
	10%	*9%*	*10%*	*11%*	*8%*	*10%*	*9%*	*8%*	**12%g**	*12%*	*10%*	*8%*	*11%*	*9%*	*9%*	*12%*	*9%*
Don't know	**212**	52	50	47	63	103	110	100	104	34	31	64	27	21	142	36	142
	8%	*9%*	*5%*	*9%*	**11%b**	*7%*	**10%e**	*6%*	**10%g**	**12%lmn**	**9%l**	**9%l**	*4%*	*5%*	*7%*	**12%p**	*7%*
NET More than one type of communucation	**989**	261	335	188	205	596	393	642	338	88	126	271	219	206	823	88	839
	37%	**43%bc**	*36%*	*34%*	*36%*	*39%*	*35%*	**40%h**	*34%*	*30%*	*38%*	*37%*	*35%*	**52%ijkln**	**39%l**	*30%*	**39%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 16

QC1_7. Which types of communication would you be happy to receive from - Your paid TV provider

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	911	784	127	39	759	77	49	26	39	94	88	64	94	78	107	91	105	18	59
	34%	*34%*	*36%*	*32%*	*34%*	*34%*	*38%*	*35%*	**39%o**	*33%*	**40%o**	*34%*	**39%o**	*33%*	*32%*	*24%*	**46%lkmnor**	**43%o**	*32%*
Phone call	474	432	42	17	416	24	20	14	20	64	50	29	46	42	54	69	42	3	21
	18%	**19%b**	*12%*	*14%*	**19%e**	*10%*	*15%*	**19%e**	**20%r**	**23%qr**	**23%qr**	*15%*	**19%r**	*17%*	*16%*	*18%*	*18%*	*8%*	*11%*
Text message	589	526	63	23	511	33	30	16	23	92	53	45	58	45	84	72	39	4	29
	22%	*23%*	*18%*	*19%*	**23%e**	*14%*	**23%e**	*21%*	*23%*	**33%mopqr**	**24%qr**	*24%*	*24%*	*19%*	**25%qr**	*19%*	*17%*	*10%*	*15%*
Email/ online portal	1692	1479	212	65	1417	141	88	46	66	178	155	138	166	149	193	238	134	32	110
	64%	**64%c**	*61%*	*54%*	*64%*	*62%*	*68%*	*62%*	*66%*	*63%*	**71%npr**	**73%npr**	*68%*	*62%*	*58%*	*63%*	*58%*	**76%npr**	*59%*
Other	25	17	8	4	21	2	2	*	2	-	3	-	-	3	5	4	4	-	2
	1%	*1%*	**2%a**	**3%a**	*1%*	*1%*	*1%*	*	**2%il**	-	*1%*	-	-	*1%*	*2%*	*1%*	*2%*	-	*1%*
No preference	255	223	32	13	204	29	12	9	7	31	10	15	18	21	28	50	25	4	25
	10%	*10%*	*9%*	*10%*	*9%*	*13%*	*10%*	*12%*	*7%*	*11%*	*5%*	*8%*	*8%*	*9%*	*8%*	**13%j**	*11%*	*10%*	**14%j**
Don't know	212	168	45	19	173	25	9	6	5	17	15	15	15	22	29	34	23	2	23
	8%	*7%*	**13%a**	**16%a**	*8%*	*11%*	*7%*	*8%*	*5%*	*6%*	*7%*	*8%*	*6%*	*9%*	*9%*	*9%*	*10%*	*5%*	**12%hil**
NET More than one type of communucation	989	864	125	40	835	73	53	28	35	114	91	79	106	84	118	115	91	18	56
	37%	*38%*	*36%*	*33%*	*38%*	*32%*	*41%*	*38%*	*35%*	**40%r**	**42%or**	**42%or**	**44%or**	*35%*	*35%*	*30%*	*39%*	*42%*	*30%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 16

QC1_7. Which types of communication would you be happy to receive from - Your paid TV provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**911**	373	370	90	62	10	743	72	373	371	100	53	11	744	63
	34%	**40%bceg**	**34%ce**	*26%*	**34%e**	*15%*	**37%ce**	*29%*	**37%j**	*35%*	*28%*	*34%*	*20%*	**36%j**	*31%*
Phone call	**474**	177	199	61	30	5	376	36	196	183	69	21	5	378	26
	18%	*19%*	*18%*	*17%*	*16%*	*8%*	*19%*	*14%*	*19%*	*17%*	*19%*	*14%*	*10%*	*18%*	*13%*
Text message	**589**	189	252	77	54	12	441	67	202	263	69	39	13	465	51
	22%	*20%*	*23%*	*22%*	**30%af**	*19%*	*22%*	*27%*	*20%*	**25%h**	*19%*	*25%*	*24%*	*23%*	*25%*
Email/ online portal	**1692**	593	707	206	128	46	1300	174	644	699	210	93	38	1343	131
	64%	*63%*	*65%*	*59%*	*70%*	*70%*	*64%*	**70%c**	*64%*	**66%j**	*58%*	*60%*	*73%*	*65%*	*64%*
Other	**25**	12	9	4	-	-	21	-	11	6	4	3	1	18	3
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*
No preference	**255**	103	88	43	12	7	190	19	98	98	41	12	3	196	14
	10%	*11%*	*8%*	*12%*	*7%*	*11%*	*9%*	*8%*	*10%*	*9%*	*11%*	*8%*	*5%*	*9%*	*7%*
Don't know	**212**	80	92	19	11	9	171	20	87	65	35	19	4	152	23
	8%	*8%*	*8%*	*6%*	*6%*	*14%*	*8%*	*8%*	*9%*	*6%*	*10%*	**12%i**	*7%*	*7%*	*11%*
NET More than one type of communucation	**989**	381	411	102	74	15	792	89	379	426	110	52	17	805	69
	37%	**41%ce**	**38%ce**	*29%*	**40%ce**	*22%*	**39%ce**	*36%*	*37%*	**40%j**	*30%*	*33%*	*34%*	**39%j**	*34%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 16

QC1_7. Which types of communication would you be happy to receive from - Your paid TV provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**911**	45	848	17	238	621	52	897	3	8	-	909	2
	34%	*33%*	*35%*	*29%*	*33%*	*36%*	*29%*	*35%*	*12%*	*32%*	-	*35%*	*13%*
Phone call	**474**	34	429	11	149	291	34	454	3	6	2	464	8
	18%	*25%*	*17%*	*19%*	*20%*	*17%*	*19%*	*18%*	*11%*	*24%*	*100%*	*18%*	*47%*
Text message	**589**	25	554	10	164	387	38	576	7	3	-	587	3
	22%	*18%*	*23%*	*16%*	*23%*	*22%*	*21%*	*22%*	*24%*	*13%*	-	*22%*	*15%*
Email/ online portal	**1692**	78	1585	29	438	1162	92	1662	15	13	-	1690	1
	64%	*57%*	**65%c**	*48%*	*60%*	**67%df**	*52%*	*65%*	*51%*	*49%*	-	*64%*	*9%*
Other	**25**	3	23	-	12	14	*	25	-	*	-	25	-
	1%	*2%*	*1%*	-	*2%*	*1%*	*	*1%*	-	*	-	*1%*	-
No preference	**255**	12	241	2	77	169	9	246	2	3	-	251	4
	10%	*9%*	*10%*	*3%*	*11%*	*10%*	*5%*	*10%*	*7%*	*11%*	-	*10%*	*21%*
Don't know	**212**	9	192	11	61	124	28	205	2	4	-	211	2
	8%	*7%*	*8%*	**18%b**	*8%*	*7%*	**16%de**	*8%*	*8%*	*14%*	-	*8%*	*10%*
NET More than one type of communucation	**989**	42	932	15	264	682	43	976	3	8	-	988	1
	37%	*31%*	*38%*	*25%*	**36%f**	**39%f**	*24%*	*38%*	*11%*	*33%*	-	*38%*	*5%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 16

QC1_7. Which types of communication would you be happy to receive from - Your paid TV provider

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**911**	173	303	136	301	-	173	-	148	-	155	-	136	-	152	-	148
	34%	*38%*	*34%*	*31%*	*34%*	-	*38%*	-	*35%*	-	*34%*	-	*31%*	-	*35%*	-	*33%*
Phone call	**474**	68	157	74	175	-	68	-	77	-	79	-	74	-	74	-	101
	18%	*15%*	*18%*	*17%*	*20%*	-	*15%*	-	*18%*	-	*17%*	-	*17%*	-	*17%*	-	**23%f**
Text message	**589**	104	189	73	223	-	104	-	88	-	101	-	73	-	98	-	125
	22%	*23%*	*21%*	*17%*	**25%c**	-	*23%*	-	*21%*	-	*22%*	-	*17%*	-	*23%*	-	**28%l**
Email/ online portal	**1692**	304	557	278	553	-	304	-	280	-	277	-	278	-	272	-	280
	64%	*67%*	*63%*	*64%*	*63%*	-	*67%*	-	*66%*	-	*60%*	-	*64%*	-	*63%*	-	*63%*
Other	**25**	4	7	2	12	-	4	-	2	-	5	-	2	-	5	-	8
	1%	*1%*	*1%*	*	*1%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	*2%*
No preference	**255**	35	88	48	84	-	35	-	43	-	45	-	48	-	54	-	30
	10%	*8%*	*10%*	*11%*	*10%*	-	*8%*	-	*10%*	-	*10%*	-	*11%*	-	**13%p**	-	*7%*
Don't know	**212**	26	77	38	71	-	26	-	28	-	49	-	38	-	31	-	40
	8%	*6%*	*9%*	*9%*	*8%*	-	*6%*	-	*7%*	-	**11%f**	-	*9%*	-	*7%*	-	*9%*
NET More than one type of communucation	**989**	179	322	144	344	-	179	-	164	-	158	-	144	-	174	-	169
	37%	*40%*	*36%*	*33%*	*39%*	-	*40%*	-	*38%*	-	*34%*	-	*33%*	-	*41%*	-	*38%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 17

QC1_8. Which types of communication would you be happy to receive from - Your broadband provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**1018**	-	1018	490	528	117	148	204	154	180	128	87	264	358	395	215	844	159	1038
	38%	-	*38%*	*39%*	*38%*	*34%*	*42%*	*39%*	*40%*	*39%*	*40%*	*33%*	*38%*	*40%*	*38%*	*37%*	*39%*	*37%*	*40%*
Phone call	**593**	-	593	307	284	100	99	125	63	87	62	58	198	188	206	120	465	126	566
	22%	-	*22%*	*24%*	*20%*	**29%hij**	**28%hij**	**24%h**	*17%*	*19%*	*19%*	*22%*	**28%mno**	*21%*	*20%*	*20%*	*21%*	**29%p**	*22%*
Text message	**694**	-	694	366	328	103	101	156	102	113	61	54	204	259	228	115	550	135	666
	26%	-	*26%*	**29%d**	*24%*	**30%jk**	**29%j**	**30%jk**	*27%*	*25%*	*19%*	*20%*	**29%no**	**29%no**	*22%*	*20%*	*25%*	*31%*	*26%*
Email/ online portal	**1929**	-	1929	920	1008	213	232	402	280	339	256	203	445	682	797	458	1600	300	1931
	73%	-	*73%*	*73%*	*73%*	*61%*	*66%*	**78%ef**	**73%e**	**74%ef**	**79%ef**	**77%ef**	*63%*	**76%l**	**76%l**	**78%l**	*74%*	*69%*	*74%*
Other	**23**	-	23	19	4	7	7	3	*	5	-	-	14	3	5	-	16	7	17
	1%	-	*1%*	**2%d**	*	**2%hj**	**2%h**	*1%*	*	*1%*	-	-	**2%mno**	*	*1%*	-	*1%*	*2%*	*1%*
No preference	**174**	-	174	78	94	19	32	23	33	33	16	17	52	56	67	33	147	23	170
	7%	-	*7%*	*6%*	*7%*	*6%*	**9%g**	*4%*	**9%g**	*7%*	*5%*	*6%*	*7%*	*6%*	*6%*	*6%*	*7%*	*5%*	*7%*
Don't know	**37**	-	37	16	20	13	*	8	5	8	3	*	14	12	10	3	26	10	40
	1%	-	*1%*	*1%*	*1%*	**4%fk**	*	*1%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*1%*	*	*1%*	*2%*	*2%*
NET More than one type of communucation	**1188**	-	1188	601	587	144	158	255	172	203	146	106	302	427	456	253	967	208	1190
	45%	-	*45%*	**48%d**	*42%*	*41%*	*45%*	*49%*	*45%*	*45%*	*45%*	*40%*	*43%*	*48%*	*44%*	*43%*	*45%*	*48%*	*46%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 17

QC1_8. Which types of communication would you be happy to receive from - Your broadband provider

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**1018**	232	349	204	233	581	437	621	392	101	142	274	219	185	819	101	841
	38%	*38%*	*38%*	*37%*	*41%*	*38%*	*39%*	*38%*	*39%*	*35%*	*43%*	*37%*	*35%*	**46%ijkln**	*39%*	*34%*	*39%*
Phone call	**593**	138	185	144	126	323	269	361	217	56	76	177	145	82	480	56	491
	22%	*23%*	*20%*	**26%b**	*22%*	*21%*	*24%*	*22%*	*22%*	*19%*	*23%*	*24%*	*23%*	*21%*	*23%*	*19%*	*23%*
Text message	**694**	192	219	132	151	411	283	459	229	71	94	185	149	152	580	72	585
	26%	**32%bc**	*24%*	*24%*	*26%*	*27%*	*25%*	**28%h**	*23%*	*24%*	*28%*	*25%*	*24%*	**38%ijkln**	*28%*	*24%*	*27%*
Email/ online portal	**1929**	474	689	383	383	1163	765	1185	729	193	231	536	466	325	1558	196	1594
	73%	**78%cd**	**74%d**	*70%*	*67%*	**76%f**	*69%*	*73%*	*73%*	*66%*	*70%*	*73%*	*74%*	**81%ijkln**	**74%i**	*66%*	**74%o**
Other	**23**	5	10	5	2	15	8	19	4	2	3	5	10	3	21	2	21
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
No preference	**174**	27	72	34	42	99	76	96	72	20	32	38	46	20	136	22	136
	7%	*4%*	**8%a**	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*7%*	**10%k**	*5%*	*7%*	*5%*	*6%*	*7%*	*6%*
Don't know	**37**	3	7	10	17	10	27	21	14	9	2	13	3	1	19	9	19
	1%	*1%*	*1%*	*2%*	**3%ab**	*1%*	**2%e**	*1%*	*1%*	**3%lmn**	*1%*	*2%*	*	*	*1%*	**3%p**	*1%*
NET More than one type of communucation	**1188**	326	387	228	247	713	475	737	439	113	147	323	270	235	975	113	994
	45%	**54%bcd**	*42%*	*42%*	*43%*	*47%*	*43%*	*46%*	*44%*	*39%*	*44%*	*44%*	*43%*	**59%ijkln**	**46%i**	*38%*	**46%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 17

QC1_8. Which types of communication would you be happy to receive from - Your broadband provider

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	1018	874	144	47	847	94	50	27	45	106	97	70	92	101	114	115	107	18	76
	38%	*38%*	*41%*	*39%*	*38%*	*41%*	*39%*	*36%*	**45%o**	*38%*	**44%o**	*37%*	*38%*	**42%o**	*34%*	*30%*	**46%no**	*44%*	**41%o**
Phone call	593	525	68	30	502	42	30	19	16	70	65	35	56	57	68	93	43	10	32
	22%	*23%*	*19%*	*25%*	*23%*	*18%*	*23%*	*25%*	*16%*	*25%*	**30%hkpr**	*19%*	*23%*	*24%*	*20%*	*25%*	*19%*	*24%*	*17%*
Text message	694	603	91	29	602	41	31	20	25	93	64	58	61	58	94	99	50	6	35
	26%	*26%*	*26%*	*24%*	**27%e**	*18%*	*24%*	**28%e**	*24%*	**33%pqr**	**29%r**	**31%qr**	*25%*	*24%*	**28%r**	*26%*	*22%*	*14%*	*19%*
Email/ online portal	1929	1672	256	86	1594	176	103	57	73	196	161	143	177	177	214	289	164	33	142
	73%	*73%*	*73%*	*71%*	*72%*	*77%*	**80%d**	*76%*	*72%*	*69%*	*73%*	**76%n**	*73%*	*74%*	*64%*	**76%n**	*71%*	*80%*	**76%n**
Other	23	18	5	2	20	1	1	*	1	4	4	-	-	-	5	3	3	-	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	-	*1%*	*1%*	*2%*	-	*1%*
No preference	174	156	19	6	146	14	9	5	5	29	11	10	17	17	21	21	16	2	13
	7%	*7%*	*5%*	*5%*	*7%*	*6%*	*7%*	*6%*	*5%*	*10%*	*5%*	*5%*	*7%*	*7%*	*6%*	*5%*	*7%*	*4%*	*7%*
Don't know	37	32	4	*	32	2	1	2	2	5	2	5	2	3	6	3	4	*	2
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*	*1%*
NET More than one type of communucation	1188	1026	162	54	985	105	61	36	39	137	109	88	108	114	134	156	101	21	85
	45%	*45%*	*46%*	*45%*	*44%*	*46%*	*47%*	*49%*	*38%*	*48%*	*50%*	*47%*	*45%*	*47%*	*40%*	*41%*	*44%*	*49%*	*45%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 17

QC1_8. Which types of communication would you be happy to receive from - Your broadband provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**1018**	418	400	112	64	17	818	81	441	379	133	56	7	820	63
	38%	**45%bcefg**	*37%*	*32%*	*35%*	*25%*	**40%c**	*33%*	**44%ilm**	**36%l**	**37%l**	**36%l**	*13%*	**40%lm**	**30%l**
Phone call	**593**	222	264	61	33	12	487	45	258	232	67	31	5	490	36
	22%	*24%*	**24%c**	*17%*	*18%*	*17%*	**24%c**	*18%*	**25%jl**	*22%*	*19%*	*20%*	*10%*	*24%*	*17%*
Text message	**694**	228	304	83	62	14	532	76	265	288	85	38	14	553	52
	26%	*24%*	*28%*	*24%*	**34%ac**	*20%*	*26%*	*30%*	*26%*	*27%*	*23%*	*25%*	*28%*	*27%*	*25%*
Email/ online portal	**1929**	705	798	217	141	56	1503	197	755	754	250	119	42	1508	161
	73%	**75%c**	**73%c**	*62%*	**77%c**	**84%c**	**74%c**	**79%c**	*75%*	*71%*	*69%*	*77%*	*82%*	*73%*	*78%*
Other	**23**	13	3	6	1	-	15	1	8	8	5	1	-	16	1
	1%	**1%b**	*	**2%b**	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
No preference	**174**	53	70	35	10	4	123	14	59	79	24	7	2	138	9
	7%	*6%*	*6%*	**10%af**	*6%*	*6%*	*6%*	*6%*	*6%*	*8%*	*7%*	*4%*	*4%*	*7%*	*4%*
Don't know	**37**	11	14	9	-	1	25	1	12	12	9	3	-	24	3
	1%	*1%*	*1%*	*3%*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*1%*
NET More than one type of communucation	**1188**	466	493	116	84	23	959	107	496	469	136	68	14	965	82
	45%	**50%c**	**45%c**	*33%*	**46%c**	*35%*	**47%c**	*43%*	**49%jl**	*44%*	*38%*	*44%*	*27%*	**47%jl**	*40%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 17

QC1_8. Which types of communication would you be happy to receive from - Your broadband provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**1018**	48	953	17	269	687	62	1007	4	3	-	1015	3
	38%	*36%*	*39%*	*28%*	*37%*	*39%*	*35%*	*39%*	*13%*	*13%*	-	*39%*	*21%*
Phone call	**593**	32	542	18	184	367	42	579	4	*	2	583	7
	22%	*24%*	*22%*	*30%*	*25%*	*21%*	*24%*	*22%*	*14%*	*1%*	*100%*	*22%*	*44%*
Text message	**694**	31	648	14	181	467	46	678	9	5	-	691	3
	26%	*23%*	*26%*	*24%*	*25%*	*27%*	*26%*	*26%*	*30%*	*18%*	-	*26%*	*15%*
Email/ online portal	**1929**	86	1809	33	504	1323	102	1893	17	15	-	1925	4
	73%	*64%*	**74%ac**	*54%*	**69%f**	**76%df**	*57%*	*74%*	*56%*	*57%*	-	*73%*	*23%*
Other	**23**	2	20	-	8	10	5	20	1	-	-	21	1
	1%	*2%*	*1%*	-	*1%*	*1%*	**3%o**	*1%*	*5%*	-	-	*1%*	*9%*
No preference	**174**	10	162	2	60	106	9	168	*	4	-	173	1
	7%	*7%*	*7%*	*4%*	*8%*	*6%*	*5%*	*7%*	*1%*	*17%*	-	*7%*	*7%*
Don't know	**37**	5	29	2	17	14	6	30	2	3	-	35	1
	1%	**4%b**	*1%*	*4%*	**2%o**	*1%*	**3%o**	*1%*	*8%*	*12%*	-	*1%*	*7%*
NET More than one type of communucation	**1188**	49	1119	20	314	816	58	1173	7	5	-	1185	3
	45%	*36%*	*46%*	*33%*	*43%*	**47%f**	*33%*	*46%*	*25%*	*18%*	-	*45%*	*15%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 17

QC1_8. Which types of communication would you be happy to receive from - Your broadband provider

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**1018**	182	333	161	342	-	182	-	172	-	161	-	161	-	161	-	181
	38%	*40%*	*38%*	*37%*	*39%*	-	*40%*	-	*40%*	-	*35%*	-	*37%*	-	*38%*	-	*41%*
Phone call	**593**	92	187	96	217	-	92	-	85	-	102	-	96	-	91	-	126
	22%	*20%*	*21%*	*22%*	*25%*	-	*20%*	-	*20%*	-	*22%*	-	*22%*	-	*21%*	-	**25%fh**
Text message	**694**	116	224	104	251	-	116	-	102	-	121	-	104	-	115	-	136
	26%	*26%*	*25%*	*24%*	*29%*	-	*26%*	-	*24%*	-	*26%*	-	*24%*	-	*27%*	-	*30%*
Email/ online portal	**1929**	344	665	299	620	-	344	-	326	-	339	-	299	-	309	-	311
	73%	**76%c**	*75%*	*69%*	*71%*	-	**76%l**	-	**77%l**	-	*74%*	-	*69%*	-	*72%*	-	*70%*
Other	**23**	*	3	3	17	-	*	-	-	-	3	-	3	-	2	-	14
	1%	*	*	*1%*	**2%ab**	-	*	-	-	-	*1%*	-	*1%*	-	*1%*	-	**3%fhjln**
No preference	**174**	34	57	39	44	-	34	-	25	-	32	-	39	-	30	-	15
	7%	*7%*	*6%*	**9%d**	*5%*	-	**7%p**	-	*6%*	-	*7%*	-	**9%p**	-	*7%*	-	*3%*
Don't know	**37**	3	14	1	19	-	3	-	3	-	11	-	1	-	8	-	10
	1%	*1%*	*2%*	*	*2%*	-	*1%*	-	*1%*	-	**2%l**	-	*	-	*2%*	-	*2%*
NET More than one type of communucation	**1188**	224	392	185	387	-	224	-	189	-	203	-	185	-	183	-	204
	45%	*50%*	*44%*	*43%*	*44%*	-	*50%*	-	*44%*	-	*44%*	-	*43%*	-	*43%*	-	*46%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 18

QC1_9. Which types of communication would you be happy to receive from - Your mobile phone provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**815**	-	815	405	410	84	128	167	121	157	81	76	212	287	314	157	664	140	801
	31%	-	*31%*	*32%*	*30%*	*24%*	**36%ej**	**32%e**	*32%*	**35%ej**	*25%*	*29%*	*30%*	*32%*	*30%*	*27%*	*31%*	*32%*	*31%*
Phone call	**636**	-	636	351	285	107	99	149	68	81	63	70	206	217	213	133	497	136	622
	24%	-	*24%*	**28%d**	*21%*	**31%hij**	**28%hi**	**29%hij**	*18%*	*18%*	*19%*	**27%hi**	**29%no**	*24%*	*20%*	*23%*	*23%*	**31%p**	*24%*
Text message	**1270**	-	1270	609	661	195	158	266	184	220	138	104	353	450	463	242	1033	217	1270
	48%	-	*48%*	*49%*	*48%*	**56%fjk**	*45%*	**51%k**	*48%*	*48%*	*43%*	*39%*	**50%o**	**50%o**	*44%*	*41%*	*48%*	*50%*	*49%*
Email/ online portal	**1769**	-	1769	829	940	190	225	372	276	317	221	164	415	648	702	385	1459	286	1743
	67%	-	*67%*	*66%*	*68%*	*55%*	*63%*	**72%efk**	**72%ek**	**70%e**	**69%e**	*62%*	*59%*	**72%lo**	**67%l**	*66%*	*67%*	*66%*	*67%*
Other	**25**	-	25	13	11	8	4	*	-	7	2	3	12	*	12	5	22	3	22
	1%	-	*1%*	*1%*	*1%*	**2%gh**	*1%*	*	-	*1%*	*1%*	*1%*	**2%m**	*	**1%m**	**1%m**	*1%*	*1%*	*1%*
No preference	**165**	-	165	81	82	17	32	24	26	37	17	12	48	50	66	29	127	31	157
	6%	-	*6%*	*6%*	*6%*	*5%*	*9%*	*5%*	*7%*	*8%*	*5%*	*5%*	*7%*	*6%*	*6%*	*5%*	*6%*	*7%*	*6%*
Don't know	**36**	-	36	17	18	4	4	7	3	4	4	8	9	10	17	13	30	5	41
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*
NET More than one type of communucation	**1312**	-	1312	660	652	164	178	279	192	238	144	112	342	471	494	256	1064	233	1304
	50%	-	*50%*	**53%d**	*47%*	*47%*	*50%*	**54%jk**	*50%*	**52%k**	*45%*	*42%*	*49%*	**52%o**	*47%*	*44%*	*49%*	*53%*	*50%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 18

QC1_9. Which types of communication would you be happy to receive from - Your mobile phone provider

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	815	186	288	163	178	474	341	515	297	93	101	234	173	152	660	93	675
	31%	*31%*	*31%*	*30%*	*31%*	*31%*	*31%*	*32%*	*30%*	*32%*	*30%*	*32%*	*27%*	**38%l**	*32%*	*31%*	*31%*
Phone call	636	157	201	146	132	358	278	382	241	73	82	180	156	96	513	75	518
	24%	*26%*	*22%*	*27%*	*23%*	*23%*	*25%*	*24%*	*24%*	*25%*	*25%*	*25%*	*25%*	*24%*	*24%*	*25%*	*24%*
Text message	1270	312	418	260	280	730	540	796	462	121	150	358	290	233	1031	121	1046
	48%	*51%*	*45%*	*48%*	*49%*	*48%*	*48%*	*49%*	*46%*	*41%*	*45%*	*49%*	*46%*	**58%ijkln**	**49%l**	*41%*	**49%o**
Email/ online portal	1769	445	615	352	358	1060	709	1127	627	173	209	481	439	308	1437	174	1469
	67%	**73%bcd**	*66%*	*64%*	*63%*	**69%f**	*64%*	**70%h**	*63%*	*59%*	*63%*	*66%*	**69%l**	**77%ijkln**	**69%l**	*59%*	**69%o**
Other	25	3	11	5	5	14	10	15	10	7	3	5	7	2	17	7	17
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%kn**	*1%*	*1%*	*1%*	*	*1%*	**2%p**	*1%*
No preference	165	25	75	34	32	100	65	104	57	12	29	37	56	11	132	14	135
	6%	*4%*	**8%a**	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*	*4%*	**9%m**	*5%*	**9%klm**	*3%*	**6%m**	*5%*	*6%*
Don't know	36	7	8	4	17	15	21	17	17	7	4	12	2	3	21	7	23
	1%	*1%*	*1%*	*1%*	**3%bc**	*1%*	*2%*	*1%*	*2%*	**2%l**	*1%*	*2%*	*	*1%*	*1%*	*2%*	*1%*
NET More than one type of communucation	1312	348	452	254	258	800	512	842	458	128	152	360	316	251	1079	128	1096
	50%	**57%bcd**	*49%*	*46%*	*45%*	**52%f**	*46%*	**52%h**	*46%*	*44%*	*46%*	*49%*	*50%*	**63%ijkln**	**51%l**	*43%*	**51%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 18

QC1_9. Which types of communication would you be happy to receive from - Your mobile phone provider

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**815**	705	110	38	684	67	40	25	31	80	82	59	85	78	88	100	81	15	52
	31%	*31%*	*31%*	*31%*	*31%*	*29%*	*31%*	*33%*	*31%*	*28%*	**37%nq**	*32%*	*35%*	*33%*	*26%*	*26%*	*35%*	*35%*	*28%*
Phone call	**636**	564	72	25	538	45	32	21	19	81	53	35	51	60	83	105	51	6	39
	24%	*25%*	*21%*	*21%*	*24%*	*20%*	*24%*	*28%*	*19%*	*29%*	*24%*	*19%*	*21%*	*25%*	*25%*	*28%*	*22%*	*15%*	*21%*
Text message	**1270**	1109	161	59	1057	111	60	42	38	157	110	109	107	108	152	179	96	19	92
	48%	*48%*	*46%*	*49%*	*48%*	*48%*	*47%*	**57%d**	*38%*	**55%hp**	*50%*	**58%hlmnp**	*44%*	*45%*	*46%*	*47%*	*42%*	*46%*	*49%*
Email/ online portal	**1769**	1530	239	77	1479	148	92	51	70	178	156	130	163	148	213	258	161	26	122
	67%	*67%*	*68%*	*64%*	*67%*	*65%*	*71%*	*69%*	*70%*	*63%*	*71%*	*69%*	*67%*	*62%*	*64%*	*68%*	*70%*	*61%*	*65%*
Other	**25**	18	7	4	21	3	1	1	1	3	4	4	-	2	4	-	2	2	*
	1%	*1%*	*2%*	**3%a**	*1%*	*1%*	*	*1%*	**1%o**	*1%*	*2%*	**2%o**	-	*1%*	*1%*	-	*1%*	**6%ilmor**	*
No preference	**165**	152	13	3	144	12	6	3	7	24	9	10	19	19	20	23	13	2	11
	6%	*7%*	*4%*	*2%*	*6%*	*5%*	*5%*	*5%*	*7%*	*9%*	*4%*	*5%*	*8%*	*8%*	*6%*	*6%*	*6%*	*4%*	*6%*
Don't know	**36**	30	6	1	31	1	2	2	1	7	2	-	4	5	4	3	7	*	1
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	-	*1%*	*2%*	*1%*	*1%*	*3%*	*	*1%*
NET More than one type of communucation	**1312**	1147	165	52	1092	109	67	44	41	143	118	99	118	117	155	193	108	20	88
	50%	*50%*	*47%*	*43%*	*49%*	*47%*	*52%*	**59%de**	*41%*	*50%*	*54%*	*53%*	*49%*	*49%*	*46%*	*51%*	*47%*	*48%*	*47%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 18

QC1_9. Which types of communication would you be happy to receive from - Your mobile phone provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**815**	331	323	87	51	16	655	67	357	311	97	41	7	668	48
	31%	**35%bc**	*30%*	*25%*	*28%*	*24%*	**32%c**	*27%*	**35%ijln**	*29%*	*27%*	*27%*	*13%*	**32%ln**	*23%*
Phone call	**636**	235	268	80	35	18	504	52	267	240	79	41	8	507	50
	24%	*25%*	*25%*	*23%*	*19%*	*26%*	*25%*	*21%*	*26%*	*23%*	*22%*	*27%*	*16%*	*25%*	*24%*
Text message	**1270**	436	536	150	106	34	971	140	496	520	156	65	28	1016	93
	48%	*46%*	*49%*	*43%*	**58%acf**	*52%*	*48%*	**56%acf**	*49%*	*49%*	*43%*	*42%*	*54%*	*49%*	*45%*
Email/ online portal	**1769**	654	724	198	130	56	1378	185	684	715	208	112	41	1399	154
	67%	**70%c**	**66%c**	*57%*	**71%c**	**84%bcf**	**68%c**	**75%bc**	**68%j**	**68%j**	*58%*	**73%j**	**80%j**	**68%j**	**75%j**
Other	**25**	15	6	4	-	-	21	-	13	10	1	-	1	23	1
	1%	*2%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*	-	*2%*	*1%*	*
No preference	**165**	58	57	40	7	2	115	8	65	53	36	6	2	118	8
	6%	*6%*	*5%*	**11%abdfg**	*4%*	*3%*	*6%*	*3%*	*6%*	*5%*	**10%lmn**	*4%*	*4%*	*6%*	*4%*
Don't know	**36**	11	14	9	1	-	25	1	10	13	7	5	1	23	5
	1%	*1%*	*1%*	*3%*	*1%*	-	*1%*	*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*3%*
NET More than one type of communucation	**1312**	488	541	148	96	34	1028	130	534	524	150	73	27	1058	100
	50%	**52%c**	*49%*	*42%*	*53%*	*51%*	**51%c**	*52%*	**53%j**	**50%j**	*41%*	*47%*	*51%*	**51%j**	*48%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1_9. Which types of communication would you be happy to receive from - Your mobile phone provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**815**	34	765	15	210	550	55	801	4	8	-	814	1
	31%	*25%*	*31%*	*25%*	*29%*	*32%*	*31%*	*31%*	*14%*	*33%*	-	*31%*	*5%*
Phone call	**636**	42	579	15	195	406	35	616	5	7	2	629	5
	24%	*31%*	*24%*	*24%*	*27%*	*23%*	*20%*	*24%*	*17%*	*28%*	*100%*	*24%*	*31%*
Text message	**1270**	59	1189	23	336	870	63	1242	12	8	-	1262	8
	48%	*43%*	*48%*	*37%*	*46%*	**50%f**	*36%*	*48%*	*41%*	*30%*	-	*48%*	*45%*
Email/ online portal	**1769**	89	1654	26	462	1207	100	1741	11	14	-	1766	3
	67%	**65%c**	**67%c**	*43%*	*64%*	**69%df**	*57%*	*68%*	*36%*	*56%*	-	*67%*	*18%*
Other	**25**	2	23	*	8	14	3	25	-	-	-	25	-
	1%	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
No preference	**165**	9	149	7	46	111	9	159	1	1	-	161	4
	6%	*7%*	*6%*	*12%*	*6%*	*6%*	*5%*	*6%*	*4%*	*4%*	-	*6%*	*23%*
Don't know	**36**	4	28	4	13	13	10	32	1	1	-	34	2
	1%	*3%*	*1%*	**7%b**	*2%*	*1%*	**6%de**	*1%*	*4%*	*4%*	-	*1%*	*10%*
NET More than one type of communucation	**1312**	58	1233	21	331	918	63	1294	5	11	-	1309	3
	50%	*43%*	*50%*	*34%*	*46%*	**53%df**	*36%*	*50%*	*15%*	*41%*	-	*50%*	*19%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1_9. Which types of communication would you be happy to receive from - Your mobile phone provider

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**815**	143	269	120	284	-	143	-	128	-	141	-	120	-	140	-	144
	31%	*32%*	*30%*	*27%*	*32%*	-	*32%*	-	*30%*	-	*31%*	-	*27%*	-	*33%*	-	*32%*
Phone call	**636**	93	220	116	207	-	93	-	113	-	107	-	116	-	88	-	119
	24%	*21%*	*25%*	*27%*	*24%*	-	*21%*	-	*27%*	-	*23%*	-	*27%*	-	*20%*	-	*27%*
Text message	**1270**	221	451	191	406	-	221	-	224	-	228	-	191	-	177	-	229
	48%	*49%*	*51%*	*44%*	*46%*	-	*49%*	-	**53%ln**	-	*49%*	-	*44%*	-	*41%*	-	**51%n**
Email/ online portal	**1769**	302	598	274	595	-	302	-	289	-	309	-	274	-	295	-	300
	67%	*67%*	*68%*	*63%*	*68%*	-	*67%*	-	*68%*	-	*67%*	-	*63%*	-	*69%*	-	*67%*
Other	**25**	1	6	1	16	-	1	-	-	-	6	-	1	-	6	-	10
	1%	*	*1%*	*	*2%*	-	*	-	-	-	**1%h**	-	*	-	*1%*	-	**2%fhl**
No preference	**165**	29	56	35	45	-	29	-	25	-	31	-	35	-	22	-	22
	6%	*7%*	*6%*	*8%*	*5%*	-	*7%*	-	*6%*	-	*7%*	-	*8%*	-	*5%*	-	*5%*
Don't know	**36**	6	16	4	10	-	6	-	9	-	8	-	4	-	3	-	7
	1%	*1%*	*2%*	*1%*	*1%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-	*1%*	-	*2%*
NET More than one type of communucation	**1312**	231	451	204	427	-	231	-	221	-	230	-	204	-	205	-	222
	50%	*51%*	*51%*	*47%*	*49%*	-	*51%*	-	*52%*	-	*50%*	-	*47%*	-	*48%*	-	*50%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 19

QC1_1. Which types of communication would you be happy to receive from - Post

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Your bank / building society	**1352** *51%*	- -	1352 *51%*	622 *50%*	729 *52%*	141 *41%*	174 *49%*	265 *51%e*	192 *50%e*	247 *54%e*	171 *53%e*	158 *60%ef*	316 *45%*	457 *51%*	577 *55%l*	329 *56%l*	1117 *52%*	217 *50%*	1377 *53%*
Your gas / electricity provider	**1210** *46%*	- -	1210 *46%*	584 *47%*	625 *45%*	148 *43%*	161 *46%*	248 *48%*	181 *47%*	211 *46%*	147 *46%*	110 *42%*	310 *44%*	429 *48%*	469 *45%*	257 *44%*	989 *46%*	205 *47%*	1252 *48%*
Your local council or tax office	**1570** *59%*	- -	1570 *59%*	725 *58%*	845 *61%*	168 *48%*	197 *56%*	297 *57%e*	231 *61%e*	301 *66%efg*	203 *63%e*	169 *64%e*	365 *52%*	528 *59%l*	672 *65%lm*	371 *63%l*	1297 *60%*	256 *59%*	1566 *60%*
Your GP / medical or healthcare professional	**1203** *45%*	- -	1203 *45%*	564 *45%*	638 *46%*	130 *37%*	175 *49%e*	246 *48%e*	182 *48%e*	222 *49%e*	132 *41%*	113 *43%*	305 *43%*	428 *48%*	467 *45%*	244 *42%*	980 *45%*	209 *48%*	1202 *46%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**875** *33%*	- -	875 *33%*	436 *35%*	438 *32%*	82 *23%*	117 *33%e*	178 *34%e*	123 *32%e*	169 *37%e*	113 *35%e*	92 *35%e*	199 *28%*	301 *34%*	374 *36%l*	205 *35%l*	712 *33%*	154 *35%*	900 *35%*
Your landline phone provider	**996** *38%*	- -	996 *38%*	472 *38%*	524 *38%*	99 *29%*	147 *42%e*	175 *34%*	162 *42%eg*	189 *42%e*	127 *39%e*	94 *36%*	246 *35%*	337 *37%*	410 *39%*	221 *38%*	798 *37%*	187 *43%*	1003 *39%*
Your paid TV provider	**911** *34%*	- -	911 *34%*	443 *35%*	468 *34%*	97 *28%*	145 *41%ejk*	189 *37%e*	150 *39%ej*	157 *34%*	94 *29%*	79 *30%*	243 *35%*	338 *38%nq*	329 *32%*	172 *29%*	725 *33%*	174 *40%p*	927 *36%*
Your broadband provider	**1018** *38%*	- -	1018 *38%*	490 *39%*	528 *38%*	117 *34%*	148 *42%*	204 *39%*	154 *40%*	180 *39%*	128 *40%*	87 *33%*	264 *38%*	358 *40%*	395 *38%*	215 *37%*	844 *39%*	159 *37%*	1038 *40%*
Your mobile phone provider	**815** *31%*	- -	815 *31%*	405 *32%*	410 *30%*	84 *24%*	128 *36%ej*	167 *32%e*	121 *32%*	157 *35%ej*	81 *25%*	76 *29%*	212 *30%*	287 *32%*	314 *30%*	157 *27%*	664 *31%*	140 *32%*	801 *31%*
Would not be happy to receive Post from any organisation	**730** *28%*	- -	730 *28%*	369 *29%*	359 *26%*	109 *31%*	94 *27%*	146 *28%*	115 *30%*	111 *24%*	91 *28%*	63 *24%*	203 *29%*	261 *29%*	265 *25%*	154 *26%*	591 *27%*	116 *27%*	679 *26%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 19

QC1_1. Which types of communication would you be happy to receive from - Post

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Your bank / building society	**1352**	323	460	280	290	783	569	780	559	142	180	368	302	234	1083	142	1110
	51%	*53%*	*50%*	*51%*	*51%*	*51%*	*51%*	*48%*	**56%g**	*49%*	*54%*	*50%*	*48%*	**58%ikl**	*52%*	*48%*	*52%*
Your gas / electricity provider	**1210**	279	414	244	273	693	516	733	471	128	156	327	288	211	982	128	1007
	46%	*46%*	*45%*	*45%*	*48%*	*45%*	*46%*	*45%*	*47%*	*44%*	*47%*	*45%*	*45%*	**53%k**	*47%*	*43%*	*47%*
Your local council or tax office	**1570**	382	553	298	338	935	636	924	638	164	205	427	364	269	1265	165	1299
	59%	**63%c**	*60%*	*54%*	*59%*	*61%*	*57%*	*57%*	**64%g**	*56%*	*62%*	*58%*	*57%*	**67%ikln**	*60%*	*55%*	*61%*
Your GP / medical or healthcare professional	**1203**	272	426	245	259	698	505	749	446	124	159	329	258	216	962	124	990
	45%	*45%*	*46%*	*45%*	*46%*	*46%*	*45%*	*46%*	*45%*	*43%*	*48%*	*45%*	*41%*	**54%ikln**	*46%*	*42%*	*46%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**875**	239	289	161	186	528	347	532	336	71	118	260	185	177	740	71	762
	33%	**39%bc**	*31%*	*29%*	*33%*	*34%*	*31%*	*33%*	*34%*	*24%*	**36%l**	**36%i**	*29%*	**44%ikln**	**35%il**	*24%*	**36%o**
Your landline phone provider	**996**	221	350	200	225	571	425	615	376	101	130	276	217	183	807	101	825
	38%	*36%*	*38%*	*37%*	*40%*	*37%*	*38%*	*38%*	*38%*	*34%*	*39%*	*38%*	*34%*	**46%ikln**	*38%*	*34%*	*38%*
Your paid TV provider	**911**	217	322	163	209	539	372	562	346	96	119	255	202	163	739	96	760
	34%	*36%*	*35%*	*30%*	*37%*	*35%*	*33%*	*35%*	*35%*	*33%*	*36%*	*35%*	*32%*	**41%l**	*35%*	*32%*	*35%*
Your broadband provider	**1018**	232	349	204	233	581	437	621	392	101	142	274	219	185	819	101	841
	38%	*38%*	*38%*	*37%*	*41%*	*38%*	*39%*	*38%*	*39%*	*35%*	*43%*	*37%*	*35%*	**46%ikln**	*39%*	*34%*	*39%*
Your mobile phone provider	**815**	186	288	163	178	474	341	515	297	93	101	234	173	152	660	93	675
	31%	*31%*	*31%*	*30%*	*31%*	*31%*	*31%*	*32%*	*30%*	*32%*	*30%*	*32%*	*27%*	**38%l**	*32%*	*31%*	*31%*
Would not be happy to receive Post from any organisation	**730**	156	261	152	160	418	312	465	253	93	79	201	184	91	554	98	562
	28%	*26%*	*28%*	*28%*	*28%*	*27%*	*28%*	*29%*	*25%*	**32%m**	*24%*	*28%*	*29%*	*23%*	*26%*	**33%p**	*26%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 19

QC1_1. Which types of communication would you be happy to receive from - Post

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Your bank / building society	**1352**	1135	217	75	1126	120	70	37	48	123	130	108	117	135	149	178	137	22	98
	51%	*49%*	**62%a**	**62%a**	*51%*	*52%*	*54%*	*50%*	*48%*	*43%*	**60%lno**	**57%ln**	*48%*	**57%ln**	*45%*	*47%*	**59%lno**	*53%*	*52%*
Your gas / electricity provider	**1210**	1033	177	58	998	109	63	39	47	113	116	93	105	102	145	157	118	22	87
	46%	*45%*	*51%*	*48%*	*45%*	*48%*	*49%*	*53%*	*47%*	*40%*	**53%lo**	*50%*	*43%*	*43%*	*44%*	*41%*	*51%*	*54%*	*46%*
Your local council or tax office	**1570**	1348	222	69	1309	140	79	43	55	142	133	120	147	146	185	223	158	25	115
	59%	*59%*	*64%*	*57%*	*59%*	*61%*	*61%*	*58%*	*54%*	*50%*	*61%*	**64%l**	*60%*	*61%*	*55%*	*59%*	**69%hin**	*60%*	**61%l**
Your GP / medical or healthcare professional	**1203**	1040	163	59	1002	102	62	37	49	113	119	89	115	115	128	155	119	19	83
	45%	*45%*	*47%*	*49%*	*45%*	*45%*	*48%*	*50%*	*49%*	*40%*	**54%lno**	*47%*	*47%*	*48%*	*38%*	*41%*	**52%n**	*46%*	*44%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**875**	735	140	50	724	81	46	24	32	88	87	70	89	84	99	96	80	14	67
	33%	*32%*	**40%a**	*42%*	*33%*	*35%*	*36%*	*32%*	*32%*	*31%*	**40%o**	**37%o**	**37%o**	*35%*	*30%*	*25%*	*35%*	*34%*	**36%o**
Your landline phone provider	**996**	847	150	44	823	89	53	30	34	93	86	74	102	100	118	112	106	19	70
	38%	*37%*	*43%*	*36%*	*37%*	*39%*	*41%*	*41%*	*34%*	*33%*	*39%*	*39%*	**42%o**	**42%o**	*35%*	*30%*	**46%lo**	**46%o**	*38%*
Your paid TV provider	**911**	784	127	39	759	77	49	26	39	94	88	64	94	78	107	91	105	18	59
	34%	*34%*	*36%*	*32%*	*34%*	*34%*	*38%*	*35%*	**39%o**	*33%*	**40%o**	*34%*	**39%o**	*33%*	*32%*	*24%*	**46%lkmnor**	**43%o**	*32%*
Your broadband provider	**1018**	874	144	47	847	94	50	27	45	106	97	70	92	101	114	115	107	18	76
	38%	*38%*	*41%*	*39%*	*38%*	*41%*	*39%*	*36%*	**45%o**	*38%*	**44%o**	*37%*	*38%*	**42%o**	*34%*	*30%*	**46%no**	*44%*	**41%o**
Your mobile phone provider	**815**	705	110	38	684	67	40	25	31	80	82	59	85	78	88	100	81	15	52
	31%	*31%*	*31%*	*31%*	*31%*	*29%*	*31%*	*33%*	*31%*	*28%*	**37%no**	*32%*	*35%*	*33%*	*26%*	*26%*	*35%*	*35%*	*28%*
Would not be happy to receive Post from any organisation	**730**	650	80	32	624	57	31	18	32	107	45	36	69	69	101	109	56	9	47
	28%	*28%*	*23%*	*26%*	*28%*	*25%*	*24%*	*25%*	**32%jk**	**38%jkpr**	*21%*	*19%*	*28%*	*29%*	**30%k**	*29%*	*24%*	*23%*	*25%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 19

QC1_1. Which types of communication would you be happy to receive from - Post

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Your bank / building society	**1352**	562	545	143	75	21	1107	96	559	528	169	78	13	1087	91
	51%	**60%bcdefg**	**50%ceg**	*41%*	*41%*	*31%*	**54%cdeg**	*39%*	**55%jln**	**50%l**	**47%l**	**50%l**	*25%*	**53%l**	*44%*
Your gas / electricity provider	**1210**	490	494	128	77	14	984	91	504	484	140	67	11	988	78
	46%	**52%bceg**	**45%ce**	*37%*	**42%e**	*21%*	**48%ceg**	*37%*	**50%jln**	**46%l**	*39%*	**43%l**	*22%*	**48%jln**	*38%*
Your local council or tax office	**1570**	614	648	174	98	29	1263	127	625	635	197	90	20	1260	110
	59%	**66%bcdeg**	**59%ce**	*50%*	*54%*	*43%*	**62%ceg**	*51%*	**62%l**	**60%l**	*55%*	*59%*	*39%*	**61%l**	*54%*
Your GP / medical or healthcare professional	**1203**	493	478	136	70	18	972	88	503	470	151	65	10	973	76
	45%	**53%bcdeg**	**44%e**	*39%*	*38%*	*27%*	**48%ceg**	*36%*	**50%ln**	**45%l**	**42%l**	**42%l**	*20%*	**47%ln**	*37%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**875**	384	344	86	40	15	728	54	366	347	105	51	5	713	56
	33%	**41%bcdefg**	**31%dg**	*25%*	*22%*	*22%*	**36%cdg**	*22%*	**36%l**	**33%l**	**29%l**	**33%l**	*9%*	**34%l**	**27%l**
Your landline phone provider	**996**	425	406	99	51	8	832	59	430	390	122	47	4	820	51
	38%	**45%bcdeg**	**37%ceg**	**28%e**	**28%e**	*12%*	**41%cdeg**	*24%*	**43%jkln**	**37%ln**	**34%l**	**30%l**	*8%*	**40%ln**	**25%l**
Your paid TV provider	**911**	373	370	90	62	10	743	72	373	371	100	53	11	744	63
	34%	**40%bceg**	**34%ce**	*26%*	**34%e**	*15%*	**37%ce**	*29%*	**37%j**	*35%*	*28%*	*34%*	*20%*	**36%j**	*31%*
Your broadband provider	**1018**	418	400	112	64	17	818	81	441	379	133	56	7	820	63
	38%	**45%bceg**	*37%*	*32%*	*35%*	*25%*	**40%c**	*33%*	**44%jln**	**36%l**	**37%l**	**36%l**	*13%*	**40%ln**	**30%l**
Your mobile phone provider	**815**	331	323	87	51	16	655	67	357	311	97	41	7	668	48
	31%	**35%bc**	*30%*	*25%*	*28%*	*24%*	**32%c**	*27%*	**35%jln**	*29%*	*27%*	*27%*	*13%*	**32%ln**	*23%*
Would not be happy to receive Post from any organisation	**730**	211	301	120	62	27	511	90	260	277	118	44	24	537	68
	28%	*22%*	**27%a**	**34%af**	**34%af**	**41%afi**	*25%*	**36%abf**	*26%*	*26%*	**33%hm**	*28%*	**47%him**	*26%*	*33%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1_1. Which types of communication would you be happy to receive from - Post

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Your bank / building society	**1352**	68	1261	24	359	925	68	1337	5	9	-	1351	1
	51%	*50%*	*51%*	*38%*	**49%f**	**53%f**	*38%*	*52%*	*18%*	*37%*	-	*51%*	*5%*
Your gas / electricity provider	**1210**	53	1142	15	320	820	70	1182	9	16	-	1207	2
	46%	*39%*	**47%c**	*24%*	*44%*	*47%*	*39%*	*46%*	*32%*	*63%*	-	*46%*	*13%*
Your local council or tax office	**1570**	72	1482	17	411	1075	84	1549	6	9	-	1565	6
	59%	**53%c**	**60%c**	*28%*	*57%*	**62%f**	*47%*	*60%*	*20%*	*37%*	-	*60%*	*34%*
Your GP / medical or healthcare professional	**1203**	55	1129	19	308	827	67	1185	2	13	-	1200	3
	45%	*40%*	*46%*	*32%*	*42%*	*47%*	*38%*	*46%*	*7%*	*48%*	-	*46%*	*18%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**875**	51	808	16	248	574	53	860	2	7	-	869	5
	33%	*38%*	*33%*	*26%*	*34%*	*33%*	*30%*	*33%*	*6%*	*28%*	-	*33%*	*32%*
Your landline phone provider	**996**	44	938	14	249	691	57	982	3	10	-	994	2
	38%	*32%*	*38%*	*23%*	*34%*	**40%d**	*32%*	*38%*	*9%*	*38%*	-	*38%*	*13%*
Your paid TV provider	**911**	45	848	17	238	621	52	897	3	8	-	909	2
	34%	*33%*	*35%*	*29%*	*33%*	*36%*	*29%*	*35%*	*12%*	*32%*	-	*35%*	*13%*
Your broadband provider	**1018**	48	953	17	269	687	62	1007	4	3	-	1015	3
	38%	*36%*	*39%*	*28%*	*37%*	*39%*	*35%*	*39%*	*13%*	*13%*	-	*39%*	*21%*
Your mobile phone provider	**815**	34	765	15	210	550	55	801	4	8	-	814	1
	31%	*25%*	*31%*	*25%*	*29%*	*32%*	*31%*	*31%*	*14%*	*33%*	-	*31%*	*5%*
Would not be happy to receive Post from any organisation	**730**	40	665	25	201	462	68	697	16	8	2	721	7
	28%	*30%*	*27%*	*40%*	*28%*	*26%*	**38%de**	*27%*	*53%*	*32%*	*100%*	*27%*	*43%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 19

QC1_1. Which types of communication would you be happy to receive from - Post

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Your bank / building society	**1352**	252	448	221	431	-	252	-	228	-	220	-	221	-	211	-	220
	51%	*56%*	*51%*	*51%*	*49%*	-	**56%j**	-	*54%*	-	*48%*	-	*51%*	-	*49%*	-	*49%*
Your gas / electricity provider	**1210**	215	388	190	417	-	215	-	206	-	182	-	190	-	201	-	216
	46%	*48%*	*44%*	*44%*	*48%*	-	**48%j**	-	**48%j**	-	*40%*	-	*44%*	-	*47%*	-	**48%j**
Your local council or tax office	**1570**	267	544	240	519	-	267	-	284	-	261	-	240	-	277	-	242
	59%	*59%*	*61%*	*55%*	*59%*	-	*59%*	-	**67%ljp**	-	*57%*	-	*55%*	-	**65%ljp**	-	*54%*
Your GP / medical or healthcare professional	**1203**	217	403	180	402	-	217	-	202	-	202	-	180	-	204	-	198
	45%	*48%*	*46%*	*41%*	*46%*	-	*48%*	-	*47%*	-	*44%*	-	*41%*	-	*47%*	-	*44%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**875**	165	304	112	294	-	165	-	155	-	149	-	112	-	153	-	141
	33%	**37%c**	**34%c**	*26%*	**34%c**	-	**37%l**	-	**36%l**	-	*32%*	-	*26%*	-	**36%l**	-	*32%*
Your landline phone provider	**996**	180	332	154	331	-	180	-	163	-	169	-	154	-	167	-	164
	38%	*40%*	*38%*	*35%*	*38%*	-	*40%*	-	*38%*	-	*37%*	-	*35%*	-	*39%*	-	*37%*
Your paid TV provider	**911**	173	303	136	301	-	173	-	148	-	155	-	136	-	152	-	148
	34%	*38%*	*34%*	*31%*	*34%*	-	*38%*	-	*35%*	-	*34%*	-	*31%*	-	*35%*	-	*33%*
Your broadband provider	**1018**	182	333	161	342	-	182	-	172	-	161	-	161	-	161	-	181
	38%	*40%*	*38%*	*37%*	*39%*	-	*40%*	-	*40%*	-	*35%*	-	*37%*	-	*38%*	-	*41%*
Your mobile phone provider	**815**	143	269	120	284	-	143	-	128	-	141	-	120	-	140	-	144
	31%	*32%*	*30%*	*27%*	*32%*	-	*32%*	-	*30%*	-	*31%*	-	*27%*	-	*33%*	-	*32%*
Would not be happy to receive Post from any organisation	**730**	126	223	132	250	-	126	-	89	-	134	-	132	-	107	-	143
	28%	*28%*	*25%*	*30%*	*28%*	-	*28%*	-	*21%*	-	**29%h**	-	**30%h**	-	*25%*	-	**32%h**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 20

QC1_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2602	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	2648	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	1600	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Your bank / building society	656 25%	- -	656 25%	331 26%	323 23%	113 32%hijk	113 32%hijk	152 29%hij	68 18%	95 21%	54 17%	60 23%	226 32%mno	220 24%	210 20%	114 19%	508 23%	142 33%p	640 25%
Your gas / electricity provider	520 20%	- -	520 20%	265 21%	254 18%	93 27%hijk	90 25%hijk	127 25%hijk	53 14%	69 15%	53 16%	36 14%	183 26%mno	180 20%n	158 15%	89 15%	402 19%	116 27%p	483 19%
Your local council or tax office	552 21%	- -	552 21%	294 23%d	258 19%	97 28%hij	86 24%hj	129 25%hij	50 13%	83 18%	51 16%	57 22%h	183 26%mno	179 20%	191 18%	108 18%	437 20%	113 26%p	536 21%
Your GP / medical or healthcare professional	1535 58%	- -	1535 58%	741 59%	793 57%	176 51%	179 51%	289 56%	219 57%	252 55%	230 71%efghi	188 71%efghi	355 51%	508 57%	670 64%lm	418 71%lmn	1276 59%	246 56%	1569 60%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	411 16%	- -	411 16%	221 18%d	189 14%	87 25%hijk	59 17%	103 20%hij	42 11%	48 11%	34 11%	37 14%	146 21%no	146 16%n	120 11%	71 12%	310 14%	98 22%p	377 14%
Your landline phone provider	706 27%	- -	706 27%	383 31%d	323 23%	121 35%hi	93 26%	141 27%h	73 19%	104 23%	93 29%h	80 30%h	214 31%m	214 24%	277 27%	173 29%	561 26%	143 33%p	701 27%
Your paid TV provider	474 18%	- -	474 18%	252 20%d	221 16%	93 27%hijk	76 21%hj	108 21%hj	53 14%	71 16%	35 11%	37 14%	169 24%mno	161 18%no	143 14%	72 12%	362 17%	108 25%p	442 17%
Your broadband provider	593 22%	- -	593 22%	307 24%	284 20%	100 29%hij	99 28%hij	125 24%h	63 17%	87 19%	62 19%	58 22%	198 28%mno	188 21%	206 20%	120 20%	465 21%	126 29%p	566 22%
Your mobile phone provider	636 24%	- -	636 24%	351 28%d	285 21%	107 31%hij	99 28%hi	149 29%hij	68 18%	81 18%	63 19%	70 27%hi	206 29%no	217 24%	213 20%	133 23%	497 23%	136 31%p	622 24%
Would not be happy to receive Phone call from any organisation	873 33%	- -	873 33%	390 31%	481 35%	107 31%	129 36%jk	176 34%jk	140 37%jk	180 39%ejk	75 23%	63 24%	236 34%o	317 35%o	318 30%o	138 24%	717 33%	129 30%	807 31%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 20

QC1_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Your bank / building society	**656**	159	201	146	150	360	295	414	229	71	86	187	160	88	521	71	536
	25%	*26%*	*22%*	*27%*	*26%*	*24%*	*26%*	*26%*	*23%*	*24%*	*26%*	*26%*	*25%*	*22%*	*25%*	*24%*	*25%*
Your gas / electricity provider	**520**	109	177	117	118	285	235	338	171	51	74	155	129	70	429	51	437
	20%	*18%*	*19%*	*21%*	*21%*	*19%*	*21%*	*21%*	*17%*	*17%*	*22%*	*21%*	*20%*	*18%*	*20%*	*17%*	*20%*
Your local council or tax office	**552**	112	198	115	127	310	242	336	206	66	77	166	141	59	443	66	455
	21%	*18%*	*21%*	*21%*	*22%*	*20%*	*22%*	*21%*	*21%*	**23%m**	**23%m**	**23%m**	**22%m**	*15%*	**21%m**	*22%*	*21%*
Your GP / medical or healthcare professional	**1535**	374	526	310	325	900	635	878	635	166	198	429	355	231	1212	166	1245
	58%	*62%*	*57%*	*57%*	*57%*	*59%*	*57%*	*54%*	**63%g**	*57%*	*60%*	*59%*	*56%*	*58%*	*58%*	*56%*	*58%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**411**	110	132	104	65	242	169	273	136	39	54	113	104	74	346	39	354
	16%	**18%d**	*14%*	**19%d**	*11%*	*16%*	*15%*	*17%*	*14%*	*13%*	*16%*	*15%*	*16%*	*18%*	*16%*	*13%*	*16%*
Your landline phone provider	**706**	187	229	158	132	416	290	416	275	59	104	198	171	107	580	59	595
	27%	**31%bd**	*25%*	*29%*	*23%*	*27%*	*26%*	*26%*	*27%*	*20%*	**31%l**	*27%*	*27%*	*27%*	**28%l**	*20%*	**28%o**
Your paid TV provider	**474**	101	158	123	92	259	215	304	161	46	71	134	120	66	392	46	402
	18%	*17%*	*17%*	**23%d**	*16%*	*17%*	*19%*	*19%*	*16%*	*16%*	*21%*	*18%*	*19%*	*17%*	*19%*	*15%*	*19%*
Your broadband provider	**593**	138	185	144	126	323	269	361	217	56	76	177	145	82	480	56	491
	22%	*23%*	*20%*	**26%b**	*22%*	*21%*	*24%*	*22%*	*22%*	*19%*	*23%*	*24%*	*23%*	*21%*	*23%*	*19%*	*23%*
Your mobile phone provider	**636**	157	201	146	132	358	278	382	241	73	82	180	156	96	513	75	518
	24%	*26%*	*22%*	*27%*	*23%*	*23%*	*25%*	*24%*	*24%*	*25%*	*25%*	*25%*	*25%*	*24%*	*24%*	*25%*	*24%*
Would not be happy to receive Phone call from any organisation	**873**	173	332	172	197	504	369	578	290	101	95	250	209	136	691	103	706
	33%	*28%*	**36%a**	*31%*	*35%*	*33%*	*33%*	**36%h**	*29%*	*34%*	*29%*	*34%*	*33%*	*34%*	*33%*	*35%*	*33%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 20

QC1_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Your bank / building society	656	572	83	31	554	48	34	19	23	82	70	46	55	55	88	83	53	8	40
	25%	*25%*	*24%*	*25%*	*25%*	*21%*	*27%*	*26%*	*22%*	*29%*	**32%r**	*24%*	*23%*	*23%*	*26%*	*22%*	*23%*	*18%*	*21%*
Your gas / electricity provider	520	472	49	16	451	34	20	16	18	64	54	31	40	53	77	70	45	5	29
	20%	**21%b**	*14%*	*13%*	**20%e**	*15%*	*16%*	*21%*	*18%*	*22%*	**25%r**	*16%*	*16%*	*22%*	*23%*	*18%*	*20%*	*12%*	*15%*
Your local council or tax office	552	487	66	23	474	38	23	18	22	71	62	31	45	44	67	83	49	8	30
	21%	*21%*	*19%*	*19%*	*21%*	*16%*	*17%*	*24%*	*22%*	**25%r**	**29%kmr**	*16%*	*19%*	*18%*	*20%*	*22%*	*21%*	*18%*	*16%*
Your GP / medical or healthcare professional	1535	1296	239	81	1262	139	83	52	48	150	137	124	143	127	167	221	145	26	112
	58%	*56%*	**69%a**	**67%a**	*57%*	*61%*	**64%d**	**70%d**	*48%*	*53%*	**63%hn**	**66%himn**	*59%*	*53%*	*50%*	*58%*	**63%hn**	*63%*	**60%h**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	411	372	39	13	358	28	15	10	13	48	37	23	35	37	60	71	34	7	21
	16%	**16%b**	*11%*	*11%*	*16%*	*12%*	*12%*	*14%*	*13%*	*17%*	*17%*	*12%*	*14%*	*16%*	*18%*	*19%*	*15%*	*16%*	*11%*
Your landline phone provider	706	609	97	34	591	54	40	21	21	80	66	40	58	70	91	112	53	12	42
	27%	*26%*	*28%*	*28%*	*27%*	*24%*	*31%*	*29%*	*21%*	*28%*	*30%*	*21%*	*24%*	*29%*	*27%*	*30%*	*23%*	*29%*	*22%*
Your paid TV provider	474	432	42	17	416	24	20	14	20	64	50	29	46	42	54	69	42	3	21
	18%	**19%b**	*12%*	*14%*	**19%e**	*10%*	*15%*	**19%e**	**20%r**	**23%qr**	**23%qr**	*15%*	**19%r**	*17%*	*16%*	*18%*	*18%*	*8%*	*11%*
Your broadband provider	593	525	68	30	502	42	30	19	16	70	65	35	56	57	68	93	43	10	32
	22%	*23%*	*19%*	*25%*	*23%*	*18%*	*23%*	*25%*	*16%*	*25%*	**30%hkpr**	*19%*	*23%*	*24%*	*20%*	*25%*	*19%*	*24%*	*17%*
Your mobile phone provider	636	564	72	25	538	45	32	21	19	81	53	35	51	60	83	105	51	6	39
	24%	*25%*	*21%*	*21%*	*24%*	*20%*	*24%*	*28%*	*19%*	*29%*	*24%*	*19%*	*21%*	*25%*	*25%*	*28%*	*22%*	*15%*	*21%*
Would not be happy to receive Phone call from any organisation	873	788	85	34	754	68	34	18	36	102	66	50	82	97	116	134	70	11	57
	33%	**34%b**	*24%*	*28%*	**34%fg**	*30%*	*26%*	*25%*	*36%*	*36%*	*30%*	*27%*	*34%*	**41%k**	*35%*	*35%*	*30%*	*26%*	*30%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Your bank / building society	**656**	229	285	80	48	11	514	59	272	242	95	36	7	515	43
	25%	*24%*	*26%*	*23%*	*26%*	*17%*	*25%*	*24%*	*27%*	*23%*	*26%*	*23%*	*13%*	*25%*	*21%*
Your gas / electricity provider	**520**	184	231	70	28	9	414	36	228	198	67	24	4	426	28
	20%	*20%*	*21%*	*20%*	*15%*	*13%*	*20%*	*15%*	**23%n**	*19%*	*18%*	*16%*	*8%*	*21%*	*14%*
Your local council or tax office	**552**	210	230	64	37	11	440	48	239	211	68	26	8	450	34
	21%	*22%*	*21%*	*18%*	*20%*	*16%*	*22%*	*19%*	*24%*	*20%*	*19%*	*17%*	*15%*	*22%*	*16%*
Your GP / medical or healthcare professional	**1535**	600	620	186	90	33	1220	124	618	608	192	89	25	1226	115
	58%	**64%bcdg**	*57%*	*53%*	*50%*	*50%*	**60%dg**	*50%*	**61%j**	*58%*	*53%*	*58%*	*49%*	*59%*	*56%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**411**	153	178	49	24	7	331	31	155	177	57	20	2	333	22
	16%	*16%*	*16%*	*14%*	*13%*	*11%*	*16%*	*13%*	*15%*	**17%l**	*16%*	*13%*	*3%*	*16%*	*10%*
Your landline phone provider	**706**	280	288	81	42	12	568	54	301	277	83	39	5	578	44
	27%	**30%g**	*26%*	*23%*	*23%*	*19%*	*28%*	*22%*	**30%l**	**26%l**	*23%*	*25%*	*9%*	**28%l**	*21%*
Your paid TV provider	**474**	177	199	61	30	5	376	36	196	183	69	21	5	378	26
	18%	*19%*	*18%*	*17%*	*16%*	*8%*	*19%*	*14%*	*19%*	*17%*	*19%*	*14%*	*10%*	*18%*	*13%*
Your broadband provider	**593**	222	264	61	33	12	487	45	258	232	67	31	5	490	36
	22%	*24%*	**24%c**	*17%*	*18%*	*17%*	**24%c**	*18%*	**25%jl**	*22%*	*19%*	*20%*	*10%*	*24%*	*17%*
Your mobile phone provider	**636**	235	268	80	35	18	504	52	267	240	79	41	8	507	50
	24%	*25%*	*25%*	*23%*	*19%*	*26%*	*25%*	*21%*	*26%*	*23%*	*22%*	*27%*	*16%*	*25%*	*24%*
Would not be happy to receive Phone call from any organisation	**873**	268	366	129	73	26	634	99	310	345	138	51	22	654	73
	33%	*29%*	*33%*	**37%a**	**40%a**	*40%*	*31%*	**40%af**	*31%*	*33%*	**38%h**	*33%*	*43%*	*32%*	*35%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 20

QC1_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Your bank / building society	**656**	43	595	18	202	396	58	630	7	6	2	644	10
	25%	*32%*	*24%*	*29%*	**26%e**	*23%*	**33%e**	*24%*	*25%*	*25%*	*100%*	*24%*	*58%*
Your gas / electricity provider	**520**	34	470	17	169	307	45	500	8	5	2	513	5
	20%	*25%*	*19%*	*28%*	**23%e**	*18%*	**26%e**	*19%*	*27%*	*21%*	*100%*	*20%*	*31%*
Your local council or tax office	**552**	41	500	11	185	319	48	527	5	13	2	545	5
	21%	**30%b**	*20%*	*18%*	**25%e**	*18%*	**27%e**	*20%*	*16%*	*51%*	*100%*	*21%*	*32%*
Your GP / medical or healthcare professional	**1535**	87	1415	33	451	972	112	1504	10	12	2	1526	7
	58%	*64%*	*58%*	*53%*	**62%e**	*56%*	*63%*	*58%*	*33%*	*46%*	*100%*	*58%*	*43%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**411**	25	381	5	124	253	34	391	9	6	2	405	4
	16%	*18%*	*16%*	*8%*	*17%*	*15%*	*19%*	*15%*	*30%*	*21%*	*100%*	*15%*	*21%*
Your landline phone provider	**706**	48	637	21	205	448	52	687	4	3	2	695	8
	27%	**35%b**	*26%*	*34%*	*28%*	*26%*	*30%*	*27%*	*15%*	*13%*	*100%*	*26%*	*50%*
Your paid TV provider	**474**	34	429	11	149	291	34	454	3	6	2	464	8
	18%	*25%*	*17%*	*19%*	*20%*	*17%*	*19%*	*18%*	*11%*	*24%*	*100%*	*18%*	*47%*
Your broadband provider	**593**	32	542	18	184	367	42	579	4	*	2	583	7
	22%	*24%*	*22%*	*30%*	*25%*	*21%*	*24%*	*22%*	*14%*	*1%*	*100%*	*22%*	*44%*
Your mobile phone provider	**636**	42	579	15	195	406	35	616	5	7	2	629	5
	24%	*31%*	*24%*	*24%*	*27%*	*23%*	*20%*	*24%*	*17%*	*28%*	*100%*	*24%*	*31%*
Would not be happy to receive Phone call from any organisation	**873**	31	825	18	201	627	46	850	13	7	-	870	3
	33%	*23%*	**34%a**	*29%*	*28%*	**36%df**	*26%*	*33%*	*43%*	*28%*	-	*33%*	*18%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 20

QC1_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Your bank / building society	**656**	105	203	97	251	-	105	-	96	-	107	-	97	-	113	-	138
	25%	*23%*	*23%*	*22%*	**29%b**	-	*23%*	-	*23%*	-	*23%*	-	*22%*	-	*26%*	-	**31%fhjl**
Your gas / electricity provider	**520**	79	168	74	199	-	79	-	76	-	92	-	74	-	81	-	119
	20%	*18%*	*19%*	*17%*	*23%*	-	*18%*	-	*18%*	-	*20%*	-	*17%*	-	*19%*	-	**27%fhlo**
Your local council or tax office	**552**	91	179	98	184	-	91	-	80	-	99	-	98	-	74	-	110
	21%	*20%*	*20%*	*23%*	*21%*	-	*20%*	-	*19%*	-	*21%*	-	*23%*	-	*17%*	-	**25%n**
Your GP / medical or healthcare professional	**1535**	256	512	251	516	-	256	-	248	-	264	-	251	-	260	-	256
	58%	*57%*	*58%*	*58%*	*59%*	-	*57%*	-	*58%*	-	*57%*	-	*58%*	-	*60%*	-	*57%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**411**	62	125	72	151	-	62	-	60	-	65	-	72	-	66	-	85
	16%	*14%*	*14%*	*17%*	*17%*	-	*14%*	-	*14%*	-	*14%*	-	*17%*	-	*15%*	-	*19%*
Your landline phone provider	**706**	109	258	103	235	-	109	-	125	-	132	-	103	-	104	-	131
	27%	*24%*	*29%*	*24%*	*27%*	-	*24%*	-	*29%*	-	*29%*	-	*24%*	-	*24%*	-	*29%*
Your paid TV provider	**474**	68	157	74	175	-	68	-	77	-	79	-	74	-	74	-	101
	18%	*15%*	*18%*	*17%*	*20%*	-	*15%*	-	*18%*	-	*17%*	-	*17%*	-	*17%*	-	**23%f**
Your broadband provider	**593**	92	187	96	217	-	92	-	85	-	102	-	96	-	91	-	126
	22%	*20%*	*21%*	*22%*	*25%*	-	*20%*	-	*20%*	-	*22%*	-	*22%*	-	*21%*	-	**28%fh**
Your mobile phone provider	**636**	93	220	116	207	-	93	-	113	-	107	-	116	-	88	-	119
	24%	*21%*	*25%*	*27%*	*24%*	-	*21%*	-	*27%*	-	*23%*	-	*27%*	-	*20%*	-	*27%*
Would not be happy to receive Phone call from any organisation	**873**	161	287	137	287	-	161	-	135	-	152	-	137	-	140	-	147
	33%	*36%*	*32%*	*32%*	*33%*	-	*36%*	-	*32%*	-	*33%*	-	*32%*	-	*33%*	-	*33%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 21

QC1_3. Which types of communication would you be happy to receive from - Text message

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Your bank / building society	**835** *32%*	- -	835 *32%*	413 *33%*	422 *30%*	129 **37%jk**	117 **33%jk**	193 **37%jk**	125 **33%jk**	147 **32%jk**	70 *22%*	50 *19%*	245 **35%no**	319 **35%no**	267 *26%*	120 *20%*	666 *31%*	155 *36%*	819 *31%*
Your gas / electricity provider	**589** *22%*	- -	589 *22%*	306 *24%*	283 *20%*	95 **27%jk**	94 **27%jk**	132 **26%jk**	92 **24%jk**	93 **21%k**	49 *15%*	32 *12%*	189 **27%no**	224 **25%no**	174 *17%*	81 *14%*	465 *21%*	117 *27%*	564 *22%*
Your local council or tax office	**512** *19%*	- -	512 *19%*	264 *21%*	248 *18%*	82 **24%jk**	93 **26%ijk**	115 **22%jk**	78 **20%jk**	82 **18%j**	34 *10%*	29 *11%*	175 **25%no**	193 **21%no**	144 *14%*	63 *11%*	401 *18%*	106 **24%p**	464 *18%*
Your GP / medical or healthcare professional	**1055** *40%*	- -	1055 *40%*	481 *38%*	574 *41%*	148 **43%k**	131 *37%*	245 **47%fhk**	139 *36%*	184 **40%k**	130 **40%k**	76 *29%*	280 *40%*	384 **43%o**	390 *37%*	206 *35%*	867 *40%*	177 *41%*	989 *38%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**634** *24%*	- -	634 *24%*	323 *26%*	311 *22%*	119 **34%fhijk**	89 **25%jk**	154 **30%ijk**	91 **24%jk**	91 *20%*	50 *16%*	40 *15%*	208 **30%no**	244 **27%no**	181 *17%*	90 *15%*	504 *23%*	125 *29%*	616 *24%*
Your landline phone provider	**612** *23%*	- -	612 *23%*	340 **27%d**	272 *20%*	104 **30%jk**	83 *23%*	131 *25%*	88 *23%*	99 *22%*	58 *18%*	47 *18%*	187 **27%no**	220 **24%no**	204 *20%*	104 *18%*	494 *23%*	108 *25%*	584 *22%*
Your paid TV provider	**589** *22%*	- -	589 *22%*	314 **25%d**	276 *20%*	101 **29%ijk**	93 **26%jk**	139 **27%jk**	95 **25%jk**	94 **21%jk**	37 *11%*	30 *11%*	194 **28%no**	234 **26%no**	161 *15%*	66 *11%*	467 *22%*	117 *27%*	552 *21%*
Your broadband provider	**694** *26%*	- -	694 *26%*	366 **29%d**	328 *24%*	103 **30%jk**	101 **29%j**	156 **30%jk**	102 *27%*	113 *25%*	61 *19%*	54 *20%*	204 **29%no**	259 **29%no**	228 *22%*	115 *20%*	550 *25%*	135 *31%*	666 *26%*
Your mobile phone provider	**1270** *48%*	- -	1270 *48%*	609 *49%*	661 *48%*	195 **56%fjk**	158 *45%*	266 **51%k**	184 *48%*	220 *48%*	138 *43%*	104 *39%*	353 **50%o**	450 **50%o**	463 *44%*	242 *41%*	1033 *48%*	217 *50%*	1270 *49%*
Would not be happy to receive Text message from any organisation	**945** *36%*	- -	945 *36%*	455 *36%*	487 *35%*	77 *22%*	118 **33%e**	166 **32%e**	145 **38%e**	183 **40%eg**	129 **40%e**	125 **47%efg**	196 *28%*	311 **35%l**	438 **42%lm**	254 **43%lm**	791 *37%*	131 *30%*	917 *35%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 21

QC1_3. Which types of communication would you be happy to receive from - Text message

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Your bank / building society	**835**	218	264	173	180	482	353	562	266	76	108	219	196	168	691	76	698
	32%	**36%b**	*29%*	*32%*	*32%*	*31%*	*32%*	**35%h**	*27%*	*26%*	*33%*	*30%*	*31%*	**42%ikln**	**33%i**	*26%*	**33%o**
Your gas / electricity provider	**589**	156	177	128	128	333	256	414	167	56	86	157	129	129	501	56	505
	22%	**26%b**	*19%*	*23%*	*22%*	*22%*	*23%*	**26%h**	*17%*	*19%*	*26%*	*22%*	*20%*	**32%ikln**	*24%*	*19%*	*24%*
Your local council or tax office	**512**	152	154	93	113	305	206	361	141	46	76	140	112	107	435	46	437
	19%	**25%bc**	*17%*	*17%*	*20%*	*20%*	*19%*	**22%h**	*14%*	*16%*	*23%*	*19%*	*18%*	**27%ikln**	*21%*	*15%*	*20%*
Your GP / medical or healthcare professional	**1055**	264	363	189	239	626	429	675	373	110	128	301	240	193	863	110	880
	40%	**43%c**	*39%*	*35%*	**42%c**	*41%*	*38%*	*42%*	*37%*	*38%*	*39%*	*41%*	*38%*	**48%ijln**	*41%*	*37%*	*41%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**634**	188	182	137	127	370	264	446	187	59	76	171	145	147	539	59	544
	24%	**31%bd**	*20%*	*25%*	*22%*	*24%*	*24%*	**28%h**	*19%*	*20%*	*23%*	*23%*	*23%*	**37%jkln**	*26%*	*20%*	*25%*
Your landline phone provider	**612**	167	195	127	123	362	250	406	201	47	82	175	137	130	524	47	528
	23%	**27%b**	*21%*	*23%*	*22%*	*24%*	*22%*	**25%h**	*20%*	*16%*	**25%l**	**24%l**	*22%*	**32%ikln**	**25%l**	*16%*	**25%o**
Your paid TV provider	**589**	162	179	114	134	341	248	411	171	49	83	146	138	138	505	49	510
	22%	**27%b**	*19%*	*21%*	*24%*	*22%*	*22%*	**25%h**	*17%*	*17%*	**25%l**	*20%*	*22%*	**34%jkln**	**24%l**	*17%*	**24%o**
Your broadband provider	**694**	192	219	132	151	411	283	459	229	71	94	185	149	152	580	72	585
	26%	**32%bc**	*24%*	*24%*	*26%*	*27%*	*25%*	**28%h**	*23%*	*24%*	*28%*	*25%*	*24%*	**38%jkln**	*28%*	*24%*	*27%*
Your mobile phone provider	**1270**	312	418	260	280	730	540	796	462	121	150	358	290	233	1031	121	1046
	48%	*51%*	*45%*	*48%*	*49%*	*48%*	*48%*	*49%*	*46%*	*41%*	*45%*	*49%*	*46%*	**58%jkln**	**49%i**	*41%*	**49%o**
Would not be happy to receive Text message from any organisation	**945**	184	359	194	208	543	402	540	389	126	127	250	215	112	704	131	728
	36%	*30%*	**39%a**	*36%*	*36%*	*35%*	*36%*	*33%*	**39%g**	**43%klmn**	**38%m**	*34%*	*34%*	*28%*	*34%*	**44%p**	*34%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 21

QC1_3. Which types of communication would you be happy to receive from - Text message

Base : All participants (on even months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Your bank / building society	835 32%	726 32%	109 31%	40 33%	704 32%	61 27%	42 33%	28 38%e	28 28%	110 39%pqr	72 33%	62 33%	73 30%	70 29%	126 38%pr	107 28%	55 24%	9 22%	52 28%
Your gas / electricity provider	589 22%	522 23%	68 19%	23 19%	505 23%e	37 16%	31 24%e	15 21%	19 19%	100 35%hlmnopqr	56 26%	52 28%opqr	55 23%	54 22%	65 20%	66 17%	38 16%	5 12%	33 17%
Your local council or tax office	512 19%	450 20%	62 18%	20 17%	444 20%e	29 13%	26 20%e	13 17%	19 18%q	83 29%lmopqr	48 22%pq	40 21%pq	40 16%	36 15%	79 24%pqr	72 19%q	26 11%	2 5%	27 15%
Your GP / medical or healthcare professional	1055 40%	917 40%	138 39%	46 38%	907 41%eg	71 31%	53 41%e	24 32%	33 33%	125 44%qr	85 39%	98 52%hjlmqr	89 37%	87 36%	139 42%q	154 41%	96 42%q	10 24%	61 32%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	634 24%	544 24%	90 26%	38 31%	537 24%	46 20%	29 22%	22 30%e	22 22%	79 28%	52 24%	55 29%r	53 22%	50 21%	85 26%	92 24%	50 22%	9 21%	37 20%
Your landline phone provider	612 23%	542 24%	70 20%	19 16%	522 24%e	39 17%	31 24%	20 27%e	24 23%	99 35%lmnopqr	60 28%mr	45 24%	56 23%	41 17%	71 21%	84 22%	41 18%	6 14%	33 18%
Your paid TV provider	589 22%	526 23%	63 18%	23 19%	511 23%e	33 14%	30 23%e	16 21%	23 23%	92 33%mopqr	53 24%qr	45 24%	58 24%	45 19%	84 25%qr	72 19%	39 17%	4 10%	29 15%
Your broadband provider	694 26%	603 26%	91 26%	29 24%	602 27%e	41 18%	31 24%	20 28%e	25 24%	93 33%pqr	64 29%r	58 31%qr	61 25%	58 24%	94 28%r	99 26%	50 22%	6 14%	35 19%
Your mobile phone provider	1270 48%	1109 48%	161 46%	59 49%	1057 48%	111 48%	60 47%	42 57%d	38 38%	157 55%hp	110 50%	109 58%hlmnp	107 44%	108 45%	152 46%	179 47%	96 42%	19 46%	92 49%
Would not be happy to receive Text message from any organisation	945 36%	825 36%	120 34%	43 35%	789 36%g	89 39%g	47 36%	20 27%	45 45%kn	97 34%	74 34%	50 27%	96 40%k	94 39%k	104 31%	140 37%	89 38%k	19 45%k	70 38%k

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 21

QC1_3. Which types of communication would you be happy to receive from - Text message

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Your bank / building society	**835** *32%*	269 *29%*	350 *32%*	110 *31%*	71 **39%a**	28 *42%*	619 *30%*	99 **40%af**	300 *30%*	362 *34%*	104 *29%*	47 *30%*	17 *33%*	662 *32%*	64 *31%*
Your gas / electricity provider	**589** *22%*	179 *19%*	256 *23%*	79 *23%*	57 **31%af**	15 *23%*	435 *21%*	73 **29%af**	218 *22%*	237 *22%*	75 *21%*	42 *27%*	13 *25%*	455 *22%*	55 *27%*
Your local council or tax office	**512** *19%*	175 *19%*	206 *19%*	60 *17%*	49 **27%abcf**	19 *29%*	381 *19%*	68 **27%abcf**	198 *20%*	209 *20%*	62 *17%*	31 *20%*	8 *16%*	406 *20%*	39 *19%*
Your GP / medical or healthcare professional	**1055** *40%*	377 *40%*	431 *39%*	126 *36%*	84 *46%*	30 *46%*	808 *40%*	114 *46%*	416 **41%j**	435 **41%j**	115 *32%*	57 *37%*	28 **54%j**	851 **41%j**	85 *41%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**634** *24%*	206 *22%*	288 **26%c**	66 *19%*	57 **31%ac**	15 *22%*	493 *24%*	72 **29%c**	251 *25%*	271 **26%k**	70 *20%*	24 *16%*	14 *27%*	522 **25%k**	38 *19%*
Your landline phone provider	**612** *23%*	204 *22%*	268 *24%*	71 *20%*	51 *28%*	14 *21%*	472 *23%*	65 *26%*	239 *24%*	252 *24%*	71 *20%*	32 *21%*	14 *27%*	490 *24%*	46 *22%*
Your paid TV provider	**589** *22%*	189 *20%*	252 *23%*	77 *22%*	54 **30%af**	12 *19%*	441 *22%*	67 *27%*	202 *20%*	263 **25%h**	69 *19%*	39 *25%*	13 *24%*	465 *23%*	51 *25%*
Your broadband provider	**694** *26%*	228 *24%*	304 *28%*	83 *24%*	62 **34%ac**	14 *20%*	532 *26%*	76 *30%*	265 *26%*	288 *27%*	85 *23%*	38 *25%*	14 *28%*	553 *27%*	52 *25%*
Your mobile phone provider	**1270** *48%*	436 *46%*	536 *49%*	150 *43%*	106 **58%acf**	34 *52%*	971 *48%*	140 **56%acf**	496 *49%*	520 *49%*	156 *43%*	65 *42%*	28 *54%*	1016 *49%*	93 *45%*
Would not be happy to receive Text message from any organisation	**945** *36%*	343 *37%*	375 *34%*	149 **43%bdfg**	50 *27%*	21 *31%*	718 *35%*	70 *28%*	354 *35%*	357 *34%*	152 **42%lm**	59 *38%*	17 *33%*	710 *34%*	76 *37%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 21

QC1_3. Which types of communication would you be happy to receive from - Text message

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Your bank / building society	**835**	34	780	21	228	553	54	815	5	13	-	833	1
	32%	*25%*	*32%*	*34%*	*31%*	*32%*	*31%*	*32%*	*18%*	*50%*	-	*32%*	*9%*
Your gas / electricity provider	**589**	34	542	13	154	390	46	574	3	5	-	583	6
	22%	*25%*	*22%*	*22%*	*21%*	*22%*	*26%*	*22%*	*11%*	*19%*	-	*22%*	*38%*
Your local council or tax office	**512**	27	473	11	140	323	49	495	8	5	-	509	3
	19%	*20%*	*19%*	*19%*	*19%*	*19%*	**27%e**	*19%*	*28%*	*21%*	-	*19%*	*17%*
Your GP / medical or healthcare professional	**1055**	50	985	19	300	692	64	1034	7	9	-	1050	4
	40%	*37%*	*40%*	*31%*	*41%*	*40%*	*36%*	*40%*	*25%*	*36%*	-	*40%*	*26%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**634**	35	587	12	168	425	41	617	6	9	-	632	2
	24%	*26%*	*24%*	*19%*	*23%*	*24%*	*23%*	*24%*	*22%*	*35%*	-	*24%*	*9%*
Your landline phone provider	**612**	31	573	8	157	421	34	595	11	4	-	611	1
	23%	*23%*	*23%*	*13%*	*22%*	*24%*	*19%*	*23%*	*38%*	*15%*	-	*23%*	*9%*
Your paid TV provider	**589**	25	554	10	164	387	38	576	7	3	-	587	3
	22%	*18%*	*23%*	*16%*	*23%*	*22%*	*21%*	*22%*	*24%*	*13%*	-	*22%*	*15%*
Your broadband provider	**694**	31	648	14	181	467	46	678	9	5	-	691	3
	26%	*23%*	*26%*	*24%*	*25%*	*27%*	*26%*	*26%*	*30%*	*18%*	-	*26%*	*15%*
Your mobile phone provider	**1270**	59	1189	23	336	870	63	1242	12	8	-	1262	8
	48%	*43%*	*48%*	*37%*	*46%*	**50%f**	*36%*	*48%*	*41%*	*30%*	-	*48%*	*45%*
Would not be happy to receive Text message from any organisation	**945**	53	864	28	260	611	74	920	10	6	2	937	7
	36%	*39%*	*35%*	*46%*	*36%*	*35%*	*42%*	*36%*	*35%*	*23%*	*100%*	*36%*	*39%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 21

QC1_3. Which types of communication would you be happy to receive from - Text message

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Your bank / building society	**835**	142	280	127	285	-	142	-	120	-	161	-	127	-	129	-	156
	32%	*32%*	*32%*	*29%*	*32%*	-	*32%*	-	*28%*	-	*35%*	-	*29%*	-	*30%*	-	*35%*
Your gas / electricity provider	**589**	98	180	85	225	-	98	-	80	-	101	-	85	-	98	-	128
	22%	*22%*	*20%*	*20%*	**28%b**	-	*22%*	-	*19%*	-	*22%*	-	*20%*	-	*23%*	-	**29%hl**
Your local council or tax office	**512**	81	166	67	197	-	81	-	68	-	99	-	67	-	96	-	101
	19%	*18%*	*19%*	*15%*	**23%c**	-	*18%*	-	*16%*	-	*21%*	-	*15%*	-	*22%*	-	**23%l**
Your GP / medical or healthcare professional	**1055**	173	350	154	378	-	173	-	154	-	196	-	154	-	176	-	202
	40%	*38%*	*39%*	*35%*	**43%c**	-	*38%*	-	*36%*	-	*43%*	-	*35%*	-	*41%*	-	**45%hl**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**634**	96	210	90	238	-	96	-	104	-	106	-	90	-	110	-	128
	24%	*21%*	*24%*	*21%*	*27%*	-	*21%*	-	*24%*	-	*23%*	-	*21%*	-	*26%*	-	**29%l**
Your landline phone provider	**612**	99	191	88	235	-	99	-	74	-	117	-	88	-	98	-	137
	23%	*22%*	*22%*	*20%*	**27%b**	-	*22%*	-	*17%*	-	**25%h**	-	*20%*	-	*23%*	-	**31%hl**
Your paid TV provider	**589**	104	189	73	223	-	104	-	88	-	101	-	73	-	98	-	125
	22%	*23%*	*21%*	*17%*	**25%c**	-	*23%*	-	*21%*	-	*22%*	-	*17%*	-	*23%*	-	**28%l**
Your broadband provider	**694**	116	224	104	251	-	116	-	102	-	121	-	104	-	115	-	136
	26%	*26%*	*25%*	*24%*	*29%*	-	*26%*	-	*24%*	-	*26%*	-	*24%*	-	*27%*	-	*30%*
Your mobile phone provider	**1270**	221	451	191	406	-	221	-	224	-	228	-	191	-	177	-	229
	48%	*49%*	*51%*	*44%*	*46%*	-	*49%*	-	**53%ln**	-	*49%*	-	*44%*	-	*41%*	-	**51%n**
Would not be happy to receive Text message from any organisation	**945**	156	295	168	326	-	156	-	140	-	155	-	168	-	177	-	149
	36%	*35%*	*33%*	*39%*	*37%*	-	*35%*	-	*33%*	-	*34%*	-	*39%*	-	*41%*	-	*33%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 22

QC1_4. Which types of communication would you be happy to receive from - Email/ online portal

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Your bank / building society	**1818**	-	1818	873	944	227	218	380	256	340	223	170	445	636	732	392	1505	286	1781
	69%	-	*69%*	*70%*	*68%*	*65%*	*62%*	**73%efk**	*67%*	**75%efk**	*69%*	*64%*	*63%*	**71%l**	**70%l**	*67%*	*69%*	*66%*	*68%*
Your gas / electricity provider	**1864**	-	1864	887	977	195	230	365	271	348	252	202	424	636	801	454	1544	292	1826
	70%	-	*70%*	*71%*	*70%*	*56%*	*65%*	**70%e**	**71%e**	**76%ef**	**78%ef**	**76%ef**	*61%*	**71%l**	**77%lm**	**77%lm**	*71%*	*67%*	*70%*
Your local council or tax office	**1506**	-	1506	714	792	178	189	301	216	273	204	143	367	517	620	347	1253	230	1469
	57%	-	*57%*	*57%*	*57%*	*51%*	*53%*	*58%*	*57%*	*60%*	**63%ef**	*54%*	*52%*	*58%*	**59%l**	*59%*	*58%*	*53%*	*56%*
Your GP / medical or healthcare professional	**1347**	-	1347	653	694	175	171	283	192	233	165	125	346	475	523	290	1097	228	1265
	51%	-	*51%*	*52%*	*50%*	*50%*	*48%*	*55%*	*50%*	*51%*	*51%*	*47%*	*49%*	*53%*	*50%*	*50%*	*51%*	*52%*	*49%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1661**	-	1661	787	873	227	236	349	227	276	197	146	462	576	619	343	1364	275	1638
	63%	-	*63%*	*63%*	*63%*	**65%k**	**67%k**	**67%k**	*60%*	*61%*	*61%*	*55%*	**66%no**	*64%*	*59%*	*59%*	*63%*	*63%*	*63%*
Your landline phone provider	**1683**	-	1683	781	902	186	190	330	250	304	232	187	376	580	723	419	1402	254	1643
	64%	-	*64%*	*62%*	*65%*	*54%*	*54%*	**64%ef**	**66%ef**	**67%ef**	**72%ef**	**71%ef**	*54%*	**65%l**	**69%l**	**71%lm**	*65%*	*58%*	*63%*
Your paid TV provider	**1692**	-	1692	790	902	205	211	382	265	298	182	145	416	647	625	327	1409	256	1670
	64%	-	*64%*	*63%*	*65%*	*59%*	*60%*	**74%efijk**	**69%efjk**	**65%k**	*57%*	*55%*	*59%*	**72%lno**	*60%*	*56%*	*65%*	*59%*	*64%*
Your broadband provider	**1929**	-	1929	920	1008	213	232	402	280	339	256	203	445	682	797	458	1600	300	1931
	73%	-	*73%*	*73%*	*73%*	*61%*	*66%*	**78%ef**	**73%e**	**74%ef**	**79%ef**	**77%ef**	*63%*	**76%l**	**76%l**	**78%l**	*74%*	*69%*	*74%*
Your mobile phone provider	**1769**	-	1769	829	940	190	225	372	276	317	221	164	415	648	702	385	1459	286	1743
	67%	-	*67%*	*66%*	*68%*	*55%*	*63%*	**72%efk**	**72%ek**	**70%e**	**69%e**	*62%*	*59%*	**72%lo**	**67%l**	*66%*	*67%*	*66%*	*67%*
Would not be happy to receive Email/ online portal from any organisation	**325**	-	325	166	156	36	55	62	54	55	35	29	90	115	119	64	264	45	294
	12%	-	*12%*	*13%*	*11%*	*10%*	*15%*	*12%*	*14%*	*12%*	*11%*	*11%*	*13%*	*13%*	*11%*	*11%*	*12%*	*10%*	*11%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 22

QC1_4. Which types of communication would you be happy to receive from - Email/ online portal

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Your bank / building society	**1818**	450	633	368	367	1083	735	1152	650	163	220	529	442	293	1485	166	1519
	69%	**74%d**	*68%*	*67%*	*64%*	**71%f**	*66%*	**71%h**	*65%*	*56%*	**66%i**	**72%i**	**70%i**	**73%i**	**71%i**	*56%*	**71%o**
Your gas / electricity provider	**1864**	450	663	368	384	1113	751	1136	714	193	227	522	443	303	1495	195	1528
	70%	**74%d**	*72%*	*67%*	*67%*	**73%f**	*67%*	*70%*	*71%*	*66%*	*68%*	*71%*	*70%*	**76%i**	*71%*	*66%*	*71%*
Your local council or tax office	**1506**	382	531	287	306	913	593	935	558	150	180	424	357	255	1218	152	1243
	57%	**63%cd**	*57%*	*53%*	*54%*	**60%f**	*53%*	*58%*	*56%*	*51%*	*54%*	*58%*	*56%*	**64%ij**	*58%*	*51%*	*58%*
Your GP / medical or healthcare professional	**1347**	347	491	267	241	838	509	847	490	118	167	370	328	243	1108	120	1135
	51%	**57%cd**	**53%d**	*49%*	*42%*	**55%f**	*46%*	*52%*	*49%*	*40%*	**50%i**	**51%i**	**52%i**	**61%ijkln**	**53%i**	*40%*	**53%o**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1661**	413	602	323	322	1015	645	1057	594	155	188	453	421	290	1353	158	1388
	63%	**68%cd**	**65%d**	*59%*	*57%*	**66%f**	*58%*	**65%h**	*59%*	*53%*	*57%*	**62%i**	**67%ij**	**73%ijkn**	**65%ij**	*53%*	**65%o**
Your landline phone provider	**1683**	420	615	321	327	1035	649	1019	650	161	202	467	417	266	1352	164	1384
	64%	**69%cd**	**66%cd**	*59%*	*57%*	**67%f**	*58%*	*63%*	*65%*	*55%*	*61%*	**64%i**	**66%i**	**67%i**	**64%i**	*55%*	**65%o**
Your paid TV provider	**1692**	397	624	328	344	1021	671	1083	596	157	203	474	416	288	1381	159	1410
	64%	*65%*	**67%cd**	*60%*	*60%*	**67%f**	*60%*	**67%h**	*60%*	*54%*	*61%*	**65%i**	**66%i**	**72%ij**	**66%i**	*54%*	**66%o**
Your broadband provider	**1929**	474	689	383	383	1163	765	1185	729	193	231	536	466	325	1558	196	1594
	73%	**78%cd**	**74%d**	*70%*	*67%*	**76%f**	*69%*	*73%*	*73%*	*66%*	*70%*	*73%*	*74%*	**81%ijkln**	**74%i**	*66%*	**74%o**
Your mobile phone provider	**1769**	445	615	352	358	1060	709	1127	627	173	209	481	439	308	1437	174	1469
	67%	**73%bcd**	*66%*	*64%*	*63%*	**69%f**	*64%*	**70%h**	*63%*	*59%*	*63%*	*66%*	**69%i**	**77%ijkln**	**69%i**	*59%*	**69%o**
Would not be happy to receive Email/ online portal from any organisation	**325**	47	127	62	90	174	152	189	128	53	53	83	66	30	232	55	239
	12%	*8%*	**14%a**	*11%*	**16%a**	*11%*	*14%*	*12%*	*13%*	**18%klmn**	**16%mn**	*11%*	*10%*	*8%*	*11%*	**19%p**	*11%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 22

QC1_4. Which types of communication would you be happy to receive from - Email/ online portal

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Your bank / building society	**1818**	1583	235	79	1517	163	88	50	77	188	154	143	166	163	215	257	153	32	130
	69%	*69%*	*67%*	*66%*	*68%*	*71%*	*68%*	*68%*	**76%n**	*66%*	*70%*	**76%n**	*69%*	*68%*	*65%*	*68%*	*66%*	*77%*	*70%*
Your gas / electricity provider	**1864**	1608	256	81	1561	162	96	45	72	180	167	140	168	181	219	286	147	34	128
	70%	*70%*	*73%*	*67%*	**70%g**	*71%*	**75%g**	*61%*	*72%*	*64%*	**76%ip**	*74%*	*69%*	**75%ip**	*66%*	**76%ip**	*64%*	**82%inp**	*68%*
Your local council or tax office	**1506**	1306	200	65	1262	131	77	37	59	156	147	105	129	117	187	239	122	23	107
	57%	*57%*	*57%*	*54%*	*57%*	*57%*	*59%*	*50%*	*59%*	*55%*	**67%ilmnp**	*56%*	*53%*	*49%*	*56%*	**63%m**	*53%*	*56%*	*57%*
Your GP / medical or healthcare professional	**1347**	1161	186	60	1140	107	69	31	48	150	109	96	122	123	182	194	116	16	92
	51%	*50%*	*53%*	*49%*	**51%g**	*47%*	**53%g**	*42%*	*48%*	*53%*	*50%*	*51%*	*50%*	*51%*	*55%*	*51%*	*50%*	*38%*	*49%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1661**	1441	220	69	1392	146	81	42	56	162	142	126	149	139	208	269	140	31	115
	63%	*63%*	*63%*	*57%*	*63%*	*64%*	*62%*	*57%*	*56%*	*57%*	*65%*	*67%*	*61%*	*58%*	*62%*	**71%him**	*61%*	**75%hi**	*61%*
Your landline phone provider	**1683**	1455	229	76	1395	150	90	48	65	171	146	132	155	139	190	261	135	26	125
	64%	*63%*	*65%*	*63%*	*63%*	*66%*	*70%*	*65%*	*65%*	*60%*	*67%*	**70%mnp**	*64%*	*58%*	*57%*	**69%mn**	*58%*	*62%*	*67%*
Your paid TV provider	**1692**	1479	212	65	1417	141	88	46	66	178	155	138	166	149	193	238	134	32	110
	64%	**64%c**	*61%*	*54%*	*64%*	*62%*	*68%*	*62%*	*66%*	*63%*	**71%npr**	**73%npr**	*68%*	*62%*	*58%*	*63%*	*58%*	**76%npr**	*59%*
Your broadband provider	**1929**	1672	256	86	1594	176	103	57	73	196	161	143	177	177	214	289	164	33	142
	73%	*73%*	*73%*	*71%*	*72%*	*77%*	**80%d**	*76%*	*72%*	*69%*	*73%*	**76%n**	*73%*	*74%*	*64%*	**76%n**	*71%*	*80%*	**76%n**
Your mobile phone provider	**1769**	1530	239	77	1479	148	92	51	70	178	156	130	163	148	213	258	161	26	122
	67%	*67%*	*68%*	*64%*	*67%*	*65%*	*71%*	*69%*	*70%*	*63%*	*71%*	*69%*	*67%*	*62%*	*64%*	*68%*	*70%*	*61%*	*65%*
Would not be happy to receive Email/ online portal from any organisation	**325**	289	36	15	279	28	11	8	9	41	27	12	35	33	44	37	39	4	24
	12%	*13%*	*10%*	*12%*	*13%*	*12%*	*8%*	*11%*	*9%*	**15%k**	*12%*	*6%*	**15%k**	**14%k**	*13%*	*10%*	**17%k**	*9%*	**13%k**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1_4. Which types of communication would you be happy to receive from - Email/ online portal

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Your bank / building society	**1818**	632	758	220	141	57	1389	199	702	744	229	98	38	1446	135
	69%	*67%*	*69%*	*63%*	**78%acf**	**86%abcf**	*68%*	**80%abcf**	*69%*	*70%*	*64%*	*63%*	*73%*	*70%*	*66%*
Your gas / electricity provider	**1864**	652	787	221	142	53	1438	195	694	774	233	114	43	1467	157
	70%	*70%*	**72%c**	*63%*	**78%c**	**80%c**	**71%c**	**78%ac**	*69%*	**73%j**	*65%*	*74%*	**83%j**	*71%*	**76%j**
Your local council or tax office	**1506**	530	627	168	121	52	1156	172	570	614	194	88	34	1184	122
	57%	**56%c**	**57%c**	*48%*	**66%c**	**78%abcf**	**57%c**	**69%abcf**	*56%*	*58%*	*54%*	*57%*	*65%*	*57%*	*59%*
Your GP / medical or healthcare professional	**1347**	454	581	160	101	42	1035	143	487	584	172	81	18	1071	99
	51%	*48%*	*53%*	*46%*	*55%*	**64%c**	*51%*	**58%ac**	*48%*	**55%hl**	*48%*	*53%*	*35%*	*52%*	*48%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1661**	596	698	191	111	53	1294	165	632	668	216	104	33	1300	137
	63%	**64%c**	**64%c**	*55%*	*61%*	**80%abcdf**	**64%c**	**66%c**	*62%*	*63%*	*60%*	*67%*	*64%*	*63%*	*66%*
Your landline phone provider	**1683**	621	689	192	124	49	1310	173	649	671	219	96	40	1320	137
	64%	**66%c**	**63%c**	*55%*	**68%c**	**74%c**	**64%c**	**70%c**	*64%*	*64%*	*61%*	*62%*	*78%*	*64%*	*66%*
Your paid TV provider	**1692**	593	707	206	128	46	1300	174	644	699	210	93	38	1343	131
	64%	*63%*	*65%*	*59%*	*70%*	*70%*	*64%*	**70%c**	*64%*	**66%j**	*58%*	*60%*	*73%*	*65%*	*64%*
Your broadband provider	**1929**	705	798	217	141	56	1503	197	755	754	250	119	42	1508	161
	73%	**75%c**	**73%c**	*62%*	**77%c**	**84%c**	**74%c**	**79%c**	*75%*	*71%*	*69%*	*77%*	*82%*	*73%*	*78%*
Your mobile phone provider	**1769**	654	724	198	130	56	1378	185	684	715	208	112	41	1399	154
	67%	**70%c**	**66%c**	*57%*	**71%c**	**84%bcf**	**68%c**	**75%bc**	**68%j**	**68%j**	*58%*	**73%j**	**80%j**	**68%j**	**75%j**
Would not be happy to receive Email/ online portal from any organisation	**325**	116	132	58	12	2	248	14	122	115	60	19	5	237	24
	12%	**12%g**	**12%g**	**17%deg**	*7%*	*3%*	**12%g**	*6%*	*12%*	*11%*	**17%lm**	*13%*	*10%*	*11%*	*12%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 22

QC1_4. Which types of communication would you be happy to receive from - Email/ online portal

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Your bank / building society	**1818**	80	1711	28	470	1253	95	1780	14	17	-	1811	7
	69%	*58%*	**70%ac**	*46%*	**65%f**	**72%df**	*54%*	*69%*	*48%*	*66%*	-	*69%*	*39%*
Your gas / electricity provider	**1864**	88	1747	29	496	1275	93	1835	13	14	-	1862	2
	70%	*65%*	**71%c**	*47%*	**68%f**	**73%df**	*53%*	*71%*	*44%*	*56%*	-	*71%*	*12%*
Your local council or tax office	**1506**	69	1412	25	418	1014	75	1475	12	16	-	1503	4
	57%	*51%*	**58%c**	*41%*	**57%f**	**58%f**	*42%*	*57%*	*41%*	*60%*	-	*57%*	*22%*
Your GP / medical or healthcare professional	**1347**	67	1259	21	366	910	71	1322	10	12	-	1344	3
	51%	*49%*	**51%c**	*34%*	*50%*	**52%f**	*40%*	*51%*	*35%*	*45%*	-	*51%*	*16%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1661**	70	1566	25	413	1149	99	1633	12	10	-	1654	7
	63%	*52%*	**64%ac**	*41%*	*57%*	**66%df**	*56%*	*63%*	*39%*	*38%*	-	*63%*	*39%*
Your landline phone provider	**1683**	75	1582	26	441	1152	90	1657	12	13	-	1682	1
	64%	*55%*	**65%c**	*43%*	*61%*	**66%df**	*51%*	*64%*	*41%*	*51%*	-	*64%*	*8%*
Your paid TV provider	**1692**	78	1585	29	438	1162	92	1662	15	13	-	1690	1
	64%	*57%*	**65%c**	*48%*	*60%*	**67%df**	*52%*	*65%*	*51%*	*49%*	-	*64%*	*9%*
Your broadband provider	**1929**	86	1809	33	504	1323	102	1893	17	15	-	1925	4
	73%	*64%*	**74%ac**	*54%*	**69%f**	**76%df**	*57%*	*74%*	*56%*	*57%*	-	*73%*	*23%*
Your mobile phone provider	**1769**	89	1654	26	462	1207	100	1741	11	14	-	1766	3
	67%	**65%c**	**67%c**	*43%*	*64%*	**69%df**	*57%*	*68%*	*36%*	*56%*	-	*67%*	*18%*
Would not be happy to receive Email/ online portal from any organisation	**325**	19	289	18	108	176	42	310	8	2	2	320	3
	12%	*14%*	*12%*	**29%b**	**15%e**	*10%*	**24%de**	*12%*	*28%*	*8%*	*100%*	*12%*	*17%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 22

QC1_4. Which types of communication would you be happy to receive from - Email/ online portal

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Your bank / building society	**1818**	320	612	286	599	-	320	-	302	-	310	-	286	-	307	-	293
	69%	*71%*	*69%*	*66%*	*68%*	-	*71%*	-	*71%*	-	*67%*	-	*66%*	-	*71%*	-	*66%*
Your gas / electricity provider	**1864**	327	643	281	614	-	327	-	314	-	329	-	281	-	317	-	297
	70%	**72%c**	**73%c**	*65%*	*70%*	-	**72%l**	-	**74%l**	-	*71%*	-	*65%*	-	**74%l**	-	*66%*
Your local council or tax office	**1506**	251	503	239	514	-	251	-	250	-	253	-	239	-	260	-	254
	57%	*56%*	*57%*	*55%*	*59%*	-	*56%*	-	*59%*	-	*55%*	-	*55%*	-	*60%*	-	*57%*
Your GP / medical or healthcare professional	**1347**	234	449	216	448	-	234	-	226	-	223	-	216	-	226	-	221
	51%	*52%*	*51%*	*50%*	*51%*	-	*52%*	-	*53%*	-	*48%*	-	*50%*	-	*53%*	-	*50%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1661**	296	554	250	561	-	296	-	278	-	276	-	250	-	277	-	283
	63%	*66%*	*63%*	*58%*	*64%*	-	*66%*	-	*65%*	-	*60%*	-	*58%*	-	*65%*	-	*63%*
Your landline phone provider	**1683**	291	584	252	555	-	291	-	279	-	305	-	252	-	279	-	277
	64%	*65%*	**66%c**	*58%*	*63%*	-	*65%*	-	*66%*	-	**66%l**	-	*58%*	-	*65%*	-	*62%*
Your paid TV provider	**1692**	304	557	278	553	-	304	-	280	-	277	-	278	-	272	-	280
	64%	*67%*	*63%*	*64%*	*63%*	-	*67%*	-	*66%*	-	*60%*	-	*64%*	-	*63%*	-	*63%*
Your broadband provider	**1929**	344	665	299	620	-	344	-	326	-	339	-	299	-	309	-	311
	73%	**76%c**	*75%*	*69%*	*71%*	-	**76%l**	-	**77%l**	-	*74%*	-	*69%*	-	*72%*	-	*70%*
Your mobile phone provider	**1769**	302	598	274	595	-	302	-	289	-	309	-	274	-	295	-	300
	67%	*67%*	*68%*	*63%*	*68%*	-	*67%*	-	*68%*	-	*67%*	-	*63%*	-	*69%*	-	*67%*
Would not be happy to receive Email/ online portal from any organisation	**325**	41	94	71	119	-	41	-	37	-	57	-	71	-	55	-	64
	12%	*9%*	*11%*	**16%ab**	*14%*	-	*9%*	-	*9%*	-	*12%*	-	**16%fh**	-	*13%*	-	**14%h**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 23

QC1_5. Which types of communication would you be happy to receive from - Other

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Your bank / building society	**40** *2%*	- -	40 *2%*	23 *2%*	17 *1%*	3 *1%*	2 *	6 *1%*	5 *1%*	9 *2%*	14 **4%efg**	2 *1%*	4 *1%*	10 *1%*	25 **2%l**	16 **3%l**	38 *2%*	1 *	40 *2%*
Your gas / electricity provider	**16** *1%*	- -	16 *1%*	12 *1%*	4 *	4 *1%*	3 *1%*	1 *	2 *1%*	5 *1%*	* *	- -	7 *1%*	4 *	5 *	* *	14 *1%*	2 *	16 *1%*
Your local council or tax office	**9** *	- -	9 *	6 *	3 *	1 *	* *	3 *1%*	- -	5 *1%*	* *	- -	1 *	3 *	5 *	* *	7 *	2 *	11 *
Your GP / medical or healthcare professional	**30** *1%*	- -	30 *1%*	19 *2%*	10 *1%*	8 *2%*	6 *2%*	3 *1%*	2 *1%*	4 *1%*	4 *1%*	2 *1%*	14 **2%m**	5 *1%*	11 *1%*	6 *1%*	25 *1%*	5 *1%*	36 *1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**20** *1%*	- -	20 *1%*	9 *1%*	12 *1%*	5 *1%*	3 *1%*	2 *	3 *1%*	2 *	3 *1%*	3 *1%*	7 *1%*	5 *1%*	8 *1%*	6 *1%*	12 *1%*	8 **2%p**	26 *1%*
Your landline phone provider	**22** *1%*	- -	22 *1%*	15 *1%*	7 *	11 **3%ghjk**	5 *1%*	1 *	* *	4 *1%*	* *	- -	16 **2%mno**	1 *	4 *	* *	20 *1%*	2 *	22 *1%*
Your paid TV provider	**25** *1%*	- -	25 *1%*	11 *1%*	14 *1%*	2 *1%*	7 *2%*	2 *	1 *	4 *1%*	1 *	9 **4%eghij**	9 *1%*	3 *	14 *1%*	10 **2%m**	23 *1%*	3 *1%*	25 *1%*
Your broadband provider	**23** *1%*	- -	23 *1%*	19 **2%d**	4 *	7 **2%hj**	7 **2%h**	3 *1%*	* *	5 *1%*	- -	- -	14 **2%mno**	3 *	5 *1%*	- -	16 *1%*	7 *2%*	17 *1%*
Your mobile phone provider	**25** *1%*	- -	25 *1%*	13 *1%*	11 *1%*	8 **2%gh**	4 *1%*	* *	- -	7 *1%*	2 *1%*	3 *1%*	12 **2%m**	* *	12 **1%m**	5 **1%m**	22 *1%*	3 *1%*	22 *1%*
Would not be happy to receive Other from any organisation	**2525** *95%*	- -	2525 *95%*	1188 *95%*	1333 *96%*	325 *93%*	335 *95%*	504 **97%ef**	371 *97%*	434 *95%*	301 *94%*	249 *94%*	660 *94%*	875 **97%lno**	984 *94%*	550 *94%*	2064 *95%*	416 *96%*	2466 *95%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 23

QC1_5. Which types of communication would you be happy to receive from - Other

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Your bank / building society	**40**	9	13	8	9	22	17	21	18	4	5	8	13	4	31	4	33
	2%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*
Your gas / electricity provider	**16**	4	5	2	4	9	6	8	8	3	2	2	3	3	10	3	10
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*
Your local council or tax office	**9**	*	3	2	3	3	6	6	1	2	1	*	4	-	5	2	5
	*******	*	*	*	*1%*	*	*1%*	*	*	*1%*	*	*	*1%*	-	*	*1%*	*
Your GP / medical or healthcare professional	**30**	8	7	7	9	15	15	18	11	5	3	11	9	2	25	5	25
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**20**	2	10	2	6	13	8	9	11	6	3	3	5	2	12	6	12
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	***2%kn***	*1%*	*	*1%*	*	*1%*	***2%p***	*1%*
Your landline phone provider	**22**	8	8	5	2	15	7	19	3	1	2	7	8	2	19	1	19
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*
Your paid TV provider	**25**	8	8	5	5	15	10	14	11	4	5	6	5	3	19	4	19
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Your broadband provider	**23**	5	10	5	2	15	8	19	4	2	3	5	10	3	21	2	21
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Your mobile phone provider	**25**	3	11	5	5	14	10	15	10	7	3	5	7	2	17	7	17
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	***3%kn***	*1%*	*1%*	*1%*	*	*1%*	***2%p***	*1%*
Would not be happy to receive Other from any organisation	**2525**	579	884	520	542	1463	1062	1545	950	273	314	700	605	386	2005	278	2051
	95%	*95%*	*96%*	*95%*	*95%*	*95%*	*95%*	*96%*	*95%*	*94%*	*95%*	*96%*	*95%*	*96%*	*96%*	*94%*	*96%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 23

QC1_5. Which types of communication would you be happy to receive from - Other

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Your bank / building society	40 2%	35 2%	4 1%	2 1%	33 1%	5 2%	* *	1 2%	3 3%o	4 1%	11 5%lmnor	4 2%	2 1%	1 *	2 1%	1 *	6 3%	3 7%ilmnor	2 1%
Your gas / electricity provider	16 1%	13 1%	2 1%	2 2%	12 1%	1 1%	2 1%	* 1%	1 1%	- -	3 1%	- -	- -	- -	4 1%	3 1%	1 *	* *	1 1%
Your local council or tax office	9 *	7 *	1 *	1 1%	7 *	* *	1 1%	* 1%	1 1%	1 *	2 1%	- -	- -	- -	- -	3 1%	- -	* 1%	- -
Your GP / medical or healthcare professional	30 1%	22 1%	8 2%	6 5%a	23 1%	4 2%	1 1%	2 2%	1 1%	7 3%	- -	* *	- -	3 1%	5 1%	2 1%	5 2%	1 2%jl	3 2%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	20 1%	17 1%	4 1%	* *	15 1%	2 1%	3 2%d	1 1%	1 1%	- -	- -	3 2%	1 *	- -	6 2%	1 *	3 1%	1 2%ijm	1 *
Your landline phone provider	22 1%	16 1%	6 2%	2 2%	19 1%	* *	1 1%	1 2%	1 1%	4 1%	3 1%	- -	- -	- -	7 2%	3 1%	1 1%	- -	* *
Your paid TV provider	25 1%	17 1%	8 2%a	4 3%a	21 1%	2 1%	2 1%	* *	2 2%ll	- -	3 1%	- -	- -	3 1%	5 2%	4 1%	4 2%	- -	2 1%
Your broadband provider	23 1%	18 1%	5 1%	2 2%	20 1%	1 1%	1 1%	* 1%	1 1%	4 1%	4 2%	- -	- -	- -	5 1%	3 1%	3 2%	- -	1 1%
Your mobile phone provider	25 1%	18 1%	7 2%	4 3%a	21 1%	3 1%	1 *	1 1%	1 1%o	3 1%	4 2%	4 2%o	- -	2 1%	4 1%	- -	2 1%	2 6%ilmor	* *
Would not be happy to receive Other from any organisation	2525 95%	2202 96%bc	323 92%	110 91%	2118 96%	216 94%	121 94%	69 94%	96 96%	269 95%	199 91%	180 96%	240 99%jpq	233 97%jq	317 95%	369 97%jq	215 93%	37 89%	179 96%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1_5. Which types of communication would you be happy to receive from - Other

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Your bank / building society	**40**	13	18	4	4	1	31	5	9	15	9	5	2	24	7
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*4%*	*1%*	**4%hm**
Your gas / electricity provider	**16**	6	3	5	3	-	8	3	6	6	3	-	-	13	-
	1%	*1%*	*	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
Your local council or tax office	**9**	3	1	4	1	-	4	1	4	2	3	-	-	5	-
	*	*	*	**1%bf**	*1%*	-	*	*1%*	*	*	*1%*	-	-	*	-
Your GP / medical or healthcare professional	**30**	8	13	4	2	2	21	4	12	10	7	-	*	22	*
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**20**	8	7	3	1	1	15	2	7	9	1	1	1	16	3
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*
Your landline phone provider	**22**	7	9	4	2	-	16	2	12	2	7	1	-	14	1
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	**1%l**	*	**2%l**	*1%*	-	*1%*	*1%*
Your paid TV provider	**25**	12	9	4	-	-	21	-	11	6	4	3	1	18	3
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*
Your broadband provider	**23**	13	3	6	1	-	15	1	8	8	5	1	-	16	1
	1%	**1%b**	*	**2%b**	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Your mobile phone provider	**25**	15	6	4	-	-	21	-	13	10	1	-	1	23	1
	1%	*2%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*	-	*2%*	*1%*	*
Would not be happy to receive Other from any organisation	**2525**	894	1047	329	174	63	1941	237	973	1012	334	144	49	1985	192
	95%	*95%*	*96%*	*94%*	*95%*	*95%*	*96%*	*95%*	**96%j**	*96%*	*93%*	*93%*	*94%*	**96%j**	*93%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1_5. Which types of communication would you be happy to receive from - Other

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2602	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	2648	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	1600	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Your bank / building society	40 2%	2 2%	37 2%	- -	15 2%	20 1%	5 3%	40 2%	- -	- -	- -	40 2%	* 1%
Your gas / electricity provider	16 1%	3 2%b	12 1%	- -	5 1%	11 1%	- -	14 1%	1 5%	- -	- -	16 1%	- -
Your local council or tax office	9 *	3 2%b	6 *	- -	3 *	6 *	* *	9 *	- -	- -	- -	9 *	- -
Your GP / medical or healthcare professional	30 1%	2 2%	27 1%	* *	16 2%e	13 1%	* *	30 1%	- -	- -	- -	30 1%	- -
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	20 1%	1 1%	19 1%	* *	10 1%	9 *	2 1%	19 1%	- -	- -	- -	19 1%	1 9%
Your landline phone provider	22 1%	2 1%	20 1%	* *	11 1%	11 1%	* *	21 1%	- -	- -	- -	21 1%	1 8%
Your paid TV provider	25 1%	3 2%	23 1%	- -	12 2%	14 1%	* *	25 1%	- -	* *	- -	25 1%	- -
Your broadband provider	23 1%	2 2%	20 1%	- -	8 1%	10 1%	5 3%e	20 1%	1 5%	- -	- -	21 1%	1 9%
Your mobile phone provider	25 1%	2 1%	23 1%	* *	8 1%	14 1%	3 2%	25 1%	- -	- -	- -	25 1%	- -
Would not be happy to receive Other from any organisation	2525 95%	126 93%	2338 95%	61 99%	684 94%	1675 96%	166 94%	2455 95%	28 95%	26 100%	2 100%	2509 95%	14 84%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1_5. Which types of communication would you be happy to receive from - Other

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Your bank / building society	**40**	2	14	13	10	-	2	-	6	-	9	-	13	-	9	-	1
	2%	*	*2%*	**3%a**	*1%*	-	*	-	*1%*	-	*2%*	-	**3%fp**	-	*2%*	-	*
Your gas / electricity provider	**16**	*	3	4	8	-	*	-	*	-	2	-	4	-	3	-	5
	1%	*	*	*1%*	*1%*	-	*	-	*	-	*	-	*1%*	-	*1%*	-	*1%*
Your local council or tax office	**9**	-	1	*	7	-	-	-	*	-	1	-	*	-	2	-	6
	*	-	*	*	*1%*	-	-	-	*	-	*	-	*	-	*	-	*1%*
Your GP / medical or healthcare professional	**30**	5	7	1	17	-	5	-	1	-	6	-	1	-	6	-	11
	1%	*1%*	*1%*	*	*2%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	**2%hl**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**20**	1	6	*	13	-	1	-	2	-	4	-	*	-	6	-	7
	1%	*	*1%*	*	*1%*	-	*	-	*	-	*1%*	-	*	-	*1%*	-	*2%*
Your landline phone provider	**22**	2	3	2	16	-	2	-	-	-	3	-	2	-	6	-	10
	1%	*	*	*	**2%b**	-	*	-	-	-	*1%*	-	*	-	*1%*	-	**2%h**
Your paid TV provider	**25**	4	7	2	12	-	4	-	2	-	5	-	2	-	5	-	8
	1%	*1%*	*1%*	*	*1%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	*2%*
Your broadband provider	**23**	*	3	3	17	-	*	-	-	-	3	-	3	-	2	-	14
	1%	*	*	*1%*	**2%ab**	-	*	-	-	-	*1%*	-	*1%*	-	*1%*	-	**3%fhjm**
Your mobile phone provider	**25**	1	6	1	16	-	1	-	-	-	6	-	1	-	6	-	10
	1%	*	*1%*	*	*2%*	-	*	-	-	-	**1%h**	-	*	-	*1%*	-	**2%fhl**
Would not be happy to receive Other from any organisation	**2525**	439	852	414	820	-	439	-	416	-	436	-	414	-	404	-	416
	95%	**97%d**	**96%d**	*95%*	*94%*	-	**97%p**	-	**98%np**	-	*95%*	-	*95%*	-	*94%*	-	*93%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 24

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

Base : All

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1349**	-	1349	644	703	162	169	264	183	260	194	110	331	447	564	304	1158	177	1349
Weighted Base	**1364**	-**	1364	662	702	167	182	298	185	247	160*	122*	349	482	529	282	1113	234	1349
Effective Base	**835**	-	835	419	417	113	106	186	110	147	92	81	218	295	319	172	688	138	1349
Post	**413**	-	413	206	206	52	47	86	47	63	64	54	99	133	181	118	342	66	428
	30%	-	*30%*	*31%*	*29%*	*31%*	*26%*	*29%*	*26%*	*25%*	**40%fhi**	**45%fghi**	*28%*	*28%*	*34%*	**42%lm**	*31%*	*28%*	*32%*
Phone call	**125**	-	125	53	71	28	24	24	10	28	5	5	52	34	38	10	98	25	115
	9%	-	*9%*	*8%*	*10%*	**16%ghjk**	**13%jk**	*8%*	*6%*	**11%j**	*3%*	*5%*	**15%mno**	*7%*	*7%*	*4%*	*9%*	*11%*	*9%*
Text message	**147**	-	147	65	82	29	33	36	15	11	12	10	62	51	32	22	109	34	132
	11%	-	*11%*	*10%*	*12%*	**18%hij**	**18%hij**	**12%l**	*8%*	*4%*	*7%*	*8%*	**18%mno**	**10%n**	*6%*	*8%*	*10%*	*14%*	*10%*
Email/ online portal	**665**	-	665	332	333	58	77	150	111	142	73	52	134	261	267	126	549	109	661
	49%	-	*49%*	*50%*	*47%*	*34%*	*42%*	**51%e**	**60%efjk**	**57%efk**	*46%*	*43%*	*38%*	**54%lo**	**51%l**	*45%*	*49%*	*47%*	*49%*
Other	**8**	-	8	3	6	-	1	-	*	1	5	-	1	*	7	5	8	-	5
	1%	-	*1%*	*	*1%*	-	*1%*	-	*	*1%*	**3%g**	-	*	*	*1%*	**2%m**	*1%*	-	*
Don't know	**7**	-	7	3	4	1	-	2	1	2	1	-	1	3	3	1	7	-	8
	*	-	*	*	*1%*	*	-	*1%*	*	*1%*	*1%*	-	*	*1%*	*1%*	*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 24

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

Base : All

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1349**	339	433	270	307	772	577	684	639	145	176	376	327	204	1083	148	1114
Weighted Base	**1364**	342	462	292	269	804	561	859	490	118*	175	388	316	242	1121	119*	1147
Effective Base	**835**	201	276	166	201	477	359	464	388	92	111	229	198	135	671	92	688
Post	**413**	116	130	95	72	246	167	230	181	42	56	123	85	70	334	42	341
	30%	*34%*	*28%*	*33%*	*27%*	*31%*	*30%*	*27%*	**37%g**	*36%*	*32%*	*32%*	*27%*	*29%*	*30%*	*36%*	*30%*
Phone call	**125**	15	39	37	33	54	70	87	36	18	8	40	33	14	95	18	95
	9%	*4%*	*8%*	**13%a**	**12%a**	*7%*	**13%e**	*10%*	*7%*	**16%jmn**	*5%*	*10%*	*10%*	*6%*	*9%*	**16%p**	*8%*
Text message	**147**	32	46	28	41	78	69	104	43	8	30	36	42	21	129	8	129
	11%	*9%*	*10%*	*10%*	*15%*	*10%*	*12%*	*12%*	*9%*	*7%*	**17%ik**	*9%*	*13%*	*9%*	*12%*	*7%*	*11%*
Email/ online portal	**665**	177	244	125	119	421	244	432	222	47	81	180	151	137	549	47	568
	49%	*52%*	**53%c**	*43%*	*44%*	**52%f**	*43%*	*50%*	*45%*	*40%*	*46%*	*47%*	*48%*	**56%l**	*49%*	*40%*	*50%*
Other	**8**	*	-	7	2	*	8	3	6	2	-	5	1	-	7	2	7
	1%	*	-	**2%ab**	*1%*	*	**1%e**	*	*1%*	*1%*	-	*1%*	*	-	*1%*	*1%*	*1%*
Don't know	**7**	1	3	-	2	4	2	4	3	*	1	2	4	-	6	*	6
	*	*	*1%*	-	*1%*	*1%*	*	*	*1%*	*	*	*	*1%*	-	*1%*	*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 24

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

Base : All

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1349**	984	365	157	764	246	189	150	65	86	94	83	90	78	92	90	86	44	202
Weighted Base	**1364**	1174	190	66*	1143	115	68	38*	50*	151*	130*	102*	122*	122*	171*	178*	116*	24**	92
Effective Base	**835**	703	135	55	635	125	104	69	59	76	75	73	82	65	79	82	76	20	107
Post	**413**	350	63	26	344	38	19	11	18	34	35	28	40	47	48	62	32	7	31
	30%	*30%*	*33%*	*39%*	*30%*	*33%*	*28%*	*29%*	*36%*	*23%*	*27%*	*27%*	*33%*	**39%l**	*28%*	*35%*	*28%*	*30%*	*34%*
Phone call	**125**	111	14	11	107	10	5	4	3	22	11	13	5	8	14	15	15	4	6
	9%	*9%*	*7%*	*16%*	*9%*	*9%*	*7%*	*9%*	*6%*	**15%l**	*8%*	**13%l**	*4%*	*7%*	*8%*	*8%*	**13%l**	*19%*	*6%*
Text message	**147**	129	18	7	123	12	4	8	5	23	6	12	8	8	31	23	7	3	8
	11%	*11%*	*9%*	*10%*	*11%*	*10%*	*7%*	**21%def**	*9%*	**15%j**	*5%*	*12%*	*7%*	*6%*	**18%jlmp**	*13%*	*6%*	*14%*	*9%*
Email/ online portal	**665**	571	93	22	557	54	38	16	25	72	69	48	69	58	77	79	61	8	45
	49%	**49%c**	**49%c**	*33%*	*49%*	*47%*	**57%g**	*41%*	*49%*	*47%*	*53%*	*47%*	*57%*	*47%*	*45%*	*44%*	*52%*	*36%*	*50%*
Other	**8**	8	*	*	8	1	-	-	-	-	7	-	-	-	-	-	1	-	1
	1%	*1%*	*	*	*1%*	*	-	-	-	-	**5%ilno**	-	-	-	-	-	*1%*	-	*1%*
Don't know	**7**	5	1	1	4	1	1	*	-	-	2	1	-	1	-	-	-	*	1
	*	*	*1%*	*2%*	*	*1%*	**2%d**	*	-	-	*2%*	*1%*	-	*1%*	-	-	-	*2%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 24

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

Base : All

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1349**	527	551	137	94	31	1078	125	567	535	157	63	19	1102	82
Weighted Base	**1364**	511	566	151*	92*	36**	1078	128*	540	553	171	75*	18**	1093	94*
Effective Base	**835**	323	336	89	60	22	659	82	340	332	104	44	11	672	55
Post	**413**	196	163	29	16	7	359	23	189	149	48	21	4	337	26
	30%	**38%bcdg**	**29%g**	*19%*	*18%*	*19%*	**33%cdg**	*18%*	**35%l**	*27%*	*28%*	*29%*	*23%*	*31%*	*27%*
Phone call	**125**	39	57	13	13	1	95	14	48	53	16	7	*	101	8
	9%	*8%*	*10%*	*9%*	*14%*	*3%*	*9%*	*11%*	*9%*	*10%*	*9%*	*10%*	*2%*	*9%*	*8%*
Text message	**147**	37	77	14	14	4	114	17	51	62	17	13	2	113	16
	11%	*7%*	**14%a**	*9%*	*15%*	*10%*	*11%*	*13%*	*9%*	*11%*	*10%*	*18%*	*13%*	*10%*	*17%*
Email/ online portal	**665**	230	264	93	49	25	494	74	249	286	83	33	11	535	44
	49%	*45%*	*47%*	**62%abf**	*53%*	*68%*	*46%*	**58%af**	*46%*	*52%*	*48%*	*44%*	*58%*	*49%*	*47%*
Other	**8**	3	6	-	-	-	8	-	1	1	7	-	-	2	-
	1%	*1%*	*1%*	-	-	-	*1%*	-	*	*	**4%him**	-	-	*	-
Don't know	**7**	6	-	1	-	-	6	-	2	4	*	-	1	6	1
	*	**1%b**	-	*	-	-	*1%*	-	*	*1%*	*	-	*4%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1349**	87	1238	24	423	860	66	1331	4	12	-	1347	2
Weighted Base	**1364**	61*	1281	22**	369	926	69*	1341	6**	14**	-**	1361	3**
Effective Base	**835**	47	776	15	241	555	41	822	3	8	-	834	2
Post	**413**	21	388	4	119	278	16	406	2	4	-	413	-
	30%	*35%*	*30%*	*19%*	*32%*	*30%*	*24%*	*30%*	*40%*	*30%*	-	*30%*	-
Phone call	**125**	9	112	4	40	70	15	120	1	1	-	123	2
	9%	*15%*	*9%*	*17%*	*11%*	*8%*	**22%de**	*9%*	*26%*	*7%*	-	*9%*	*71%*
Text message	**147**	3	142	2	40	100	7	142	-	5	-	147	-
	11%	*5%*	*11%*	*10%*	*11%*	*11%*	*10%*	*11%*	-	*34%*	-	*11%*	-
Email/ online portal	**665**	28	625	12	164	471	29	658	2	4	-	664	1
	49%	*46%*	*49%*	*54%*	*44%*	*51%*	*42%*	*49%*	*34%*	*29%*	-	*49%*	*29%*
Other	**8**	-	8	-	5	2	1	8	-	-	-	8	-
	1%	-	*1%*	-	**1%e**	*	*2%*	*1%*	-	-	-	*1%*	-
Don't know	**7**	-	7	-	2	5	-	7	-	-	-	7	-
	*	-	*1%*	-	*	*1%*	-	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 24

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

Base : All

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1349**	243	450	211	445	-	243	-	243	-	207	-	211	-	233	-	212
Weighted Base	**1364**	249	441	222	452	-**	249	-**	223	-**	218	-**	222	-**	220	-**	232
Effective Base	**835**	164	301	125	252	-	164	-	154	-	147	-	125	-	131	-	122
Post	**413**	86	137	63	127	-	86	-	86	-	51	-	63	-	56	-	71
	30%	*35%*	*31%*	*28%*	*28%*	-	**35%i**	-	**38%jn**	-	*24%*	-	*28%*	-	*25%*	-	*31%*
Phone call	**125**	13	29	22	60	-	13	-	14	-	15	-	22	-	30	-	31
	9%	*5%*	*7%*	*10%*	**13%ab**	-	*5%*	-	*6%*	-	*7%*	-	*10%*	-	**14%fh**	-	**13%f**
Text message	**147**	18	54	29	46	-	18	-	23	-	31	-	29	-	21	-	25
	11%	*7%*	*12%*	*13%*	*10%*	-	*7%*	-	*10%*	-	*14%*	-	*13%*	-	*9%*	-	*11%*
Email/ online portal	**665**	129	220	103	213	-	129	-	100	-	120	-	103	-	109	-	103
	49%	*52%*	*50%*	*46%*	*47%*	-	*52%*	-	*45%*	-	*55%*	-	*46%*	-	*50%*	-	*44%*
Other	**8**	2	1	5	-	-	2	-	-	-	1	-	5	-	-	-	-
	1%	*1%*	*	**2%bd**	-	-	*1%*	-	-	-	*1%*	-	*2%*	-	-	-	-
Don't know	**7**	-	-	-	7	-	-	-	-	-	-	-	-	-	4	-	2
	*	-	-	-	**1%b**	-	-	-	-	-	-	-	-	-	*2%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 25

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

Base : All

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1163**	-	1163	569	593	131	146	229	168	221	170	94	277	397	485	264	998	153	1163
Weighted Base	**1173**	-**	1173	586	587	141*	169*	252	166*	203	140*	100*	310	419	443	239	951	214	1163
Effective Base	**724**	-	724	369	356	91	98	158	98	127	85	67	189	255	279	151	593	125	1163
Post	**359**	-	359	187	172	53	54	75	42	48	47	39	107	117	134	86	277	79	384
	31%	-	*31%*	*32%*	*29%*	**38%l**	*32%*	*30%*	*25%*	*24%*	*34%*	**39%l**	*35%*	*28%*	*30%*	*36%*	*29%*	*37%*	*33%*
Phone call	**88**	-	88	45	43	13	16	25	9	13	6	6	29	34	25	12	67	20	76
	8%	-	*8%*	*8%*	*7%*	*9%*	*9%*	*10%*	*6%*	*6%*	*4%*	*6%*	*9%*	*8%*	*6%*	*5%*	*7%*	*9%*	*7%*
Text message	**84**	-	84	45	39	24	15	18	10	10	4	3	39	27	17	8	57	26	68
	7%	-	*7%*	*8%*	*7%*	**17%ghijk**	*9%*	*7%*	*6%*	*5%*	*3%*	*3%*	**13%mno**	*7%*	*4%*	*3%*	*6%*	**12%p**	*6%*
Email/ online portal	**635**	-	635	305	330	51	81	134	104	130	81	52	132	239	263	133	543	88	627
	54%	-	*54%*	*52%*	*56%*	*36%*	*48%*	**53%e**	**63%ef**	**64%ef**	**58%e**	**52%e**	*43%*	**57%l**	**59%l**	**56%l**	**57%q**	*41%*	*54%*
Other	**2**	-	2	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	1
	*	-	*	*	-	-	*1%*	-	-	-	-	-	*1%*	-	-	-	*	-	*
Don't know	**5**	-	5	2	3	-	1	-	1	2	1	-	1	1	3	1	5	-	7
	*	-	*	*	*1%*	-	*1%*	-	*	*1%*	*1%*	-	*	*	*1%*	*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 25

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

Base : All

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1163**	281	372	212	298	653	510	592	551	135	168	310	276	179	933	137	959
Weighted Base	**1173**	292	397	229	255	689	484	737	423	114*	158	315	268	229	970	114*	988
Effective Base	**724**	168	236	132	197	405	322	399	343	91	103	191	168	122	581	91	594
Post	**359**	93	102	89	74	195	163	207	151	34	54	102	75	62	293	34	300
	31%	*32%*	*26%*	**39%b**	*29%*	*28%*	*34%*	*28%*	**36%g**	*30%*	*34%*	*32%*	*28%*	*27%*	*30%*	*30%*	*30%*
Phone call	**88**	17	27	25	20	43	45	61	26	9	11	20	23	16	70	9	70
	8%	*6%*	*7%*	*11%*	*8%*	*6%*	*9%*	*8%*	*6%*	*8%*	*7%*	*6%*	*9%*	*7%*	*7%*	*8%*	*7%*
Text message	**84**	19	18	20	26	38	46	59	25	2	18	26	19	15	78	2	79
	7%	*7%*	*5%*	*9%*	**10%b**	*5%*	**9%e**	*8%*	*6%*	*2%*	**11%i**	**8%i**	*7%*	*7%*	**8%i**	*2%*	**8%o**
Email/ online portal	**635**	163	245	93	133	409	227	407	218	68	75	164	147	136	522	68	532
	54%	**56%c**	**62%cd**	*41%*	**52%c**	**59%f**	*47%*	*55%*	*52%*	*60%*	*48%*	*52%*	*55%*	*59%*	*54%*	*60%*	*54%*
Other	**2**	-	-	2	-	-	2	2	-	-	-	2	-	-	2	-	2
	*	-	-	*1%*	-	-	*	*	-	-	-	*1%*	-	-	*	-	*
Don't know	**5**	*	4	-	1	4	1	2	3	*	1	1	3	*	5	*	5
	*	*	*1%*	-	*	*1%*	*	*	*1%*	*	*	*	*1%*	*	*	*	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 25

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

Base : All

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1163**	849	314	135	654	209	174	126	50	74	87	77	76	70	77	76	67	43	166
Weighted Base	**1173**	1016	157	47*	986	97	59*	31*	40*	132*	114*	94*	104*	112*	141*	156*	94*	20**	77*
Effective Base	**724**	615	112	43	551	108	98	69	47	66	75	68	69	58	67	69	61	20	89
Post	**359**	306	52	17	298	28	18	14	12	24	37	27	28	35	40	58	36	11	17
	31%	*30%*	*33%*	*36%*	*30%*	*29%*	*31%*	**45%de**	*31%*	*18%*	*33%*	*29%*	*27%*	*31%*	*28%*	**37%lr**	**38%lr**	*56%*	*22%*
Phone call	**88**	81	7	5	75	8	4	1	3	15	11	4	7	11	10	8	5	2	6
	8%	*8%*	*4%*	*10%*	*8%*	*8%*	*7%*	*5%*	*8%*	*12%*	*9%*	*4%*	*7%*	*10%*	*7%*	*5%*	*6%*	*10%*	*8%*
Text message	**84**	76	7	*	75	2	5	2	3	11	4	11	7	8	12	13	7	-	2
	7%	*7%*	*5%*	*	**8%e**	*2%*	**8%e**	*6%*	*6%*	*8%*	*4%*	**12%r**	*6%*	*7%*	*8%*	*8%*	*8%*	-	*2%*
Email/ online portal	**635**	548	88	23	532	59	31	14	21	82	58	51	62	57	79	76	44	7	53
	54%	*54%*	*56%*	*48%*	*54%*	**61%g**	*52%*	*44%*	*54%*	*62%*	*51%*	*55%*	*60%*	*51%*	*56%*	*49%*	*47%*	*34%*	**68%jmop**
Other	**2**	-	2	2	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	*	-	**1%a**	**4%a**	*	-	-	-	-	-	*2%*	-	-	-	-	-	-	-	-
Don't know	**5**	5	*	*	4	-	1	*	-	-	2	1	-	-	-	-	1	-	-
	*	*	*	*1%*	*	-	*1%*	*1%*	-	-	*2%*	*1%*	-	-	-	-	*1%*	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 25

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

Base : All

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1163**	469	471	109	87	22	940	109	506	452	126	56	16	958	72
Weighted Base	**1173**	439	495	127*	87*	21**	934	108*	471	480	132*	67*	18**	951	85*
Effective Base	**724**	280	300	71	56	15	580	71	302	284	84	40	10	586	50
Post	**359**	150	154	25	23	4	304	28	174	134	31	17	2	309	19
	31%	**34%c**	*31%*	*20%*	*27%*	*21%*	**33%c**	*26%*	**37%ijn**	*28%*	*24%*	*25%*	*11%*	*32%*	*22%*
Phone call	**88**	30	36	14	8	1	66	8	32	35	17	4	-	68	4
	8%	*7%*	*7%*	*11%*	*9%*	*3%*	*7%*	*8%*	*7%*	*7%*	*13%*	*6%*	-	*7%*	*5%*
Text message	**84**	22	35	15	11	1	56	12	32	31	5	9	6	63	15
	7%	*5%*	*7%*	**11%a**	**12%a**	*6%*	*6%*	*11%*	*7%*	*6%*	*4%*	*13%*	*35%*	*7%*	**18%hijm**
Email/ online portal	**635**	230	270	74	45	15	500	60	229	275	79	38	9	505	47
	54%	*52%*	*55%*	*58%*	*52%*	*71%*	*54%*	*56%*	*49%*	**57%h**	*60%*	*56%*	*54%*	*53%*	*56%*
Other	**2**	2	-	-	-	-	2	-	2	-	-	-	-	2	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
Don't know	**5**	5	*	-	-	-	5	-	1	4	-	-	-	5	-
	*	*1%*	*	-	-	-	*1%*	-	*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1163**	74	1069	20	376	724	63	1145	6	10	-	1161	2
Weighted Base	**1173**	56*	1096	21**	320	789	64*	1153	7**	11**	-**	1172	1**
Effective Base	**724**	39	674	12	214	473	38	713	4	6	-	723	2
Post	**359**	13	342	3	96	240	23	351	4	3	-	359	-
	31%	*23%*	*31%*	*17%*	*30%*	*30%*	*35%*	*30%*	*52%*	*30%*	-	*31%*	-
Phone call	**88**	12	74	2	32	49	8	81	2	4	-	88	1
	8%	**22%b**	*7%*	*10%*	*10%*	*6%*	*12%*	*7%*	*33%*	*37%*	-	*7%*	*42%*
Text message	**84**	3	80	*	28	47	9	84	-	-	-	84	-
	7%	*6%*	*7%*	*2%*	*9%*	*6%*	**14%e**	*7%*	-	-	-	*7%*	-
Email/ online portal	**635**	28	593	15	161	450	25	630	1	4	-	635	1
	54%	*49%*	*54%*	*71%*	*50%*	**57%f**	*38%*	*55%*	*15%*	*33%*	-	*54%*	*58%*
Other	**2**	-	2	-	2	-	-	2	-	-	-	2	-
	*	-	*	-	*1%*	-	-	*	-	-	-	*	-
Don't know	**5**	*	5	-	1	4	-	5	-	-	-	5	-
	*	*	*	-	*	*	-	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 25

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

Base : All

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1163**	198	389	182	394	-	198	-	201	-	188	-	182	-	201	-	193
Weighted Base	**1173**	217	376	173	407	-**	217	-**	180	-**	196	-**	173	-**	195	-**	212
Effective Base	**724**	134	266	107	224	-	134	-	129	-	137	-	107	-	115	-	110
Post	**359**	82	108	49	119	-	82	-	60	-	48	-	49	-	52	-	67
	31%	*38%*	*29%*	*28%*	*29%*	-	**38%j**	-	*33%*	-	*25%*	-	*28%*	-	*27%*	-	*31%*
Phone call	**88**	6	29	4	50	-	6	-	11	-	18	-	4	-	21	-	28
	8%	*3%*	**8%c**	*2%*	**12%ac**	-	*3%*	-	*6%*	-	**9%fl**	-	*2%*	-	**11%fl**	-	**13%fl**
Text message	**84**	13	17	12	42	-	13	-	2	-	15	-	12	-	14	-	28
	7%	*6%*	*5%*	*7%*	**10%b**	-	*6%*	-	*1%*	-	**8%h**	-	**7%h**	-	**7%h**	-	**13%fh**
Email/ online portal	**635**	116	220	107	192	-	116	-	107	-	113	-	107	-	105	-	87
	54%	*54%*	**58%d**	**62%d**	*47%*	-	*54%*	-	**59%p**	-	**58%p**	-	**62%p**	-	*54%*	-	*41%*
Other	**2**	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	*	-	*1%*	-	-	-	-	-	-	-	*1%*	-	-	-	-	-	-
Don't know	**5**	-	-	1	4	-	-	-	-	-	-	-	1	-	3	-	1
	*	-	-	*1%*	*1%*	-	-	-	-	-	-	-	*1%*	-	*1%*	-	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 26

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

Base : All

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1105**	-	1105	533	571	128	129	213	151	220	170	89	257	364	479	259	948	146	1105
Weighted Base	**1146**	-**	1146	555	590	134*	147*	242	153*	218	149*	100*	282	395	467	248	939	198	1105
Effective Base	**698**	-	698	347	351	88	86	149	92	130	89	64	173	241	283	153	575	117	1105
Post	**513**	-	513	260	252	46	74	95	50	90	86	69	120	146	245	155	419	88	521
	45%	-	*45%*	*47%*	*43%*	*34%*	**50%eh**	*39%*	*33%*	*41%*	**58%eghi**	**69%efghi**	*43%*	*37%*	**52%lm**	**62%lmn**	*45%*	*44%*	*47%*
Phone call	**88**	-	88	40	48	22	9	20	5	19	9	4	31	24	32	13	74	14	81
	8%	-	*8%*	*7%*	*8%*	**17%fghjk**	*6%*	*8%*	*3%*	*9%*	*6%*	*4%*	*11%*	*6%*	*7%*	*5%*	*8%*	*7%*	*7%*
Text message	**80**	-	80	59	21	21	14	25	13	5	1	*	35	38	6	1	56	23	52
	7%	-	*7%*	**11%d**	*4%*	**16%ijk**	**10%ijk**	**10%ijk**	**8%ijk**	*2%*	*	*	**13%no**	**10%no**	*1%*	*	*6%*	**12%p**	*5%*
Email/ online portal	**458**	-	458	192	266	43	50	101	84	101	53	26	93	185	180	79	383	73	443
	40%	-	*40%*	*35%*	**45%c**	*32%*	*34%*	**42%k**	**55%efjk**	**46%ek**	*35%*	*26%*	*33%*	**47%lo**	*39%*	*32%*	*41%*	*37%*	*40%*
Other	**1**	-	1	1	1	1	-	-	-	1	-	-	1	-	1	-	1	-	2
	*	-	*	*	*	*	-	-	-	*	-	-	*	-	*	-	*	-	*
Don't know	**5**	-	5	3	2	1	-	1	1	2	1	-	1	1	3	1	5	-	6
	*	-	*	*1%*	*	*1%*	-	*	*	*1%*	*1%*	-	*	*	*1%*	*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 26

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

Base : All

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1105**	294	351	196	264	645	460	561	524	117	143	317	273	166	899	119	925
Weighted Base	**1146**	310	391	200	244	701	445	704	432	103*	145*	327	267	210	949	104*	971
Effective Base	**698**	177	228	124	175	405	297	385	321	72	91	203	167	114	573	73	586
Post	**513**	162	176	78	97	338	175	268	242	43	63	162	115	78	418	43	432
	45%	**52%cd**	*45%*	*39%*	*40%*	**48%f**	*39%*	*38%*	**56%g**	*42%*	*44%*	**49%m**	*43%*	*37%*	*44%*	*42%*	*45%*
Phone call	**88**	9	23	33	24	32	57	58	29	11	16	19	22	16	72	11	72
	8%	*3%*	*6%*	**16%ab**	**10%a**	*5%*	**13%e**	*8%*	*7%*	*10%*	*11%*	*6%*	*8%*	*7%*	*8%*	*10%*	*7%*
Text message	**80**	24	22	17	17	46	34	67	11	2	10	34	16	18	77	3	77
	7%	*8%*	*6%*	*8%*	*7%*	*7%*	*8%*	**10%h**	*3%*	*2%*	*7%*	**10%i**	*6%*	*8%*	*8%*	*2%*	*8%*
Email/ online portal	**458**	114	166	72	106	280	178	306	148	47	54	112	110	98	374	47	382
	40%	*37%*	*43%*	*36%*	*43%*	*40%*	*40%*	**44%h**	*34%*	*46%*	*37%*	*34%*	*41%*	**47%k**	*39%*	*46%*	*39%*
Other	**1**	1	-	-	1	1	1	1	-	-	-	-	1	1	1	-	1
	*	*	-	-	*	*	*	*	-	-	-	-	*	*	*	-	*
Don't know	**5**	1	4	-	1	5	1	3	2	*	2	1	3	-	5	*	5
	*	*	*1%*	-	*	*1%*	*	*	*	*	*1%*	*	*1%*	-	*1%*	*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 26

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

Base : All

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1105**	808	297	116	639	205	151	110	49	71	87	68	75	58	79	86	66	38	167
Weighted Base	**1146**	990	156	46*	971	91	57*	28*	39*	125*	116*	85*	101*	90*	145*	175*	93*	15**	75*
Effective Base	**698**	592	108	38	539	103	87	60	44	63	73	59	68	52	68	78	59	14	90
Post	**513**	437	76	23	442	38	18	15	18	48	48	34	55	42	60	91	46	8	30
	45%	*44%*	*49%*	*50%*	**46%f**	*42%*	*31%*	**55%f**	*46%*	*38%*	*42%*	*40%*	*54%*	*46%*	*42%*	*52%*	*49%*	*54%*	*40%*
Phone call	**88**	80	8	2	76	8	4	1	4	17	13	4	6	8	5	9	10	2	5
	8%	*8%*	*5%*	*5%*	*8%*	*8%*	*6%*	*4%*	*11%*	**14%n**	*11%*	*5%*	*6%*	*8%*	*3%*	*5%*	*11%*	*15%*	*7%*
Text message	**80**	73	7	6	75	2	2	1	1	17	5	7	-	2	25	15	3	*	2
	7%	*7%*	*4%*	*13%*	*8%*	*2%*	*3%*	*3%*	*2%*	**13%lmpr**	*5%*	**8%l**	-	*2%*	**17%hjlmpr**	**9%l**	*3%*	*1%*	*3%*
Email/ online portal	**458**	394	64	15	374	42	31	10	16	43	47	39	41	39	55	60	35	5	38
	40%	*40%*	*41%*	*32%*	*39%*	*47%*	**55%dg**	*38%*	*41%*	*34%*	*41%*	*46%*	*40%*	*43%*	*38%*	*34%*	*37%*	*30%*	**50%o**
Other	**1**	1	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1
	*	*	-	-	-	**1%d**	**1%d**	-	-	-	-	-	-	-	-	-	-	-	*1%*
Don't know	**5**	5	*	*	3	-	2	*	-	-	2	1	-	-	-	-	-	-	-
	*	*1%*	*	*	*	-	**4%de**	*	-	-	*2%*	*1%*	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1105**	438	458	97	83	24	896	107	456	448	126	50	19	904	69
Weighted Base	**1146**	443	473	106*	88*	31**	916	119*	448	479	133*	61*	20**	927	81*
Effective Base	**698**	272	289	60	56	19	561	75	280	282	86	36	11	562	47
Post	**513**	227	195	40	35	13	422	48	214	206	54	34	5	420	39
	45%	***51%b***	*41%*	*38%*	*40%*	*42%*	*46%*	*41%*	*48%*	*43%*	*40%*	*55%*	*25%*	*45%*	*48%*
Phone call	**88**	28	42	7	10	1	70	11	37	33	12	4	2	69	7
	8%	*6%*	*9%*	*7%*	*12%*	*2%*	*8%*	*9%*	*8%*	*7%*	*9%*	*7%*	*12%*	*7%*	*8%*
Text message	**80**	33	38	3	5	*	70	6	34	38	3	1	3	72	4
	7%	*7%*	*8%*	*3%*	*6%*	*	*8%*	*5%*	*8%*	*8%*	*2%*	*1%*	*14%*	*8%*	*4%*
Email/ online portal	**458**	150	198	55	37	17	348	54	160	198	64	22	10	359	32
	40%	*34%*	*42%*	***51%af***	*42%*	*55%*	*38%*	*46%*	*36%*	*41%*	***48%h***	*37%*	*49%*	*39%*	*40%*
Other	**1**	1	-	1	-	-	1	-	1	1	-	-	-	1	-
	*	*	-	*1%*	-	-	*	-	*	*	-	-	-	*	-
Don't know	**5**	4	1	-	-	-	5	-	2	4	-	-	-	5	-
	*	*1%*	*	-	-	-	*1%*	-	*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 26

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

Base : All

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1105**	67	1024	14	359	691	55	1087	4	11	-	1102	3
Weighted Base	**1146**	57*	1075	14**	329	757	59*	1124	5**	13**	-**	1142	3**
Effective Base	**698**	37	654	8	213	453	34	685	4	7	-	696	2
Post	**513**	19	493	1	160	331	21	507	1	5	-	513	-
	45%	*33%*	*46%*	*9%*	*49%*	*44%*	*36%*	*45%*	*18%*	*38%*	-	*45%*	-
Phone call	**88**	7	80	2	38	46	5	82	3	2	-	86	3
	8%	*12%*	*7%*	*13%*	**11%e**	*6%*	*8%*	*7%*	*48%*	*12%*	-	*7%*	*76%*
Text message	**80**	9	66	5	23	38	19	76	-	4	-	80	-
	7%	**16%b**	*6%*	*34%*	*7%*	*5%*	**32%de**	*7%*	-	*29%*	-	*7%*	-
Email/ online portal	**458**	22	430	6	107	338	13	453	2	3	-	457	1
	40%	*39%*	*40%*	*45%*	*33%*	**45%df**	*23%*	*40%*	*34%*	*20%*	-	*40%*	*24%*
Other	**1**	1	1	-	1	-	-	1	-	-	-	1	-
	*	*1%*	*	-	*	-	-	*	-	-	-	*	-
Don't know	**5**	-	5	-	*	4	1	5	-	-	-	5	-
	*	-	*1%*	-	*	*1%*	*2%*	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 26

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

Base : All

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1105**	174	385	165	381	-	174	-	207	-	178	-	165	-	197	-	184
Weighted Base	**1146**	186	383	172	404	-**	186	-**	190	-**	194	-**	172	-**	213	-**	191
Effective Base	**698**	119	261	102	223	-	119	-	132	-	129	-	102	-	116	-	106
Post	**513**	98	192	66	156	-	98	-	113	-	79	-	66	-	82	-	74
	45%	**53%cd**	**50%d**	*39%*	*39%*	-	**53%lnp**	-	**60%jlnp**	-	*41%*	-	*39%*	-	*39%*	-	*39%*
Phone call	**88**	8	26	13	42	-	8	-	8	-	18	-	13	-	21	-	21
	8%	*4%*	*7%*	*7%*	*10%*	-	*4%*	-	*4%*	-	*9%*	-	*7%*	-	*10%*	-	**11%h**
Text message	**80**	12	13	7	48	-	12	-	5	-	8	-	7	-	14	-	34
	7%	*6%*	*3%*	*4%*	**12%bc**	-	*6%*	-	*2%*	-	*4%*	-	*4%*	-	*7%*	-	**18%fhjln**
Email/ online portal	**458**	68	152	84	153	-	68	-	64	-	88	-	84	-	93	-	61
	40%	*37%*	*40%*	*49%*	*38%*	-	*37%*	-	*34%*	-	**45%p**	-	**49%hp**	-	*44%*	-	*32%*
Other	**1**	-	1	-	1	-	-	-	-	-	1	-	-	-	-	-	1
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
Don't know	**5**	-	-	1	4	-	-	-	-	-	-	-	1	-	3	-	2
	*	-	-	*1%*	*1%*	-	-	-	-	-	-	-	*1%*	-	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1432**	-	1432	666	765	172	173	269	205	261	224	122	345	474	607	346	1231	186	1432
Weighted Base	**1474**	-**	1474	696	778	180	193	295	200	256	200	147*	373	495	603	347	1209	251	1432
Effective Base	**899**	-	899	439	461	120	112	187	123	153	112	92	231	310	356	203	742	147	1432
Post	**277**	-	277	124	153	22	44	63	32	42	26	49	65	95	117	75	221	56	283
	19%	-	*19%*	*18%*	*20%*	*12%*	**23%e**	**21%e**	*16%*	*16%*	*13%*	**33%eghij**	*17%*	*19%*	*19%*	*22%*	*18%*	*22%*	*20%*
Phone call	**548**	-	548	267	281	64	62	106	64	93	92	64	126	171	250	156	457	84	587
	37%	-	*37%*	*38%*	*36%*	*36%*	*32%*	*36%*	*32%*	*36%*	**46%fh**	*44%*	*34%*	*34%*	*41%*	**45%lm**	*38%*	*33%*	*41%*
Text message	**245**	-	245	127	118	48	32	46	28	46	31	15	80	73	92	46	196	44	200
	17%	-	*17%*	*18%*	*15%*	**26%ghjk**	*17%*	*15%*	*14%*	*18%*	*16%*	*10%*	**21%mo**	*15%*	*15%*	*13%*	*16%*	*18%*	*14%*
Email/ online portal	**390**	-	390	172	218	45	54	80	73	70	47	19	99	153	137	66	324	65	347
	26%	-	*26%*	*25%*	*28%*	**25%k**	**28%k**	**27%k**	**37%jk**	**27%k**	*24%*	*13%*	*27%*	**31%no**	*23%*	*19%*	*27%*	*26%*	*24%*
Other	**7**	-	7	4	3	*	-	-	2	2	2	-	*	2	4	2	5	2	9
	*	-	*	*1%*	*	*	-	-	*1%*	*1%*	*1%*	-	*	*	*1%*	*1%*	*	*1%*	*1%*
Don't know	**7**	-	7	2	4	1	1	1	1	2	1	-	2	1	3	1	7	-	6
	*	-	*	*	*1%*	*1%*	*1%*	*	*	*1%*	*	-	*1%*	*	*1%*	*	*1%*	-	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1432**	365	471	267	329	836	596	717	694	167	186	388	327	229	1130	169	1163
Weighted Base	**1474**	365	521	287	301	886	588	891	571	147	187	415	323	264	1189	147	1218
Effective Base	**899**	218	305	166	215	523	377	483	430	103	118	243	202	149	711	103	730
Post	**277**	75	105	47	50	180	97	161	116	20	33	82	71	49	234	20	237
	19%	*21%*	*20%*	*16%*	*17%*	*20%*	*17%*	*18%*	*20%*	*13%*	*18%*	*20%*	*22%*	*19%*	*20%*	*13%*	*19%*
Phone call	**548**	123	170	124	131	293	255	304	242	58	72	162	117	81	433	58	445
	37%	*34%*	*33%*	**43%b**	**43%ab**	*33%*	**43%e**	*34%*	**42%g**	*40%*	*39%*	*39%*	*36%*	*31%*	*36%*	*39%*	*37%*
Text message	**245**	63	89	43	51	152	94	160	81	19	33	65	54	47	199	19	203
	17%	*17%*	*17%*	*15%*	*17%*	*17%*	*16%*	*18%*	*14%*	*13%*	*18%*	*16%*	*17%*	*18%*	*17%*	*13%*	*17%*
Email/ online portal	**390**	102	152	70	66	254	136	261	126	48	47	99	78	87	312	48	321
	26%	*28%*	*29%*	*24%*	*22%*	*29%*	*23%*	**29%h**	*22%*	*33%*	*25%*	*24%*	*24%*	*33%*	*26%*	*33%*	*26%*
Other	**7**	2	*	3	2	2	4	3	4	1	1	5	*	-	6	1	6
	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*	-	*1%*	*	*
Don't know	**7**	1	4	-	2	5	2	3	3	1	1	2	3	-	5	1	5
	*	*	*1%*	-	*1%*	*1%*	*	*	*	*1%*	*	*	*1%*	-	*	*1%*	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 27

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

Base : All

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1432	1049	383	163	813	254	211	154	53	85	93	94	95	85	101	109	98	46	208
Weighted Base	1474	1269	206	66*	1237	120	76	41*	42*	147*	123*	116*	131*	139*	184*	220*	135*	21**	99
Effective Base	899	758	143	57	684	132	116	78	49	76	79	83	82	72	87	98	88	22	111
Post	277	241	36	9	227	27	15	9	9	15	14	19	21	39	35	50	25	4	22
	19%	19%	18%	14%	18%	22%	19%	21%	21%	10%	12%	16%	16%	28%jl	19%	23%l	19%	20%	23%l
Phone call	548	456	92	35	439	57	29	23	16	46	51	50	55	41	51	77	50	11	46
	37%	36%	45%a	53%a	35%	47%d	38%	57%df	38%	31%	42%	43%n	42%	30%	28%	35%	37%	50%	47%lmn
Text message	245	214	31	8	223	13	7	3	4	47	18	19	10	16	55	33	20	3	10
	17%	17%	15%	12%	18%efg	11%	10%	6%	9%	32%hjklmopr	15%	16%	8%	11%	30%hjklmopr	15%	15%	12%	10%
Email/ online portal	390	349	41	9	338	23	24	6	13	38	37	27	44	41	43	58	37	4	19
	26%	28%c	20%	14%	27%eg	19%	31%eg	14%	31%	26%	30%	23%	34%r	30%	23%	26%	27%	18%	19%
Other	7	3	4	3	5	1	-	*	-	-	-	*	-	1	-	2	1	-	1
	*	*	2%a	5%a	*	1%	-	1%	-	-	-	*	-	1%	-	1%	1%	-	1%
Don't know	7	5	1	1	5	-	1	-	-	1	2	1	-	-	-	-	1	-	-
	*	*	1%	2%	*	-	2%	-	-	1%	2%	1%	-	-	-	-	1%	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1432**	564	577	146	97	38	1141	135	607	571	158	67	23	1178	90
Weighted Base	**1474**	572	591	170*	93*	41**	1163	135*	600	596	170	80*	24**	1195	104*
Effective Base	**899**	349	358	98	63	25	707	89	371	357	107	47	14	727	61
Post	**277**	137	108	20	7	4	245	10	139	99	22	15	2	238	17
	19%	**24%cdg**	**18%dg**	*12%*	*7%*	*9%*	**21%cdg**	*8%*	**23%ij**	*17%*	*13%*	*19%*	*6%*	*20%*	*16%*
Phone call	**548**	225	211	61	34	17	435	50	227	212	69	29	10	439	39
	37%	*39%*	*36%*	*36%*	*36%*	*40%*	*37%*	*37%*	*38%*	*36%*	*41%*	*37%*	*41%*	*37%*	*38%*
Text message	**245**	73	105	43	18	4	178	22	85	106	29	20	5	191	25
	17%	*13%*	*18%*	**25%af**	*20%*	*10%*	*15%*	*17%*	*14%*	*18%*	*17%*	**26%h**	*19%*	*16%*	*24%*
Email/ online portal	**390**	130	164	44	33	17	294	50	146	168	50	14	8	314	23
	26%	*23%*	*28%*	*26%*	**36%a**	*41%*	*25%*	**37%af**	*24%*	*28%*	*29%*	*18%*	*34%*	*26%*	*22%*
Other	**7**	2	2	2	-	-	5	-	1	5	*	-	-	6	-
	*	*	*	*1%*	-	-	*	-	*	*1%*	*	-	-	*1%*	-
Don't know	**7**	5	-	-	1	-	5	1	2	5	-	-	-	7	-
	*	*1%*	-	-	**1%b**	-	*	*1%*	*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1432**	93	1314	25	468	890	74	1413	5	11	-	1429	3
Weighted Base	**1474**	71*	1377	26**	418	970	86*	1454	4**	14**	-**	1472	2**
Effective Base	**899**	51	835	14	277	577	48	885	4	8	-	897	2
Post	**277**	20	255	2	70	191	16	274	*	3	-	277	-
	19%	*28%*	*19%*	*9%*	*17%*	*20%*	*19%*	*19%*	*4%*	*24%*	-	*19%*	-
Phone call	**548**	27	515	6	174	345	29	537	2	8	-	547	2
	37%	*38%*	*37%*	*24%*	*42%*	*36%*	*34%*	*37%*	*43%*	*56%*	-	*37%*	*64%*
Text message	**245**	5	228	12	76	148	21	242	1	2	-	245	-
	17%	*7%*	*17%*	*48%*	*18%*	*15%*	*24%*	*17%*	*33%*	*13%*	-	*17%*	-
Email/ online portal	**390**	19	366	5	93	277	20	387	1	1	-	389	1
	26%	*27%*	*27%*	*19%*	*22%*	*29%*	*23%*	*27%*	*21%*	*8%*	-	*26%*	*36%*
Other	**7**	-	7	-	1	5	-	7	-	-	-	7	-
	*	-	*	-	*	*1%*	-	*	-	-	-	*	-
Don't know	**7**	-	7	-	2	4	-	7	-	-	-	7	-
	*	-	*	-	*1%*	*	-	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1432**	247	489	214	482	-	247	-	246	-	243	-	214	-	244	-	238
Weighted Base	**1474**	257	496	225	496	-**	257	-**	234	-**	262	-**	225	-**	244	-**	253
Effective Base	**899**	168	338	135	267	-	168	-	161	-	177	-	135	-	133	-	134
Post	**277**	58	93	36	91	-	58	-	48	-	45	-	36	-	42	-	48
	19%	*22%*	*19%*	*16%*	*18%*	-	*22%*	-	*20%*	-	*17%*	-	*16%*	-	*17%*	-	*19%*
Phone call	**548**	102	196	79	171	-	102	-	113	-	84	-	79	-	85	-	86
	37%	*40%*	*40%*	*35%*	*34%*	-	*40%*	-	**48%jlnp**	-	*32%*	-	*35%*	-	*35%*	-	*34%*
Text message	**245**	41	71	36	98	-	41	-	29	-	42	-	36	-	39	-	59
	17%	*16%*	*14%*	*16%*	*20%*	-	*16%*	-	*12%*	-	*16%*	-	*16%*	-	*16%*	-	**23%h**
Email/ online portal	**390**	54	132	73	132	-	54	-	44	-	87	-	73	-	74	-	58
	26%	*21%*	*27%*	**32%a**	*27%*	-	*21%*	-	*19%*	-	**33%fhp**	-	**32%fh**	-	**30%h**	-	*23%*
Other	**7**	2	4	-	*	-	2	-	*	-	4	-	-	-	-	-	*
	*****	*1%*	*1%*	-	*	-	*1%*	-	*	-	*2%*	-	-	-	-	-	*
Don't know	**7**	-	-	1	6	-	-	-	-	-	-	-	1	-	4	-	2
	*****	-	-	*	*1%*	-	-	-	-	-	-	-	*	-	*2%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 28

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : All

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**947**	-	947	468	478	128	116	200	132	179	126	63	244	332	368	189	805	131	947
Weighted Base	**952**	-**	952	487	464	131*	127*	216	128*	167	100*	81*	259	344	348	181	770	174	947
Effective Base	**586**	-	586	301	285	89	74	135	78	104	58	50	162	213	211	107	475	106	947
Post	**199**	-	199	98	101	19	30	30	19	40	33	28	49	49	102	62	167	30	198
	21%	-	*21%*	*20%*	*22%*	*15%*	*23%*	*14%*	*15%*	*24%*	**34%egh**	**35%egh**	*19%*	*14%*	**29%lm**	**34%lm**	*22%*	*17%*	*21%*
Phone call	**73**	-	73	44	29	16	19	17	9	5	4	4	34	26	13	8	53	18	67
	8%	-	*8%*	*9%*	*6%*	**12%i**	**15%i**	*8%*	*7%*	*3%*	*4%*	*4%*	**13%no**	*7%*	*4%*	*4%*	*7%*	*10%*	*7%*
Text message	**114**	-	114	59	56	29	19	22	23	14	6	2	48	45	21	8	92	22	110
	12%	-	*12%*	*12%*	*12%*	**22%gijk**	**15%k**	*10%*	**18%jk**	*8%*	*6%*	*2%*	**18%no**	**13%no**	*6%*	*4%*	*12%*	*13%*	*12%*
Email/ online portal	**553**	-	553	280	273	68	60	144	76	104	55	45	128	221	204	100	447	103	555
	58%	-	*58%*	*57%*	*59%*	*52%*	*47%*	**67%ef**	*60%*	**62%f**	*55%*	*56%*	*49%*	**64%l**	*59%*	*56%*	*58%*	*59%*	*59%*
Other	**2**	-	2	1	1	-	-	-	1	1	*	-	-	1	1	*	1	1	4
	*	-	*	*	*	-	-	-	*1%*	*	*	-	-	*	*	*	*	*1%*	*
Don't know	**10**	-	10	5	5	-	*	2	1	4	1	2	*	3	8	3	10	-	13
	1%	-	*1%*	*1%*	*1%*	-	*	*1%*	*	*3%*	*1%*	*3%*	*	*1%*	*2%*	*2%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 28

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : All

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**947**	276	301	156	214	577	370	506	430	98	124	263	216	175	778	99	802
Weighted Base	**952**	276	316	171*	188	592	360	612	336	83*	120*	264	210	215	809	83*	826
Effective Base	**586**	160	188	99	147	348	241	335	267	66	79	160	133	115	485	67	497
Post	**199**	66	55	47	31	122	78	112	87	13	26	59	35	48	169	13	175
	21%	*24%*	*17%*	***27%d***	*16%*	*21%*	*22%*	*18%*	***26%g***	*16%*	*22%*	*23%*	*17%*	*23%*	*21%*	*16%*	*21%*
Phone call	**73**	15	28	18	11	44	29	49	23	8	8	21	18	12	58	8	62
	8%	*6%*	*9%*	*10%*	*6%*	*7%*	*8%*	*8%*	*7%*	*10%*	*6%*	*8%*	*8%*	*6%*	*7%*	*10%*	*7%*
Text message	**114**	25	43	21	25	69	46	77	37	9	20	23	23	33	98	9	98
	12%	*9%*	*14%*	*12%*	*13%*	*12%*	*13%*	*13%*	*11%*	*11%*	*17%*	*9%*	*11%*	*15%*	*12%*	*11%*	*12%*
Email/ online portal	**553**	168	184	86	115	352	201	368	183	52	64	157	130	121	472	53	479
	58%	*61%*	*58%*	*50%*	*61%*	*60%*	*56%*	*60%*	*54%*	*63%*	*53%*	*59%*	*62%*	*57%*	*58%*	*63%*	*58%*
Other	**2**	-	*	*	2	*	2	2	*	*	1	-	1	-	2	*	2
	*	-	*	*	*1%*	*	*	*	*	*	*1%*	-	*	-	*	*	*
Don't know	**10**	1	5	*	4	6	4	4	6	*	2	4	4	-	10	*	10
	1%	*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*2%*	*2%*	-	*1%*	*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 28

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : All

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**947**	676	271	123	535	178	130	104	37	56	66	68	65	53	66	70	54	37	141
Weighted Base	**952**	811	140*	52*	804	78*	45*	24*	29*	99*	86*	85*	86*	86*	119*	142*	72*	16**	62*
Effective Base	**586**	491	97	42	450	90	71	59	35	49	57	62	58	44	57	64	49	20	70
Post	**199**	168	32	11	168	18	8	5	8	22	19	13	15	26	21	34	11	4	13
	21%	*21%*	*23%*	*22%*	*21%*	*23%*	*19%*	*21%*	*28%*	*22%*	*22%*	*15%*	*17%*	*30%*	*17%*	*24%*	*15%*	*28%*	*21%*
Phone call	**73**	68	5	3	67	3	2	1	2	8	8	9	4	6	15	11	4	1	2
	8%	*8%*	*4%*	*6%*	*8%*	*4%*	*5%*	*5%*	*7%*	*8%*	*9%*	*10%*	*5%*	*7%*	*13%*	*8%*	*6%*	*5%*	*3%*
Text message	**114**	102	12	5	96	8	6	5	2	25	6	10	1	6	14	22	10	2	6
	12%	*13%*	*8%*	*10%*	*12%*	*10%*	*13%*	*19%*	**8%l**	**25%jlmr**	*7%*	**11%l**	*1%*	*8%*	**11%l**	**16%l**	**14%l**	*14%*	**9%l**
Email/ online portal	**553**	464	89	31	465	48	27	13	17	44	52	53	65	46	69	73	46	8	40
	58%	*57%*	*64%*	*59%*	*58%*	*62%*	*59%*	*54%*	*58%*	*45%*	*60%*	*63%*	**76%lmo**	*54%*	*58%*	*51%*	*64%*	*53%*	**64%l**
Other	**2**	2	*	*	1	*	1	-	-	-	-	-	1	-	-	-	-	-	*
	*	*	*	*	*	*	**2%d**	-	-	-	-	-	*1%*	-	-	-	-	-	*
Don't know	**10**	9	2	1	7	1	1	*	-	-	2	1	-	1	-	2	1	-	1
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*	-	-	*3%*	*1%*	-	*1%*	-	*1%*	*2%*	-	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 28

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : All

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**947**	381	399	83	60	18	780	78	402	388	105	39	10	790	49
Weighted Base	**952**	369	401	94*	60*	22**	771	82*	377	389	118*	51**	13**	766	64*
Effective Base	**586**	232	248	52	39	13	480	51	238	239	72	29	6	477	35
Post	**199**	97	79	16	7	-	175	7	94	61	32	12	-	154	12
	21%	***26%g***	*20%*	*17%*	*12%*	-	***23%g***	*9%*	***25%l***	*16%*	***27%l***	*24%*	-	*20%*	*20%*
Phone call	**73**	26	32	7	7	1	58	8	19	39	11	4	-	58	4
	8%	*7%*	*8%*	*8%*	*12%*	*3%*	*7%*	*9%*	*5%*	***10%h***	*9%*	*8%*	-	*8%*	*7%*
Text message	**114**	26	54	21	10	3	80	13	39	51	16	5	3	90	8
	12%	*7%*	***14%a***	***22%af***	***18%a***	*12%*	*10%*	***16%a***	*10%*	*13%*	*14%*	*10%*	*23%*	*12%*	*13%*
Email/ online portal	**553**	211	235	50	35	18	446	53	219	233	59	29	10	452	39
	58%	*57%*	*58%*	*53%*	*59%*	*81%*	*58%*	*65%*	*58%*	*60%*	*50%*	*57%*	*77%*	*59%*	*61%*
Other	**2**	2	*	-	-	-	2	-	1	1	-	-	-	2	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Don't know	**10**	8	2	-	-	1	9	1	5	5	-	-	-	10	-
	1%	*2%*	*	-	-	*5%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : All

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	947	56	875	16	284	610	53	936	2	7	-	945	2
Weighted Base	952	45*	894	13**	248	651	52*	940	2**	8**	-**	950	1**
Effective Base	586	32	548	8	169	389	31	578	2	5	-	585	2
Post	199	8	191	*	63	128	8	196	1	3	-	199	-
	21%	*19%*	*21%*	*1%*	*26%*	*20%*	*15%*	*21%*	*35%*	*33%*	-	*21%*	-
Phone call	73	6	64	2	20	43	10	69	1	2	-	72	1
	8%	*14%*	*7%*	*19%*	*8%*	*7%*	**19%e**	*7%*	*65%*	*20%*	-	*8%*	*42%*
Text message	114	4	108	3	28	71	15	114	-	-	-	114	-
	12%	*8%*	*12%*	*21%*	*11%*	*11%*	**29%de**	*12%*	-	-	-	*12%*	-
Email/ online portal	553	26	520	7	132	402	19	548	-	4	-	552	1
	58%	*58%*	*58%*	*58%*	*53%*	**62%f**	*36%*	*58%*	-	*47%*	-	*58%*	*58%*
Other	2	1	1	-	2	*	-	2	-	-	-	2	-
	*	*1%*	*	-	*1%*	*	-	*	-	-	-	*	-
Don't know	10	-	10	*	2	8	*	10	-	-	-	10	-
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 28

QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with

Base : All

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**947**	159	310	137	341	-	159	-	171	-	139	-	137	-	187	-	154
Weighted Base	**952**	165	304	140*	343	-**	165	-**	161	-**	144	-**	140*	-**	176	-**	167*
Effective Base	**586**	107	212	82	191	-	107	-	112	-	100	-	82	-	108	-	85
Post	**199**	39	57	30	73	-	39	-	36	-	21	-	30	-	37	-	36
	21%	*24%*	*19%*	*22%*	*21%*	-	*24%*	-	*22%*	-	*15%*	-	*22%*	-	*21%*	-	*22%*
Phone call	**73**	4	20	10	39	-	4	-	8	-	12	-	10	-	17	-	22
	8%	*2%*	*7%*	*7%*	**11%a**	-	*2%*	-	*5%*	-	**8%f**	-	*7%*	-	**10%f**	-	**13%fh**
Text message	**114**	19	26	26	43	-	19	-	10	-	16	-	26	-	20	-	23
	12%	*12%*	*8%*	**19%b**	*13%*	-	*12%*	-	*6%*	-	*11%*	-	**19%h**	-	*11%*	-	*14%*
Email/ online portal	**553**	103	200	72	178	-	103	-	107	-	93	-	72	-	98	-	81
	58%	*63%*	**66%cd**	*51%*	*52%*	-	*63%*	-	**66%lp**	-	**65%p**	-	*51%*	-	*55%*	-	*49%*
Other	**2**	-	2	*	*	-	-	-	-	-	2	-	*	-	-	-	*
	*	-	*1%*	*	*	-	-	-	-	-	*1%*	-	*	-	-	-	*
Don't know	**10**	-	-	1	9	-	-	-	-	-	-	-	1	-	5	-	4
	1%	-	-	*1%*	**3%b**	-	-	-	-	-	-	-	*1%*	-	*3%*	-	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

Base : All

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1072**	-	1072	541	530	124	116	191	155	212	169	101	240	346	482	270	932	132	1072
Weighted Base	**1069**	-**	1069	544	525	133*	130*	208	148*	195	140*	113*	263	356	448	253	878	182	1072
Effective Base	**655**	-	655	343	312	84	78	130	89	119	81	74	162	219	273	154	546	105	1072
Post	**251**	-	251	140	110	26	34	50	23	43	44	30	61	73	117	74	197	53	269
	23%	-	*23%*	*26%*	*21%*	*20%*	*26%*	*24%*	*15%*	*22%*	**32%h**	*26%*	*23%*	*20%*	*26%*	*29%*	*22%*	*29%*	*25%*
Phone call	**137**	-	137	70	67	25	18	24	11	25	20	12	43	36	58	32	115	22	147
	13%	-	*13%*	*13%*	*13%*	**19%h**	*14%*	*12%*	*8%*	*13%*	*14%*	*11%*	*17%*	*10%*	*13%*	*13%*	*13%*	*12%*	*14%*
Text message	**99**	-	99	51	48	25	18	16	15	14	5	6	43	31	25	11	71	22	81
	9%	-	*9%*	*9%*	*9%*	**19%gijk**	**14%j**	*8%*	*10%*	*7%*	*3%*	*5%*	**16%mno**	*9%*	*6%*	*4%*	*8%*	*12%*	*8%*
Email/ online portal	**578**	-	578	281	298	56	60	117	98	110	70	65	116	215	245	136	491	84	571
	54%	-	*54%*	*52%*	*57%*	*42%*	*46%*	**56%e**	**66%efj**	**56%e**	*50%*	**58%e**	*44%*	**60%l**	**55%l**	*54%*	*56%*	*46%*	*53%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**4**	-	4	2	2	-	-	1	1	2	1	-	-	1	3	1	4	-	4
	*******	-	***	***	***	-	-	***	***	*1%*	*1%*	-	-	***	*1%*	***	***	-	***

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 29

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

Base : All

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1072**	275	345	199	253	620	452	533	520	109	147	294	260	165	866	109	890
Weighted Base	**1069**	279	370	202	218	649	420	656	401	93*	140*	293	252	198	881	93*	899
Effective Base	**655**	163	218	120	159	381	276	353	315	70	90	172	158	108	526	70	539
Post	**251**	64	73	73	41	137	114	153	97	26	30	70	57	37	194	26	197
	23%	*23%*	*20%*	**36%abd**	*19%*	*21%*	*27%*	*23%*	*24%*	*28%*	*22%*	*24%*	*23%*	*19%*	*22%*	*28%*	*22%*
Phone call	**137**	27	43	31	35	70	67	75	62	13	23	36	35	19	113	13	117
	13%	*10%*	*12%*	*16%*	*16%*	*11%*	*16%*	*11%*	*15%*	*14%*	*17%*	*12%*	*14%*	*10%*	*13%*	*14%*	*13%*
Text message	**99**	17	31	23	28	47	52	73	26	3	22	32	19	18	91	3	92
	9%	*6%*	*8%*	*12%*	**13%a**	*7%*	**12%e**	**11%h**	*7%*	*3%*	**16%il**	*11%*	*8%*	*9%*	*10%*	*3%*	*10%*
Email/ online portal	**578**	171	220	74	113	391	187	353	214	51	63	155	137	124	479	51	490
	54%	**61%c**	**59%c**	*37%*	**52%c**	**60%f**	*45%*	*54%*	*53%*	*54%*	*45%*	*53%*	*54%*	**63%j**	*54%*	*54%*	*54%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**4**	-	4	-	1	4	1	3	1	-	1	-	4	-	4	-	4
	*	-	*1%*	-	*	*1%*	*	*	*	-	*	-	*2%*	-	*	-	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 29

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

Base : All

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1072**	775	297	121	575	199	169	129	42	67	68	65	70	62	66	71	64	40	159
Weighted Base	**1069**	923	146	42*	880	92	63*	35*	33*	123*	93*	79*	103*	98*	121*	143*	87*	17**	75*
Effective Base	**655**	553	105	37	483	105	93	63	38	60	58	57	61	51	57	64	57	22	83
Post	**251**	219	32	8	204	21	15	10	9	17	20	22	25	33	25	33	20	6	15
	23%	*24%*	*22%*	*20%*	*23%*	*23%*	*24%*	*28%*	*27%*	*13%*	*22%*	**28%i**	*24%*	**33%i**	*21%*	*23%*	*23%*	*38%*	*20%*
Phone call	**137**	125	12	3	114	10	8	5	6	14	13	10	8	11	17	20	14	3	7
	13%	*13%*	*9%*	*8%*	*13%*	*11%*	*13%*	*13%*	*18%*	*11%*	*14%*	*13%*	*8%*	*11%*	*14%*	*14%*	*16%*	*18%*	*9%*
Text message	**99**	85	14	3	90	2	4	2	2	29	3	10	7	8	12	15	4	*	2
	9%	*9%*	*10%*	*8%*	**10%e**	*3%*	*7%*	*5%*	*7%*	**24%hjlmnopr**	*4%*	**12%r**	*7%*	*8%*	*10%*	*10%*	*5%*	*1%*	*3%*
Email/ online portal	**578**	491	88	27	468	58	34	18	16	63	54	36	62	47	67	74	49	7	51
	54%	*53%*	*60%*	*64%*	*53%*	*63%*	*54%*	*53%*	*48%*	*51%*	*58%*	*45%*	*60%*	*48%*	*56%*	*52%*	*56%*	*43%*	**68%hklm**
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**4**	4	-	-	3	-	1	-	-	-	2	1	-	-	-	-	-	-	-
	*****	*	-	-	*	-	**2%d**	-	-	-	*2%*	*1%*	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

Base : All

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1072**	459	422	94	71	20	881	91	471	414	124	44	12	885	56
Weighted Base	**1069**	440	427	108*	70*	19**	867	88*	452	412	129*	59*	12**	864	71*
Effective Base	**655**	274	258	61	46	12	532	58	281	250	82	32	6	531	39
Post	**251**	141	87	16	5	*	228	5	143	81	18	7	*	224	8
	23%	**32%bcdg**	**20%dg**	*15%*	*7%*	*2%*	**26%dg**	*6%*	**32%ijkn**	*20%*	*14%*	*12%*	*3%*	**26%jn**	*11%*
Phone call	**137**	54	54	15	11	3	108	14	58	53	15	10	1	111	11
	13%	*12%*	*13%*	*14%*	*16%*	*15%*	*12%*	*16%*	*13%*	*13%*	*12%*	*18%*	*5%*	*13%*	*16%*
Text message	**99**	29	47	13	5	3	76	8	38	35	12	9	4	73	13
	9%	*7%*	*11%*	*12%*	*7%*	*14%*	*9%*	*9%*	*8%*	*8%*	*10%*	*15%*	*34%*	*8%*	**18%m**
Email/ online portal	**578**	212	239	64	48	13	451	61	212	240	83	32	7	452	40
	54%	*48%*	*56%*	*59%*	**69%af**	*69%*	*52%*	**69%af**	*47%*	**58%h**	**64%hm**	*55%*	*58%*	*52%*	*56%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**4**	4	-	-	-	-	4	-	1	4	-	-	-	4	-
	*	*1%*	-	-	-	-	*	-	*	*1%*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

Base : All

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1072**	71	986	15	344	675	53	1061	4	6	-	1071	1
Weighted Base	**1069**	48*	1005	17**	289	727	53*	1060	4**	5**	-**	1068	1**
Effective Base	**655**	35	612	9	187	437	31	648	4	4	-	654	1
Post	**251**	11	239	*	80	158	12	250	-	1	-	251	-
	23%	*24%*	*24%*	*2%*	*28%*	*22%*	*23%*	*24%*	-	*24%*	-	*23%*	-
Phone call	**137**	7	127	3	47	77	13	135	1	2	-	137	-
	13%	*15%*	*13%*	*16%*	*16%*	*11%*	**25%e**	*13%*	*20%*	*35%*	-	*13%*	-
Text message	**99**	5	91	3	19	66	13	98	-	-	-	98	1
	9%	*11%*	*9%*	*16%*	*7%*	*9%*	**26%de**	*9%*	-	-	-	*9%*	*100%*
Email/ online portal	**578**	24	543	11	143	421	14	573	3	2	-	578	-
	54%	*50%*	*54%*	*65%*	**49%f**	**58%f**	*27%*	*54%*	*80%*	*41%*	-	*54%*	-
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**4**	-	4	-	-	4	-	4	-	-	-	4	-
	*****	-	*	-	-	*1%*	-	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 29

QC2_6. Which method would you prefer to receive communications from - Your landline phone provider

Base : All

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1072**	174	368	168	362	-	174	-	192	-	176	-	168	-	183	-	179
Weighted Base	**1069**	189	356	157*	367	-**	189	-**	167	-**	189	-**	157*	-**	176*	-**	191*
Effective Base	**655**	119	252	97	196	-	119	-	124	-	129	-	97	-	99	-	97
Post	**251**	54	79	30	87	-	54	-	44	-	35	-	30	-	34	-	53
	23%	*28%*	*22%*	*19%*	*24%*	-	*28%*	-	*26%*	-	*19%*	-	*19%*	-	*20%*	-	*28%*
Phone call	**137**	20	50	11	56	-	20	-	23	-	27	-	11	-	28	-	28
	13%	*10%*	*14%*	*7%*	*15%*	-	*10%*	-	*14%*	-	*14%*	-	*7%*	-	*16%*	-	*14%*
Text message	**99**	23	28	14	33	-	23	-	8	-	21	-	14	-	8	-	26
	9%	*12%*	*8%*	*9%*	*9%*	-	**12%hn**	-	*5%*	-	*11%*	-	*9%*	-	*4%*	-	**13%hn**
Email/ online portal	**578**	93	199	101	186	-	93	-	92	-	106	-	101	-	102	-	83
	54%	*49%*	*56%*	**64%ad**	*51%*	-	*49%*	-	*55%*	-	*56%*	-	**64%fp**	-	**58%p**	-	*44%*
Other	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	**4**	-	-	-	4	-	-	-	-	-	-	-	-	-	3	-	2
	*****	-	-	-	*1%*	-	-	-	-	-	-	-	-	-	*2%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**967**	-	967	478	488	115	129	198	152	176	122	73	244	350	371	195	830	128	967
Weighted Base	**989**	-**	989	511	477	130*	144*	221	152*	166	92*	82*	274	373	340	174	793	188	967
Effective Base	**607**	-	607	315	293	81	87	140	87	102	58	52	168	227	212	110	500	104	967
Post	**220**	-	220	108	112	36	36	42	24	30	25	26	71	66	82	52	169	50	235
	22%	-	*22%*	*21%*	*23%*	*27%*	*25%*	*19%*	*16%*	*18%*	*27%*	**32%hl**	**26%m**	*18%*	*24%*	**30%m**	*21%*	*26%*	*24%*
Phone call	**83**	-	83	42	41	17	15	26	6	12	5	2	33	31	19	7	62	21	74
	8%	-	*8%*	*8%*	*9%*	**13%hk**	*11%*	**12%h**	*4%*	*7%*	*5%*	*3%*	**12%no**	*8%*	*6%*	*4%*	*8%*	*11%*	*8%*
Text message	**94**	-	94	60	34	20	20	19	19	9	2	6	40	37	17	8	62	31	78
	10%	-	*10%*	*12%*	*7%*	**15%ij**	**14%ij**	*8%*	**12%j**	*6%*	*2%*	*7%*	**15%no**	**10%n**	*5%*	*4%*	*8%*	**16%p**	*8%*
Email/ online portal	**582**	-	582	295	287	58	70	134	102	111	59	48	128	236	218	107	491	86	570
	59%	-	*59%*	*58%*	*60%*	*44%*	*49%*	**60%e**	**67%ef**	**67%ef**	**65%e**	*58%*	*46%*	**63%l**	**64%l**	**61%l**	**62%q**	*46%*	*59%*
Other	**2**	-	2	2	*	-	2	-	-	-	-	-	2	-	-	-	2	-	2
	*******	-	***	***	***	-	*2%*	-	-	-	-	-	*1%*	-	-	-	***	-	***
Don't know	**7**	-	7	5	2	-	*	1	1	4	1	-	*	2	5	1	7	-	8
	1%	-	*1%*	*1%*	*1%*	-	*	*1%*	*	*2%*	*1%*	-	*	*1%*	*1%*	*1%*	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**967**	242	305	178	242	547	420	510	441	106	130	272	224	158	784	107	806
Weighted Base	**989**	261	335	188	205	596	393	642	338	88*	126*	271	219	206	823	88*	839
Effective Base	**607**	148	193	117	156	342	271	350	270	70	82	166	140	108	493	70	504
Post	**220**	46	85	52	36	131	89	133	86	25	24	69	50	30	173	25	177
	22%	*18%*	*25%*	**28%ad**	*18%*	*22%*	*23%*	*21%*	*26%*	**28%m**	*19%*	**25%m**	*23%*	*15%*	*21%*	*28%*	*21%*
Phone call	**83**	15	27	21	21	41	42	61	21	8	10	24	27	12	73	8	74
	8%	*6%*	*8%*	*11%*	*10%*	*7%*	*11%*	*10%*	*6%*	*9%*	*8%*	*9%*	*12%*	*6%*	*9%*	*9%*	*9%*
Text message	**94**	28	26	18	22	54	40	68	24	3	13	32	15	27	87	3	87
	10%	*11%*	*8%*	*9%*	*11%*	*9%*	*10%*	*11%*	*7%*	*4%*	*10%*	*12%*	*7%*	**13%l**	*11%*	*4%*	*10%*
Email/ online portal	**582**	171	194	94	124	365	217	373	203	52	78	144	123	137	482	52	493
	59%	**65%c**	*58%*	*50%*	*60%*	*61%*	*55%*	*58%*	*60%*	*59%*	*62%*	*53%*	*56%*	**66%k**	*59%*	*59%*	*59%*
Other	**2**	-	-	2	-	-	2	2	-	-	-	2	*	-	2	-	2
	*	-	-	*1%*	-	-	*1%*	*	-	-	-	*1%*	*	-	*	-	*
Don't know	**7**	1	4	*	2	5	2	4	3	-	1	1	4	-	5	-	5
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*	*	*2%*	-	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	967	713	254	102	550	164	139	114	44	62	71	64	76	53	61	55	64	36	128
Weighted Base	989	864	125*	40*	835	73*	53*	28*	35*	114*	91*	79*	106*	84*	118*	115*	91*	18**	56*
Effective Base	607	519	91	34	465	81	83	62	41	56	61	55	66	48	53	51	58	16	66
Post	220	190	29	11	187	12	11	9	10	15	14	16	33	17	24	25	32	4	9
	22%	*22%*	*24%*	*29%*	*22%*	*17%*	*22%*	**33%e**	**29%i**	*13%*	*16%*	*20%*	**32%ijr**	*21%*	*20%*	*22%*	**35%ijr**	*21%*	*15%*
Phone call	83	77	6	3	72	4	4	2	3	7	11	4	5	7	15	10	8	1	3
	8%	*9%*	*5%*	*7%*	*9%*	*6%*	*9%*	*9%*	*10%*	*6%*	*12%*	*5%*	*5%*	*9%*	*13%*	*9%*	*9%*	*6%*	*6%*
Text message	94	86	8	4	84	4	4	3	1	19	5	12	4	7	15	15	5	-	4
	10%	*10%*	*6%*	*11%*	*10%*	*5%*	*8%*	*9%*	*2%*	**17%hl**	*6%*	**15%l**	*4%*	*8%*	*13%*	*13%*	*6%*	-	*6%*
Email/ online portal	582	503	79	19	485	53	30	13	21	71	57	47	63	53	64	65	45	13	41
	59%	*58%*	*63%*	*48%*	*58%*	**73%dfg**	*57%*	*47%*	*59%*	*62%*	*62%*	*59%*	*60%*	*63%*	*54%*	*57%*	*49%*	*73%*	**73%hp**
Other	2	*	2	2	2	-	*	-	-	-	2	-	-	-	-	-	-	-	-
	*	*	**2%a**	**5%a**	*	-	*1%*	-	-	-	*2%*	-	-	-	-	-	-	-	-
Don't know	7	7	*	-	5	-	2	*	-	2	2	1	-	-	-	-	-	-	-
	1%	*1%*	*	-	*1%*	-	**4%d**	*2%*	-	*1%*	*2%*	*1%*	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**967**	403	390	88	65	14	793	79	407	394	103	43	15	801	58
Weighted Base	**989**	381	411	102*	74*	15**	792	89*	379	426	110*	52**	17**	805	69*
Effective Base	**607**	248	246	58	43	9	493	52	247	249	71	30	9	495	38
Post	**220**	97	94	20	8	*	190	8	109	87	16	6	2	196	8
	22%	***25%dg***	***23%g***	*19%*	*11%*	*2%*	***24%dg***	*9%*	***29%ijn***	*20%*	*15%*	*12%*	*10%*	*24%*	*12%*
Phone call	**83**	32	38	9	3	1	70	4	32	39	7	3	1	71	4
	8%	*8%*	*9%*	*9%*	*4%*	*8%*	*9%*	*5%*	*9%*	*9%*	*7%*	*6%*	*6%*	*9%*	*6%*
Text message	**94**	19	49	11	9	4	68	13	26	46	9	10	3	72	13
	10%	*5%*	***12%a***	*11%*	*12%*	*25%*	*9%*	***14%a***	*7%*	*11%*	*8%*	*19%*	*16%*	*9%*	***19%h***
Email/ online portal	**582**	227	229	60	54	10	456	63	208	251	76	32	12	459	44
	59%	*59%*	*56%*	*59%*	***73%bf***	*65%*	*58%*	***72%b***	*55%*	*59%*	***69%h***	*62%*	*67%*	*57%*	*63%*
Other	**2**	2	*	-	-	-	2	-	2	-	-	-	-	2	-
	*	*1%*	*	-	-	-	*	-	*1%*	-	-	-	-	*	-
Don't know	**7**	5	-	2	-	-	5	-	2	4	2	-	-	5	-
	1%	*1%*	-	*1%*	-	-	*1%*	-	*	*1%*	*1%*	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**967**	65	887	15	314	608	45	956	3	7	-	966	1
Weighted Base	**989**	42*	932	15**	264	682	43**	976	3**	8**	-**	988	1**
Effective Base	**607**	31	569	8	172	411	25	599	3	5	-	607	1
Post	**220**	10	209	1	70	137	13	219	-	*	-	220	-
	22%	*24%*	*22%*	*4%*	*26%*	*20%*	*30%*	*22%*	-	*3%*	-	*22%*	-
Phone call	**83**	6	75	2	23	51	10	81	1	1	-	83	-
	8%	*14%*	*8%*	*14%*	*9%*	*7%*	*23%*	*8%*	*23%*	*16%*	-	*8%*	-
Text message	**94**	4	88	3	27	59	9	93	-	1	-	94	-
	10%	*9%*	*9%*	*17%*	*10%*	*9%*	*20%*	*10%*	-	*12%*	-	*10%*	-
Email/ online portal	**582**	22	550	10	141	429	11	573	3	6	-	581	1
	59%	*52%*	*59%*	*65%*	*53%*	**63%d**	*27%*	*59%*	*77%*	*70%*	-	*59%*	*100%*
Other	**2**	-	2	-	2	*	-	2	-	-	-	2	-
	*	-	*	-	*1%*	*	-	*	-	-	-	*	-
Don't know	**7**	-	7	-	2	5	-	7	-	-	-	7	-
	1%	-	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 30

QC2_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**967**	166	327	141	333	-	166	-	175	-	152	-	141	-	177	-	156
Weighted Base	**989**	179	322	144*	344	-**	179	-**	164	-**	158	-**	144*	-**	174*	-**	169*
Effective Base	**607**	114	223	86	190	-	114	-	114	-	109	-	86	-	97	-	92
Post	**220**	47	74	33	67	-	47	-	47	-	26	-	33	-	38	-	29
	22%	*26%*	*23%*	*23%*	*19%*	-	*26%*	-	**29%jp**	-	*17%*	-	*23%*	-	*22%*	-	*17%*
Phone call	**83**	9	21	6	48	-	9	-	9	-	12	-	6	-	17	-	31
	8%	*5%*	*7%*	*4%*	**14%abc**	-	*5%*	-	*5%*	-	*8%*	-	*4%*	-	*10%*	-	**18%fhjl**
Text message	**94**	19	20	14	42	-	19	-	4	-	15	-	14	-	13	-	29
	10%	*11%*	*6%*	*10%*	**12%b**	-	**11%h**	-	*3%*	-	**10%h**	-	**10%h**	-	*7%*	-	**17%hn**
Email/ online portal	**582**	105	205	91	181	-	105	-	103	-	102	-	91	-	102	-	79
	59%	*59%*	**64%d**	*63%*	*53%*	-	*59%*	-	**63%p**	-	**65%p**	-	**63%p**	-	*58%*	-	*47%*
Other	**2**	-	2	*	-	-	-	-	-	-	2	-	*	-	-	-	-
	*	-	*1%*	*	-	-	-	-	-	-	*1%*	-	*	-	-	-	-
Don't know	**7**	-	-	*	7	-	-	-	-	-	-	-	*	-	4	-	2
	1%	-	-	*	**2%b**	-	-	-	-	-	-	-	*	-	*3%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1190**	-	1190	586	603	137	148	231	175	222	177	95	285	406	494	272	1020	157	1190
Weighted Base	**1188**	-**	1188	601	587	144*	158*	255	172	203	146*	106*	302	427	456	253	967	208	1190
Effective Base	**739**	-	739	381	358	91	95	162	103	129	89	69	185	264	287	157	602	128	1190
Post	**242**	-	242	126	116	30	30	58	34	36	30	23	60	92	90	53	192	47	257
	20%	-	*20%*	*21%*	*20%*	*21%*	*19%*	*23%*	*20%*	*18%*	*20%*	*22%*	*20%*	*22%*	*20%*	*21%*	*20%*	*23%*	*22%*
Phone call	**109**	-	109	59	50	24	17	28	8	12	12	8	41	36	32	20	85	24	112
	9%	-	*9%*	*10%*	*8%*	**17%hl**	*11%*	*11%*	*5%*	*6%*	*8%*	*7%*	**14%n**	*8%*	*7%*	*8%*	*9%*	*12%*	*9%*
Text message	**106**	-	106	60	46	29	20	19	19	9	4	6	49	38	19	10	75	27	88
	9%	-	*9%*	*10%*	*8%*	**20%gijk**	**13%ij**	*7%*	**11%j**	*4%*	*3%*	*6%*	**16%mno**	**9%n**	*4%*	*4%*	*8%*	*13%*	*7%*
Email/ online portal	**724**	-	724	351	373	60	89	150	110	143	99	69	150	260	311	168	608	110	727
	61%	-	*61%*	*58%*	*64%*	*42%*	*56%*	**59%e**	**64%e**	**70%efg**	**68%e**	**65%e**	*50%*	**61%l**	**68%l**	**67%l**	**63%q**	*53%*	*61%*
Other	**2**	-	2	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	1
	*	-	*	*	-	-	*1%*	-	-	-	-	-	*1%*	-	-	-	*	-	*
Don't know	**4**	-	4	2	2	-	*	1	1	2	1	-	*	1	3	1	4	-	5
	*	-	*	*	*	-	*	*	*	*1%*	*1%*	-	*	*	*1%*	*	*	-	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1190**	319	370	212	289	689	501	599	569	131	156	325	285	189	955	134	981
Weighted Base	**1188**	326	387	228	247	713	475	737	439	113*	147*	323	270	235	975	113*	994
Effective Base	**739**	190	236	134	186	426	315	403	352	86	95	198	175	126	591	86	605
Post	**242**	56	74	70	42	130	112	145	97	26	26	59	61	43	189	27	193
	20%	*17%*	*19%*	***31%abd***	*17%*	*18%*	*24%*	*20%*	*22%*	*23%*	*18%*	*18%*	*22%*	*18%*	*19%*	*23%*	*19%*
Phone call	**109**	27	31	33	18	58	52	63	44	9	15	34	29	13	92	9	94
	9%	*8%*	*8%*	***15%bd***	*7%*	*8%*	*11%*	*9%*	*10%*	*8%*	*10%*	*11%*	*11%*	*6%*	*9%*	*8%*	*9%*
Text message	**106**	31	29	20	27	60	46	74	30	7	12	40	18	24	94	7	95
	9%	*10%*	*7%*	*9%*	*11%*	*8%*	*10%*	*10%*	*7%*	*7%*	*8%*	*12%*	*7%*	*10%*	*10%*	*7%*	*10%*
Email/ online portal	**724**	212	250	102	160	461	262	450	266	70	93	187	159	154	593	70	606
	61%	***65%c***	***65%c***	*45%*	***65%c***	***65%f***	*55%*	*61%*	*61%*	*62%*	*64%*	*58%*	*59%*	*65%*	*61%*	*62%*	*61%*
Other	**2**	-	-	2	-	-	2	2	-	-	-	2	-	-	2	-	2
	*	-	-	*1%*	-	-	*	*	-	-	-	*1%*	-	-	*	-	*
Don't know	**4**	1	3	-	1	4	1	3	2	-	1	1	3	-	4	-	4
	*	*	*1%*	-	*	*1%*	*	*	*	-	*	*	*1%*	-	*	-	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1190**	875	315	132	656	216	175	143	50	77	81	74	79	71	73	78	73	40	176
Weighted Base	**1188**	1026	162	54*	985	105	61*	36*	39*	137*	109*	88*	108*	114*	134*	156*	101*	21**	85*
Effective Base	**739**	626	114	44	553	113	98	73	46	69	70	65	72	60	63	70	67	19	95
Post	**242**	206	36	10	199	21	12	10	9	22	16	20	25	23	17	36	30	6	15
	20%	*20%*	*22%*	*18%*	*20%*	*20%*	*20%*	*27%*	*24%*	*16%*	*15%*	*23%*	*23%*	*20%*	*13%*	*23%*	**30%jn**	*31%*	*18%*
Phone call	**109**	97	13	8	91	8	6	4	3	10	13	10	6	12	16	16	6	4	3
	9%	*9%*	*8%*	*14%*	*9%*	*7%*	*10%*	*12%*	*9%*	*7%*	*12%*	*11%*	*6%*	*11%*	*12%*	*10%*	*6%*	*20%*	*4%*
Text message	**106**	91	15	5	96	4	5	2	1	23	10	8	6	9	23	12	4	-	4
	9%	*9%*	*9%*	*9%*	**10%e**	*4%*	*8%*	*5%*	*2%*	**17%hlpr**	*9%*	*10%*	*6%*	*8%*	**17%hlpr**	*7%*	*4%*	-	*5%*
Email/ online portal	**724**	627	96	30	595	73	36	20	25	82	66	49	71	69	78	93	61	10	62
	61%	*61%*	*60%*	*56%*	*60%*	*69%*	*60%*	*55%*	*66%*	*60%*	*61%*	*56%*	*66%*	*61%*	*58%*	*60%*	*61%*	*50%*	**74%kn**
Other	**2**	-	2	2	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	*	-	**1%a**	**4%a**	*	-	-	-	-	-	*2%*	-	-	-	-	-	-	-	-
Don't know	**4**	4	-	-	3	-	1	*	-	-	2	1	-	-	-	-	-	-	-
	*	*	-	-	*	-	**2%d**	*	-	-	*2%*	*1%*	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1190**	490	481	103	88	21	971	109	521	462	129	56	15	983	71
Weighted Base	**1188**	466	493	116*	84*	23**	959	107*	496	469	136*	68*	14**	965	82*
Effective Base	**739**	294	307	66	54	14	601	68	313	286	89	40	8	599	48
Post	**242**	108	105	19	5	4	213	9	139	78	20	3	2	217	5
	20%	***23%dg***	***21%dg***	*16%*	*6%*	*17%*	***22%dg***	*8%*	***28%ijkn***	*17%*	*15%*	*5%*	*13%*	***22%ikn***	*6%*
Phone call	**109**	38	47	9	13	3	85	16	41	47	6	15	2	87	16
	9%	*8%*	*10%*	*7%*	*15%*	*13%*	*9%*	*15%*	*8%*	*10%*	*4%*	***22%hijm***	*12%*	*9%*	***20%hijm***
Text message	**106**	35	46	13	12	*	81	12	46	32	20	6	3	78	9
	9%	*7%*	*9%*	*11%*	*15%*	*	*8%*	*12%*	*9%*	*7%*	***14%l***	*8%*	*20%*	*8%*	*10%*
Email/ online portal	**724**	279	295	75	54	16	574	70	268	309	91	44	8	577	52
	61%	*60%*	*60%*	*65%*	*64%*	*71%*	*60%*	*66%*	*54%*	***66%h***	***67%h***	*65%*	*55%*	*60%*	*63%*
Other	**2**	2	-	-	-	-	2	-	2	-	-	-	-	2	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
Don't know	**4**	4	-	-	-	-	4	-	1	4	-	-	-	4	-
	*	*1%*	-	-	-	-	*	-	*	*1%*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1190**	74	1095	21	367	763	60	1176	6	5	-	1187	3
Weighted Base	**1188**	49*	1119	20**	314	816	58*	1173	7**	5**	-**	1185	3**
Effective Base	**739**	37	691	11	207	498	34	731	4	2	-	737	2
Post	**242**	11	231	1	72	157	14	242	-	*	-	242	-
	20%	*22%*	*21%*	*3%*	*23%*	*19%*	*23%*	*21%*	-	*7%*	-	*20%*	-
Phone call	**109**	5	100	4	32	64	14	106	3	-	-	109	-
	9%	*11%*	*9%*	*19%*	*10%*	*8%*	**23%de**	*9%*	*41%*	-	-	*9%*	-
Text message	**106**	4	102	-	29	72	5	105	1	-	-	106	-
	9%	*8%*	*9%*	-	*9%*	*9%*	*8%*	*9%*	*11%*	-	-	*9%*	-
Email/ online portal	**724**	29	679	16	179	518	27	713	4	4	-	721	3
	61%	*60%*	*61%*	*78%*	*57%*	**64%f**	*46%*	*61%*	*48%*	*93%*	-	*61%*	*96%*
Other	**2**	-	2	-	2	-	-	2	-	-	-	2	-
	*	-	*	-	*1%*	-	-	*	-	-	-	*	-
Don't know	**4**	-	4	*	-	4	*	4	-	-	-	4	*
	*	-	*	*	-	*1%*	*	*	-	-	-	*	*4%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 31

QC2_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1190**	203	402	189	396	-	203	-	210	-	192	-	189	-	199	-	197
Weighted Base	**1188**	224	392	185	387	-**	224	-**	189	-**	203	-**	185	-**	183	-**	204
Effective Base	**739**	140	276	116	214	-	140	-	136	-	140	-	116	-	108	-	106
Post	**242**	57	76	44	66	-	57	-	48	-	28	-	44	-	26	-	40
	20%	*25%*	*19%*	*24%*	*17%*	-	**25%jn**	-	**25%jn**	-	*14%*	-	**24%j**	-	*14%*	-	*20%*
Phone call	**109**	19	37	11	42	-	19	-	19	-	18	-	11	-	20	-	22
	9%	*8%*	*10%*	*6%*	*11%*	-	*8%*	-	*10%*	-	*9%*	-	*6%*	-	*11%*	-	*11%*
Text message	**106**	20	25	16	45	-	20	-	5	-	20	-	16	-	17	-	28
	9%	*9%*	*6%*	*9%*	**12%b**	-	**9%h**	-	*2%*	-	**10%h**	-	**9%h**	-	**9%h**	-	**14%h**
Email/ online portal	**724**	129	252	113	229	-	129	-	117	-	134	-	113	-	117	-	112
	61%	*58%*	*64%*	*61%*	*59%*	-	*58%*	-	*62%*	-	*66%*	-	*61%*	-	*64%*	-	*55%*
Other	**2**	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	*	-	*1%*	-	-	-	-	-	-	-	*1%*	-	-	-	-	-	-
Don't know	**4**	-	-	-	4	-	-	-	-	-	-	-	-	-	3	-	2
	*	-	-	-	*1%*	-	-	-	-	-	-	-	-	-	*2%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : All

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1304**	-	1304	636	667	154	162	256	194	253	180	98	316	450	531	278	1118	171	1304
Weighted Base	**1312**	-**	1312	660	652	164	178	279	192	238	144*	112*	342	471	494	256	1064	233	1304
Effective Base	**809**	-	809	414	395	105	107	177	114	142	90	71	212	291	304	162	661	139	1304
Post	**167**	-	167	85	82	19	29	31	24	23	17	23	48	56	63	40	134	32	170
	13%	-	*13%*	*13%*	*13%*	*11%*	*16%*	*11%*	*13%*	*10%*	*11%*	**21%l**	*14%*	*12%*	*13%*	*15%*	*13%*	*14%*	*13%*
Phone call	**118**	-	118	58	60	31	19	28	10	15	6	10	50	38	31	15	85	31	117
	9%	-	*9%*	*9%*	*9%*	**19%ghij**	*10%*	*10%*	*5%*	*6%*	*4%*	*9%*	**14%mno**	*8%*	*6%*	*6%*	*8%*	**14%p**	*9%*
Text message	**381**	-	381	207	174	62	57	75	57	51	45	32	119	132	128	77	297	78	371
	29%	-	*29%*	*31%*	*27%*	**38%kl**	*32%*	*27%*	*30%*	*21%*	*31%*	*29%*	**35%n**	*28%*	*26%*	*30%*	*28%*	*34%*	*28%*
Email/ online portal	**637**	-	637	306	330	52	70	143	100	146	78	46	122	244	270	124	538	91	638
	49%	-	*49%*	*46%*	*51%*	*31%*	*39%*	**51%ef**	**52%e**	**61%efk**	**54%ef**	*42%*	*35%*	**52%l**	**55%l**	**48%l**	**51%q**	*39%*	*49%*
Other	**4**	-	4	2	2	1	2	-	-	1	-	-	3	-	1	-	4	-	3
	*	-	*	*	*	*1%*	*1%*	-	-	*	-	-	*1%*	-	*	-	*	-	*
Don't know	**5**	-	5	2	4	-	1	1	1	2	-	-	1	2	2	-	5	-	5
	*	-	*	*	*1%*	-	*1%*	*1%*	*	*1%*	-	-	*	*	*	-	*1%*	-	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : All

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1304**	338	423	242	301	761	543	686	595	146	165	355	319	212	1051	149	1076
Weighted Base	**1312**	348	452	254	258	800	512	842	458	128*	152*	360	316	251	1079	128*	1096
Effective Base	**809**	201	271	152	190	472	339	459	369	97	99	217	198	139	651	97	663
Post	**167**	40	49	50	28	89	78	102	64	22	14	49	37	28	129	22	130
	13%	*11%*	*11%*	**20%abd**	*11%*	*11%*	*15%*	*12%*	*14%*	*18%*	*9%*	*14%*	*12%*	*11%*	*12%*	*18%*	*12%*
Phone call	**118**	28	36	32	23	64	55	74	43	15	21	30	33	17	101	15	101
	9%	*8%*	*8%*	*13%*	*9%*	*8%*	*11%*	*9%*	*9%*	*11%*	*14%*	*8%*	*10%*	*7%*	*9%*	*11%*	*9%*
Text message	**381**	83	132	85	81	215	166	249	129	31	50	110	94	65	318	31	321
	29%	*24%*	*29%*	**33%a**	*31%*	*27%*	*32%*	*30%*	*28%*	*24%*	*33%*	*30%*	*30%*	*26%*	*30%*	*24%*	*29%*
Email/ online portal	**637**	197	231	85	124	428	209	409	220	59	67	168	148	141	524	59	537
	49%	**56%c**	**51%c**	*33%*	**48%c**	**53%f**	*41%*	*49%*	*48%*	*46%*	*44%*	*47%*	*47%*	*56%*	*49%*	*46%*	*49%*
Other	**4**	-	1	2	1	1	3	4	-	-	-	2	2	-	4	-	4
	*	-	*	*1%*	*	*	*1%*	*	-	-	-	*1%*	*1%*	-	*	-	*
Don't know	**5**	1	3	-	2	4	2	4	2	1	1	1	3	-	4	1	4
	*	*	*1%*	-	*1%*	*	*	*	*	*1%*	*	*	*1%*	-	*	*1%*	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : All

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1304**	958	346	136	723	239	187	155	52	83	91	80	85	74	84	94	80	43	196
Weighted Base	**1312**	1147	165	52*	1092	109	67	44*	41*	143*	118*	99*	118*	117*	155*	193*	108*	20**	88
Effective Base	**809**	693	119	43	609	120	107	68	49	73	77	71	78	62	73	86	72	19	102
Post	**167**	145	22	7	139	13	10	5	4	12	18	5	21	17	20	21	20	4	9
	13%	*13%*	*13%*	*14%*	*13%*	*12%*	*14%*	*12%*	*10%*	*8%*	*15%*	*5%*	**18%k**	*14%*	*13%*	*11%*	**18%k**	*21%*	*10%*
Phone call	**118**	109	9	3	98	9	7	4	5	17	11	4	6	10	16	17	11	2	8
	9%	*10%*	*5%*	*6%*	*9%*	*9%*	*10%*	*10%*	*13%*	*12%*	*10%*	*4%*	*5%*	*8%*	*10%*	*9%*	*10%*	*8%*	*9%*
Text message	**381**	335	46	19	316	33	15	17	11	53	35	30	32	28	39	61	26	5	29
	29%	*29%*	*28%*	*37%*	*29%*	*30%*	*23%*	**38%f**	*27%*	*37%*	*30%*	*31%*	*27%*	*24%*	*25%*	*32%*	*24%*	*23%*	*32%*
Email/ online portal	**637**	550	87	20	533	53	33	18	20	59	49	59	59	63	80	94	51	10	43
	49%	*48%*	*53%*	*39%*	*49%*	*49%*	*49%*	*40%*	*48%*	*42%*	*42%*	**60%ij**	*50%*	*54%*	*51%*	*48%*	*47%*	*48%*	*49%*
Other	**4**	2	2	2	3	-	1	-	1	-	2	-	-	-	-	-	-	-	-
	*	*	**1%a**	**4%a**	*	-	*1%*	-	**3%o**	-	*2%*	-	-	-	-	-	-	-	-
Don't know	**5**	5	-	-	4	-	2	-	-	1	2	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	**3%de**	-	-	*1%*	*2%*	-	-	-	-	-	-	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 32

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : All

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1304**	519	523	128	96	29	1042	125	553	517	144	63	22	1070	85
Weighted Base	**1312**	488	541	148*	96*	34**	1028	130*	534	524	150*	73*	27**	1058	100*
Effective Base	**809**	310	330	83	61	20	640	81	332	318	97	45	14	650	59
Post	**167**	77	67	17	4	*	145	4	94	52	13	6	2	146	8
	13%	**16%dg**	**12%g**	*11%*	*4%*	*1%*	**14%dg**	*3%*	**18%ij**	*10%*	*8%*	*8%*	*7%*	*14%*	*8%*
Phone call	**118**	36	54	20	7	1	90	8	37	57	19	6	-	94	6
	9%	*7%*	*10%*	*14%*	*7%*	*3%*	*9%*	*6%*	*7%*	*11%*	*12%*	*8%*	-	*9%*	*6%*
Text message	**381**	132	162	34	38	12	294	50	166	142	42	23	7	308	30
	29%	*27%*	*30%*	*23%*	**40%c**	*34%*	*29%*	**38%c**	*31%*	*27%*	*28%*	*31%*	*28%*	*29%*	*30%*
Email/ online portal	**637**	235	255	77	47	21	491	68	231	270	76	39	17	501	56
	49%	*48%*	*47%*	*52%*	*49%*	*62%*	*48%*	*52%*	*43%*	**51%h**	*51%*	*53%*	*65%*	*47%*	*56%*
Other	**4**	3	1	-	-	-	4	-	3	1	-	-	-	4	-
	*	*1%*	*	-	-	-	*	-	*	*	-	-	-	*	-
Don't know	**5**	4	1	-	-	-	5	-	3	3	-	-	-	5	-
	*	*1%*	*	-	-	-	*1%*	-	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : All

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1304**	81	1204	19	394	850	60	1288	3	9	-	1300	4
Weighted Base	**1312**	58*	1233	21**	331	918	63*	1294	5**	11**	-**	1309	3**
Effective Base	**809**	40	759	10	225	550	36	798	3	6	-	806	3
Post	**167**	7	159	*	52	104	11	163	2	2	-	167	-
	13%	*12%*	*13%*	*2%*	*16%*	*11%*	*17%*	*13%*	*51%*	*16%*	-	*13%*	-
Phone call	**118**	10	104	5	36	76	7	114	2	*	-	116	2
	9%	*16%*	*8%*	*22%*	*11%*	*8%*	*11%*	*9%*	*49%*	*2%*	-	*9%*	*70%*
Text message	**381**	12	361	8	101	259	21	375	-	6	-	381	*
	29%	*21%*	*29%*	*37%*	*30%*	*28%*	*34%*	*29%*	-	*56%*	-	*29%*	*4%*
Email/ online portal	**637**	28	601	8	139	474	24	633	-	3	-	636	1
	49%	*49%*	*49%*	*39%*	*42%*	***52%d***	*38%*	*49%*	-	*25%*	-	*49%*	*26%*
Other	**4**	1	3	-	3	1	-	4	-	-	-	4	-
	*	*1%*	*	-	*1%*	*	-	*	-	-	-	*	-
Don't know	**5**	-	5	-	1	4	-	5	-	-	-	5	-
	*	-	*	-	*	*	-	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider

Base : All

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1304**	215	446	200	443	-	215	-	236	-	210	-	200	-	231	-	212
Weighted Base	**1312**	231	451	204	427	-**	231	-**	221	-**	230	-**	204	-**	205	-**	222
Effective Base	**809**	146	306	122	240	-	146	-	152	-	154	-	122	-	124	-	117
Post	**167**	30	51	29	56	-	30	-	27	-	24	-	29	-	24	-	33
	13%	*13%*	*11%*	*14%*	*13%*	-	*13%*	-	*12%*	-	*10%*	-	*14%*	-	*12%*	-	*15%*
Phone call	**118**	16	39	21	42	-	16	-	19	-	19	-	21	-	18	-	24
	9%	*7%*	*9%*	*10%*	*10%*	-	*7%*	-	*9%*	-	*8%*	-	*10%*	-	*9%*	-	*11%*
Text message	**381**	59	153	44	124	-	59	-	77	-	77	-	44	-	50	-	74
	29%	*26%*	**34%c**	*22%*	*29%*	-	*26%*	-	**35%l**	-	**33%l**	-	*22%*	-	*25%*	-	**33%l**
Email/ online portal	**637**	125	206	107	200	-	125	-	97	-	108	-	107	-	110	-	90
	49%	*54%*	*46%*	*52%*	*47%*	-	**54%p**	-	*44%*	-	*47%*	-	*52%*	-	**54%p**	-	*40%*
Other	**4**	-	3	1	-	-	-	-	-	-	3	-	1	-	-	-	-
	*	-	*1%*	*1%*	-	-	-	-	-	-	*1%*	-	*1%*	-	-	-	-
Don't know	**5**	-	-	1	4	-	-	-	-	-	-	-	1	-	3	-	1
	*	-	-	*1%*	*1%*	-	-	-	-	-	-	-	*1%*	-	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**730**	-	730	345	385	79	82	132	95	126	106	110	161	226	342	216	602	116	770
	28%	-	*28%*	*27%*	*28%*	*23%*	*23%*	*25%*	*25%*	*28%*	**33%ef**	**42%efghi**	*23%*	*25%*	**33%lm**	**37%lm**	*28%*	*27%*	*30%*
Phone call	**244**	-	244	111	132	58	51	49	21	37	18	10	109	70	65	28	189	52	225
	9%	-	*9%*	*9%*	*9%*	**17%ghijk**	**14%hijk**	**9%k**	*5%*	*8%*	*5%*	*4%*	**16%mno**	*8%*	*6%*	*5%*	*9%*	*12%*	*9%*
Text message	**208**	-	208	96	112	49	45	42	29	16	12	14	94	71	41	26	161	41	186
	8%	-	*8%*	*8%*	*8%*	**14%ghijk**	**13%ijk**	**8%l**	**7%l**	*3%*	*4%*	*5%*	**13%mno**	**8%no**	*4%*	*4%*	*7%*	*9%*	*7%*
Email/ online portal	**1264**	-	1264	604	661	142	142	262	201	245	154	116	285	463	514	269	1052	192	1225
	48%	-	*48%*	*48%*	*48%*	*41%*	*40%*	**51%ef**	**53%ef**	**54%efk**	*48%*	*44%*	*41%*	**52%l**	**49%l**	*46%*	*49%*	*44%*	*47%*
Other	**25**	-	25	14	11	*	2	*	5	5	12	2	2	5	19	14	24	1	25
	1%	-	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	**4%efg**	*1%*	*	*1%*	**2%lm**	**2%lm**	*1%*	*	*1%*
No preference	**160**	-	160	77	81	16	31	25	32	27	16	13	46	57	56	30	123	32	153
	6%	-	*6%*	*6%*	*6%*	*5%*	*9%*	*5%*	*8%*	*6%*	*5%*	*5%*	*7%*	*6%*	*5%*	*5%*	*6%*	*7%*	*6%*
Don't know	**17**	-	17	9	8	3	2	7	*	1	4	-	5	7	5	4	16	1	18
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**730**	180	236	159	155	416	314	385	341	98	91	197	151	114	553	98	566
	28%	*30%*	*26%*	*29%*	*27%*	*27%*	*28%*	*24%*	**34%g**	**34%lm**	*28%*	*27%*	*24%*	*28%*	*26%*	**33%p**	*26%*
Phone call	**244**	42	73	67	61	115	128	157	78	39	23	75	63	19	180	39	185
	9%	*7%*	*8%*	**12%ab**	*11%*	*8%*	**11%e**	*10%*	*8%*	**13%jmn**	*7%*	**10%m**	**10%m**	*5%*	*9%*	**13%p**	*9%*
Text message	**208**	44	68	45	51	112	96	151	56	20	33	51	55	39	178	20	178
	8%	*7%*	*7%*	*8%*	*9%*	*7%*	*9%*	**9%h**	*6%*	*7%*	*10%*	*7%*	*9%*	*10%*	*8%*	*7%*	*8%*
Email/ online portal	**1264**	309	472	236	247	781	483	808	444	109	154	351	316	211	1032	111	1058
	48%	**51%d**	**51%cd**	*43%*	*43%*	**51%f**	*43%*	**50%h**	*44%*	*37%*	*46%*	**48%l**	**50%l**	**53%l**	**49%l**	*38%*	**49%o**
Other	**25**	6	7	7	6	13	12	12	14	2	2	8	7	2	20	2	22
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No preference	**160**	24	66	32	38	90	69	95	62	16	27	47	40	15	128	16	130
	6%	*4%*	**7%a**	*6%*	*7%*	*6%*	*6%*	*6%*	*6%*	*5%*	*8%*	*6%*	*6%*	*4%*	*6%*	*5%*	*6%*
Don't know	**17**	2	2	1	11	5	13	9	7	8	2	3	1	-	5	10	5
	1%	*	*	*	**2%abc**	*	**1%e**	*1%*	*1%*	**3%klmn**	*	*	*	-	*	**3%p**	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**730**	607	123	47	604	66	38	22	28	53	61	52	55	89	78	119	69	11	55
	28%	*26%*	**35%a**	**39%a**	*27%*	*29%*	*29%*	*30%*	*28%*	*19%*	*28%*	*28%*	*23%*	**37%ln**	*23%*	**31%l**	**30%l**	*26%*	**30%l**
Phone call	**244**	214	30	18	206	19	11	8	6	40	21	17	29	15	39	21	18	5	15
	9%	*9%*	*8%*	*15%*	*9%*	*8%*	*8%*	*11%*	*6%*	**14%hmo**	*9%*	*9%*	**12%o**	*6%*	**12%o**	*6%*	*8%*	*11%*	*8%*
Text message	**208**	184	24	10	178	13	6	10	6	29	10	13	17	12	44	38	8	3	10
	8%	*8%*	*7%*	*8%*	*8%*	*6%*	*5%*	**13%def**	*6%*	**10%p**	*5%*	*7%*	*7%*	*5%*	**13%jmpr**	**10%p**	*4%*	*8%*	*5%*
Email/ online portal	**1264**	1108	156	41	1060	112	63	30	53	130	110	94	124	108	155	174	112	20	92
	48%	**48%c**	*45%*	*34%*	*48%*	*49%*	*49%*	*40%*	*53%*	*46%*	*50%*	*50%*	*51%*	*45%*	*46%*	*46%*	*49%*	*47%*	*49%*
Other	**25**	24	1	1	23	1	*	1	2	2	8	3	1	1	-	1	5	1	1
	1%	*1%*	*	*	*1%*	*1%*	*	*1%*	**2%n**	*1%*	**4%lnor**	*2%*	*	*	-	*	**2%n**	**2%n**	*
No preference	**160**	146	14	4	135	11	10	4	5	25	9	8	16	15	18	24	14	2	9
	6%	*6%*	*4%*	*4%*	*6%*	*5%*	*8%*	*5%*	*5%*	*9%*	*4%*	*4%*	*7%*	*6%*	*5%*	*6%*	*6%*	*4%*	*5%*
Don't know	**17**	15	2	*	10	6	1	*	-	4	-	*	1	-	-	1	4	1	5
	1%	*1%*	*1%*	*	*	**3%d**	*1%*	*	-	*1%*	-	*	*	-	-	*	*2%*	**2%jmn**	**3%jkmno**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 33

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**730**	337	286	68	25	10	623	35	328	259	88	44	8	588	52
	28%	**36%bcdefg**	**26%dg**	*20%*	*14%*	*14%*	**31%bcdeg**	*14%*	**32%ijl**	*25%*	*25%*	*28%*	*15%*	*28%*	*25%*
Phone call	**244**	80	106	35	19	1	185	20	93	98	32	16	4	191	20
	9%	*9%*	*10%*	*10%*	*10%*	*2%*	*9%*	*8%*	*9%*	*9%*	*9%*	*10%*	*7%*	*9%*	*10%*
Text message	**208**	54	103	24	22	4	158	25	70	92	25	14	5	162	19
	8%	*6%*	**9%a**	*7%*	**12%a**	*6%*	*8%*	**10%a**	*7%*	*9%*	*7%*	*9%*	*10%*	*8%*	*9%*
Email/ online portal	**1264**	399	521	183	105	48	920	153	455	531	173	70	30	986	100
	48%	*43%*	*48%*	**53%a**	**57%af**	**73%abcf**	*45%*	**61%abf**	*45%*	*50%*	*48%*	*45%*	*58%*	*48%*	*49%*
Other	**25**	7	13	1	2	1	20	4	6	7	8	2	2	13	4
	1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**2%m**	*1%*	**4%him**	*1%*	*2%*
No preference	**160**	57	62	28	9	2	119	11	55	67	27	6	3	122	9
	6%	*6%*	*6%*	*8%*	*5%*	*3%*	*6%*	*4%*	*5%*	*6%*	*7%*	*4%*	*5%*	*6%*	*4%*
Don't know	**17**	3	3	9	1	-	7	1	4	3	7	2	-	7	2
	1%	*	*	**3%abf**	*1%*	-	*	*	*	*	**2%him**	*2%*	-	*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2602	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	2648	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	1600	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	730	43	674	12	199	491	40	719	4	7	-	730	-
	28%	*32%*	*28%*	*20%*	*27%*	*28%*	*23%*	*28%*	*14%*	*28%*	-	*28%*	-
Phone call	244	22	208	14	78	131	35	224	7	2	2	232	9
	9%	**16%b**	*8%*	**22%b**	**11%e**	*8%*	**20%de**	*9%*	*22%*	*8%*	*100%*	*9%*	*54%*
Text message	208	4	194	10	61	125	22	198	4	5	-	207	1
	8%	*3%*	*8%*	**16%a**	*8%*	*7%*	*12%*	*8%*	*13%*	*20%*	-	*8%*	*4%*
Email/ online portal	1264	56	1187	21	314	885	66	1238	12	10	-	1260	5
	48%	*41%*	*48%*	*35%*	*43%*	**51%df**	*37%*	*48%*	*40%*	*38%*	-	*48%*	*27%*
Other	25	2	24	-	12	10	3	25	-	-	-	25	*
	1%	*1%*	*1%*	-	**2%e**	*1%*	*2%*	*1%*	-	-	-	*1%*	*1%*
No preference	160	8	150	2	56	98	6	153	3	2	-	157	2
	6%	*6%*	*6%*	*3%*	*8%*	*6%*	*3%*	*6%*	*11%*	*6%*	-	*6%*	*13%*
Don't know	17	1	14	2	8	4	5	17	*	-	-	17	*
	1%	*1%*	*1%*	*3%*	**1%e**	*	**3%e**	*1%*	*	-	-	*1%*	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**730**	140	258	112	219	-	140	-	145	-	113	-	112	-	104	-	115
	28%	*31%*	*29%*	*26%*	*25%*	-	*31%*	-	**34%jlnp**	-	*25%*	-	*26%*	-	*24%*	-	*26%*
Phone call	**244**	24	60	41	119	-	24	-	26	-	34	-	41	-	51	-	68
	9%	*5%*	*7%*	*9%*	**14%ab**	-	*5%*	-	*6%*	-	*7%*	-	*9%*	-	**12%fh**	-	**15%fhj**
Text message	**208**	30	72	37	69	-	30	-	26	-	46	-	37	-	26	-	43
	8%	*7%*	*8%*	*9%*	*8%*	-	*7%*	-	*6%*	-	*10%*	-	*9%*	-	*6%*	-	*10%*
Email/ online portal	**1264**	222	430	200	413	-	222	-	202	-	228	-	200	-	217	-	196
	48%	*49%*	*49%*	*46%*	*47%*	-	*49%*	-	*48%*	-	*49%*	-	*46%*	-	*50%*	-	*44%*
Other	**25**	2	12	8	3	-	2	-	6	-	6	-	8	-	3	-	*
	1%	*	*1%*	**2%d**	*	-	*	-	*1%*	-	*1%*	-	**2%p**	-	*1%*	-	*
No preference	**160**	32	50	30	48	-	32	-	20	-	30	-	30	-	28	-	20
	6%	*7%*	*6%*	*7%*	*5%*	-	*7%*	-	*5%*	-	*7%*	-	*7%*	-	*6%*	-	*5%*
Don't know	**17**	1	4	7	6	-	1	-	*	-	3	-	7	-	2	-	4
	1%	*	*	*1%*	*1%*	-	*	-	*	-	*1%*	-	*1%*	-	*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**664**	-	664	330	334	103	94	131	91	99	78	69	197	221	245	146	529	123	720
	25%	-	*25%*	*26%*	*24%*	**30%l**	*27%*	*25%*	*24%*	*22%*	*24%*	*26%*	*28%*	*25%*	*24%*	*25%*	*24%*	*28%*	*28%*
Phone call	**214**	-	214	107	106	43	44	43	28	27	17	12	87	71	56	29	159	53	188
	8%	-	*8%*	*9%*	*8%*	**12%ijk**	**12%ijk**	*8%*	*7%*	*6%*	*5%*	*5%*	**12%mno**	*8%*	*5%*	*5%*	*7%*	**12%p**	*7%*
Text message	**143**	-	143	76	66	42	30	27	20	11	6	6	72	48	23	12	103	38	115
	5%	-	*5%*	*6%*	*5%*	**12%ghijk**	**9%ijk**	*5%*	*5%*	*2%*	*2%*	*2%*	**10%mno**	**5%no**	*2%*	*2%*	*5%*	**9%p**	*4%*
Email/ online portal	**1415**	-	1415	649	766	125	154	274	215	282	199	162	280	489	643	362	1201	189	1374
	53%	-	*53%*	*52%*	*55%*	*36%*	*44%*	**53%ef**	**56%ef**	**62%efg**	**62%ef**	**61%ef**	*40%*	**54%l**	**62%lm**	**62%lm**	**55%q**	*43%*	*53%*
Other	**10**	-	10	7	3	3	3	-	*	3	*	-	6	*	3	*	8	2	8
	*	-	*	*1%*	*	*1%*	*1%*	-	*	*1%*	*	-	**1%m**	*	*	*	*	*	*
No preference	**160**	-	160	66	92	17	26	33	24	31	14	14	42	56	59	29	137	21	162
	6%	-	*6%*	*5%*	*7%*	*5%*	*7%*	*6%*	*6%*	*7%*	*4%*	*5%*	*6%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*
Don't know	**42**	-	42	19	23	14	3	10	3	4	7	1	17	13	12	8	29	10	35
	2%	-	*2%*	*2%*	*2%*	**4%fhij**	*1%*	*2%*	*1%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**664**	150	199	163	151	350	315	386	276	73	86	182	159	101	528	73	544
	25%	*25%*	*22%*	**30%b**	*27%*	*23%*	**28%e**	*24%*	*28%*	*25%*	*26%*	*25%*	*25%*	*25%*	*25%*	*25%*	*25%*
Phone call	**214**	45	73	46	49	119	95	143	66	25	27	58	55	30	171	25	176
	8%	*7%*	*8%*	*8%*	*9%*	*8%*	*9%*	*9%*	*7%*	*9%*	*8%*	*8%*	*9%*	*8%*	*8%*	*9%*	*8%*
Text message	**143**	37	34	35	38	71	72	107	35	12	27	39	35	25	126	12	127
	5%	*6%*	*4%*	*6%*	**7%b**	*5%*	*6%*	**7%h**	*4%*	*4%*	*8%*	*5%*	*5%*	*6%*	*6%*	*4%*	*6%*
Email/ online portal	**1415**	343	540	247	285	883	532	857	545	156	165	395	341	222	1123	158	1148
	53%	**56%c**	**58%cd**	*45%*	*50%*	**58%f**	*48%*	*53%*	*54%*	*53%*	*50%*	*54%*	*54%*	*55%*	*54%*	*53%*	*54%*
Other	**10**	3	4	2	*	7	2	7	3	1	*	2	3	1	7	1	7
	*	*1%*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*
No preference	**160**	26	68	40	27	93	67	92	64	16	24	43	39	17	123	16	123
	6%	*4%*	*7%*	*7%*	*5%*	*6%*	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	*6%*	*4%*	*6%*	*6%*	*6%*
Don't know	**42**	3	7	13	19	10	32	24	12	9	4	11	*	4	18	11	19
	2%	*1%*	*1%*	**2%a**	**3%ab**	*1%*	**3%e**	*1%*	*1%*	**3%lm**	*1%*	**1%l**	*	*1%*	*1%*	**4%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	664	563	101	41	543	57	36	28	23	49	62	49	50	58	78	98	76	15	42
	25%	24%	29%	34%a	24%	25%	28%	38%def	23%	17%	28%l	26%	20%	24%	23%	26%	33%llr	37%llr	22%
Phone call	214	200	14	9	183	17	7	7	10	33	23	11	19	19	35	14	19	2	15
	8%	9%b	4%	8%	8%	8%	6%	9%	9%o	12%o	11%o	6%	8%	8%	10%o	4%	8%	5%	8%o
Text message	143	126	16	2	129	5	5	3	5	24	8	11	17	10	28	18	9	-	5
	5%	6%	5%	2%	6%e	2%	4%	5%	5%	9%r	4%	6%	7%	4%	8%r	5%	4%	-	3%
Email/ online portal	1415	1222	193	57	1186	130	70	29	58	146	111	105	132	134	174	220	105	21	108
	53%	53%	55%	47%	54%g	57%g	54%g	40%	57%	52%	51%	56%	54%	56%	52%	58%p	46%	52%	58%p
Other	10	7	2	2	7	1	1	*	-	-	2	-	-	-	2	3	-	*	1
	*	*	1%	2%a	*	*	1%	*	-	-	1%	-	-	-	1%	1%	-	*	*
No preference	160	144	16	5	133	14	8	6	5	25	11	9	18	17	9	20	17	2	11
	6%	6%	5%	5%	6%	6%	6%	8%	5%	9%n	5%	5%	8%n	7%	3%	5%	7%	6%	6%
Don't know	42	36	6	4	36	5	1	*	1	5	1	3	7	2	8	6	4	*	4
	2%	2%	2%	3%	2%	2%	1%	*	1%	2%	1%	1%	3%	1%	3%	1%	2%	*	2%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**664**	278	276	62	38	5	554	43	303	252	71	32	5	555	37
	25%	**30%ceg**	**25%ceg**	*18%*	*21%*	*8%*	**27%ceg**	*17%*	**30%ijln**	*24%*	*20%*	*21%*	*9%*	**27%jln**	*18%*
Phone call	**214**	73	97	30	13	2	170	14	78	92	35	8	1	170	10
	8%	*8%*	*9%*	*8%*	*7%*	*3%*	*8%*	*6%*	*8%*	*9%*	*10%*	*5%*	*2%*	*8%*	*5%*
Text message	**143**	33	65	27	13	4	98	17	48	56	17	13	8	104	21
	5%	*4%*	*6%*	**8%a**	*7%*	*6%*	*5%*	*7%*	*5%*	*5%*	*5%*	*8%*	**16%hijm**	*5%*	**10%hijm**
Email/ online portal	**1415**	475	590	187	110	47	1064	157	493	587	202	91	35	1080	126
	53%	*51%*	*54%*	*54%*	*60%*	**71%abcf**	*52%*	**63%abf**	*49%*	**56%h**	*56%*	*59%*	**68%h**	*52%*	**61%h**
Other	**10**	4	*	3	2	-	5	2	5	2	3	-	-	7	-
	*	*	*	**1%b**	**1%b**	-	*	*1%*	*	*	*1%*	-	-	*	-
No preference	**160**	64	53	28	8	5	117	12	67	59	22	8	2	125	9
	6%	*7%*	*5%*	*8%*	*4%*	*7%*	*6%*	*5%*	*7%*	*6%*	*6%*	*5%*	*4%*	*6%*	*5%*
Don't know	**42**	11	13	12	*	4	24	4	18	8	11	2	-	27	2
	2%	*1%*	*1%*	**4%abf**	*	**5%abdf**	*1%*	*2%*	*2%*	*1%*	**3%l**	*2%*	-	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**664**	29	626	9	173	441	50	643	7	12	-	663	1
	25%	*21%*	*26%*	*15%*	*24%*	*25%*	*28%*	*25%*	*25%*	*47%*	-	*25%*	*8%*
Phone call	**214**	23	180	11	73	120	21	196	7	4	2	207	5
	8%	**17%b**	*7%*	**17%b**	**10%e**	*7%*	*12%*	*8%*	*23%*	*16%*	*100%*	*8%*	*30%*
Text message	**143**	8	130	5	48	73	23	135	3	*	-	138	5
	5%	*6%*	*5%*	*8%*	**7%e**	*4%*	**13%de**	*5%*	*11%*	*1%*	-	*5%*	*29%*
Email/ online portal	**1415**	62	1330	23	366	985	64	1397	8	8	-	1413	1
	53%	*45%*	*54%*	*38%*	**50%f**	**56%df**	*36%*	*54%*	*27%*	*32%*	-	*54%*	*9%*
Other	**10**	2	8	-	3	6	-	8	1	-	-	10	-
	*	*1%*	*	-	*	*	-	*	*5%*	-	-	*	-
No preference	**160**	10	145	5	49	105	6	155	1	1	-	157	3
	6%	*7%*	*6%*	*9%*	*7%*	*6%*	*3%*	*6%*	*2%*	*4%*	-	*6%*	*19%*
Don't know	**42**	3	31	8	15	14	13	39	2	-	-	41	1
	2%	*2%*	*1%*	**13%ab**	**2%e**	*1%*	**7%de**	*2%*	*8%*	-	-	*2%*	*5%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 34

QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**664**	132	214	108	210	-	132	-	123	-	92	-	108	-	91	-	119
	25%	*29%*	*24%*	*25%*	*24%*	-	**29%jn**	-	**29%jn**	-	*20%*	-	*25%*	-	*21%*	-	*27%*
Phone call	**214**	22	68	31	94	-	22	-	25	-	44	-	31	-	42	-	52
	8%	*5%*	*8%*	*7%*	**11%a**	-	*5%*	-	*6%*	-	**9%f**	-	*7%*	-	**10%f**	-	**12%fh**
Text message	**143**	17	32	20	74	-	17	-	10	-	22	-	20	-	22	-	52
	5%	*4%*	*4%*	*5%*	**8%ab**	-	*4%*	-	*2%*	-	*5%*	-	*5%*	-	*5%*	-	**12%fhjln**
Email/ online portal	**1415**	241	505	232	437	-	241	-	246	-	258	-	232	-	239	-	198
	53%	*53%*	**57%d**	*53%*	*50%*	-	**53%p**	-	**58%p**	-	**56%p**	-	**53%p**	-	**56%p**	-	*44%*
Other	**10**	*	3	2	4	-	*	-	*	-	2	-	2	-	-	-	4
	*******	*	*	*1%*	*1%*	-	*	-	*	-	*	-	*1%*	-	-	-	*1%*
No preference	**160**	34	48	33	45	-	34	-	18	-	30	-	33	-	30	-	16
	6%	*8%*	*5%*	*8%*	*5%*	-	**8%p**	-	*4%*	-	*7%*	-	**8%p**	-	*7%*	-	*3%*
Don't know	**42**	5	17	8	12	-	5	-	4	-	13	-	8	-	5	-	7
	2%	*1%*	*2%*	*2%*	*1%*	-	*1%*	-	*1%*	-	*3%*	-	*2%*	-	*1%*	-	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**1144**	-	1144	536	608	115	150	207	149	208	161	150	265	356	519	311	944	186	1157
	43%	-	*43%*	*43%*	*44%*	*33%*	**42%e**	*40%*	*39%*	**46%e**	**50%egh**	**57%efghi**	*38%*	*40%*	**50%lm**	**53%lm**	*44%*	*43%*	*44%*
Phone call	**230**	-	230	118	112	49	34	46	22	38	21	21	83	68	80	42	197	32	216
	9%	-	*9%*	*9%*	*8%*	**14%hij**	*9%*	*9%*	*6%*	*8%*	*6%*	*8%*	**12%mno**	*8%*	*8%*	*7%*	*9%*	*7%*	*8%*
Text message	**126**	-	126	89	37	33	28	36	18	6	3	2	61	55	11	4	87	38	88
	5%	-	*5%*	**7%d**	*3%*	**10%ijk**	**8%ijk**	**7%ijk**	**5%ijk**	*1%*	*1%*	*1%*	**9%no**	**6%no**	*1%*	*1%*	*4%*	**9%p**	*3%*
Email/ online portal	**930**	-	930	411	518	108	112	189	156	165	116	83	220	346	364	199	776	136	921
	35%	-	*35%*	*33%*	*37%*	*31%*	*32%*	*37%*	**41%ef**	*36%*	*36%*	*31%*	*31%*	**38%l**	*35%*	*34%*	*36%*	*31%*	*35%*
Other	**5**	-	5	4	1	1	*	-	-	4	-	-	1	-	4	-	5	-	5
	*	-	*	*	*	*	*	-	-	*1%*	-	-	*	-	*	-	*	-	*
No preference	**167**	-	167	75	91	23	24	31	33	29	17	9	47	65	56	26	128	35	168
	6%	-	*6%*	*6%*	*7%*	*7%*	*7%*	*6%*	**9%k**	*6%*	*5%*	*3%*	*7%*	*7%*	*5%*	*4%*	*6%*	*8%*	*6%*
Don't know	**45**	-	45	21	24	19	6	8	3	4	5	-	25	10	9	5	31	10	47
	2%	-	*2%*	*2%*	*2%*	**6%fghijk**	*2%*	*1%*	*1%*	*1%*	*2%*	-	**4%mno**	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**1144**	292	399	224	231	690	454	642	497	118	148	313	268	176	905	118	936
	43%	**48%d**	*43%*	*41%*	*41%*	*45%*	*41%*	*40%*	**50%g**	*40%*	*45%*	*43%*	*42%*	*44%*	*43%*	*40%*	*44%*
Phone call	**230**	34	68	72	55	102	128	144	81	36	26	76	53	21	176	36	181
	9%	*6%*	*7%*	**13%ab**	**10%a**	*7%*	**11%e**	*9%*	*8%*	**12%m**	*8%*	**10%m**	*8%*	*5%*	*8%*	*12%*	*8%*
Text message	**126**	37	35	25	29	73	54	104	20	11	15	42	30	28	114	11	114
	5%	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*	**6%h**	*2%*	*4%*	*4%*	*6%*	*5%*	*7%*	*5%*	*4%*	*5%*
Email/ online portal	**930**	212	344	178	195	556	374	599	323	103	107	249	231	153	740	105	752
	35%	*35%*	*37%*	*33%*	*34%*	*36%*	*34%*	**37%h**	*32%*	*35%*	*32%*	*34%*	*37%*	*38%*	*35%*	*36%*	*35%*
Other	**5**	1	3	-	1	4	1	4	*	*	-	-	4	1	4	*	4
	*	*	*	-	*	*	*	*	*	*	-	-	*1%*	*	*	*	*
No preference	**167**	27	69	32	40	96	71	97	66	15	32	39	42	21	134	17	134
	6%	*4%*	*7%*	*6%*	*7%*	*6%*	*6%*	*6%*	*7%*	*5%*	**10%k**	*5%*	*7%*	*5%*	*6%*	*6%*	*6%*
Don't know	**45**	6	7	14	18	12	33	26	13	9	4	12	6	1	23	9	23
	2%	*1%*	*1%*	**3%b**	**3%ab**	*1%*	**3%e**	*2%*	*1%*	**3%mn**	*1%*	*2%*	*1%*	*	*1%*	**3%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**1144**	976	169	58	963	98	49	35	38	96	82	91	111	116	134	175	119	19	78
	43%	*42%*	*48%*	*48%*	*43%*	*43%*	*38%*	*47%*	*38%*	*34%*	*38%*	**48%i**	**46%i**	**49%i**	*40%*	**46%l**	**52%hijq**	*47%*	*42%*
Phone call	**230**	205	25	12	197	20	8	6	12	46	25	10	19	21	21	23	20	6	14
	9%	*9%*	*7%*	*10%*	*9%*	*9%*	*6%*	*8%*	**12%k**	**16%klnor**	*11%*	*5%*	*8%*	*9%*	*6%*	*6%*	*9%*	**14%k**	*7%*
Text message	**126**	114	13	6	116	6	2	2	4	28	7	7	8	6	38	15	3	*	6
	5%	*5%*	*4%*	*5%*	**5%f**	*3%*	*2%*	*3%*	*4%*	**10%jlmopr**	*3%*	*4%*	*3%*	*2%*	**11%hjklmopqr**	*4%*	*1%*	*	*3%*
Email/ online portal	**930**	810	120	35	762	91	55	22	40	84	90	67	77	76	116	141	72	14	77
	35%	*35%*	*34%*	*29%*	*34%*	**40%g**	**43%dg**	*29%*	*39%*	*30%*	*41%*	*36%*	*32%*	*32%*	*35%*	*37%*	*31%*	*34%*	**41%l**
Other	**5**	5	*	-	3	1	1	-	-	-	-	-	-	-	-	3	-	*	1
	*	*	*	-	*	*	*	-	-	-	-	-	-	-	-	*1%*	-	*1%*	*
No preference	**167**	158	10	3	138	11	13	4	5	25	13	12	22	17	17	16	12	2	10
	6%	**7%b**	*3%*	*2%*	*6%*	*5%*	**10%de**	*6%*	*5%*	*9%*	*6%*	*6%*	*9%*	*7%*	*5%*	*4%*	*5%*	*4%*	*5%*
Don't know	**45**	32	13	6	37	2	1	5	1	5	2	1	7	3	8	6	4	-	2
	2%	*1%*	**4%a**	**5%a**	*2%*	*1%*	*1%*	**7%def**	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**1144**	475	457	130	59	17	932	76	472	452	139	66	14	924	81
	43%	**51%bcdeg**	**42%eg**	*37%*	*32%*	*26%*	**46%cdeg**	*31%*	**47%jl**	*43%*	*38%*	*43%*	*28%*	*45%*	*39%*
Phone call	**230**	72	103	31	20	4	176	23	91	93	28	13	6	183	18
	9%	*8%*	*9%*	*9%*	*11%*	*6%*	*9%*	*9%*	*9%*	*9%*	*8%*	*8%*	*11%*	*9%*	*9%*
Text message	**126**	41	60	10	11	4	101	14	42	62	11	7	5	104	11
	5%	*4%*	*5%*	*3%*	*6%*	*5%*	*5%*	*6%*	*4%*	*6%*	*3%*	*4%*	*9%*	*5%*	*6%*
Email/ online portal	**930**	281	399	124	80	38	680	118	330	374	139	58	24	704	81
	35%	*30%*	**36%a**	*36%*	**44%af**	**57%abcf**	*33%*	**48%abcf**	*33%*	*35%*	*39%*	*37%*	*46%*	*34%*	*39%*
Other	**5**	1	-	4	*	-	1	*	1	1	3	-	-	1	-
	*	*	-	**1%abf**	*	-	*	*	*	*	**1%him**	-	-	*	-
No preference	**167**	58	60	37	7	3	118	10	58	61	33	9	3	119	12
	6%	*6%*	*6%*	**11%abdfg**	*4%*	*4%*	*6%*	*4%*	*6%*	*6%*	*9%*	*6%*	*6%*	*6%*	*6%*
Don't know	**45**	9	15	12	6	1	24	7	20	13	8	2	-	33	2
	2%	*1%*	*1%*	**4%abf**	*3%*	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	-	*2%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**1144**	46	1088	10	305	773	67	1127	6	7	-	1140	4
	43%	***34%c***	***44%ac***	*16%*	*42%*	*44%*	*38%*	*44%*	*20%*	*27%*	-	*43%*	*25%*
Phone call	**230**	23	196	11	89	118	23	215	4	5	2	224	5
	9%	***17%b***	*8%*	***18%b***	***12%e***	*7%*	***13%e***	*8%*	*12%*	*19%*	*100%*	*9%*	*27%*
Text message	**126**	12	108	6	35	63	28	116	5	4	-	125	1
	5%	*9%*	*4%*	*10%*	*5%*	*4%*	***16%de***	*5%*	*16%*	*15%*	-	*5%*	*9%*
Email/ online portal	**930**	37	875	17	229	657	44	911	11	6	-	929	1
	35%	*27%*	*36%*	*28%*	*32%*	***38%df***	*25%*	*35%*	*38%*	*25%*	-	*35%*	*6%*
Other	**5**	1	4	-	2	3	-	5	-	-	-	5	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
No preference	**167**	12	148	7	50	113	4	161	2	1	-	164	4
	6%	*8%*	*6%*	*12%*	*7%*	*7%*	*2%*	*6%*	*6%*	*4%*	-	*6%*	*22%*
Don't know	**45**	6	31	9	18	17	11	38	2	3	-	43	2
	2%	***4%b***	*1%*	***15%ab***	***2%e***	*1%*	***6%de***	*1%*	*8%*	*10%*	-	*2%*	*11%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 35

QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**1144**	212	409	174	350	-	212	-	228	-	181	-	174	-	178	-	172
	43%	*47%*	**46%d**	*40%*	*40%*	-	*47%*	-	**54%jlnp**	-	*39%*	-	*40%*	-	*41%*	-	*38%*
Phone call	**230**	30	70	44	86	-	30	-	21	-	48	-	44	-	37	-	49
	9%	*7%*	*8%*	*10%*	*10%*	-	*7%*	-	*5%*	-	**11%h**	-	**10%h**	-	*9%*	-	**11%h**
Text message	**126**	18	25	12	71	-	18	-	8	-	17	-	12	-	21	-	49
	5%	*4%*	*3%*	*3%*	**8%abc**	-	*4%*	-	*2%*	-	*4%*	-	*3%*	-	*5%*	-	**11%fhjln**
Email/ online portal	**930**	150	313	168	299	-	150	-	145	-	168	-	168	-	159	-	140
	35%	*33%*	*35%*	*39%*	*34%*	-	*33%*	-	*34%*	-	*37%*	-	*39%*	-	*37%*	-	*31%*
Other	**5**	-	1	*	4	-	-	-	*	-	1	-	*	-	-	-	4
	*******	-	*	*	*	-	-	-	*	-	*	-	*	-	-	-	*1%*
No preference	**167**	31	54	34	49	-	31	-	21	-	33	-	34	-	28	-	21
	6%	*7%*	*6%*	*8%*	*6%*	-	*7%*	-	*5%*	-	*7%*	-	*8%*	-	*7%*	-	*5%*
Don't know	**45**	10	14	3	18	-	10	-	2	-	12	-	3	-	7	-	11
	2%	*2%*	*2%*	*1%*	*2%*	-	*2%*	-	*	-	**3%h**	-	*1%*	-	*2%*	-	*3%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**472**	-	472	214	258	52	70	95	64	78	47	64	122	159	189	110	378	89	493
	18%	-	*18%*	*17%*	*19%*	*15%*	*20%*	*18%*	*17%*	*17%*	*14%*	**24%ej**	*17%*	*18%*	*18%*	*19%*	*17%*	*20%*	*19%*
Phone call	**966**	-	966	469	496	109	110	171	128	163	152	131	219	298	447	284	813	142	1044
	36%	-	*36%*	*37%*	*36%*	*31%*	*31%*	*33%*	*33%*	*36%*	**47%efghi**	**50%efghi**	*31%*	*33%*	**43%lm**	**48%lm**	*38%*	*33%*	*40%*
Text message	**340**	-	340	164	175	67	47	65	39	64	37	20	114	104	122	58	271	62	277
	13%	-	*13%*	*13%*	*13%*	**19%ghjk**	*13%*	*13%*	*10%*	**14%k**	*12%*	*8%*	**16%mno**	*12%*	*12%*	*10%*	*13%*	*14%*	*11%*
Email/ online portal	**641**	-	641	292	349	91	88	146	113	100	66	36	179	260	202	102	524	101	558
	24%	-	*24%*	*23%*	*25%*	**26%k**	**25%k**	**28%k**	**30%ijk**	**22%k**	*21%*	*14%*	**26%no**	**29%no**	*19%*	*17%*	*24%*	*23%*	*21%*
Other	**19**	-	19	12	7	4	1	2	2	3	4	2	5	4	9	6	16	3	21
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
No preference	**183**	-	183	85	96	18	27	30	36	45	15	11	45	66	71	26	150	28	184
	7%	-	*7%*	*7%*	*7%*	*5%*	*8%*	*6%*	**9%k**	**10%jk**	*5%*	*4%*	*6%*	*7%*	*7%*	*4%*	*7%*	*7%*	*7%*
Don't know	**28**	-	28	19	9	7	10	8	*	3	*	-	17	8	3	*	15	11	25
	1%	-	*1%*	*2%*	*1%*	**2%h**	**3%hijk**	*1%*	*	*1%*	*	-	**2%mno**	*1%*	*	*	*1%*	**2%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 36

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**472**	111	165	99	97	276	196	282	188	50	52	131	116	76	376	50	385
	18%	*18%*	*18%*	*18%*	*17%*	*18%*	*18%*	*17%*	*19%*	*17%*	*16%*	*18%*	*18%*	*19%*	*18%*	*17%*	*18%*
Phone call	**966**	225	303	216	223	527	439	529	424	110	122	276	222	129	748	110	770
	36%	*37%*	*33%*	*39%*	**39%b**	*34%*	**39%e**	*33%*	**42%g**	*38%*	*37%*	*38%*	*35%*	*32%*	*36%*	*37%*	*36%*
Text message	**340**	89	118	65	69	206	134	229	106	32	42	93	80	65	279	32	284
	13%	*15%*	*13%*	*12%*	*12%*	*13%*	*12%*	**14%h**	*11%*	*11%*	*13%*	*13%*	*13%*	*16%*	*13%*	*11%*	*13%*
Email/ online portal	**641**	145	252	128	116	397	244	435	200	65	84	168	162	105	520	67	531
	24%	*24%*	**27%d**	*23%*	*20%*	*26%*	*22%*	**27%h**	*20%*	*22%*	*25%*	*23%*	*26%*	*26%*	*25%*	*23%*	*25%*
Other	**19**	5	4	4	5	10	9	10	9	2	2	8	4	2	17	2	17
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No preference	**183**	32	77	26	49	108	75	108	71	25	27	47	50	17	140	27	141
	7%	*5%*	*8%*	*5%*	**9%c**	*7%*	*7%*	*7%*	*7%*	*8%*	*8%*	*6%*	*8%*	*4%*	*7%*	*9%*	*7%*
Don't know	**28**	2	7	9	10	9	19	23	3	8	3	8	-	5	16	8	16
	1%	*	*1%*	*2%*	**2%a**	*1%*	**2%e**	**1%h**	*	**3%lm**	*1%*	**1%l**	-	**1%l**	*1%*	**3%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**472**	408	64	25	382	49	25	17	26	36	39	28	32	61	47	71	42	9	39
	18%	*18%*	*18%*	*21%*	*17%*	*21%*	*19%*	*22%*	**26%iklm**	*13%*	*18%*	*15%*	*13%*	**26%iklm**	*14%*	*19%*	*18%*	*22%*	**21%il**
Phone call	**966**	808	158	58	777	99	51	40	32	86	96	80	102	74	96	129	82	19	79
	36%	*35%*	**45%a**	**48%a**	*35%*	**43%d**	*39%*	**54%def**	*32%*	*30%*	**44%imn**	**42%in**	**42%in**	*31%*	*29%*	*34%*	*36%*	**47%lm**	**42%imn**
Text message	**340**	300	40	13	304	22	9	4	8	60	23	26	19	25	66	51	25	3	19
	13%	*13%*	*11%*	*11%*	**14%fg**	*10%*	*7%*	*6%*	*8%*	**21%hjlmpqr**	*11%*	*14%*	*8%*	*11%*	**20%hjlmpqr**	*13%*	*11%*	*6%*	*10%*
Email/ online portal	**641**	571	70	18	557	43	32	8	28	70	50	40	70	56	90	96	57	7	37
	24%	**25%c**	*20%*	*15%*	**25%eg**	*19%*	**25%g**	*11%*	*27%*	*25%*	*23%*	*21%*	**29%r**	*23%*	*27%*	*25%*	*25%*	*16%*	*20%*
Other	**19**	14	5	4	14	4	*	1	-	4	-	*	-	2	2	2	3	1	3
	1%	*1%*	*1%*	**3%a**	*1%*	*2%*	*	*1%*	-	*1%*	-	*	-	*1%*	*1%*	*1%*	*1%*	**2%jl**	*1%*
No preference	**183**	170	12	3	157	12	10	4	7	25	10	13	17	20	23	25	16	3	10
	7%	**7%b**	*4%*	*2%*	*7%*	*5%*	*8%*	*5%*	*7%*	*9%*	*5%*	*7%*	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*5%*
Don't know	**28**	27	*	*	26	-	2	*	1	3	2	*	2	1	9	4	4	-	-
	1%	*1%*	*	*	*1%*	-	**2%e**	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*3%*	*1%*	*2%*	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 36

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**472**	210	185	53	17	4	395	21	218	177	46	25	4	395	30
	18%	**22%bcdeg**	**17%dg**	*15%*	*9%*	*6%*	**19%deg**	*8%*	**22%ij**	*17%*	*13%*	*16%*	*8%*	**19%j**	*14%*
Phone call	**966**	376	396	110	63	20	772	82	389	364	138	58	16	754	74
	36%	**40%c**	*36%*	*31%*	*34%*	*29%*	*38%*	*33%*	*38%*	*35%*	*38%*	*38%*	*31%*	*36%*	*36%*
Text message	**340**	102	145	54	30	7	247	36	114	152	40	23	10	266	33
	13%	*11%*	*13%*	*16%*	*16%*	*10%*	*12%*	*15%*	*11%*	*14%*	*11%*	*15%*	*20%*	*13%*	*16%*
Email/ online portal	**641**	178	289	84	56	28	467	84	213	285	89	34	14	498	48
	24%	*19%*	**26%a**	*24%*	**31%a**	**42%abcf**	*23%*	**34%acf**	*21%*	**27%h**	*25%*	*22%*	*28%*	*24%*	*24%*
Other	**19**	5	8	3	1	2	13	3	5	6	6	-	-	12	-
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
No preference	**183**	59	65	39	14	3	124	16	58	67	36	12	7	125	18
	7%	*6%*	*6%*	**11%abf**	*7%*	*4%*	*6%*	*7%*	*6%*	*6%*	**10%hm**	*8%*	*13%*	*6%*	*9%*
Don't know	**28**	7	7	7	3	3	14	6	15	4	5	2	-	19	2
	1%	*1%*	*1%*	*2%*	*1%*	**5%abf**	*1%*	**2%f**	*1%*	*	*1%*	*2%*	-	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**472**	24	439	9	115	328	29	463	*	8	-	471	1
	18%	*18%*	*18%*	*14%*	*16%*	*19%*	*16%*	*18%*	*1%*	*29%*	-	*18%*	*4%*
Phone call	**966**	54	889	24	290	606	70	942	7	9	2	958	6
	36%	*39%*	*36%*	*39%*	*40%*	*35%*	*40%*	*37%*	*24%*	*35%*	*100%*	*36%*	*38%*
Text message	**340**	11	315	14	103	210	27	329	6	2	-	338	2
	13%	*8%*	*13%*	**23%a**	*14%*	*12%*	*15%*	*13%*	*22%*	*7%*	-	*13%*	*14%*
Email/ online portal	**641**	35	600	6	151	453	37	621	11	7	-	639	1
	24%	**26%c**	**24%c**	*10%*	*21%*	**26%d**	*21%*	*24%*	*36%*	*29%*	-	*24%*	*8%*
Other	**19**	*	19	-	6	13	-	19	-	-	-	19	-
	1%	*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
No preference	**183**	10	168	5	54	123	6	176	1	*	-	177	5
	7%	*8%*	*7%*	*7%*	*7%*	*7%*	*3%*	*7%*	*4%*	*	-	*7%*	*32%*
Don't know	**28**	2	21	5	8	12	8	23	4	-	-	27	1
	1%	*1%*	*1%*	**8%b**	*1%*	*1%*	**5%de**	*1%*	*14%*	-	-	*1%*	*4%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 36

QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**472**	95	168	64	144	-	95	-	93	-	75	-	64	-	68	-	76
	18%	*21%*	*19%*	*15%*	*16%*	-	*21%*	-	**22%l**	-	*16%*	-	*15%*	-	*16%*	-	*17%*
Phone call	**966**	177	329	157	303	-	177	-	177	-	152	-	157	-	153	-	151
	36%	*39%*	*37%*	*36%*	*35%*	-	*39%*	-	**42%j**	-	*33%*	-	*36%*	-	*35%*	-	*34%*
Text message	**340**	53	100	50	137	-	53	-	41	-	60	-	50	-	56	-	80
	13%	*12%*	*11%*	*11%*	**16%b**	-	*12%*	-	*10%*	-	*13%*	-	*11%*	-	*13%*	-	**18%fhl**
Email/ online portal	**641**	96	210	120	215	-	96	-	88	-	122	-	120	-	114	-	102
	24%	*21%*	*24%*	*28%*	*25%*	-	*21%*	-	*21%*	-	*27%*	-	*28%*	-	*26%*	-	*23%*
Other	**19**	5	6	1	7	-	5	-	1	-	5	-	1	-	4	-	3
	1%	*1%*	*1%*	*	*1%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	*1%*
No preference	**183**	20	64	37	62	-	20	-	22	-	42	-	37	-	32	-	30
	7%	*4%*	*7%*	*8%*	*7%*	-	*4%*	-	*5%*	-	**9%f**	-	*8%*	-	*8%*	-	*7%*
Don't know	**28**	5	8	7	7	-	5	-	4	-	4	-	7	-	3	-	5
	1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**429**	-	429	213	215	44	58	75	51	78	66	58	102	125	201	123	354	69	431
	16%	-	*16%*	*17%*	*15%*	*13%*	*16%*	*14%*	*13%*	*17%*	**20%e**	**22%egh**	*15%*	*14%*	**19%lm**	**21%lm**	*16%*	*16%*	*17%*
Phone call	**168**	-	168	96	72	43	34	34	25	17	5	10	77	59	32	15	123	42	159
	6%	-	*6%*	**8%d**	*5%*	**12%ghijk**	**10%ijk**	**7%j**	**7%j**	*4%*	*2%*	*4%*	**11%mno**	**7%no**	*3%*	*2%*	*6%*	**10%p**	*6%*
Text message	**202**	-	202	108	95	52	31	38	38	23	16	6	83	76	44	21	166	34	191
	8%	-	*8%*	*9%*	*7%*	**15%fgijk**	**9%k**	**7%k**	**10%ik**	*5%*	*5%*	*2%*	**12%no**	**8%no**	*4%*	*4%*	*8%*	*8%*	*7%*
Email/ online portal	**1321**	-	1321	605	716	173	180	292	182	218	153	120	353	474	491	273	1087	215	1300
	50%	-	*50%*	*48%*	*51%*	*50%*	*51%*	**56%hik**	*48%*	*48%*	*48%*	*45%*	*50%*	*53%*	*47%*	*47%*	*50%*	*49%*	*50%*
Other	**15**	-	15	5	10	4	1	2	1	2	3	3	5	3	8	6	9	6	22
	1%	-	*1%*	*	*1%*	*1%*	*	*	*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
No preference	**313**	-	313	150	161	22	35	52	58	68	34	43	57	111	145	77	260	47	315
	12%	-	*12%*	*12%*	*12%*	*6%*	*10%*	*10%*	**15%e**	**15%e**	*10%*	**16%eg**	*8%*	**12%l**	**14%l**	**13%l**	*12%*	*11%*	*12%*
Don't know	**200**	-	200	78	122	10	16	25	27	50	46	25	26	52	121	71	169	21	184
	8%	-	*8%*	*6%*	*9%*	*3%*	*5%*	*5%*	**7%e**	**11%efg**	**14%efgh**	**10%efg**	*4%*	*6%*	**12%lm**	**12%lm**	*8%*	*5%*	*7%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**429**	113	126	99	91	239	190	243	181	37	64	126	83	79	353	37	366
	16%	**19%b**	*14%*	*18%*	*16%*	*16%*	*17%*	*15%*	*18%*	*13%*	**19%l**	*17%*	*13%*	**20%l**	*17%*	*13%*	*17%*
Phone call	**168**	44	55	45	24	99	69	120	46	20	20	51	42	24	137	20	141
	6%	*7%*	*6%*	**8%d**	*4%*	*6%*	*6%*	**7%h**	*5%*	*7%*	*6%*	*7%*	*7%*	*6%*	*7%*	*7%*	*7%*
Text message	**202**	53	68	45	37	121	82	143	60	21	24	50	48	49	171	21	172
	8%	*9%*	*7%*	*8%*	*6%*	*8%*	*7%*	**9%h**	*6%*	*7%*	*7%*	*7%*	*8%*	**12%kn**	*8%*	*7%*	*8%*
Email/ online portal	**1321**	326	486	248	261	812	509	849	463	129	141	363	355	207	1068	131	1093
	50%	**54%cd**	**53%cd**	*45%*	*46%*	**53%f**	*46%*	**53%h**	*46%*	*44%*	*43%*	*50%*	**56%ij**	*52%*	**51%j**	*44%*	*51%*
Other	**15**	2	7	2	4	10	6	6	9	4	2	3	3	2	10	4	10
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*	*	*1%*	*
No preference	**313**	48	125	63	76	173	139	163	143	42	50	82	70	35	237	42	239
	12%	*8%*	**14%a**	*12%*	**13%a**	*11%*	*12%*	*10%*	**14%g**	*14%*	**15%m**	*11%*	*11%*	*9%*	*11%*	*14%*	*11%*
Don't know	**200**	22	57	45	76	79	121	92	99	39	31	56	32	4	122	41	124
	8%	*4%*	*6%*	**8%a**	**13%abc**	*5%*	**11%e**	*6%*	**10%g**	**13%klmn**	**9%lm**	**8%m**	**5%m**	*1%*	**6%m**	**14%p**	*6%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 37

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**429**	360	69	27	358	39	21	11	17	43	42	24	38	50	47	51	46	6	33
	16%	*16%*	*20%*	*22%*	*16%*	*17%*	*16%*	*16%*	*17%*	*15%*	*19%*	*13%*	*16%*	*21%*	*14%*	*13%*	*20%*	*14%*	*18%*
Phone call	**168**	154	14	6	149	9	5	5	9	21	14	10	12	17	33	25	7	1	8
	6%	*7%*	*4%*	*5%*	*7%*	*4%*	*4%*	*6%*	**9%p**	*7%*	*7%*	*5%*	*5%*	*7%*	**10%pr**	*7%*	*3%*	*3%*	*4%*
Text message	**202**	174	28	16	164	18	11	9	8	38	12	12	8	12	30	30	15	6	12
	8%	*8%*	*8%*	*13%*	*7%*	*8%*	*8%*	**13%d**	*8%*	**13%jlmr**	*5%*	*6%*	*3%*	*5%*	*9%*	*8%*	*7%*	**14%lm**	*6%*
Email/ online portal	**1321**	1150	171	49	1101	123	64	32	45	111	111	101	132	102	173	210	117	25	98
	50%	*50%*	*49%*	*40%*	*50%*	**54%g**	*50%*	*43%*	*45%*	*39%*	*51%*	**54%l**	**54%lm**	*43%*	**52%l**	**55%lm**	**51%l**	**59%l**	**52%l**
Other	**15**	13	2	1	10	2	3	1	1	-	-	3	1	-	4	1	-	1	1
	1%	*1%*	*1%*	*	*	*1%*	**2%d**	*1%*	*1%*	-	-	*2%*	*	-	*1%*	*	-	**2%ljmp**	*
No preference	**313**	275	38	12	263	26	16	9	13	46	26	19	28	35	31	40	24	3	23
	12%	*12%*	*11%*	*10%*	*12%*	*11%*	*12%*	*12%*	*13%*	*16%*	*12%*	*10%*	*12%*	*15%*	*9%*	*11%*	*11%*	*6%*	*12%*
Don't know	**200**	173	27	11	171	13	9	7	7	25	14	20	23	23	16	22	22	*	13
	8%	*8%*	*8%*	*9%*	*8%*	*6%*	*7%*	*10%*	*7%*	*9%*	*6%*	**11%q**	*9%*	*9%*	*5%*	*6%*	*9%*	*1%*	*7%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 37

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**429**	196	167	45	16	2	363	18	189	157	60	21	2	345	23
	16%	**21%bcdeg**	**15%eg**	*13%*	*9%*	*4%*	**18%deg**	*7%*	**19%ln**	*15%*	*17%*	*14%*	*4%*	*17%*	*11%*
Phone call	**168**	59	74	19	15	1	132	16	53	85	20	9	*	138	10
	6%	*6%*	*7%*	*6%*	*8%*	*1%*	*7%*	*6%*	*5%*	**8%h**	*6%*	*6%*	*1%*	*7%*	*5%*
Text message	**202**	55	90	30	24	3	145	27	71	97	22	8	5	168	13
	8%	*6%*	*8%*	*9%*	**13%af**	*4%*	*7%*	**11%a**	*7%*	*9%*	*6%*	*5%*	*9%*	*8%*	*6%*
Email/ online portal	**1321**	451	563	160	87	49	1014	136	498	531	167	87	30	1029	117
	50%	*48%*	*51%*	*46%*	*48%*	**74%abcdfg**	*50%*	*55%*	*49%*	*50%*	*46%*	*56%*	*58%*	*50%*	*57%*
Other	**15**	8	3	3	1	1	10	2	5	6	1	1	1	11	3
	1%	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*
No preference	**313**	111	110	58	22	8	221	31	122	119	51	12	5	242	17
	12%	*12%*	*10%*	**17%bf**	*12%*	*13%*	*11%*	*12%*	*12%*	*11%*	*14%*	*8%*	*9%*	*12%*	*8%*
Don't know	**200**	58	88	34	17	2	146	19	74	61	39	16	9	135	24
	8%	*6%*	*8%*	*10%*	*9%*	*3%*	*7%*	*8%*	*7%*	*6%*	**11%lm**	*10%*	**17%lm**	*7%*	**12%lm**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**429**	29	392	8	138	260	32	417	2	6	-	425	5
	16%	*21%*	*16%*	*13%*	**19%e**	*15%*	*18%*	*16%*	*6%*	*23%*	-	*16%*	*27%*
Phone call	**168**	13	150	5	54	96	19	149	8	6	2	163	3
	6%	*9%*	*6%*	*8%*	*7%*	*5%*	**11%e**	*6%*	*27%*	*21%*	*100%*	*6%*	*16%*
Text message	**202**	11	184	7	58	120	25	193	6	3	-	202	*
	8%	*8%*	*8%*	*12%*	*8%*	*7%*	**14%de**	*8%*	*22%*	*10%*	-	*8%*	*1%*
Email/ online portal	**1321**	53	1248	20	316	936	69	1298	9	7	-	1315	6
	50%	*39%*	**51%ac**	*32%*	*43%*	**54%df**	*39%*	*50%*	*32%*	*27%*	-	*50%*	*35%*
Other	**15**	1	14	*	8	6	1	14	-	-	-	14	1
	1%	*1%*	*1%*	*	**1%e**	*	*1%*	*1%*	-	-	-	*1%*	*9%*
No preference	**313**	15	289	8	84	219	10	307	2	3	-	311	1
	12%	*11%*	*12%*	*13%*	*12%*	**13%f**	*6%*	*12%*	*6%*	*11%*	-	*12%*	*7%*
Don't know	**200**	14	174	13	70	109	21	195	2	2	-	199	1
	8%	*10%*	*7%*	**21%b**	**10%e**	*6%*	**12%e**	*8%*	*8%*	*8%*	-	*8%*	*5%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 37

QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**429**	76	148	63	141	-	76	-	85	-	63	-	63	-	67	-	74
	16%	*17%*	*17%*	*15%*	*16%*	-	*17%*	-	**20%j**	-	*14%*	-	*15%*	-	*16%*	-	*16%*
Phone call	**168**	23	48	28	68	-	23	-	19	-	29	-	28	-	32	-	37
	6%	*5%*	*5%*	*7%*	*8%*	-	*5%*	-	*4%*	-	*6%*	-	*7%*	-	*7%*	-	*8%*
Text message	**202**	28	59	37	78	-	28	-	28	-	32	-	37	-	38	-	40
	8%	*6%*	*7%*	*8%*	*9%*	-	*6%*	-	*6%*	-	*7%*	-	*8%*	-	*9%*	-	*9%*
Email/ online portal	**1321**	241	462	194	423	-	241	-	229	-	234	-	194	-	212	-	211
	50%	**53%c**	**52%c**	*45%*	*48%*	-	**53%l**	-	**54%l**	-	*51%*	-	*45%*	-	*49%*	-	*47%*
Other	**15**	1	6	*	8	-	1	-	2	-	4	-	*	-	3	-	5
	1%	*	*1%*	*	*1%*	-	*	-	*	-	*1%*	-	*	-	*1%*	-	*1%*
No preference	**313**	50	101	65	97	-	50	-	38	-	63	-	65	-	49	-	48
	12%	*11%*	*11%*	*15%*	*11%*	-	*11%*	-	*9%*	-	*14%*	-	**15%h**	-	*11%*	-	*11%*
Don't know	**200**	31	62	47	61	-	31	-	26	-	36	-	47	-	28	-	32
	8%	*7%*	*7%*	*11%*	*7%*	-	*7%*	-	*6%*	-	*8%*	-	**11%h**	-	*7%*	-	*7%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**488**	-	488	240	247	51	77	83	66	97	67	46	128	149	209	112	374	105	500
	18%	-	*18%*	*19%*	*18%*	*15%*	**22%e**	*16%*	*17%*	*21%*	*21%*	*17%*	*18%*	*17%*	*20%*	*19%*	*17%*	**24%p**	*19%*
Phone call	**350**	-	350	191	158	68	50	68	40	50	42	32	118	107	124	74	285	64	357
	13%	-	*13%*	**15%d**	*11%*	**20%ghik**	*14%*	*13%*	*10%*	*11%*	*13%*	*12%*	**17%mn**	*12%*	*12%*	*13%*	*13%*	*15%*	*14%*
Text message	**163**	-	163	86	77	43	28	26	23	21	9	12	72	49	42	21	124	32	143
	6%	-	*6%*	*7%*	*6%*	**12%ghijk**	**8%j**	*5%*	*6%*	*5%*	*3%*	*5%*	**10%mno**	*5%*	*4%*	*4%*	*6%*	*7%*	*5%*
Email/ online portal	**1311**	-	1311	581	730	135	139	263	208	231	181	151	273	471	563	332	1103	184	1260
	50%	-	*50%*	*46%*	**53%c**	*39%*	*39%*	**51%ef**	**54%ef**	**51%ef**	**56%ef**	**57%ef**	*39%*	**52%l**	**54%l**	**57%l**	**51%q**	*42%*	*48%*
Other	**13**	-	13	7	6	9	-	*	*	3	*	-	9	*	3	*	11	2	13
	*	-	*	*1%*	*	**3%fghjk**	-	*	*	*1%*	*	-	**1%mo**	*	*	*	*	*	*
No preference	**227**	-	227	103	122	21	41	57	32	45	17	13	62	89	75	30	194	29	234
	9%	-	*9%*	*8%*	*9%*	*6%*	**12%ejk**	**11%ejk**	*8%*	*10%*	*5%*	*5%*	**9%o**	**10%o**	*7%*	*5%*	*9%*	*7%*	*9%*
Don't know	**98**	-	98	46	50	21	18	20	13	8	7	10	39	32	26	18	77	20	95
	4%	-	*4%*	*4%*	*4%*	**6%l**	**5%l**	*4%*	*3%*	*2%*	*2%*	*4%*	**6%n**	*4%*	*3%*	*3%*	*4%*	*5%*	*4%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**488**	108	161	118	101	269	219	304	182	62	52	128	109	80	370	62	379
	18%	*18%*	*17%*	*22%*	*18%*	*18%*	*20%*	*19%*	*18%*	*21%*	*16%*	*18%*	*17%*	*20%*	*18%*	*21%*	*18%*
Phone call	**350**	83	104	88	74	187	162	212	132	35	60	103	81	41	286	35	295
	13%	*14%*	*11%*	**16%b**	*13%*	*12%*	*15%*	*13%*	*13%*	*12%*	**18%m**	*14%*	*13%*	*10%*	*14%*	*12%*	*14%*
Text message	**163**	25	50	42	46	75	88	111	51	14	30	48	28	30	138	14	138
	6%	*4%*	*5%*	**8%a**	**8%a**	*5%*	**8%e**	*7%*	*5%*	*5%*	**9%l**	*7%*	*4%*	*8%*	*7%*	*5%*	*6%*
Email/ online portal	**1311**	338	499	227	247	837	474	791	506	125	148	363	337	207	1055	128	1082
	50%	**56%cd**	**54%cd**	*42%*	*43%*	**55%f**	*43%*	*49%*	*51%*	*43%*	*45%*	*50%*	**53%ij**	*52%*	**50%i**	*43%*	**50%o**
Other	**13**	4	7	*	1	11	1	10	2	1	2	2	5	1	10	1	10
	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*	*	*	*1%*	*	*	*	*
No preference	**227**	37	86	39	65	123	104	133	89	30	35	57	58	32	181	30	182
	9%	*6%*	*9%*	*7%*	**11%a**	*8%*	*9%*	*8%*	*9%*	*10%*	*11%*	*8%*	*9%*	*8%*	*9%*	*10%*	*8%*
Don't know	**98**	12	18	32	36	30	67	54	39	24	5	28	15	8	56	27	58
	4%	*2%*	*2%*	**6%ab**	**6%ab**	*2%*	**6%e**	*3%*	*4%*	**8%jklmn**	*2%*	*4%*	*2%*	*2%*	*3%*	**9%p**	*3%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**488**	418	70	23	405	42	24	16	17	40	40	34	41	58	59	58	59	11	31
	18%	*18%*	*20%*	*19%*	*18%*	*18%*	*19%*	*22%*	*17%*	*14%*	*18%*	*18%*	*17%*	**24%lo**	*18%*	*15%*	**25%lor**	**27%l**	*16%*
Phone call	**350**	310	40	18	294	26	19	10	12	43	29	22	34	28	48	48	29	8	18
	13%	*13%*	*11%*	*15%*	*13%*	*11%*	*15%*	*14%*	*12%*	*15%*	*13%*	*12%*	*14%*	*12%*	*14%*	*13%*	*13%*	*18%*	*10%*
Text message	**163**	138	24	8	142	9	8	4	8	38	8	11	17	12	18	23	7	1	8
	6%	*6%*	*7%*	*7%*	*6%*	*4%*	*6%*	*5%*	*7%*	**13%jkmnopr**	*4%*	*6%*	*7%*	*5%*	*5%*	*6%*	*3%*	*2%*	*4%*
Email/ online portal	**1311**	1130	181	63	1089	124	64	34	52	120	114	99	121	110	160	208	104	18	106
	50%	*49%*	*52%*	*52%*	*49%*	*54%*	*50%*	*46%*	*52%*	*42%*	*52%*	*52%*	*50%*	*46%*	*48%*	**55%l**	*45%*	*44%*	**57%lp**
Other	**13**	9	4	*	11	*	*	1	-	2	1	-	-	-	4	3	1	-	*
	*	*	*1%*	*	*1%*	*	*	**1%e**	-	*1%*	*	-	-	-	*1%*	*1%*	*1%*	-	*
No preference	**227**	207	20	7	191	19	11	6	9	29	20	11	22	23	27	29	22	3	16
	9%	*9%*	*6%*	*6%*	*9%*	*8%*	*8%*	*8%*	*9%*	*10%*	*9%*	*6%*	*9%*	*9%*	*8%*	*8%*	*10%*	*7%*	*9%*
Don't know	**98**	87	11	2	84	8	3	2	3	13	7	11	7	8	17	10	8	*	7
	4%	*4%*	*3%*	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*5%*	*3%*	*6%*	*3%*	*3%*	*5%*	*3%*	*4%*	*1%*	*4%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**488**	231	192	45	16	1	422	16	236	182	45	20	2	418	22
	18%	**25%bcdeg**	**18%deg**	**13%e**	*9%*	*1%*	**21%cdeg**	*7%*	**23%ijkln**	*17%*	*13%*	*13%*	*5%*	**20%jln**	*11%*
Phone call	**350**	114	150	52	29	5	264	33	131	147	45	25	2	278	27
	13%	*12%*	*14%*	*15%*	*16%*	*7%*	*13%*	*13%*	*13%*	*14%*	*12%*	*16%*	*4%*	*13%*	*13%*
Text message	**163**	49	80	21	7	4	129	10	58	73	16	9	6	132	15
	6%	*5%*	*7%*	*6%*	*4%*	*5%*	*6%*	*4%*	*6%*	*7%*	*4%*	*6%*	*12%*	*6%*	*7%*
Email/ online portal	**1311**	448	540	163	109	46	987	155	469	527	192	80	35	997	115
	50%	*48%*	*49%*	*47%*	**60%abcf**	**69%abcf**	*49%*	**62%abcf**	*46%*	*50%*	*53%*	*52%*	**68%him**	*48%*	*56%*
Other	**13**	2	5	4	2	-	7	2	3	2	7	1	-	5	1
	*	*	*	*1%*	*1%*	-	*	*1%*	*	*	**2%him**	*1%*	-	*	*
No preference	**227**	76	84	43	16	4	160	20	85	88	33	13	4	173	17
	9%	*8%*	*8%*	**12%bf**	*9%*	*6%*	*8%*	*8%*	*8%*	*8%*	*9%*	*9%*	*8%*	*8%*	*8%*
Don't know	**98**	17	44	20	4	7	62	12	29	37	23	7	2	66	8
	4%	*2%*	**4%a**	**6%af**	*2%*	**11%abdf**	*3%*	**5%a**	*3%*	*4%*	**6%hm**	*4%*	*3%*	*3%*	*4%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**488**	23	458	6	140	317	31	478	1	8	-	486	1
	18%	*17%*	*19%*	*10%*	*19%*	*18%*	*18%*	*19%*	*2%*	*31%*	-	*18%*	*8%*
Phone call	**350**	28	306	16	107	207	36	334	4	2	2	340	8
	13%	**21%b**	*12%*	**26%b**	*15%*	*12%*	**20%e**	*13%*	*13%*	*7%*	*100%*	*13%*	*45%*
Text message	**163**	11	147	4	43	98	22	150	9	2	-	161	1
	6%	*8%*	*6%*	*7%*	*6%*	*6%*	**12%de**	*6%*	*31%*	*6%*	-	*6%*	*9%*
Email/ online portal	**1311**	57	1233	21	326	927	58	1289	11	11	-	1311	1
	50%	*42%*	*50%*	*35%*	**45%f**	**53%df**	*33%*	*50%*	*38%*	*41%*	-	*50%*	*4%*
Other	**13**	*	12	-	2	11	*	11	-	-	-	11	1
	*	*	*1%*	-	*	*1%*	*	*	-	-	-	*	*8%*
No preference	**227**	11	208	8	77	138	12	222	*	3	-	225	1
	9%	*8%*	*8%*	*12%*	*11%*	*8%*	*7%*	*9%*	*1%*	*11%*	-	*9%*	*8%*
Don't know	**98**	5	86	7	32	47	18	89	4	1	-	94	3
	4%	*4%*	*3%*	**11%b**	*4%*	*3%*	**10%de**	*3%*	*14%*	*4%*	-	*4%*	*19%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 38

QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**488**	96	161	73	157	-	96	-	88	-	73	-	73	-	70	-	88
	18%	*21%*	*18%*	*17%*	*18%*	-	*21%*	-	*21%*	-	*16%*	-	*17%*	-	*16%*	-	*20%*
Phone call	**350**	54	119	47	130	-	54	-	56	-	62	-	47	-	65	-	65
	13%	*12%*	*13%*	*11%*	*15%*	-	*12%*	-	*13%*	-	*14%*	-	*11%*	-	*15%*	-	*15%*
Text message	**163**	31	45	23	63	-	31	-	13	-	32	-	23	-	17	-	46
	6%	*7%*	*5%*	*5%*	*7%*	-	***7%h***	-	*3%*	-	***7%h***	-	*5%*	-	*4%*	-	***10%hln***
Email/ online portal	**1311**	209	461	217	424	-	209	-	221	-	240	-	217	-	221	-	203
	50%	*46%*	*52%*	*50%*	*48%*	-	*46%*	-	*52%*	-	*52%*	-	*50%*	-	*51%*	-	*45%*
Other	**13**	2	*	2	9	-	2	-	-	-	*	-	2	-	6	-	4
	*	*	*	*	***1%b***	-	*	-	-	-	*	-	*	-	*1%*	-	*1%*
No preference	**227**	44	66	48	67	-	44	-	32	-	34	-	48	-	44	-	23
	9%	*10%*	*8%*	*11%*	*8%*	-	***10%p***	-	*8%*	-	*7%*	-	***11%p***	-	***10%p***	-	*5%*
Don't know	**98**	15	33	23	26	-	15	-	16	-	18	-	23	-	8	-	18
	4%	*3%*	*4%*	*5%*	*3%*	-	*3%*	-	*4%*	-	*4%*	-	***5%n***	-	*2%*	-	*4%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**431**	-	431	204	227	59	69	79	58	74	48	43	128	137	165	91	329	94	456
	16%	-	*16%*	*16%*	*16%*	*17%*	*20%*	*15%*	*15%*	*16%*	*15%*	*16%*	*18%*	*15%*	*16%*	*16%*	*15%*	**22%p**	*18%*
Phone call	**203**	-	203	102	101	49	43	43	25	25	14	5	91	68	44	19	153	51	182
	8%	-	*8%*	*8%*	*7%*	**14%ghijk**	**12%hijk**	**8%k**	**7%k**	*5%*	*4%*	*2%*	**13%mno**	**8%no**	*4%*	*3%*	*7%*	**12%p**	*7%*
Text message	**153**	-	153	85	68	43	31	26	28	12	4	9	74	54	26	13	110	40	131
	6%	-	*6%*	*7%*	*5%*	**12%gijk**	**9%ijk**	**5%j**	**7%ij**	*3%*	*1%*	*3%*	**11%mno**	**6%no**	*2%*	*2%*	*5%*	**9%p**	*5%*
Email/ online portal	**1368**	-	1368	625	742	156	159	313	219	248	153	116	315	532	517	270	1160	183	1343
	52%	-	*52%*	*50%*	*53%*	*45%*	*45%*	**61%efjk**	**57%efk**	**54%efk**	*48%*	*44%*	*45%*	**59%lno**	*50%*	*46%*	**54%q**	*42%*	*52%*
Other	**18**	-	18	4	14	-	5	1	1	1	1	9	5	2	11	10	17	1	20
	1%	-	*1%*	*	*1%*	-	*1%*	*	*	*	*	**4%eghij**	*1%*	*	*1%*	**2%m**	*1%*	*	*1%*
No preference	**262**	-	262	126	134	22	34	37	32	52	48	36	56	68	137	85	227	33	264
	10%	-	*10%*	*10%*	*10%*	*6%*	*10%*	*7%*	*8%*	*11%*	**15%egh**	**14%eg**	*8%*	*8%*	**13%lm**	**14%lm**	*10%*	*8%*	*10%*
Don't know	**212**	-	212	107	105	20	13	18	19	43	54	44	33	38	141	98	171	33	206
	8%	-	*8%*	*9%*	*8%*	*6%*	*4%*	*4%*	*5%*	**9%fg**	**17%efghi**	**17%efghi**	*5%*	*4%*	**14%lm**	**17%lm**	*8%*	*8%*	*8%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**431**	94	153	92	92	247	185	256	173	55	49	119	105	59	332	55	344
	16%	*15%*	*17%*	*17%*	*16%*	*16%*	*17%*	*16%*	*17%*	*19%*	*15%*	*16%*	*17%*	*15%*	*16%*	*19%*	*16%*
Phone call	**203**	38	58	58	49	96	107	138	61	21	28	62	54	22	166	21	174
	8%	*6%*	*6%*	**11%ab**	*9%*	*6%*	**10%e**	*9%*	*6%*	*7%*	*8%*	*8%*	*9%*	*6%*	*8%*	*7%*	*8%*
Text message	**153**	39	43	35	37	82	71	111	38	15	19	52	25	35	131	15	131
	6%	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	**7%h**	*4%*	*5%*	*6%*	*7%*	*4%*	**9%l**	*6%*	*5%*	*6%*
Email/ online portal	**1368**	327	513	252	275	840	528	871	487	127	167	371	348	227	1112	129	1138
	52%	*54%*	**55%cd**	*46%*	*48%*	**55%f**	*47%*	**54%h**	*49%*	*44%*	*50%*	*51%*	**55%l**	**57%l**	**53%l**	*44%*	**53%o**
Other	**18**	4	6	4	4	10	8	8	10	4	5	4	1	2	12	4	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
No preference	**262**	54	101	59	48	155	107	131	127	35	34	60	73	35	201	36	204
	10%	*9%*	*11%*	*11%*	*9%*	*10%*	*10%*	*8%*	**13%g**	*12%*	*10%*	*8%*	*12%*	*9%*	*10%*	*12%*	*9%*
Don't know	**212**	52	50	47	63	103	110	100	104	34	31	64	27	21	142	36	142
	8%	*9%*	*5%*	*9%*	**11%b**	*7%*	**10%e**	*6%*	**10%g**	**12%lmn**	**9%l**	**9%l**	*4%*	*5%*	*7%*	**12%p**	*7%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**431**	370	61	24	360	32	24	15	19	36	36	21	44	42	53	46	62	7	25
	16%	*16%*	*17%*	*20%*	*16%*	*14%*	*18%*	*20%*	*19%*	*13%*	*17%*	*11%*	*18%*	*18%*	*16%*	*12%*	**27%ijknor**	*16%*	*14%*
Phone call	**203**	188	15	6	181	10	6	6	10	29	17	11	24	16	33	26	16	1	9
	8%	**8%b**	*4%*	*5%*	**8%a**	*4%*	*5%*	*8%*	*10%*	*10%*	*8%*	*6%*	*10%*	*7%*	*10%*	*7%*	*7%*	*3%*	*5%*
Text message	**153**	134	19	10	135	7	7	4	5	29	9	12	14	12	29	20	5	-	7
	6%	*6%*	*5%*	*8%*	*6%*	*3%*	*5%*	*6%*	*5%*	**10%pqr**	*4%*	*6%*	*6%*	*5%*	**9%p**	*5%*	*2%*	-	*4%*
Email/ online portal	**1368**	1199	169	46	1144	123	67	34	54	141	126	114	127	124	159	199	99	27	96
	52%	**52%c**	*48%*	*38%*	*52%*	*54%*	*52%*	*45%*	*54%*	*50%*	**58%p**	**60%np**	*52%*	*52%*	*48%*	*53%*	*43%*	**66%np**	*51%*
Other	**18**	10	8	4	14	2	2	*	1	-	3	-	-	3	3	4	1	-	2
	1%	*	**2%a**	**3%a**	*1%*	*1%*	*2%*	*	*1%*	-	*1%*	-	-	*1%*	*1%*	*1%*	*	-	*1%*
No preference	**262**	229	32	13	209	29	14	9	7	32	13	16	18	21	28	50	25	4	25
	10%	*10%*	*9%*	*10%*	*9%*	*13%*	*11%*	*12%*	*7%*	*11%*	*6%*	*8%*	*8%*	*9%*	*8%*	**13%j**	*11%*	*10%*	**14%j**
Don't know	**212**	168	45	19	173	25	9	6	5	17	15	15	15	22	29	34	23	2	23
	8%	*7%*	**13%a**	**16%a**	*8%*	*11%*	*7%*	*8%*	*5%*	*6%*	*7%*	*8%*	*6%*	*9%*	*9%*	*9%*	*10%*	*5%*	**12%hil**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**431**	179	184	44	20	1	363	21	198	166	36	25	4	365	29
	16%	**19%cdeg**	**17%eg**	**13%e**	**11%e**	*1%*	**18%eg**	*8%*	**20%j**	**16%j**	*10%*	*16%*	*7%*	**18%j**	*14%*
Phone call	**203**	71	84	31	13	3	155	16	78	83	30	8	4	161	12
	8%	*8%*	*8%*	*9%*	*7%*	*4%*	*8%*	*6%*	*8%*	*8%*	*8%*	*5%*	*8%*	*8%*	*6%*
Text message	**153**	29	79	24	15	4	108	18	42	78	16	11	5	120	16
	6%	*3%*	**7%a**	**7%a**	**8%a**	*6%*	**5%a**	**7%a**	*4%*	**7%h**	*5%*	*7%*	*9%*	*6%*	*8%*
Email/ online portal	**1368**	463	561	181	112	43	1024	155	501	557	195	76	32	1058	108
	52%	*49%*	*51%*	*52%*	**61%abf**	*64%*	*50%*	**62%abf**	*50%*	*53%*	*54%*	*49%*	*62%*	*51%*	*53%*
Other	**18**	7	7	4	-	-	14	-	6	5	4	3	1	10	3
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*	*1%*	*2%*	*1%*	*1%*	*2%*
No preference	**262**	108	88	44	12	7	196	19	100	102	42	12	3	201	14
	10%	**12%b**	*8%*	**13%b**	*7%*	*11%*	*10%*	*8%*	*10%*	*10%*	*12%*	*8%*	*5%*	*10%*	*7%*
Don't know	**212**	80	92	19	11	9	171	20	87	65	35	19	4	152	23
	8%	*8%*	*8%*	*6%*	*6%*	*14%*	*8%*	*8%*	*9%*	*6%*	*10%*	**12%i**	*7%*	*7%*	*11%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2602	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	2648	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	1600	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	431	27	395	10	129	267	35	423	2	5	-	430	1
	16%	*20%*	*16%*	*16%*	*18%*	*15%*	*20%*	*16%*	*5%*	*18%*	-	*16%*	*9%*
Phone call	203	21	174	8	62	115	26	191	2	1	2	194	7
	8%	**15%b**	*7%*	*14%*	*9%*	*7%*	**15%e**	*7%*	*6%*	*5%*	*100%*	*7%*	*42%*
Text message	153	6	142	5	52	85	17	145	5	2	-	152	2
	6%	*4%*	*6%*	*8%*	*7%*	*5%*	*9%*	*6%*	*17%*	*8%*	-	*6%*	*10%*
Email/ online portal	1368	61	1282	25	338	967	63	1338	17	11	-	1366	1
	52%	*45%*	*52%*	*41%*	**46%f**	**55%df**	*36%*	*52%*	*56%*	*44%*	-	*52%*	*9%*
Other	18	1	17	-	6	12	*	18	-	*	-	18	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	-	*	-	*1%*	-
No preference	262	12	248	2	79	174	9	253	2	3	-	258	4
	10%	*9%*	*10%*	*3%*	*11%*	*10%*	*5%*	*10%*	*7%*	*11%*	-	*10%*	*21%*
Don't know	212	9	192	11	61	124	28	205	2	4	-	211	2
	8%	*7%*	*8%*	**18%b**	*8%*	*7%*	**16%de**	*8%*	*8%*	*14%*	-	*8%*	*10%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 39

QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**431**	85	153	67	126	-	85	-	85	-	68	-	67	-	62	-	64
	16%	*19%*	*17%*	*15%*	*14%*	-	*19%*	-	*20%*	-	*15%*	-	*15%*	-	*14%*	-	*14%*
Phone call	**203**	25	64	25	90	-	25	-	28	-	36	-	25	-	38	-	52
	8%	*5%*	*7%*	*6%*	**10%ac**	-	*5%*	-	*7%*	-	*8%*	-	*6%*	-	*9%*	-	**12%fl**
Text message	**153**	28	37	19	69	-	28	-	9	-	29	-	19	-	22	-	47
	6%	*6%*	*4%*	*4%*	**8%b**	-	**6%h**	-	*2%*	-	**6%h**	-	*4%*	-	*5%*	-	**11%hln**
Email/ online portal	**1368**	248	459	238	423	-	248	-	230	-	229	-	238	-	214	-	208
	52%	*55%*	*52%*	*55%*	*48%*	-	*55%*	-	*54%*	-	*50%*	-	*55%*	-	*50%*	-	*47%*
Other	**18**	4	7	1	7	-	4	-	2	-	5	-	1	-	4	-	3
	1%	*1%*	*1%*	*	*1%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	*1%*
No preference	**262**	35	88	48	91	-	35	-	43	-	45	-	48	-	59	-	32
	10%	*8%*	*10%*	*11%*	*10%*	-	*8%*	-	*10%*	-	*10%*	-	*11%*	-	**14%fp**	-	*7%*
Don't know	**212**	26	77	38	71	-	26	-	28	-	49	-	38	-	31	-	40
	8%	*6%*	*9%*	*9%*	*8%*	-	*6%*	-	*7%*	-	**11%f**	-	*9%*	-	*7%*	-	*9%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**432**	-	432	209	223	62	61	84	63	74	51	36	123	147	161	87	345	78	449
	16%	-	*16%*	*17%*	*16%*	*18%*	*17%*	*16%*	*16%*	*16%*	*16%*	*14%*	*18%*	*16%*	*15%*	*15%*	*16%*	*18%*	*17%*
Phone call	**252**	-	252	123	128	49	46	48	29	32	27	20	95	78	79	47	195	57	235
	10%	-	*10%*	*10%*	*9%*	**14%hik**	**13%i**	*9%*	*8%*	*7%*	*8%*	*8%*	**14%mno**	*9%*	*8%*	*8%*	*9%*	*13%*	*9%*
Text message	**165**	-	165	88	77	39	33	30	25	14	7	17	72	55	38	23	123	37	138
	6%	-	*6%*	*7%*	*6%*	**11%gij**	**9%ij**	**6%j**	**7%j**	*3%*	*2%*	**6%j**	**10%mno**	**6%n**	*4%*	*4%*	*6%*	*8%*	*5%*
Email/ online portal	**1571**	-	1571	728	843	161	177	322	226	290	217	174	338	547	681	392	1318	228	1556
	59%	-	*59%*	*58%*	*61%*	*46%*	*50%*	**62%ef**	**59%e**	**64%ef**	**67%ef**	**66%ef**	*48%*	**61%l**	**65%l**	**67%l**	**61%q**	*52%*	*60%*
Other	**13**	-	13	11	2	4	4	1	*	3	-	-	8	2	3	-	9	4	9
	*	-	*	*1%*	*	*1%*	*1%*	*	*	*1%*	-	-	**1%o**	*	*	-	*	*1%*	*
No preference	**179**	-	179	80	97	19	32	24	33	35	17	17	52	57	70	34	152	23	175
	7%	-	*7%*	*6%*	*7%*	*6%*	**9%g**	*5%*	*9%*	*8%*	*5%*	*6%*	*7%*	*6%*	*7%*	*6%*	*7%*	*5%*	*7%*
Don't know	**37**	-	37	16	20	13	*	8	5	8	3	*	14	12	10	3	26	10	40
	1%	-	*1%*	*1%*	*1%*	**4%ik**	*	*1%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*1%*	*	*1%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**432**	88	139	111	94	227	204	257	173	50	58	104	98	69	329	50	340
	16%	*15%*	*15%*	*20%*	*16%*	*15%*	*18%*	*16%*	*17%*	*17%*	*18%*	*14%*	*16%*	*17%*	*16%*	*17%*	*16%*
Phone call	**252**	64	65	71	52	129	123	154	89	26	27	85	64	23	199	26	207
	10%	*11%*	*7%*	**13%b**	*9%*	*8%*	*11%*	*10%*	*9%*	*9%*	*8%*	**12%m**	*10%*	*6%*	*10%*	*9%*	*10%*
Text message	**165**	39	49	33	44	88	77	112	52	21	18	59	25	33	135	21	135
	6%	*6%*	*5%*	*6%*	*8%*	*6%*	*7%*	*7%*	*5%*	*7%*	*5%*	**8%l**	*4%*	**8%l**	*6%*	*7%*	*6%*
Email/ online portal	**1571**	384	584	284	318	969	602	963	597	163	191	429	390	253	1263	166	1292
	59%	**63%cd**	**63%cd**	*52%*	*56%*	**63%f**	*54%*	*60%*	*60%*	*56%*	*58%*	*59%*	*62%*	*63%*	*60%*	*56%*	*60%*
Other	**13**	1	6	4	2	8	5	10	3	2	3	3	4	1	11	2	11
	*	*	*1%*	*1%*	*	*	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*
No preference	**179**	28	75	34	43	102	76	99	74	20	32	39	49	20	140	22	140
	7%	*5%*	**8%a**	*6%*	*7%*	*7%*	*7%*	*6%*	*7%*	*7%*	**10%k**	*5%*	*8%*	*5%*	*7%*	*7%*	*7%*
Don't know	**37**	3	7	10	17	10	27	21	14	9	2	13	3	1	19	9	19
	1%	*1%*	*1%*	*2%*	**3%ab**	*1%*	**2%e**	*1%*	*1%*	**3%lmn**	*1%*	*2%*	*	*	*1%*	**3%p**	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**432**	367	64	21	360	37	21	14	21	35	37	34	35	43	48	52	55	8	29
	16%	*16%*	*18%*	*17%*	*16%*	*16%*	*16%*	*19%*	*21%*	*12%*	*17%*	*18%*	*14%*	*18%*	*14%*	*14%*	**24%lno**	*19%*	*16%*
Phone call	**252**	222	29	16	216	18	10	8	7	30	24	16	28	22	37	35	16	5	13
	10%	*10%*	*8%*	*13%*	*10%*	*8%*	*8%*	*11%*	*7%*	*10%*	*11%*	*9%*	*12%*	*9%*	*11%*	*9%*	*7%*	*11%*	*7%*
Text message	**165**	138	27	11	149	7	5	3	4	29	13	8	16	12	37	22	8	*	7
	6%	*6%*	*8%*	*9%*	**7%e**	*3%*	*4%*	*4%*	*4%*	**10%pr**	*6%*	*4%*	*7%*	*5%*	**11%pr**	*6%*	*4%*	*1%*	*4%*
Email/ online portal	**1571**	1370	200	65	1299	150	80	42	62	152	128	114	145	142	183	243	130	27	123
	59%	*60%*	*57%*	*54%*	*59%*	**66%d**	*62%*	*57%*	*61%*	*54%*	*58%*	*61%*	*60%*	*59%*	*55%*	*64%*	*56%*	*65%*	**66%lm**
Other	**13**	8	5	2	11	*	1	*	-	4	2	-	-	-	2	3	-	-	*
	*	*	**1%a**	**2%a**	*1%*	*	*1%*	*	-	*1%*	*1%*	-	-	-	*1%*	*1%*	-	-	*
No preference	**179**	160	19	6	149	14	11	5	5	29	13	11	17	17	21	21	16	2	13
	7%	*7%*	*5%*	*5%*	*7%*	*6%*	*8%*	*6%*	*5%*	*10%*	*6%*	*6%*	*7%*	*7%*	*6%*	*5%*	*7%*	*4%*	*7%*
Don't know	**37**	32	4	*	32	2	1	2	2	5	2	5	2	3	6	3	4	*	2
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**432**	177	174	59	14	4	351	18	202	157	53	14	5	359	19
	16%	**19%deg**	**16%dg**	**17%dg**	*8%*	*6%*	**17%dg**	*7%*	**20%ikn**	*15%*	*15%*	*9%*	*9%*	**17%kn**	*9%*
Phone call	**252**	83	114	29	21	4	197	26	92	110	25	21	4	202	25
	10%	*9%*	*10%*	*8%*	*12%*	*6%*	*10%*	*10%*	*9%*	*10%*	*7%*	*13%*	*8%*	*10%*	*12%*
Text message	**165**	53	78	20	15	*	131	15	70	58	26	6	5	129	10
	6%	*6%*	*7%*	*6%*	*8%*	*	*6%*	*6%*	*7%*	*6%*	*7%*	*4%*	*9%*	*6%*	*5%*
Email/ online portal	**1571**	549	645	191	122	53	1195	175	573	629	221	103	36	1202	139
	59%	*59%*	*59%*	*55%*	**67%c**	**79%abcf**	*59%*	**70%abcf**	*57%*	*60%*	*61%*	*67%*	*70%*	*58%*	**67%hm**
Other	**13**	7	-	6	-	-	7	-	2	6	3	1	-	9	1
	*	**1%b**	-	**2%bf**	-	-	*	-	*	*1%*	*1%*	*1%*	-	*	*1%*
No preference	**179**	58	70	35	10	4	127	14	60	83	24	7	2	142	9
	7%	*6%*	*6%*	*10%*	*6%*	*6%*	*6%*	*6%*	*6%*	*8%*	*7%*	*4%*	*4%*	*7%*	*4%*
Don't know	**37**	11	14	9	-	1	25	1	12	12	9	3	-	24	3
	1%	*1%*	*1%*	*3%*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**432**	22	401	9	123	273	35	425	2	2	-	429	3
	16%	*16%*	*16%*	*14%*	*17%*	*16%*	*20%*	*17%*	*6%*	*8%*	-	*16%*	*15%*
Phone call	**252**	16	223	13	72	149	32	241	4	-	2	245	5
	10%	*12%*	*9%*	**22%b**	*10%*	*9%*	**18%de**	*9%*	*14%*	-	*100%*	*9%*	*28%*
Text message	**165**	10	151	4	53	97	15	157	6	2	-	165	-
	6%	*8%*	*6%*	*7%*	*7%*	*6%*	*8%*	*6%*	*21%*	*6%*	-	*6%*	-
Email/ online portal	**1571**	71	1470	30	400	1096	75	1538	13	15	-	1565	6
	59%	*52%*	*60%*	*49%*	**55%f**	**63%df**	*43%*	*60%*	*44%*	*57%*	-	*60%*	*33%*
Other	**13**	2	11	-	3	5	5	10	1	-	-	12	1
	*	*1%*	*	-	*	*	**3%de**	*	*5%*	-	-	*	*9%*
No preference	**179**	10	166	2	60	110	9	173	*	4	-	177	1
	7%	*7%*	*7%*	*4%*	*8%*	*6%*	*5%*	*7%*	*1%*	*17%*	-	*7%*	*7%*
Don't know	**37**	5	29	2	17	14	6	30	2	3	-	35	1
	1%	**4%b**	*1%*	*4%*	**2%e**	*1%*	**3%e**	*1%*	*8%*	*12%*	-	*1%*	*7%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 40

QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**432**	82	147	78	124	-	82	-	90	-	57	-	78	-	52	-	72
	16%	*18%*	*17%*	*18%*	*14%*	-	**18%j**	-	**21%jn**	-	*12%*	-	*18%*	-	*12%*	-	*16%*
Phone call	**252**	41	71	36	103	-	41	-	30	-	41	-	36	-	49	-	54
	10%	*9%*	*8%*	*8%*	**12%b**	-	*9%*	-	*7%*	-	*9%*	-	*8%*	-	*11%*	-	*12%*
Text message	**165**	28	43	23	71	-	28	-	10	-	33	-	23	-	24	-	47
	6%	*6%*	*5%*	*5%*	**8%b**	-	**6%h**	-	*2%*	-	**7%h**	-	*5%*	-	*6%*	-	**10%hl**
Email/ online portal	**1571**	262	550	257	501	-	262	-	267	-	283	-	257	-	261	-	240
	59%	*58%*	*62%*	*59%*	*57%*	-	*58%*	-	**63%p**	-	*61%*	-	*59%*	-	*61%*	-	*54%*
Other	**13**	*	3	-	10	-	*	-	-	-	3	-	-	-	2	-	7
	*	*	*	-	*1%*	-	*	-	-	-	*1%*	-	-	-	*1%*	-	**2%hl**
No preference	**179**	34	57	39	49	-	34	-	25	-	32	-	39	-	33	-	16
	7%	*7%*	*6%*	*9%*	*6%*	-	*7%*	-	*6%*	-	*7%*	-	**9%p**	-	*8%*	-	*4%*
Don't know	**37**	3	14	1	19	-	3	-	3	-	11	-	1	-	8	-	10
	1%	*1%*	*2%*	*	*2%*	-	*1%*	-	*1%*	-	**2%l**	-	*	-	*2%*	-	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**298**	-	298	148	150	36	44	55	44	53	30	36	80	99	119	65	237	53	298
	11%	-	*11%*	*12%*	*11%*	*10%*	*12%*	*11%*	*12%*	*12%*	*9%*	*14%*	*11%*	*11%*	*11%*	*11%*	*11%*	*12%*	*11%*
Phone call	**253**	-	253	138	114	56	41	52	27	27	25	24	97	79	76	48	195	56	247
	10%	-	*10%*	*11%*	*8%*	**16%ghijk**	**12%l**	*10%*	*7%*	*6%*	*8%*	*9%*	**14%mno**	*9%*	*7%*	*8%*	*9%*	*13%*	*9%*
Text message	**653**	-	653	315	338	123	90	120	85	89	80	64	213	205	233	144	525	116	639
	25%	-	*25%*	*25%*	*24%*	**35%fghijk**	*26%*	*23%*	*22%*	*20%*	*25%*	*24%*	**30%mn**	*23%*	*22%*	*25%*	*24%*	*27%*	*25%*
Email/ online portal	**1220**	-	1220	546	674	107	138	258	195	238	165	117	245	453	519	281	1032	172	1202
	46%	-	*46%*	*44%*	**48%c**	*31%*	*39%*	**50%ef**	**51%ef**	**52%ef**	**51%ef**	**44%e**	*35%*	**50%l**	**50%l**	**48%l**	**48%q**	*40%*	*46%*
Other	**18**	-	18	8	10	5	3	-	-	5	2	3	8	-	10	5	15	3	13
	1%	-	*1%*	*1%*	*1%*	**1%g**	*1%*	-	-	*1%*	*1%*	*1%*	**1%m**	-	**1%m**	**1%m**	*1%*	*1%*	*
No preference	**171**	-	171	83	86	17	33	26	27	39	17	12	50	52	69	29	133	31	162
	6%	-	*6%*	*7%*	*6%*	*5%*	*9%*	*5%*	*7%*	*9%*	*5%*	*5%*	*7%*	*6%*	*7%*	*5%*	*6%*	*7%*	*6%*
Don't know	**36**	-	36	17	18	4	4	7	3	4	4	8	9	10	17	13	30	5	41
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 41

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**298**	65	99	71	64	164	134	169	127	42	32	80	61	47	220	42	227
	11%	*11%*	*11%*	*13%*	*11%*	*11%*	*12%*	*10%*	*13%*	*15%*	*10%*	*11%*	*10%*	*12%*	*10%*	*14%*	*11%*
Phone call	**253**	55	80	69	48	135	117	147	99	38	33	76	65	24	198	40	198
	10%	*9%*	*9%*	*13%*	*8%*	*9%*	*11%*	*9%*	*10%*	**13%m**	*10%*	*10%*	*10%*	*6%*	*9%*	*14%*	*9%*
Text message	**653**	127	217	158	151	344	309	400	247	63	87	198	145	96	527	63	534
	25%	*21%*	*23%*	**29%a**	*27%*	*22%*	**28%e**	*25%*	*25%*	*22%*	*26%*	*27%*	*23%*	*24%*	*25%*	*21%*	*25%*
Email/ online portal	**1220**	327	434	206	253	761	459	764	445	123	145	324	296	218	983	124	1012
	46%	**54%bcd**	**47%c**	*38%*	*44%*	**50%f**	*41%*	*47%*	*44%*	*42%*	*44%*	*44%*	*47%*	**54%ijkn**	*47%*	*42%*	*47%*
Other	**18**	1	9	5	3	10	8	10	7	6	-	4	5	2	11	6	11
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%jn**	-	*1%*	*1%*	*	*1%*	**2%p**	*1%*
No preference	**171**	26	78	34	34	104	67	108	59	13	29	37	59	11	136	15	139
	6%	*4%*	**8%a**	*6%*	*6%*	*7%*	*6%*	*7%*	*6%*	*4%*	**9%m**	*5%*	**9%ikm**	*3%*	**6%m**	*5%*	*6%*
Don't know	**36**	7	8	4	17	15	21	17	17	7	4	12	2	3	21	7	23
	1%	*1%*	*1%*	*1%*	**3%bc**	*1%*	*2%*	*1%*	*2%*	**2%l**	*1%*	*2%*	*	*1%*	*1%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 41

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**298**	254	44	16	249	25	16	8	10	21	35	12	30	33	32	38	38	6	19
	11%	*11%*	*12%*	*14%*	*11%*	*11%*	*12%*	*10%*	*10%*	*7%*	**16%ik**	*6%*	*12%*	**14%k**	*10%*	*10%*	**16%ik**	*14%*	*10%*
Phone call	**253**	231	22	11	211	23	11	8	7	34	20	10	24	24	40	34	16	2	21
	10%	*10%*	*6%*	*9%*	*10%*	*10%*	*9%*	*10%*	*7%*	*12%*	*9%*	*6%*	*10%*	*10%*	*12%*	*9%*	*7%*	*5%*	*11%*
Text message	**653**	566	87	37	539	65	25	24	19	85	51	57	54	49	81	99	44	11	54
	25%	*25%*	*25%*	*30%*	*24%*	**28%f**	*20%*	**32%df**	*19%*	**30%p**	*23%*	**30%p**	*22%*	*20%*	*24%*	*26%*	*19%*	*26%*	**29%p**
Email/ online portal	**1220**	1047	173	49	1025	100	66	29	55	108	98	94	111	108	155	182	113	19	81
	46%	*46%*	*49%*	*41%*	*46%*	*44%*	**51%g**	*40%*	**55%l**	*38%*	*45%*	**50%l**	*46%*	*45%*	*46%*	*48%*	*49%*	*46%*	*43%*
Other	**18**	12	6	4	14	2	1	*	2	3	2	4	-	2	2	-	-	2	-
	1%	*1%*	*2%*	**3%a**	*1%*	*1%*	*	*	**2%lo**	*1%*	*1%*	**2%o**	-	*1%*	*1%*	-	-	**6%ijlmnopr**	-
No preference	**171**	158	13	3	147	12	8	3	7	26	11	10	19	19	20	23	13	2	11
	6%	*7%*	*4%*	*2%*	*7%*	*5%*	*6%*	*5%*	*7%*	*9%*	*5%*	*5%*	*8%*	*8%*	*6%*	*6%*	*6%*	*4%*	*6%*
Don't know	**36**	30	6	1	31	1	2	2	1	7	2	-	4	5	4	3	7	*	1
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	-	*1%*	*2%*	*1%*	*1%*	*3%*	*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**298**	132	119	37	7	*	251	7	150	98	36	12	2	248	14
	11%	**14%deg**	**11%deg**	**11%deg**	*4%*	*	**12%deg**	*3%*	**15%in**	*9%*	*10%*	*7%*	*4%*	*12%*	*7%*
Phone call	**253**	82	115	35	18	3	197	21	83	115	36	18	1	198	18
	10%	*9%*	*10%*	*10%*	*10%*	*5%*	*10%*	*9%*	*8%*	*11%*	*10%*	*12%*	*1%*	*10%*	*9%*
Text message	**653**	203	292	76	59	17	495	75	262	259	87	31	12	521	43
	25%	*22%*	**27%a**	*22%*	**32%ac**	*25%*	*24%*	**30%a**	*26%*	*25%*	*24%*	*20%*	*22%*	*25%*	*21%*
Email/ online portal	**1220**	439	491	150	91	45	929	136	433	506	157	83	34	940	117
	46%	*47%*	*45%*	*43%*	*50%*	**68%abcf**	*46%*	**55%bcf**	*43%*	*48%*	*44%*	*54%*	**66%hjm**	*45%*	**57%hjm**
Other	**18**	9	6	2	-	-	15	-	6	10	1	-	1	16	1
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*	-	*2%*	*1%*	*
No preference	**171**	62	58	40	7	2	120	8	68	55	36	6	2	123	8
	6%	*7%*	*5%*	**11%abdfg**	*4%*	*3%*	*6%*	*3%*	*7%*	*5%*	**10%imn**	*4%*	*4%*	*6%*	*4%*
Don't know	**36**	11	14	9	1	-	25	1	10	13	7	5	1	23	5
	1%	*1%*	*1%*	*3%*	*1%*	-	*1%*	*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*3%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**298**	14	278	6	87	183	28	290	4	3	-	298	-
	11%	*10%*	*11%*	*10%*	*12%*	*10%*	*16%*	*11%*	*14%*	*13%*	-	*11%*	-
Phone call	**253**	21	220	12	82	148	23	238	5	3	2	246	4
	10%	**16%b**	*9%*	**19%b**	*11%*	*9%*	*13%*	*9%*	*17%*	*12%*	*100%*	*9%*	*26%*
Text message	**653**	24	614	15	190	425	37	630	11	8	-	648	5
	25%	*17%*	*25%*	*25%*	*26%*	*24%*	*21%*	*24%*	*36%*	*30%*	-	*25%*	*27%*
Email/ online portal	**1220**	63	1140	17	304	849	68	1201	8	9	-	1218	2
	46%	*46%*	**47%c**	*28%*	*42%*	**49%df**	*38%*	*47%*	*25%*	*36%*	-	*46%*	*13%*
Other	**18**	1	16	-	4	12	2	18	-	-	-	18	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
No preference	**171**	9	155	7	47	115	9	165	1	1	-	167	4
	6%	*7%*	*6%*	*12%*	*6%*	*7%*	*5%*	*6%*	*4%*	*4%*	-	*6%*	*23%*
Don't know	**36**	4	28	4	13	13	10	32	1	1	-	34	2
	1%	*3%*	*1%*	**7%b**	*2%*	*1%*	**6%de**	*1%*	*4%*	*4%*	-	*1%*	*10%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 41

QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**298**	52	95	52	98	-	52	-	47	-	48	-	52	-	46	-	52
	11%	*12%*	*11%*	*12%*	*11%*	-	*12%*	-	*11%*	-	*10%*	-	*12%*	-	*11%*	-	*12%*
Phone call	**253**	41	74	45	92	-	41	-	31	-	43	-	45	-	44	-	48
	10%	*9%*	*8%*	*10%*	*11%*	-	*9%*	-	*7%*	-	*9%*	-	*10%*	-	*10%*	-	*11%*
Text message	**653**	106	247	90	209	-	106	-	124	-	122	-	90	-	84	-	126
	25%	*24%*	**28%c**	*21%*	*24%*	-	*24%*	-	**29%ln**	-	**27%n**	-	*21%*	-	*19%*	-	**28%n**
Email/ online portal	**1220**	216	392	205	408	-	216	-	189	-	203	-	205	-	223	-	184
	46%	*48%*	*44%*	*47%*	*47%*	-	*48%*	-	*44%*	-	*44%*	-	*47%*	-	**52%p**	-	*41%*
Other	**18**	-	6	1	10	-	-	-	-	-	6	-	1	-	4	-	6
	1%	-	*1%*	*	*1%*	-	-	-	-	-	**1%fh**	-	*	-	*1%*	-	*1%*
No preference	**171**	29	56	37	49	-	29	-	25	-	31	-	37	-	25	-	24
	6%	*7%*	*6%*	*8%*	*6%*	-	*7%*	-	*6%*	-	*7%*	-	*8%*	-	*6%*	-	*5%*
Don't know	**36**	6	16	4	10	-	6	-	9	-	8	-	4	-	3	-	7
	1%	*1%*	*2%*	*1%*	*1%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-	*1%*	-	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Your bank / building society	**730**	-	730	345	385	79	82	132	95	126	106	110	161	226	342	216	602	116	770
	28%	-	*28%*	*27%*	*28%*	*23%*	*23%*	*25%*	*25%*	*28%*	**33%ef**	**42%efghi**	*23%*	*25%*	**33%lm**	**37%lm**	*28%*	*27%*	*30%*
Your gas / electricity provider	**664**	-	664	330	334	103	94	131	91	99	78	69	197	221	245	146	529	123	720
	25%	-	*25%*	*26%*	*24%*	**30%i**	*27%*	*25%*	*24%*	*22%*	*24%*	*26%*	*28%*	*25%*	*24%*	*25%*	*24%*	*28%*	*28%*
Your local council or tax office	**1144**	-	1144	536	608	115	150	207	149	208	161	150	265	356	519	311	944	186	1157
	43%	-	*43%*	*43%*	*44%*	*33%*	**42%e**	*40%*	*39%*	**46%e**	**50%egh**	**57%efghi**	*38%*	*40%*	**50%lm**	**53%lm**	*44%*	*43%*	*44%*
Your GP / medical or healthcare professional	**472**	-	472	214	258	52	70	95	64	78	47	64	122	159	189	110	378	89	493
	18%	-	*18%*	*17%*	*19%*	*15%*	*20%*	*18%*	*17%*	*17%*	*14%*	**24%ej**	*17%*	*18%*	*18%*	*19%*	*17%*	*20%*	*19%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**429**	-	429	213	215	44	58	75	51	78	66	58	102	125	201	123	354	69	431
	16%	-	*16%*	*17%*	*15%*	*13%*	*16%*	*14%*	*13%*	*17%*	**20%e**	**22%egh**	*15%*	*14%*	**19%lm**	**21%lm**	*16%*	*16%*	*17%*
Your landline phone provider	**488**	-	488	240	247	51	77	83	66	97	67	46	128	149	209	112	374	105	500
	18%	-	*18%*	*19%*	*18%*	*15%*	**22%e**	*16%*	*17%*	*21%*	*21%*	*17%*	*18%*	*17%*	*20%*	*19%*	*17%*	**24%p**	*19%*
Your paid TV provider	**431**	-	431	204	227	59	69	79	58	74	48	43	128	137	165	91	329	94	456
	16%	-	*16%*	*16%*	*16%*	*17%*	*20%*	*15%*	*15%*	*16%*	*15%*	*16%*	*18%*	*15%*	*16%*	*16%*	*15%*	**22%p**	*18%*
Your broadband provider	**432**	-	432	209	223	62	61	84	63	74	51	36	123	147	161	87	345	78	449
	16%	-	*16%*	*17%*	*16%*	*18%*	*17%*	*16%*	*16%*	*16%*	*16%*	*14%*	*18%*	*16%*	*15%*	*15%*	*16%*	*18%*	*17%*
Your mobile phone provider	**298**	-	298	148	150	36	44	55	44	53	30	36	80	99	119	65	237	53	298
	11%	-	*11%*	*12%*	*11%*	*10%*	*12%*	*11%*	*12%*	*12%*	*9%*	*14%*	*11%*	*11%*	*11%*	*11%*	*11%*	*12%*	*11%*
Would not be happy to receive Post from any organisation	**1220**	-	1220	584	634	151	159	259	202	213	141	94	309	461	448	235	1009	184	1147
	46%	-	*46%*	*47%*	*46%*	*43%*	*45%*	**50%k**	**53%ek**	**47%k**	*44%*	*36%*	*44%*	**51%lno**	*43%*	*40%*	*47%*	*42%*	*44%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Your bank / building society	**730**	180	236	159	155	416	314	385	341	98	91	197	151	114	553	98	566
	28%	*30%*	*26%*	*29%*	*27%*	*27%*	*28%*	*24%*	**34%g**	**34%ln**	*28%*	*27%*	*24%*	*28%*	*26%*	**33%p**	*26%*
Your gas / electricity provider	**664**	150	199	163	151	350	315	386	276	73	86	182	159	101	528	73	544
	25%	*25%*	*22%*	**30%b**	*27%*	*23%*	**28%c**	*24%*	*28%*	*25%*	*26%*	*25%*	*25%*	*25%*	*25%*	*25%*	*25%*
Your local council or tax office	**1144**	292	399	224	231	690	454	642	497	118	148	313	268	176	905	118	936
	43%	**48%d**	*43%*	*41%*	*41%*	*45%*	*41%*	*40%*	**50%g**	*40%*	*45%*	*43%*	*42%*	*44%*	*43%*	*40%*	*44%*
Your GP / medical or healthcare professional	**472**	111	165	99	97	276	196	282	188	50	52	131	116	76	376	50	385
	18%	*18%*	*18%*	*18%*	*17%*	*18%*	*18%*	*17%*	*19%*	*17%*	*16%*	*18%*	*18%*	*19%*	*18%*	*17%*	*18%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**429**	113	126	99	91	239	190	243	181	37	64	126	83	79	353	37	366
	16%	**19%b**	*14%*	*18%*	*16%*	*16%*	*17%*	*15%*	*18%*	*13%*	**19%l**	*17%*	*13%*	**20%l**	*17%*	*13%*	*17%*
Your landline phone provider	**488**	108	161	118	101	269	219	304	182	62	52	128	109	80	370	62	379
	18%	*18%*	*17%*	*22%*	*18%*	*18%*	*20%*	*19%*	*18%*	*21%*	*16%*	*18%*	*17%*	*20%*	*18%*	*21%*	*18%*
Your paid TV provider	**431**	94	153	92	92	247	185	256	173	55	49	119	105	59	332	55	344
	16%	*15%*	*17%*	*17%*	*16%*	*16%*	*17%*	*16%*	*17%*	*19%*	*15%*	*16%*	*17%*	*15%*	*16%*	*19%*	*16%*
Your broadband provider	**432**	88	139	111	94	227	204	257	173	50	58	104	98	69	329	50	340
	16%	*15%*	*15%*	*20%*	*16%*	*15%*	*18%*	*16%*	*17%*	*17%*	*18%*	*14%*	*16%*	*17%*	*16%*	*17%*	*16%*
Your mobile phone provider	**298**	65	99	71	64	164	134	169	127	42	32	80	61	47	220	42	227
	11%	*11%*	*11%*	*13%*	*11%*	*11%*	*12%*	*10%*	*13%*	*15%*	*10%*	*11%*	*10%*	*12%*	*10%*	*14%*	*11%*
Would not be happy to receive Post from any organisation	**1220**	263	447	238	272	709	510	792	409	141	140	326	312	184	962	145	978
	46%	*43%*	*48%*	*44%*	*48%*	*46%*	*46%*	**49%h**	*41%*	*48%*	*42%*	*45%*	*49%*	*46%*	*46%*	*49%*	*46%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Your bank / building society	730	607	123	47	604	66	38	22	28	53	61	52	55	89	78	119	69	11	55
	28%	*26%*	**35%a**	**39%a**	*27%*	*29%*	*29%*	*30%*	*28%*	*19%*	*28%*	*28%*	*23%*	**37%iln**	*23%*	**31%i**	**30%i**	*26%*	**30%i**
Your gas / electricity provider	664	563	101	41	543	57	36	28	23	49	62	49	50	58	78	98	76	15	42
	25%	*24%*	*29%*	**34%a**	*24%*	*25%*	*28%*	**38%def**	*23%*	*17%*	**28%i**	*26%*	*20%*	*24%*	*23%*	*26%*	**33%ilr**	**37%ilr**	*22%*
Your local council or tax office	1144	976	169	58	963	98	49	35	38	96	82	91	111	116	134	175	119	19	78
	43%	*42%*	*48%*	*48%*	*43%*	*43%*	*38%*	*47%*	*38%*	*34%*	*38%*	**48%i**	**46%i**	**49%i**	*40%*	**46%i**	**52%hijn**	*47%*	*42%*
Your GP / medical or healthcare professional	472	408	64	25	382	49	25	17	26	36	39	28	32	61	47	71	42	9	39
	18%	*18%*	*18%*	*21%*	*17%*	*21%*	*19%*	*22%*	**26%ikln**	*13%*	*18%*	*15%*	*13%*	**26%ikln**	*14%*	*19%*	*18%*	*22%*	**21%il**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	429	360	69	27	358	39	21	11	17	43	42	24	38	50	47	51	46	6	33
	16%	*16%*	*20%*	*22%*	*16%*	*17%*	*16%*	*16%*	*17%*	*15%*	*19%*	*13%*	*16%*	*21%*	*14%*	*13%*	*20%*	*14%*	*18%*
Your landline phone provider	488	418	70	23	405	42	24	16	17	40	40	34	41	58	59	58	59	11	31
	18%	*18%*	*20%*	*19%*	*18%*	*18%*	*19%*	*22%*	*17%*	*14%*	*18%*	*18%*	*17%*	**24%lo**	*18%*	*15%*	**25%lor**	**27%l**	*16%*
Your paid TV provider	431	370	61	24	360	32	24	15	19	36	36	21	44	42	53	46	62	7	25
	16%	*16%*	*17%*	*20%*	*16%*	*14%*	*18%*	*20%*	*19%*	*13%*	*17%*	*11%*	*18%*	*18%*	*16%*	*12%*	**27%ljknor**	*16%*	*14%*
Your broadband provider	432	367	64	21	360	37	21	14	21	35	37	34	35	43	48	52	55	8	29
	16%	*16%*	*18%*	*17%*	*16%*	*16%*	*16%*	*19%*	*21%*	*12%*	*17%*	*18%*	*14%*	*18%*	*14%*	*14%*	**24%ilno**	*19%*	*16%*
Your mobile phone provider	298	254	44	16	249	25	16	8	10	21	35	12	30	33	32	38	38	6	19
	11%	*11%*	*12%*	*14%*	*11%*	*11%*	*12%*	*10%*	*10%*	*7%*	**16%lk**	*6%*	*12%*	**14%k**	*10%*	*10%*	**16%lk**	*14%*	*10%*
Would not be happy to receive Post from any organisation	1220	1077	143	51	1026	103	63	27	47	151	108	81	108	102	160	173	96	17	86
	46%	*47%*	*41%*	*42%*	**46%g**	*45%*	**49%g**	*37%*	*46%*	*53%*	*49%*	*43%*	*45%*	*43%*	*48%*	*46%*	*42%*	*41%*	*46%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Your bank / building society	**730**	337	286	68	25	10	623	35	328	259	88	44	8	588	52
	28%	**36%bcdefg**	**26%dg**	*20%*	*14%*	*14%*	**31%bcdeg**	*14%*	**32%jl**	*25%*	*25%*	*28%*	*15%*	*28%*	*25%*
Your gas / electricity provider	**664**	278	276	62	38	5	554	43	303	252	71	32	5	555	37
	25%	**30%ceg**	**25%ceg**	*18%*	*21%*	*8%*	**27%ceg**	*17%*	**30%jln**	*24%*	*20%*	*21%*	*9%*	**27%jn**	*18%*
Your local council or tax office	**1144**	475	457	130	59	17	932	76	472	452	139	66	14	924	81
	43%	**51%bcdeg**	**42%eg**	*37%*	*32%*	*26%*	**46%cdeg**	*31%*	**47%jl**	*43%*	*38%*	*43%*	*28%*	*45%*	*39%*
Your GP / medical or healthcare professional	**472**	210	185	53	17	4	395	21	218	177	46	25	4	395	30
	18%	**22%bcdeg**	**17%dg**	*15%*	*9%*	*6%*	**19%deg**	*8%*	**22%jl**	*17%*	*13%*	*16%*	*8%*	**19%j**	*14%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**429**	196	167	45	16	2	363	18	189	157	60	21	2	345	23
	16%	**21%bcdeg**	**15%eg**	*13%*	*9%*	*4%*	**18%deg**	*7%*	**19%jn**	*15%*	*17%*	*14%*	*4%*	*17%*	*11%*
Your landline phone provider	**488**	231	192	45	16	1	422	16	236	182	45	20	2	418	22
	18%	**25%bcdeg**	**18%deg**	**13%e**	*9%*	*1%*	**21%cdeg**	*7%*	**23%jkln**	*17%*	*13%*	*13%*	*5%*	**20%jn**	*11%*
Your paid TV provider	**431**	179	184	44	20	1	363	21	198	166	36	25	4	365	29
	16%	**19%cdeg**	**17%eg**	**13%e**	**11%e**	*1%*	**18%eg**	*8%*	**20%j**	**16%j**	*10%*	*16%*	*7%*	**18%j**	*14%*
Your broadband provider	**432**	177	174	59	14	4	351	18	202	157	53	14	5	359	19
	16%	**19%deg**	**16%dg**	**17%dg**	*8%*	*6%*	**17%dg**	*7%*	**20%jkn**	*15%*	*15%*	*9%*	*9%*	**17%kn**	*9%*
Your mobile phone provider	**298**	132	119	37	7	*	251	7	150	98	36	12	2	248	14
	11%	**14%deg**	**11%deg**	**11%deg**	*4%*	*	**12%deg**	*3%*	**15%jn**	*9%*	*10%*	*7%*	*4%*	*12%*	*7%*
Would not be happy to receive Post from any organisation	**1220**	358	514	185	106	46	872	152	428	477	186	84	33	905	117
	46%	*38%*	**47%a**	**53%af**	**58%abf**	**69%abf**	*43%*	**61%abf**	*42%*	*45%*	**52%hm**	**54%hm**	**64%him**	*44%*	**57%him**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Your bank / building society	**730**	43	674	12	199	491	40	719	4	7	-	730	-
	28%	*32%*	*28%*	*20%*	*27%*	*28%*	*23%*	*28%*	*14%*	*28%*	-	*28%*	-
Your gas / electricity provider	**664**	29	626	9	173	441	50	643	7	12	-	663	1
	25%	*21%*	*26%*	*15%*	*24%*	*25%*	*28%*	*25%*	*25%*	*47%*	-	*25%*	*8%*
Your local council or tax office	**1144**	46	1088	10	305	773	67	1127	6	7	-	1140	4
	43%	**34%c**	**44%ac**	*16%*	*42%*	*44%*	*38%*	*44%*	*20%*	*27%*	-	*43%*	*25%*
Your GP / medical or healthcare professional	**472**	24	439	9	115	328	29	463	*	8	-	471	1
	18%	*18%*	*18%*	*14%*	*16%*	*19%*	*16%*	*18%*	*1%*	*29%*	-	*18%*	*4%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**429**	29	392	8	138	260	32	417	2	6	-	425	5
	16%	*21%*	*16%*	*13%*	**19%e**	*15%*	*18%*	*16%*	*6%*	*23%*	-	*16%*	*27%*
Your landline phone provider	**488**	23	458	6	140	317	31	478	1	8	-	486	1
	18%	*17%*	*19%*	*10%*	*19%*	*18%*	*18%*	*19%*	*2%*	*31%*	-	*18%*	*8%*
Your paid TV provider	**431**	27	395	10	129	267	35	423	2	5	-	430	1
	16%	*20%*	*16%*	*16%*	*18%*	*15%*	*20%*	*16%*	*5%*	*18%*	-	*16%*	*9%*
Your broadband provider	**432**	22	401	9	123	273	35	425	2	2	-	429	3
	16%	*16%*	*16%*	*14%*	*17%*	*16%*	*20%*	*17%*	*6%*	*8%*	-	*16%*	*15%*
Your mobile phone provider	**298**	14	278	6	87	183	28	290	4	3	-	298	-
	11%	*10%*	*11%*	*10%*	*12%*	*10%*	*16%*	*11%*	*14%*	*13%*	-	*11%*	-
Would not be happy to receive Post from any organisation	**1220**	65	1123	32	327	804	89	1185	16	8	2	1209	9
	46%	*48%*	*46%*	*52%*	*45%*	*46%*	*50%*	*46%*	*53%*	*32%*	*100%*	*46%*	*53%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 42

QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Your bank / building society	**730**	140	258	112	219	-	140	-	145	-	113	-	112	-	104	-	115
	28%	*31%*	*29%*	*26%*	*25%*	-	*31%*	-	**34%jlnp**	-	*25%*	-	*26%*	-	*24%*	-	*26%*
Your gas / electricity provider	**664**	132	214	108	210	-	132	-	123	-	92	-	108	-	91	-	119
	25%	*29%*	*24%*	*25%*	*24%*	-	**29%jn**	-	**29%jn**	-	*20%*	-	*25%*	-	*21%*	-	*27%*
Your local council or tax office	**1144**	212	409	174	350	-	212	-	228	-	181	-	174	-	178	-	172
	43%	*47%*	**46%d**	*40%*	*40%*	-	*47%*	-	**54%jlnp**	-	*39%*	-	*40%*	-	*41%*	-	*38%*
Your GP / medical or healthcare professional	**472**	95	168	64	144	-	95	-	93	-	75	-	64	-	68	-	76
	18%	*21%*	*19%*	*15%*	*16%*	-	*21%*	-	**22%l**	-	*16%*	-	*15%*	-	*16%*	-	*17%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**429**	76	148	63	141	-	76	-	85	-	63	-	63	-	67	-	74
	16%	*17%*	*17%*	*15%*	*16%*	-	*17%*	-	**20%j**	-	*14%*	-	*15%*	-	*16%*	-	*16%*
Your landline phone provider	**488**	96	161	73	157	-	96	-	88	-	73	-	73	-	70	-	88
	18%	*21%*	*18%*	*17%*	*18%*	-	*21%*	-	*21%*	-	*16%*	-	*17%*	-	*16%*	-	*20%*
Your paid TV provider	**431**	85	153	67	126	-	85	-	85	-	68	-	67	-	62	-	64
	16%	*19%*	*17%*	*15%*	*14%*	-	*19%*	-	*20%*	-	*15%*	-	*15%*	-	*14%*	-	*14%*
Your broadband provider	**432**	82	147	78	124	-	82	-	90	-	57	-	78	-	52	-	72
	16%	*18%*	*17%*	*18%*	*14%*	-	**18%j**	-	**21%jn**	-	*12%*	-	*18%*	-	*12%*	-	*16%*
Your mobile phone provider	**298**	52	95	52	98	-	52	-	47	-	48	-	52	-	46	-	52
	11%	*12%*	*11%*	*12%*	*11%*	-	*12%*	-	*11%*	-	*10%*	-	*12%*	-	*11%*	-	*12%*
Would not be happy to receive Post from any organisation	**1220**	195	370	215	440	-	195	-	149	-	221	-	215	-	215	-	224
	46%	*43%*	*42%*	**49%b**	**50%b**	-	**43%h**	-	*35%*	-	**46%h**	-	**49%h**	-	**50%h**	-	**50%h**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2602	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	2648	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	1600	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Your bank / building society	244 9%	-	244 9%	111 9%	132 9%	58 17%ghijk	51 14%hijk	49 9%k	21 5%	37 8%	18 5%	10 4%	109 16%mno	70 8%	65 6%	28 5%	189 9%	52 12%	225 9%
Your gas / electricity provider	214 8%	-	214 8%	107 9%	106 8%	43 12%ijk	44 12%ijk	43 8%	28 7%	27 6%	17 5%	12 5%	87 12%mno	71 8%	56 5%	29 5%	159 7%	53 12%p	188 7%
Your local council or tax office	230 9%	-	230 9%	118 9%	112 8%	49 14%hij	34 9%	46 9%	22 6%	38 8%	21 6%	21 8%	83 12%mno	68 8%	80 8%	42 7%	197 9%	32 7%	216 8%
Your GP / medical or healthcare professional	966 36%	-	966 36%	469 37%	496 36%	109 31%	110 31%	171 33%	128 33%	163 36%	152 47%efghi	131 50%efghi	219 31%	298 33%	447 43%lm	284 48%lm	813 38%	142 33%	1044 40%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	168 6%	-	168 6%	96 8%d	72 5%	43 12%ghijk	34 10%ijk	34 7%j	25 7%j	17 4%	5 2%	10 4%	77 11%mno	59 7%no	32 3%	15 2%	123 6%	42 10%p	159 6%
Your landline phone provider	350 13%	-	350 13%	191 15%d	158 11%	68 20%ghijk	50 14%	68 13%	40 10%	50 11%	42 13%	32 12%	118 17%mn	107 12%	124 12%	74 13%	285 13%	64 15%	357 14%
Your paid TV provider	203 8%	-	203 8%	102 8%	101 7%	49 14%ghijk	43 12%hijk	43 8%k	25 7%k	25 5%	14 4%	5 2%	91 13%mno	68 8%no	44 4%	19 3%	153 7%	51 12%p	182 7%
Your broadband provider	252 10%	-	252 10%	123 10%	128 9%	49 14%hik	46 13%i	48 9%	29 8%	32 7%	27 8%	20 8%	95 14%mno	78 9%	79 8%	47 8%	195 9%	57 13%	235 9%
Your mobile phone provider	253 10%	-	253 10%	138 11%	114 8%	56 16%ghijk	41 12%i	52 10%	27 7%	27 6%	25 8%	24 9%	97 14%mno	79 9%	76 7%	48 8%	195 9%	56 13%	247 9%
Would not be happy to receive Phone call from any organisation	1436 54%	-	1436 54%	658 52%	775 56%	174 50%	191 54%	300 58%k	236 62%ejk	256 56%k	157 49%	120 45%	365 52%	535 60%lno	533 51%	277 47%	1171 54%	233 53%	1336 51%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 43

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Your bank / building society	244	42	73	67	61	115	128	157	78	39	23	75	63	19	180	39	185
	9%	7%	8%	12%ab	11%	8%	11%e	10%	8%	13%jmn	7%	10%m	10%m	5%	9%	13%p	9%
Your gas / electricity provider	214	45	73	46	49	119	95	143	66	25	27	58	55	30	171	25	176
	8%	7%	8%	8%	9%	8%	9%	9%	7%	9%	8%	8%	9%	8%	8%	9%	8%
Your local council or tax office	230	34	68	72	55	102	128	144	81	36	26	76	53	21	176	36	181
	9%	6%	7%	13%ab	10%a	7%	11%e	9%	8%	12%m	8%	10%m	8%	5%	8%	12%	8%
Your GP / medical or healthcare professional	966	225	303	216	223	527	439	529	424	110	122	276	222	129	748	110	770
	36%	37%	33%	39%	39%b	34%	39%e	33%	42%g	38%	37%	38%	35%	32%	36%	37%	36%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	168	44	55	45	24	99	69	120	46	20	20	51	42	24	137	20	141
	6%	7%	6%	8%d	4%	6%	6%	7%h	5%	7%	6%	7%	7%	6%	7%	7%	7%
Your landline phone provider	350	83	104	88	74	187	162	212	132	35	60	103	81	41	286	35	295
	13%	14%	11%	16%b	13%	12%	15%	13%	13%	12%	18%m	14%	13%	10%	14%	12%	14%
Your paid TV provider	203	38	58	58	49	96	107	138	61	21	28	62	54	22	166	21	174
	8%	6%	6%	11%ab	9%	6%	10%e	9%	6%	7%	8%	8%	9%	6%	8%	7%	8%
Your broadband provider	252	64	65	71	52	129	123	154	89	26	27	85	64	23	199	26	207
	10%	11%	7%	13%b	9%	8%	11%	10%	9%	9%	8%	12%m	10%	6%	10%	9%	10%
Your mobile phone provider	253	55	80	69	48	135	117	147	99	38	33	76	65	24	198	40	198
	10%	9%	9%	13%	8%	9%	11%	9%	10%	13%m	10%	10%	10%	6%	9%	14%	9%
Would not be happy to receive Phone call from any organisation	1436	326	538	272	300	864	572	919	504	157	171	388	346	249	1153	160	1174
	54%	54%	58%c	50%	53%	56%f	51%	57%h	50%	54%	51%	53%	55%	62%jkn	55%	54%	55%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Your bank / building society	244	214	30	18	206	19	11	8	6	40	21	17	29	15	39	21	18	5	15
	9%	9%	8%	15%	9%	8%	8%	11%	6%	14%hmo	9%	9%	12%o	6%	12%o	6%	8%	11%	8%
Your gas / electricity provider	214	200	14	9	183	17	7	7	10	33	23	11	19	19	35	14	19	2	15
	8%	9%b	4%	8%	8%	8%	6%	9%	9%o	12%o	11%o	6%	8%	8%	10%o	4%	8%	5%	8%o
Your local council or tax office	230	205	25	12	197	20	8	6	12	46	25	10	19	21	21	23	20	6	14
	9%	9%	7%	10%	9%	9%	6%	8%	12%k	16%klnor	11%	5%	8%	9%	6%	6%	9%	14%k	7%
Your GP / medical or healthcare professional	966	808	158	58	777	99	51	40	32	86	96	80	102	74	96	129	82	19	79
	36%	35%	45%a	48%a	35%	43%d	39%	54%def	32%	30%	44%lmn	42%ln	42%ln	31%	29%	34%	36%	47%ln	42%lmn
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	168	154	14	6	149	9	5	5	9	21	14	10	12	17	33	25	7	1	8
	6%	7%	4%	5%	7%	4%	4%	6%	9%p	7%	7%	5%	5%	7%	10%pr	7%	3%	3%	4%
Your landline phone provider	350	310	40	18	294	26	19	10	12	43	29	22	34	28	48	48	29	8	18
	13%	13%	11%	15%	13%	11%	15%	14%	12%	15%	13%	12%	14%	12%	14%	13%	13%	18%	10%
Your paid TV provider	203	188	15	6	181	10	6	6	10	29	17	11	24	16	33	26	16	1	9
	8%	8%b	4%	5%	8%e	4%	5%	8%	10%	10%	8%	6%	10%	7%	10%	7%	7%	3%	5%
Your broadband provider	252	222	29	16	216	18	10	8	7	30	24	16	28	22	37	35	16	5	13
	10%	10%	8%	13%	10%	8%	8%	11%	7%	10%	11%	9%	12%	9%	11%	9%	7%	11%	7%
Your mobile phone provider	253	231	22	11	211	23	11	8	7	34	20	10	24	24	40	34	16	2	21
	10%	10%	6%	9%	10%	10%	9%	10%	7%	12%	9%	6%	10%	10%	12%	9%	7%	5%	11%
Would not be happy to receive Phone call from any organisation	1436	1264	171	57	1224	114	70	28	55	169	103	92	127	141	190	220	128	19	95
	54%	55%	49%	47%	55%g	50%g	54%g	38%	55%	60%j	47%	49%	52%	59%	57%	58%	55%	45%	51%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Your bank / building society	**244**	80	106	35	19	1	185	20	93	98	32	16	4	191	20
	9%	*9%*	*10%*	*10%*	*10%*	*2%*	*9%*	*8%*	*9%*	*9%*	*9%*	*10%*	*7%*	*9%*	*10%*
Your gas / electricity provider	**214**	73	97	30	13	2	170	14	78	92	35	8	1	170	10
	8%	*8%*	*9%*	*8%*	*7%*	*3%*	*8%*	*6%*	*8%*	*9%*	*10%*	*5%*	*2%*	*8%*	*5%*
Your local council or tax office	**230**	72	103	31	20	4	176	23	91	93	28	13	6	183	18
	9%	*8%*	*9%*	*9%*	*11%*	*6%*	*9%*	*9%*	*9%*	*9%*	*8%*	*8%*	*11%*	*9%*	*9%*
Your GP / medical or healthcare professional	**966**	376	396	110	63	20	772	82	389	364	138	58	16	754	74
	36%	***40%c***	*36%*	*31%*	*34%*	*29%*	*38%*	*33%*	*38%*	*35%*	*38%*	*38%*	*31%*	*36%*	*36%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**168**	59	74	19	15	1	132	16	53	85	20	9	*	138	10
	6%	*6%*	*7%*	*6%*	*8%*	*1%*	*7%*	*6%*	*5%*	***8%h***	*6%*	*6%*	*1%*	*7%*	*5%*
Your landline phone provider	**350**	114	150	52	29	5	264	33	131	147	45	25	2	278	27
	13%	*12%*	*14%*	*15%*	*16%*	*7%*	*13%*	*13%*	*13%*	*14%*	*12%*	*16%*	*4%*	*13%*	*13%*
Your paid TV provider	**203**	71	84	31	13	3	155	16	78	83	30	8	4	161	12
	8%	*8%*	*8%*	*9%*	*7%*	*4%*	*8%*	*6%*	*8%*	*8%*	*8%*	*5%*	*8%*	*8%*	*6%*
Your broadband provider	**252**	83	114	29	21	4	197	26	92	110	25	21	4	202	25
	10%	*9%*	*10%*	*8%*	*12%*	*6%*	*10%*	*10%*	*9%*	*10%*	*7%*	*13%*	*8%*	*10%*	*12%*
Your mobile phone provider	**253**	82	115	35	18	3	197	21	83	115	36	18	1	198	18
	10%	*9%*	*10%*	*10%*	*10%*	*5%*	*10%*	*9%*	*8%*	*11%*	*10%*	*12%*	*1%*	*10%*	*9%*
Would not be happy to receive Phone call from any organisation	**1436**	495	594	194	95	44	1089	139	540	578	189	84	33	1118	117
	54%	*53%*	*54%*	*55%*	*52%*	*66%*	*54%*	*56%*	*53%*	*55%*	*53%*	*55%*	*64%*	*54%*	*57%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 43

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Your bank / building society	**244**	22	208	14	78	131	35	224	7	2	2	232	9
	9%	**16%b**	*8%*	**22%b**	**11%e**	*8%*	**20%de**	*9%*	*22%*	*8%*	*100%*	*9%*	*54%*
Your gas / electricity provider	**214**	23	180	11	73	120	21	196	7	4	2	207	5
	8%	**17%b**	*7%*	**17%b**	**10%e**	*7%*	*12%*	*8%*	*23%*	*16%*	*100%*	*8%*	*30%*
Your local council or tax office	**230**	23	196	11	89	118	23	215	4	5	2	224	5
	9%	**17%b**	*8%*	**18%b**	**12%e**	*7%*	**13%e**	*8%*	*12%*	*19%*	*100%*	*9%*	*27%*
Your GP / medical or healthcare professional	**966**	54	889	24	290	606	70	942	7	9	2	958	6
	36%	*39%*	*36%*	*39%*	*40%*	*35%*	*40%*	*37%*	*24%*	*35%*	*100%*	*36%*	*38%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**168**	13	150	5	54	96	19	149	8	6	2	163	3
	6%	*9%*	*6%*	*8%*	*7%*	*5%*	**11%e**	*6%*	*27%*	*21%*	*100%*	*6%*	*16%*
Your landline phone provider	**350**	28	306	16	107	207	36	334	4	2	2	340	8
	13%	**21%b**	*12%*	**26%b**	*15%*	*12%*	**20%e**	*13%*	*13%*	*7%*	*100%*	*13%*	*45%*
Your paid TV provider	**203**	21	174	8	62	115	26	191	2	1	2	194	7
	8%	**15%b**	*7%*	*14%*	*9%*	*7%*	**15%e**	*7%*	*6%*	*5%*	*100%*	*7%*	*42%*
Your broadband provider	**252**	16	223	13	72	149	32	241	4	-	2	245	5
	10%	*12%*	*9%*	**22%b**	*10%*	*9%*	**18%de**	*9%*	*14%*	-	*100%*	*9%*	*28%*
Your mobile phone provider	**253**	21	220	12	82	148	23	238	5	3	2	246	4
	10%	**16%b**	*9%*	**19%b**	*11%*	*9%*	*13%*	*9%*	*17%*	*12%*	*100%*	*9%*	*26%*
Would not be happy to receive Phone call from any organisation	**1436**	62	1350	23	356	995	84	1404	14	14	-	1432	4
	54%	*46%*	**55%c**	*38%*	*49%*	**57%d**	*48%*	*55%*	*46%*	*53%*	-	*54%*	*24%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 43

QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Your bank / building society	**244**	24	60	41	119	-	24	-	26	-	34	-	41	-	51	-	68
	9%	*5%*	*7%*	*9%*	**14%ab**	-	*5%*	-	*6%*	-	*7%*	-	*9%*	-	**12%fh**	-	**15%fhj**
Your gas / electricity provider	**214**	22	68	31	94	-	22	-	25	-	44	-	31	-	42	-	52
	8%	*5%*	*8%*	*7%*	**11%a**	-	*5%*	-	*6%*	-	**9%f**	-	*7%*	-	**10%f**	-	**12%fh**
Your local council or tax office	**230**	30	70	44	86	-	30	-	21	-	48	-	44	-	37	-	49
	9%	*7%*	*8%*	*10%*	*10%*	-	*7%*	-	*5%*	-	**11%h**	-	**10%h**	-	*9%*	-	**11%h**
Your GP / medical or healthcare professional	**966**	177	329	157	303	-	177	-	177	-	152	-	157	-	153	-	151
	36%	*39%*	*37%*	*36%*	*35%*	-	*39%*	-	**42%j**	-	*33%*	-	*36%*	-	*35%*	-	*34%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**168**	23	48	28	68	-	23	-	19	-	29	-	28	-	32	-	37
	6%	*5%*	*5%*	*7%*	*8%*	-	*5%*	-	*4%*	-	*6%*	-	*7%*	-	*7%*	-	*8%*
Your landline phone provider	**350**	54	119	47	130	-	54	-	56	-	62	-	47	-	65	-	65
	13%	*12%*	*13%*	*11%*	*15%*	-	*12%*	-	*13%*	-	*14%*	-	*11%*	-	*15%*	-	*15%*
Your paid TV provider	**203**	25	64	25	90	-	25	-	28	-	36	-	25	-	38	-	52
	8%	*5%*	*7%*	*6%*	**10%ac**	-	*5%*	-	*7%*	-	*8%*	-	*6%*	-	*9%*	-	**12%fi**
Your broadband provider	**252**	41	71	36	103	-	41	-	30	-	41	-	36	-	49	-	54
	10%	*9%*	*8%*	*8%*	**12%b**	-	*9%*	-	*7%*	-	*9%*	-	*8%*	-	*11%*	-	*12%*
Your mobile phone provider	**253**	41	74	45	92	-	41	-	31	-	43	-	45	-	44	-	48
	10%	*9%*	*8%*	*10%*	*11%*	-	*9%*	-	*7%*	-	*9%*	-	*10%*	-	*10%*	-	*11%*
Would not be happy to receive Phone call from any organisation	**1436**	241	474	234	487	-	241	-	210	-	264	-	234	-	237	-	250
	54%	*53%*	*54%*	*54%*	*56%*	-	*53%*	-	*49%*	-	**57%h**	-	*54%*	-	*55%*	-	*56%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Your bank / building society	**208**	-	208	96	112	49	45	42	29	16	12	14	94	71	41	26	161	41	186
	8%	-	*8%*	*8%*	*8%*	**14%ghijk**	**13%ijk**	**8%l**	**7%l**	*3%*	*4%*	*5%*	**13%mno**	**8%no**	*4%*	*4%*	*7%*	*9%*	*7%*
Your gas / electricity provider	**143**	-	143	76	66	42	30	27	20	11	6	6	72	48	23	12	103	38	115
	5%	-	*5%*	*6%*	*5%*	**12%ghijk**	**9%ijk**	*5%*	*5%*	*2%*	*2%*	*2%*	**10%mno**	**5%no**	*2%*	*2%*	*5%*	**9%p**	*4%*
Your local council or tax office	**126**	-	126	89	37	33	28	36	18	6	3	2	61	55	11	4	87	38	88
	5%	-	*5%*	**7%d**	*3%*	**10%ijk**	**8%ijk**	**7%ijk**	**5%ijk**	*1%*	*1%*	*1%*	**9%no**	**6%no**	*1%*	*1%*	*4%*	**9%p**	*3%*
Your GP / medical or healthcare professional	**340**	-	340	164	175	67	47	65	39	64	37	20	114	104	122	58	271	62	277
	13%	-	*13%*	*13%*	*13%*	**19%ghijk**	*13%*	*13%*	*10%*	**14%k**	*12%*	*8%*	**16%mno**	*12%*	*12%*	*10%*	*13%*	*14%*	*11%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**202**	-	202	108	95	52	31	38	38	23	16	6	83	76	44	21	166	34	191
	8%	-	*8%*	*9%*	*7%*	**15%fgijk**	**9%k**	**7%k**	**10%ijk**	*5%*	*5%*	*2%*	**12%no**	**8%no**	*4%*	*4%*	*8%*	*8%*	*7%*
Your landline phone provider	**163**	-	163	86	77	43	28	26	23	21	9	12	72	49	42	21	124	32	143
	6%	-	*6%*	*7%*	*6%*	**12%ghijk**	**8%j**	*5%*	*6%*	*5%*	*3%*	*5%*	**10%mno**	*5%*	*4%*	*4%*	*6%*	*7%*	*5%*
Your paid TV provider	**153**	-	153	85	68	43	31	26	28	12	4	9	74	54	26	13	110	40	131
	6%	-	*6%*	*7%*	*5%*	**12%gijk**	**9%ijk**	**5%j**	**7%ij**	*3%*	*1%*	*3%*	**11%mno**	**6%no**	*2%*	*2%*	*5%*	**9%p**	*5%*
Your broadband provider	**165**	-	165	88	77	39	33	30	25	14	7	17	72	55	38	23	123	37	138
	6%	-	*6%*	*7%*	*6%*	**11%gij**	**9%ij**	**6%j**	**7%j**	*3%*	*2%*	**6%j**	**10%mno**	**6%n**	*4%*	*4%*	*6%*	*8%*	*5%*
Your mobile phone provider	**653**	-	653	315	338	123	90	120	85	89	80	64	213	205	233	144	525	116	639
	25%	-	*25%*	*25%*	*24%*	**35%fghijk**	*26%*	*23%*	*22%*	*20%*	*25%*	*24%*	**30%mn**	*23%*	*22%*	*25%*	*24%*	*27%*	*25%*
Would not be happy to receive Text message from any organisation	**1669**	-	1669	780	885	155	205	345	249	323	214	176	360	594	713	390	1382	255	1657
	63%	-	*63%*	*62%*	*64%*	*45%*	**58%e**	**67%ef**	**65%e**	**71%ef**	**66%e**	**67%e**	*51%*	**66%l**	**68%l**	**66%l**	*64%*	*59%*	*64%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Your bank / building society	208	44	68	45	51	112	96	151	56	20	33	51	55	39	178	20	178
	8%	7%	7%	8%	9%	7%	9%	9%h	6%	7%	10%	7%	9%	10%	8%	7%	8%
Your gas / electricity provider	143	37	34	35	38	71	72	107	35	12	27	39	35	25	126	12	127
	5%	6%	4%	6%	7%b	5%	6%	7%h	4%	4%	8%	5%	5%	6%	6%	4%	6%
Your local council or tax office	126	37	35	25	29	73	54	104	20	11	15	42	30	28	114	11	114
	5%	6%	4%	5%	5%	5%	5%	6%h	2%	4%	4%	6%	5%	7%	5%	4%	5%
Your GP / medical or healthcare professional	340	89	118	65	69	206	134	229	106	32	42	93	80	65	279	32	284
	13%	15%	13%	12%	12%	13%	12%	14%h	11%	11%	13%	13%	13%	16%	13%	11%	13%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	202	53	68	45	37	121	82	143	60	21	24	50	48	49	171	21	172
	8%	9%	7%	8%	6%	8%	7%	9%h	6%	7%	7%	7%	8%	12%kn	8%	7%	8%
Your landline phone provider	163	25	50	42	46	75	88	111	51	14	30	48	28	30	138	14	138
	6%	4%	5%	8%a	8%a	5%	8%e	7%	5%	5%	9%l	7%	4%	8%	7%	5%	6%
Your paid TV provider	153	39	43	35	37	82	71	111	38	15	19	52	25	35	131	15	131
	6%	6%	5%	6%	6%	5%	6%	7%h	4%	5%	6%	7%	4%	9%l	6%	5%	6%
Your broadband provider	165	39	49	33	44	88	77	112	52	21	18	59	25	33	135	21	135
	6%	6%	5%	6%	8%	6%	7%	7%	5%	7%	5%	8%l	4%	8%l	6%	7%	6%
Your mobile phone provider	653	127	217	158	151	344	309	400	247	63	87	198	145	96	527	63	534
	25%	21%	23%	29%a	27%	22%	28%e	25%	25%	22%	26%	27%	23%	24%	25%	21%	25%
Would not be happy to receive Text message from any organisation	1669	385	604	325	353	990	679	994	651	196	199	450	396	247	1292	200	1330
	63%	63%	65%	60%	62%	65%	61%	62%	65%	67%	60%	62%	62%	62%	62%	67%	62%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Your bank / building society	208	184	24	10	178	13	6	10	6	29	10	13	17	12	44	38	8	3	10
	8%	8%	7%	8%	8%	6%	5%	13%def	6%	10%p	5%	7%	7%	5%	13%jmpr	10%p	4%	8%	5%
Your gas / electricity provider	143	126	16	2	129	5	5	3	5	24	8	11	17	10	28	18	9	-	5
	5%	6%	5%	2%	6%e	2%	4%	5%	5%	9%r	4%	6%	7%	4%	8%r	5%	4%	-	3%
Your local council or tax office	126	114	13	6	116	6	2	2	4	28	7	7	8	6	38	15	3	*	6
	5%	5%	4%	5%	5%f	3%	2%	3%	4%	10%jlmopr	3%	4%	3%	2%	11%hjklmopqr	4%	1%	*	3%
Your GP / medical or healthcare professional	340	300	40	13	304	22	9	4	8	60	23	26	19	25	66	51	25	3	19
	13%	13%	11%	11%	14%fg	10%	7%	6%	8%	21%hjlmpqr	11%	14%	8%	11%	20%hjlmpqr	13%	11%	6%	10%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	202	174	28	16	164	18	11	9	8	38	12	12	8	12	30	30	15	6	12
	8%	8%	8%	13%	7%	8%	8%	13%d	8%	13%jlmr	5%	6%	3%	5%	9%	8%	7%	14%lm	6%
Your landline phone provider	163	138	24	8	142	9	8	4	8	38	8	11	17	12	18	23	7	1	8
	6%	6%	7%	7%	6%	4%	6%	5%	7%	13%jkmnopr	4%	6%	7%	5%	5%	6%	3%	2%	4%
Your paid TV provider	153	134	19	10	135	7	7	4	5	29	9	12	14	12	29	20	5	-	7
	6%	6%	5%	8%	6%	3%	5%	6%	5%	10%pqr	4%	6%	6%	5%	9%p	5%	2%	-	4%
Your broadband provider	165	138	27	11	149	7	5	3	4	29	13	8	16	12	37	22	8	*	7
	6%	6%	8%	9%	7%e	3%	4%	4%	4%	10%pr	6%	4%	7%	5%	11%pr	6%	4%	1%	4%
Your mobile phone provider	653	566	87	37	539	65	25	24	19	85	51	57	54	49	81	99	44	11	54
	25%	25%	25%	30%	24%	28%f	20%	32%df	19%	30%p	23%	30%p	22%	20%	24%	26%	19%	26%	29%p
Would not be happy to receive Text message from any organisation	1669	1453	216	72	1394	145	89	40	69	161	139	113	171	158	182	244	157	26	119
	63%	63%	62%	60%	63%g	63%	69%g	54%	68%n	57%	63%	60%	71%ln	66%	55%	65%	68%n	63%	63%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Your bank / building society	208	54	103	24	22	4	158	25	70	92	25	14	5	162	19
	8%	6%	9%a	7%	12%a	6%	8%	10%a	7%	9%	7%	9%	10%	8%	9%
Your gas / electricity provider	143	33	65	27	13	4	98	17	48	56	17	13	8	104	21
	5%	4%	6%	8%a	7%	6%	5%	7%	5%	5%	5%	8%	16%hijm	5%	10%him
Your local council or tax office	126	41	60	10	11	4	101	14	42	62	11	7	5	104	11
	5%	4%	5%	3%	6%	5%	5%	6%	4%	6%	3%	4%	9%	5%	6%
Your GP / medical or healthcare professional	340	102	145	54	30	7	247	36	114	152	40	23	10	266	33
	13%	11%	13%	16%	16%	10%	12%	15%	11%	14%	11%	15%	20%	13%	16%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	202	55	90	30	24	3	145	27	71	97	22	8	5	168	13
	8%	6%	8%	9%	13%af	4%	7%	11%a	7%	9%	6%	5%	9%	8%	6%
Your landline phone provider	163	49	80	21	7	4	129	10	58	73	16	9	6	132	15
	6%	5%	7%	6%	4%	5%	6%	4%	6%	7%	4%	6%	12%	6%	7%
Your paid TV provider	153	29	79	24	15	4	108	18	42	78	16	11	5	120	16
	6%	3%	7%a	7%a	8%a	6%	5%a	7%a	4%	7%h	5%	7%	9%	6%	8%
Your broadband provider	165	53	78	20	15	*	131	15	70	58	26	6	5	129	10
	6%	6%	7%	6%	8%	*	6%	6%	7%	6%	7%	4%	9%	6%	5%
Your mobile phone provider	653	203	292	76	59	17	495	75	262	259	87	31	12	521	43
	25%	22%	27%a	22%	32%ac	25%	24%	30%a	26%	25%	24%	20%	22%	25%	21%
Would not be happy to receive Text message from any organisation	1669	611	681	221	95	48	1292	144	635	648	236	103	35	1284	138
	63%	65%d	62%d	63%	52%	73%d	64%d	58%	63%	61%	65%	67%	67%	62%	67%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 44

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Your bank / building society	**208**	4	194	10	61	125	22	198	4	5	-	207	1
	8%	*3%*	*8%*	**16%a**	*8%*	*7%*	*12%*	*8%*	*13%*	*20%*	-	*8%*	*4%*
Your gas / electricity provider	**143**	8	130	5	48	73	23	135	3	*	-	138	5
	5%	*6%*	*5%*	*8%*	**7%e**	*4%*	**13%de**	*5%*	*11%*	*1%*	-	*5%*	*29%*
Your local council or tax office	**126**	12	108	6	35	63	28	116	5	4	-	125	1
	5%	*9%*	*4%*	*10%*	*5%*	*4%*	**16%de**	*5%*	*16%*	*15%*	-	*5%*	*9%*
Your GP / medical or healthcare professional	**340**	11	315	14	103	210	27	329	6	2	-	338	2
	13%	*8%*	*13%*	**23%a**	*14%*	*12%*	*15%*	*13%*	*22%*	*7%*	-	*13%*	*14%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**202**	11	184	7	58	120	25	193	6	3	-	202	*
	8%	*8%*	*8%*	*12%*	*8%*	*7%*	**14%de**	*8%*	*22%*	*10%*	-	*8%*	*1%*
Your landline phone provider	**163**	11	147	4	43	98	22	150	9	2	-	161	1
	6%	*8%*	*6%*	*7%*	*6%*	*6%*	**12%de**	*6%*	*31%*	*6%*	-	*6%*	*9%*
Your paid TV provider	**153**	6	142	5	52	85	17	145	5	2	-	152	2
	6%	*4%*	*6%*	*8%*	*7%*	*5%*	*9%*	*6%*	*17%*	*8%*	-	*6%*	*10%*
Your broadband provider	**165**	10	151	4	53	97	15	157	6	2	-	165	-
	6%	*8%*	*6%*	*7%*	*7%*	*6%*	*8%*	*6%*	*21%*	*6%*	-	*6%*	-
Your mobile phone provider	**653**	24	614	15	190	425	37	630	11	8	-	648	5
	25%	*17%*	*25%*	*25%*	*26%*	*24%*	*21%*	*24%*	*36%*	*30%*	-	*25%*	*27%*
Would not be happy to receive Text message from any organisation	**1669**	84	1552	33	435	1126	107	1635	13	12	2	1659	7
	63%	*61%*	*63%*	*54%*	*60%*	*65%*	*60%*	*64%*	*43%*	*46%*	*100%*	*63%*	*42%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Your bank / building society	**208**	30	72	37	69	-	30	-	26	-	46	-	37	-	26	-	43
	8%	*7%*	*8%*	*9%*	*8%*	-	*7%*	-	*6%*	-	*10%*	-	*9%*	-	*6%*	-	*10%*
Your gas / electricity provider	**143**	17	32	20	74	-	17	-	10	-	22	-	20	-	22	-	52
	5%	*4%*	*4%*	*5%*	**8%ab**	-	*4%*	-	*2%*	-	*5%*	-	*5%*	-	*5%*	-	**12%fhjln**
Your local council or tax office	**126**	18	25	12	71	-	18	-	8	-	17	-	12	-	21	-	49
	5%	*4%*	*3%*	*3%*	**8%abc**	-	*4%*	-	*2%*	-	*4%*	-	*3%*	-	*5%*	-	**11%fhjln**
Your GP / medical or healthcare professional	**340**	53	100	50	137	-	53	-	41	-	60	-	50	-	56	-	80
	13%	*12%*	*11%*	*11%*	**16%b**	-	*12%*	-	*10%*	-	*13%*	-	*11%*	-	*13%*	-	**18%fhl**
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**202**	28	59	37	78	-	28	-	28	-	32	-	37	-	38	-	40
	8%	*6%*	*7%*	*8%*	*9%*	-	*6%*	-	*6%*	-	*7%*	-	*8%*	-	*9%*	-	*9%*
Your landline phone provider	**163**	31	45	23	63	-	31	-	13	-	32	-	23	-	17	-	46
	6%	*7%*	*5%*	*5%*	*7%*	-	**7%h**	-	*3%*	-	**7%h**	-	*5%*	-	*4%*	-	**10%hln**
Your paid TV provider	**153**	28	37	19	69	-	28	-	9	-	29	-	19	-	22	-	47
	6%	*6%*	*4%*	*4%*	**8%b**	-	**6%h**	-	*2%*	-	**6%h**	-	*4%*	-	*5%*	-	**11%hln**
Your broadband provider	**165**	28	43	23	71	-	28	-	10	-	33	-	23	-	24	-	47
	6%	*6%*	*5%*	*5%*	**8%b**	-	**6%h**	-	*2%*	-	**7%h**	-	*5%*	-	*6%*	-	**10%hl**
Your mobile phone provider	**653**	106	247	90	209	-	106	-	124	-	122	-	90	-	84	-	126
	25%	*24%*	**28%c**	*21%*	*24%*	-	*24%*	-	**29%ln**	-	**27%n**	-	*21%*	-	*19%*	-	**28%n**
Would not be happy to receive Text message from any organisation	**1669**	293	535	286	555	-	293	-	261	-	274	-	286	-	298	-	257
	63%	*65%*	*60%*	*66%*	*63%*	-	*65%*	-	*61%*	-	*60%*	-	*66%*	-	**69%jp**	-	*58%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Your bank / building society	**1264** *48%*	- -	1264 *48%*	604 *48%*	661 *48%*	142 *41%*	142 *40%*	262 **51%ef**	201 **53%ef**	245 **54%efk**	154 *48%*	116 *44%*	285 *41%*	463 **52%l**	514 **49%l**	269 *46%*	1052 *49%*	192 *44%*	1225 *47%*
Your gas / electricity provider	**1415** *53%*	- -	1415 *53%*	649 *52%*	766 *55%*	125 *36%*	154 *44%*	274 **53%ef**	215 **56%ef**	282 **62%efg**	199 **62%ef**	162 **61%ef**	280 *40%*	489 **54%l**	643 **62%lm**	362 **62%lm**	1201 **55%q**	189 *43%*	1374 *53%*
Your local council or tax office	**930** *35%*	- -	930 *35%*	411 *33%*	518 *37%*	108 *31%*	112 *32%*	189 *37%*	156 **41%ef**	165 *36%*	116 *36%*	83 *31%*	220 *31%*	346 **38%l**	364 *35%*	199 *34%*	776 *36%*	136 *31%*	921 *35%*
Your GP / medical or healthcare professional	**641** *24%*	- -	641 *24%*	292 *23%*	349 *25%*	91 **26%k**	88 **25%k**	146 **28%k**	113 **30%ijk**	100 **22%k**	66 *21%*	36 *14%*	179 **26%no**	260 **29%no**	202 *19%*	102 *17%*	524 *24%*	101 *23%*	558 *21%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1321** *50%*	- -	1321 *50%*	605 *48%*	716 *51%*	173 *50%*	180 *51%*	292 **56%hlk**	182 *48%*	218 *48%*	153 *48%*	120 *45%*	353 *50%*	474 *53%*	491 *47%*	273 *47%*	1087 *50%*	215 *49%*	1300 *50%*
Your landline phone provider	**1311** *50%*	- -	1311 *50%*	581 *46%*	730 **53%c**	135 *39%*	139 *39%*	263 **51%ef**	208 **54%ef**	231 **51%ef**	181 **56%ef**	151 **57%ef**	273 *39%*	471 **52%l**	563 **54%l**	332 **57%l**	1103 **51%q**	184 *42%*	1260 *48%*
Your paid TV provider	**1368** *52%*	- -	1368 *52%*	625 *50%*	742 *53%*	156 *45%*	159 *45%*	313 **61%efjk**	219 **57%efk**	248 **54%efk**	153 *48%*	116 *44%*	315 *45%*	532 **59%lno**	517 *50%*	270 *46%*	1160 **54%q**	183 *42%*	1343 *52%*
Your broadband provider	**1571** *59%*	- -	1571 *59%*	728 *58%*	843 *61%*	161 *46%*	177 *50%*	322 **62%ef**	226 **59%e**	290 **64%ef**	217 **67%ef**	174 **66%ef**	338 *48%*	547 **61%l**	681 **65%l**	392 **67%l**	1318 **61%q**	228 *52%*	1556 *60%*
Your mobile phone provider	**1220** *46%*	- -	1220 *46%*	546 *44%*	674 **48%c**	107 *31%*	138 *39%*	258 **50%ef**	195 **51%ef**	238 **52%ef**	165 **51%ef**	117 **44%e**	245 *35%*	453 **50%l**	519 **50%l**	281 **48%l**	1032 **48%q**	172 *40%*	1202 *46%*
Would not be happy to receive Email/ online portal from any organisation	**572** *22%*	- -	572 *22%*	293 *23%*	276 *20%*	80 *23%*	101 **28%ijk**	113 *22%*	82 *21%*	87 *19%*	62 *19%*	47 *18%*	180 **26%no**	195 *22%*	197 *19%*	109 *19%*	463 *21%*	92 *21%*	548 *21%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Your bank / building society	**1264**	309	472	236	247	781	483	808	444	109	154	351	316	211	1032	111	1058
	48%	**51%d**	**51%cd**	*43%*	*43%*	**51%f**	*43%*	**50%h**	*44%*	*37%*	*46%*	**48%i**	**50%i**	**53%i**	**49%i**	*38%*	**49%o**
Your gas / electricity provider	**1415**	343	540	247	285	883	532	857	545	156	165	395	341	222	1123	158	1148
	53%	**56%c**	**58%cd**	*45%*	*50%*	**58%f**	*48%*	*53%*	*54%*	*53%*	*50%*	*54%*	*54%*	*55%*	*54%*	*53%*	*54%*
Your local council or tax office	**930**	212	344	178	195	556	374	599	323	103	107	249	231	153	740	105	752
	35%	*35%*	*37%*	*33%*	*34%*	*36%*	*34%*	**37%h**	*32%*	*35%*	*32%*	*34%*	*37%*	*38%*	*35%*	*36%*	*35%*
Your GP / medical or healthcare professional	**641**	145	252	128	116	397	244	435	200	65	84	168	162	105	520	67	531
	24%	*24%*	**27%d**	*23%*	*20%*	*26%*	*22%*	**27%h**	*20%*	*22%*	*25%*	*23%*	*26%*	*26%*	*25%*	*23%*	*25%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1321**	326	486	248	261	812	509	849	463	129	141	363	355	207	1068	131	1093
	50%	**54%cd**	**53%cd**	*45%*	*46%*	**53%f**	*46%*	**53%h**	*46%*	*44%*	*43%*	*50%*	**56%ij**	*52%*	**51%j**	*44%*	*51%*
Your landline phone provider	**1311**	338	499	227	247	837	474	791	506	125	148	363	337	207	1055	128	1082
	50%	**56%cd**	**54%cd**	*42%*	*43%*	**55%f**	*43%*	*49%*	*51%*	*43%*	*45%*	*50%*	**53%ij**	*52%*	**50%i**	*43%*	**50%o**
Your paid TV provider	**1368**	327	513	252	275	840	528	871	487	127	167	371	348	227	1112	129	1138
	52%	*54%*	**55%cd**	*46%*	*48%*	**55%f**	*47%*	**54%h**	*49%*	*44%*	*50%*	*51%*	**55%i**	**57%i**	**53%i**	*44%*	**53%o**
Your broadband provider	**1571**	384	584	284	318	969	602	963	597	163	191	429	390	253	1263	166	1292
	59%	**63%cd**	**63%cd**	*52%*	*56%*	**63%f**	*54%*	*60%*	*60%*	*56%*	*58%*	*59%*	*62%*	*63%*	*60%*	*56%*	*60%*
Your mobile phone provider	**1220**	327	434	206	253	761	459	764	445	123	145	324	296	218	983	124	1012
	46%	**54%bcd**	**47%c**	*38%*	*44%*	**50%f**	*41%*	*47%*	*44%*	*42%*	*44%*	*44%*	*47%*	**54%ijkn**	*47%*	*42%*	*47%*
Would not be happy to receive Email/ online portal from any organisation	**572**	104	192	139	137	296	276	344	218	77	75	144	140	70	429	80	439
	22%	*17%*	*21%*	**25%a**	**24%a**	*19%*	**25%e**	*21%*	*22%*	**27%mn**	*22%*	*20%*	*22%*	*18%*	*20%*	**27%p**	*20%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Your bank / building society	1264 *48%*	1108 **48%c** *48%*	156 *45%*	41 *34%*	1060 *48%*	112 *49%*	63 *49%*	30 *40%*	53 *53%*	130 *46%*	110 *50%*	94 *50%*	124 *51%*	108 *45%*	155 *46%*	174 *46%*	112 *49%*	20 *47%*	92 *49%*
Your gas / electricity provider	1415 *53%*	1222 *53%*	193 *55%*	57 *47%*	1186 **54%g** *54%*	130 **57%g** *57%*	70 **54%g** *54%*	29 *40%*	58 *57%*	146 *52%*	111 *51%*	105 *56%*	132 *54%*	134 *56%*	174 *52%*	220 **58%p** *58%*	105 *46%*	21 *52%*	108 **58%p** *58%*
Your local council or tax office	930 *35%*	810 *35%*	120 *34%*	35 *29%*	762 *34%*	91 **40%g** *41%*	55 **43%dg** *43%*	22 *29%*	40 *39%*	84 *30%*	90 *41%*	67 *36%*	77 *32%*	76 *32%*	116 *35%*	141 *37%*	72 *31%*	14 *34%*	77 **41%l** *41%*
Your GP / medical or healthcare professional	641 *24%*	571 **25%c** *25%*	70 *20%*	18 *15%*	557 **25%eg** *25%*	43 *19%*	32 **25%g** *25%*	8 *11%*	28 *27%*	70 *25%*	50 *23%*	40 *21%*	70 **29%r** *29%*	56 *23%*	90 *27%*	96 *25%*	57 *25%*	7 *16%*	37 *20%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1321 *50%*	1150 *50%*	171 *49%*	49 *40%*	1101 *50%*	123 **54%g** *54%*	64 *50%*	32 *43%*	45 *45%*	111 *39%*	111 *51%*	101 **54%i** *54%*	132 **54%im** *54%*	102 *43%*	173 **52%i** *52%*	210 **55%im** *55%*	117 **51%i** *51%*	25 **59%i** *59%*	98 **52%i** *52%*
Your landline phone provider	1311 *50%*	1130 *49%*	181 *52%*	63 *52%*	1089 *49%*	124 *54%*	64 *50%*	34 *46%*	52 *52%*	120 *42%*	114 *52%*	99 *52%*	121 *50%*	110 *46%*	160 *48%*	208 **55%i** *55%*	104 *45%*	18 *44%*	106 **57%ip** *57%*
Your paid TV provider	1368 *52%*	1199 **52%c** *52%*	169 *48%*	46 *38%*	1144 *52%*	123 *54%*	67 *52%*	34 *45%*	54 *54%*	141 *50%*	126 **58%p** *58%*	114 **60%np** *60%*	127 *52%*	124 *52%*	159 *48%*	199 *53%*	99 *43%*	27 **66%np** *66%*	96 *51%*
Your broadband provider	1571 *59%*	1370 *60%*	200 *57%*	65 *54%*	1299 *59%*	150 **66%d** *66%*	80 *62%*	42 *57%*	62 *61%*	152 *54%*	128 *58%*	114 *61%*	145 *60%*	142 *59%*	183 *55%*	243 *64%*	130 *56%*	27 *65%*	123 **66%in** *66%*
Your mobile phone provider	1220 *46%*	1047 *46%*	173 *49%*	49 *41%*	1025 *46%*	100 *44%*	66 **51%g** *51%*	29 *40%*	55 **55%l** *55%*	108 *38%*	98 *45%*	94 **50%l** *50%*	111 *46%*	108 *45%*	155 *46%*	182 *48%*	113 *49%*	19 *46%*	81 *43%*
Would not be happy to receive Email/ online portal from any organisation	572 *22%*	507 *22%*	65 *19%*	23 *19%*	486 *22%*	48 *21%*	24 *19%*	15 *20%*	16 *16%*	70 *25%*	44 *20%*	31 *17%*	52 *22%*	60 *25%*	74 *22%*	74 *19%*	65 **28%hk** *28%*	7 *18%*	40 *22%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Your bank / building society	**1264**	399	521	183	105	48	920	153	455	531	173	70	30	986	100
	48%	*43%*	*48%*	**53%a**	**57%af**	**73%abcd**	*45%*	**61%abf**	*45%*	*50%*	*48%*	*45%*	*58%*	*48%*	*49%*
Your gas / electricity provider	**1415**	475	590	187	110	47	1064	157	493	587	202	91	35	1080	126
	53%	*51%*	*54%*	*54%*	*60%*	**71%abcd**	*52%*	**63%abf**	*49%*	**56%h**	*56%*	*59%*	**68%h**	*52%*	**61%h**
Your local council or tax office	**930**	281	399	124	80	38	680	118	330	374	139	58	24	704	81
	35%	*30%*	**36%a**	*36%*	**44%af**	**57%abcd**	*33%*	**48%abcf**	*33%*	*35%*	*39%*	*37%*	*46%*	*34%*	*39%*
Your GP / medical or healthcare professional	**641**	178	289	84	56	28	467	84	213	285	89	34	14	498	48
	24%	*19%*	**26%a**	*24%*	**31%a**	**42%abcf**	*23%*	**34%acf**	*21%*	**27%h**	*25%*	*22%*	*28%*	*24%*	*24%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1321**	451	563	160	87	49	1014	136	498	531	167	87	30	1029	117
	50%	*48%*	*51%*	*46%*	*48%*	**74%abcdfg**	*50%*	*55%*	*49%*	*50%*	*46%*	*56%*	*58%*	*50%*	*57%*
Your landline phone provider	**1311**	448	540	163	109	46	987	155	469	527	192	80	35	997	115
	50%	*48%*	*49%*	*47%*	**60%abcf**	**69%abcd**	*49%*	**62%abcf**	*46%*	*50%*	*53%*	*52%*	**68%him**	*48%*	*56%*
Your paid TV provider	**1368**	463	561	181	112	43	1024	155	501	557	195	76	32	1058	108
	52%	*49%*	*51%*	*52%*	**61%abf**	*64%*	*50%*	**62%abf**	*50%*	*53%*	*54%*	*49%*	*62%*	*51%*	*53%*
Your broadband provider	**1571**	549	645	191	122	53	1195	175	573	629	221	103	36	1202	139
	59%	*59%*	*59%*	*55%*	**67%c**	**79%abcd**	*59%*	**70%abcf**	*57%*	*60%*	*61%*	*67%*	*70%*	*58%*	**67%hm**
Your mobile phone provider	**1220**	439	491	150	91	45	929	136	433	506	157	83	34	940	117
	46%	*47%*	*45%*	*43%*	*50%*	**68%abcd**	*46%*	**55%abcf**	*43%*	*48%*	*44%*	*54%*	**66%hjm**	*45%*	**57%hjm**
Would not be happy to receive Email/ online portal from any organisation	**572**	217	232	83	29	3	450	32	234	215	81	30	8	450	38
	22%	**23%eg**	**21%eg**	**24%eg**	*16%*	*5%*	**22%eg**	*13%*	*23%*	*20%*	*22%*	*19%*	*15%*	*22%*	*18%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2602	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	2648	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	1600	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Your bank / building society	1264 48%	56 41%	1187 48%	21 35%	314 43%	885 51%df	66 37%	1238 48%	12 40%	10 38%	- -	1260 48%	5 27%
Your gas / electricity provider	1415 53%	62 45%	1330 54%	23 38%	366 50%f	985 56%df	64 36%	1397 54%	8 27%	8 32%	- -	1413 54%	1 9%
Your local council or tax office	930 35%	37 27%	875 36%	17 28%	229 32%	657 38%df	44 25%	911 35%	11 38%	6 25%	- -	929 35%	1 6%
Your GP / medical or healthcare professional	641 24%	35 26%c	600 24%c	6 10%	151 21%	453 26%d	37 21%	621 24%	11 36%	7 29%	- -	639 24%	1 8%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1321 50%	53 39%	1248 51%ac	20 32%	316 43%	936 54%df	69 39%	1298 50%	9 32%	7 27%	- -	1315 50%	6 35%
Your landline phone provider	1311 50%	57 42%	1233 50%	21 35%	326 45%f	927 53%df	58 33%	1289 50%	11 38%	11 41%	- -	1311 50%	1 4%
Your paid TV provider	1368 52%	61 45%	1282 52%	25 41%	338 46%f	967 55%df	63 36%	1338 52%	17 56%	11 44%	- -	1366 52%	1 9%
Your broadband provider	1571 59%	71 52%	1470 60%	30 49%	400 55%f	1096 63%df	75 43%	1538 60%	13 44%	15 57%	- -	1565 60%	6 33%
Your mobile phone provider	1220 46%	63 46%	1140 47%c	17 28%	304 42%	849 49%df	68 38%	1201 47%	8 25%	9 36%	- -	1218 46%	2 13%
Would not be happy to receive Email/ online portal from any organisation	572 22%	33 24%	519 21%	20 33%	183 25%e	329 19%	60 34%e	548 21%	11 36%	7 26%	2 100%	565 21%	5 30%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 45

QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Your bank / building society	**1264**	222	430	200	413	-	222	-	202	-	228	-	200	-	217	-	196
	48%	*49%*	*49%*	*46%*	*47%*	-	*49%*	-	*48%*	-	*49%*	-	*46%*	-	*50%*	-	*44%*
Your gas / electricity provider	**1415**	241	505	232	437	-	241	-	246	-	258	-	232	-	239	-	198
	53%	*53%*	**57%d**	*53%*	*50%*	-	**53%p**	-	**58%p**	-	**56%p**	-	**53%p**	-	**56%p**	-	*44%*
Your local council or tax office	**930**	150	313	168	299	-	150	-	145	-	168	-	168	-	159	-	140
	35%	*33%*	*35%*	*39%*	*34%*	-	*33%*	-	*34%*	-	*37%*	-	*39%*	-	*37%*	-	*31%*
Your GP / medical or healthcare professional	**641**	96	210	120	215	-	96	-	88	-	122	-	120	-	114	-	102
	24%	*21%*	*24%*	*28%*	*25%*	-	*21%*	-	*21%*	-	*27%*	-	*28%*	-	*26%*	-	*23%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**1321**	241	462	194	423	-	241	-	229	-	234	-	194	-	212	-	211
	50%	**53%c**	**52%c**	*45%*	*48%*	-	**53%l**	-	**54%l**	-	*51%*	-	*45%*	-	*49%*	-	*47%*
Your landline phone provider	**1311**	209	461	217	424	-	209	-	221	-	240	-	217	-	221	-	203
	50%	*46%*	*52%*	*50%*	*48%*	-	*46%*	-	*52%*	-	*52%*	-	*50%*	-	*51%*	-	*45%*
Your paid TV provider	**1368**	248	459	238	423	-	248	-	230	-	229	-	238	-	214	-	208
	52%	*55%*	*52%*	*55%*	*48%*	-	*55%*	-	*54%*	-	*50%*	-	*55%*	-	*50%*	-	*47%*
Your broadband provider	**1571**	262	550	257	501	-	262	-	267	-	283	-	257	-	261	-	240
	59%	*58%*	*62%*	*59%*	*57%*	-	*58%*	-	**63%p**	-	*61%*	-	*59%*	-	*61%*	-	*54%*
Your mobile phone provider	**1220**	216	392	205	408	-	216	-	189	-	203	-	205	-	223	-	184
	46%	*48%*	*44%*	*47%*	*47%*	-	*48%*	-	*44%*	-	*44%*	-	*47%*	-	**52%p**	-	*41%*
Would not be happy to receive Email/ online portal from any organisation	**572**	74	167	101	230	-	74	-	79	-	87	-	101	-	98	-	132
	22%	*16%*	*19%*	*23%*	**26%ab**	-	*16%*	-	*19%*	-	*19%*	-	*23%*	-	*23%*	-	**30%fhj**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 46

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Your bank / building society	**25** ***1%***	- -	25 *1%*	14 *1%*	11 *1%*	* *	2 *	* *	5 *1%*	5 *1%*	12 **4%efg**	2 *1%*	2 *	5 *1%*	19 **2%lm**	14 **2%lm**	24 *1%*	1 *	25 *1%*
Your gas / electricity provider	**10** *	- -	10 *	7 *1%*	3 *	3 *1%*	3 *1%*	- -	* *	3 *1%*	* *	- -	6 **1%m**	* *	3 *	* *	8 *	2 *	8 *
Your local council or tax office	**5** *	- -	5 *	4 *	1 *	1 *	* *	- -	- -	4 *1%*	- -	- -	1 *	- -	4 *	- -	5 *	- -	5 *
Your GP / medical or healthcare professional	**19** ***1%***	- -	19 *1%*	12 *1%*	7 *1%*	4 *1%*	1 *	2 *	2 *1%*	3 *1%*	4 *1%*	2 *1%*	5 *1%*	4 *	9 *1%*	6 *1%*	16 *1%*	3 *1%*	21 *1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**15** ***1%***	- -	15 *1%*	5 *	10 *1%*	4 *1%*	1 *	2 *	1 *	2 *	3 *1%*	3 *1%*	5 *1%*	3 *	8 *1%*	6 *1%*	9 *	6 *1%*	22 *1%*
Your landline phone provider	**13** *	- -	13 *	7 *1%*	6 *	9 **3%ghjk**	- -	* *	* *	3 *1%*	* *	- -	9 **1%mo**	* *	3 *	* *	11 *	2 *	13 *
Your paid TV provider	**18** ***1%***	- -	18 *1%*	4 *	14 *1%*	- -	5 *1%*	1 *	1 *	1 *	1 *	9 **4%eghij**	5 *1%*	2 *	11 *1%*	10 **2%m**	17 *1%*	1 *	20 *1%*
Your broadband provider	**13** *	- -	13 *	11 *1%*	2 *	4 *1%*	4 *1%*	1 *	* *	3 *1%*	- -	- -	8 **1%o**	2 *	3 *	- -	9 *	4 *1%*	9 *
Your mobile phone provider	**18** ***1%***	- -	18 *1%*	8 *1%*	10 *1%*	5 **1%g**	3 *1%*	- -	- -	5 *1%*	2 *1%*	3 *1%*	8 **1%m**	- -	10 **1%m**	5 **1%m**	15 *1%*	3 *1%*	13 *
Would not be happy to receive Other from any organisation	**2554** ***96%***	- -	2554 *96%*	1210 *96%*	1341 *96%*	330 *95%*	342 *97%*	512 **99%ejk**	374 **98%j**	439 *96%*	303 *94%*	249 *94%*	672 *96%*	886 **99%lno**	991 *95%*	553 *94%*	2088 *96%*	421 *97%*	2503 *96%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 46

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Your bank / building society	**25**	6	7	7	6	13	12	12	14	2	2	8	7	2	20	2	22
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Your gas / electricity provider	**10**	3	4	2	*	7	2	7	3	1	*	2	3	1	7	1	7
	*	*1%*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*
Your local council or tax office	**5**	1	3	-	1	4	1	4	*	*	-	-	4	1	4	*	4
	*	*	*	-	*	*	*	*	*	*	-	-	*1%*	*	*	*	*
Your GP / medical or healthcare professional	**19**	5	4	4	5	10	9	10	9	2	2	8	4	2	17	2	17
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**15**	2	7	2	4	10	6	6	9	4	2	3	3	2	10	4	10
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*	*	*1%*	*
Your landline phone provider	**13**	4	7	*	1	11	1	10	2	1	2	2	5	1	10	1	10
	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*	*	*	*1%*	*	*	*	*
Your paid TV provider	**18**	4	6	4	4	10	8	8	10	4	5	4	1	2	12	4	12
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
Your broadband provider	**13**	1	6	4	2	8	5	10	3	2	3	3	4	1	11	2	11
	*	*	*1%*	*1%*	*	*	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*
Your mobile phone provider	**18**	1	9	5	3	10	8	10	7	6	-	4	5	2	11	6	11
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%jn**	-	*1%*	*1%*	*	*1%*	**2%p**	*1%*
Would not be happy to receive Other from any organisation	**2554**	585	891	528	550	1476	1079	1564	960	278	318	706	612	388	2025	283	2071
	96%	*96%*	*96%*	*97%*	*97%*	*96%*	*97%*	*97%*	*96%*	*95%*	*96%*	*97%*	*97%*	*97%*	*97%*	*95%*	*97%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 46

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Your bank / building society	25 1%	24 1%	1 *	1 *	23 1%	1 1%	* *	1 1%	2 2%n	2 1%	8 4%lnor	3 2%	1 *	1 *	- -	1 *	5 2%n	1 2%n	1 *
Your gas / electricity provider	10 *	7 *	2 1%	2 2%a	7 *	1 *	1 1%	* *	- -	- -	2 1%	- -	- -	- -	2 1%	3 1%	- -	* *	1 *
Your local council or tax office	5 *	5 *	* *	- -	3 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	3 1%	- -	* 1%	1 *
Your GP / medical or healthcare professional	19 1%	14 1%	5 1%	4 3%a	14 1%	4 2%	* *	1 1%	- -	4 1%	- -	* *	- -	2 1%	2 1%	2 1%	3 1%	1 2%jl	3 1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	15 1%	13 1%	2 1%	1 *	10 *	2 1%	3 2%d	1 1%	1 1%	- -	- -	3 2%	1 *	- -	4 1%	1 *	- -	1 2%ijmp	1 *
Your landline phone provider	13 *	9 *	4 1%	* *	11 1%	* *	* *	1 1%e	- -	2 1%	1 *	- -	- -	- -	4 1%	3 1%	1 1%	- -	* *
Your paid TV provider	18 1%	10 *	8 2%a	4 3%a	14 1%	2 1%	2 2%	* *	1 1%	- -	3 1%	- -	- -	3 1%	3 1%	4 1%	1 *	- -	2 1%
Your broadband provider	13 *	8 *	5 1%a	2 2%a	11 1%	* *	1 1%	* *	- -	4 1%	2 1%	- -	- -	- -	2 1%	3 1%	- -	- -	* *
Your mobile phone provider	18 1%	12 1%	6 2%	4 3%a	14 1%	2 1%	1 *	* *	2 2%lo	3 1%	2 1%	4 2%o	- -	2 1%	2 1%	- -	- -	2 6%ijlmnopr	- -
Would not be happy to receive Other from any organisation	2554 96%	2227 97%bc	327 94%	112 93%	2143 97%	217 95%	123 95%	71 96%	97 96%	273 96%	207 95%	180 96%	241 99%hjpqr	234 98%q	323 97%q	369 97%q	220 96%	37 89%	180 96%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Your bank / building society	**25**	7	13	1	2	1	20	4	6	7	8	2	2	13	4
	1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**2%m**	*1%*	**4%him**	*1%*	*2%*
Your gas / electricity provider	**10**	4	*	3	2	-	5	2	5	2	3	-	-	7	-
	*	*	*	**1%b**	**1%b**	-	*	*1%*	*	*	*1%*	-	-	*	-
Your local council or tax office	**5**	1	-	4	*	-	1	*	1	1	3	-	-	1	-
	*	*	-	**1%abf**	*	-	*	*	*	*	**1%him**	-	-	*	-
Your GP / medical or healthcare professional	**19**	5	8	3	1	2	13	3	5	6	6	-	-	12	-
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**15**	8	3	3	1	1	10	2	5	6	1	1	1	11	3
	1%	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*
Your landline phone provider	**13**	2	5	4	2	-	7	2	3	2	7	1	-	5	1
	*	*	*	*1%*	*1%*	-	*	*1%*	*	*	**2%him**	*1%*	-	*	*
Your paid TV provider	**18**	7	7	4	-	-	14	-	6	5	4	3	1	10	3
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*	*1%*	*2%*	*1%*	*1%*	*2%*
Your broadband provider	**13**	7	-	6	-	-	7	-	2	6	3	1	-	9	1
	*	**1%b**	-	**2%bf**	-	-	*	-	*	*1%*	*1%*	*1%*	-	*	*1%*
Your mobile phone provider	**18**	9	6	2	-	-	15	-	6	10	1	-	1	16	1
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*1%*	*	-	*2%*	*1%*	*
Would not be happy to receive Other from any organisation	**2554**	905	1059	332	177	63	1964	240	988	1022	337	147	49	2009	196
	96%	*97%*	*97%*	*95%*	*97%*	*95%*	*97%*	*97%*	**98%j**	**97%j**	*93%*	*95%*	*95%*	**97%j**	*95%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Your bank / building society	**25**	2	24	-	12	10	3	25	-	-	-	25	*
	1%	*1%*	*1%*	-	**2%e**	*1%*	*2%*	*1%*	-	-	-	*1%*	*1%*
Your gas / electricity provider	**10**	2	8	-	3	6	-	8	1	-	-	10	-
	*	*1%*	*	-	*	*	-	*	*5%*	-	-	*	-
Your local council or tax office	**5**	1	4	-	2	3	-	5	-	-	-	5	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Your GP / medical or healthcare professional	**19**	*	19	-	6	13	-	19	-	-	-	19	-
	1%	*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**15**	1	14	*	8	6	1	14	-	-	-	14	1
	1%	*1%*	*1%*	*	**1%e**	*	*1%*	*1%*	-	-	-	*1%*	*9%*
Your landline phone provider	**13**	*	12	-	2	11	*	11	-	-	-	11	1
	*	*	*1%*	-	*	*1%*	*	*	-	-	-	*	*8%*
Your paid TV provider	**18**	1	17	-	6	12	*	18	-	*	-	18	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	-	*	-	*1%*	-
Your broadband provider	**13**	2	11	-	3	5	5	10	1	-	-	12	1
	*	*1%*	*	-	*	*	**3%de**	*	*5%*	-	-	*	*9%*
Your mobile phone provider	**18**	1	16	-	4	12	2	18	-	-	-	18	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
Would not be happy to receive Other from any organisation	**2554**	131	2362	61	695	1691	168	2484	28	26	2	2538	14
	96%	*96%*	*96%*	*100%*	*96%*	*97%*	*95%*	*97%*	*95%*	*100%*	*100%*	*97%*	*84%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Your bank / building society	**25**	2	12	8	3	-	2	-	6	-	6	-	8	-	3	-	*
	1%	*	*1%*	**2%d**	*	-	*	-	*1%*	-	*1%*	-	**2%p**	-	*1%*	-	*
Your gas / electricity provider	**10**	*	3	2	4	-	*	-	*	-	2	-	2	-	-	-	4
	*	*	*	*1%*	*1%*	-	*	-	*	-	*	-	*1%*	-	-	-	*1%*
Your local council or tax office	**5**	-	1	*	4	-	-	-	*	-	1	-	*	-	-	-	4
	*	-	*	*	*	-	-	-	*	-	*	-	*	-	-	-	*1%*
Your GP / medical or healthcare professional	**19**	5	6	1	7	-	5	-	1	-	5	-	1	-	4	-	3
	1%	*1%*	*1%*	*	*1%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	*1%*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	**15**	1	6	*	8	-	1	-	2	-	4	-	*	-	3	-	5
	1%	*	*1%*	*	*1%*	-	*	-	*	-	*1%*	-	*	-	*1%*	-	*1%*
Your landline phone provider	**13**	2	*	2	9	-	2	-	-	-	*	-	2	-	6	-	4
	*	*	*	*	**1%b**	-	*	-	-	-	*	-	*	-	*1%*	-	*1%*
Your paid TV provider	**18**	4	7	1	7	-	4	-	2	-	5	-	1	-	4	-	3
	1%	*1%*	*1%*	*	*1%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*	-	*1%*
Your broadband provider	**13**	*	3	-	10	-	*	-	-	-	3	-	-	-	2	-	7
	*	*	*	-	*1%*	-	*	-	-	-	*1%*	-	-	-	*1%*	-	**2%hl**
Your mobile phone provider	**18**	-	6	1	10	-	-	-	-	-	6	-	1	-	4	-	6
	1%	-	*1%*	*	*1%*	-	-	-	-	-	**1%fh**	-	*	-	*1%*	-	*1%*
Would not be happy to receive Other from any organisation	**2554**	439	856	422	837	-	439	-	416	-	440	-	422	-	410	-	427
	96%	*97%*	*97%*	*97%*	*96%*	-	*97%*	-	*98%*	-	*96%*	-	*97%*	-	*95%*	-	*96%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 47

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree (5)	**1335**	-	1335	605	730	127	133	203	206	263	224	176	260	409	663	400	1144	171	1364
	50%	-	*50%*	*48%*	*53%*	*37%*	*38%*	*39%*	**54%efg**	**58%efg**	**69%efghi**	**67%efgh**	*37%*	**46%l**	**64%lm**	**68%lm**	**53%q**	*39%*	*52%*
Slightly agree (4)	**950**	-	950	438	508	140	154	227	129	156	76	65	294	356	298	141	750	181	891
	36%	-	*36%*	*35%*	*37%*	**40%jk**	**43%hijk**	**44%hijk**	**34%j**	**34%jk**	*24%*	*25%*	**42%no**	**40%no**	*29%*	*24%*	*35%*	**41%p**	*34%*
Neither agree nor disagree (3)	**257**	-	257	152	105	53	49	68	29	22	17	18	102	97	57	35	200	54	246
	10%	-	*10%*	**12%d**	*8%*	**15%hijk**	**14%hijk**	**13%hijk**	*8%*	*5%*	*5%*	*7%*	**15%no**	**11%no**	*5%*	*6%*	*9%*	*12%*	*9%*
Slightly disagree (2)	**58**	-	58	33	24	14	9	9	12	4	5	3	23	21	13	8	36	21	50
	2%	-	*2%*	*3%*	*2%*	**4%l**	*3%*	*2%*	*3%*	*1%*	*1%*	*1%*	**3%n**	*2%*	*1%*	*1%*	*2%*	**5%p**	*2%*
Strongly disagree (1)	**31**	-	31	21	10	8	3	8	3	6	1	2	11	11	9	2	22	6	29
	1%	-	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Don't know	**18**	-	18	5	13	5	6	1	3	3	-	-	11	4	3	-	15	2	22
	1%	-	*1%*	*	*1%*	*2%*	*2%*	*	*1%*	*1%*	-	-	**2%no**	*	*	-	*1%*	*1%*	*1%*
NET Agree	**2284**	-	2284	1043	1238	267	287	430	335	419	300	242	554	765	961	541	1895	352	2255
	86%	-	*86%*	*83%*	**89%c**	*77%*	*81%*	*83%*	**88%ef**	**92%efg**	**93%efg**	**91%efg**	*79%*	**85%l**	**92%lm**	**92%lm**	**87%q**	*81%*	*87%*
NET Disagree	**89**	-	89	55	34	22	12	18	15	11	6	5	34	33	21	11	58	28	79
	3%	-	*3%*	**4%d**	*2%*	**6%jk**	*3%*	*3%*	*4%*	*2%*	*2%*	*2%*	**5%no**	*4%*	*2%*	*2%*	*3%*	**6%p**	*3%*
Mean	**4.33**	-	4.33	4.26	**4.40c**	4.07	4.16	4.18	**4.38efg**	**4.47efg**	**4.60efgh**	**4.56efgh**	4.11	**4.26l**	**4.53lm**	**4.58lm**	**4.38q**	4.13	4.36
Std Dev.	**0.83**	-	0.83	0.89	0.76	0.95	0.83	0.85	0.82	0.76	0.68	0.73	0.89	0.84	0.73	0.70	0.80	0.91	0.82
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.04	0.04	0.03	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 47

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	1335	315	497	245	278	812	523	729	594	154	164	385	314	196	1059	154	1093
		50%	52%	54%c	45%	49%	53%f	47%	45%	59%g	53%	50%	53%	50%	49%	51%	52%	51%
Slightly agree	(4)	950	222	319	211	197	541	408	639	297	99	119	258	241	142	760	99	774
		36%	37%	35%	39%	35%	35%	37%	40%h	30%	34%	36%	35%	38%	36%	36%	33%	36%
Neither agree nor disagree	(3)	257	43	76	70	69	118	139	179	74	35	29	62	52	43	187	39	187
		10%	7%	8%	13%ab	12%ab	8%	12%e	11%h	7%	12%	9%	9%	8%	11%	9%	13%p	9%
Slightly disagree	(2)	58	17	12	17	12	29	29	38	19	1	11	14	12	15	52	1	53
		2%	3%	1%	3%	2%	2%	3%	2%	2%	*	3%l	2%	2%	4%l	2%	*	2%
Strongly disagree	(1)	31	9	11	3	8	20	11	18	12	2	4	10	8	4	27	2	27
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know		18	3	10	*	6	12	6	13	4	1	3	2	6	-	11	1	11
		1%	*	1%	*	1%	1%	1%	1%	*	1%	1%	*	1%	-	1%	1%	1%
NET Agree		2284	537	816	456	475	1353	931	1368	891	253	283	643	555	338	1819	253	1867
		86%	88%	88%d	83%	84%	88%f	83%	85%	89%g	87%	85%	88%	88%	84%	87%	85%	87%
NET Disagree		89	26	24	20	19	49	39	57	32	3	16	23	20	19	79	3	80
		3%	4%	3%	4%	3%	3%	4%	3%	3%	1%	5%l	3%	3%	5%l	4%l	1%	4%o
Mean		4.33	4.35	4.40cd	4.24	4.29	4.38f	4.27	4.26	4.45g	4.39	4.30	4.37	4.34	4.28	4.33	4.37	4.34
Std Dev.		0.83	0.84	0.80	0.83	0.86	0.82	0.85	0.83	0.81	0.75	0.87	0.82	0.82	0.87	0.84	0.77	0.84
Std Error		0.02	0.03	0.03	0.04	0.03	0.02	0.03	0.02	0.02	0.04	0.05	0.03	0.03	0.05	0.02	0.04	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 47

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	**1335**	1116	218	79	1105	114	75	40	56	132	115	82	107	127	135	213	137	23	91
		50%	*49%*	**62%a**	**66%a**	*50%*	*50%*	**58%d**	*54%*	**56%n**	*47%*	**52%n**	*44%*	*44%*	**53%n**	*41%*	**56%kln**	**60%iklnr**	*56%*	*49%*
Slightly agree	(4)	**950**	858	91	29	799	87	38	26	35	109	76	85	99	79	145	106	65	16	70
		36%	**37%bc**	*26%*	*24%*	*36%*	*38%*	*29%*	*36%*	*35%*	*38%*	*35%*	**45%mop**	**41%op**	*33%*	**43%op**	*28%*	*28%*	*39%*	**38%o**
Neither agree nor disagree	(3)	**257**	232	26	8	224	20	7	6	7	23	23	14	26	28	27	49	26	2	18
		10%	*10%*	*7%*	*7%*	**10%f**	*9%*	*6%*	*8%*	*7%*	*8%*	*11%*	*8%*	*11%*	*12%*	*8%*	*13%*	*11%*	*5%*	*10%*
Slightly disagree	(2)	**58**	49	9	3	45	6	6	1	1	8	2	4	4	1	17	7	2	-	6
		2%	*2%*	*3%*	*2%*	*2%*	*3%*	**4%d**	*1%*	*1%*	*3%*	*1%*	*2%*	*2%*	*	**5%jmp**	*2%*	*1%*	-	**3%m**
Strongly disagree	(1)	**31**	29	2	1	28	1	2	1	*	5	3	3	3	4	8	-	-	*	*
		1%	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*	*2%*	*1%*	*2%*	*1%*	*2%*	**3%o**	-	-	*	*
Don't know		**18**	15	3	*	15	1	2	*	1	6	-	-	3	-	1	4	-	-	1
		1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-	*	*1%*	-	-	*1%*
NET Agree		**2284**	1975	309	109	1904	201	112	66	91	241	191	167	206	206	280	319	203	40	161
		86%	*86%*	*89%*	*90%*	*86%*	*88%*	*87%*	*90%*	*91%*	*85%*	*87%*	*89%*	*85%*	*86%*	*84%*	*84%*	*88%*	*95%*	*86%*
NET Disagree		**89**	77	11	4	73	6	8	1	2	13	5	7	8	5	26	7	2	*	6
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	**6%g**	*2%*	*2%*	*4%*	*2%*	*4%*	*3%*	*2%*	**8%hjmop**	*2%*	*1%*	*	*3%*
Mean		**4.33**	4.31	**4.48a**	**4.52a**	4.32	4.36	4.39	4.42	**4.45n**	4.28	**4.36n**	4.27	4.26	**4.36n**	4.14	**4.40n**	**4.47kln**	**4.51n**	4.32
Std Dev.		**0.83**	0.83	0.80	0.78	0.83	0.77	0.91	0.75	0.72	0.87	0.81	0.82	0.83	0.83	0.95	0.78	0.73	0.60	0.80
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.05	0.04	0.07	0.07	0.06	0.07	0.06	0.07	0.07	0.06	0.06	0.06	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	1335	705	490	80	39	14	1195	53	699	464	110	39	21	1163	60
		50%	**75%bcdefg**	**45%cdeg**	*23%*	*21%*	*21%*	**59%bcdeg**	*21%*	**69%ijklmn**	**44%jkn**	*30%*	*25%*	*40%*	**56%ijkn**	*29%*
Slightly agree	(4)	950	195	492	143	92	26	686	117	266	454	140	68	17	720	85
		36%	*21%*	**45%af**	**41%af**	**50%af**	**39%a**	**34%a**	**47%af**	*26%*	**43%hm**	**39%h**	**44%h**	*33%*	**35%h**	**41%h**
Neither agree nor disagree	(3)	257	22	83	89	37	20	105	57	35	97	77	31	11	132	43
		10%	*2%*	**8%af**	**26%abf**	**20%abf**	**31%abf**	**5%a**	**23%abf**	*3%*	**9%hm**	**21%him**	**20%him**	**22%him**	**6%h**	**21%him**
Slightly disagree	(2)	58	9	22	13	9	4	31	12	5	25	16	10	1	30	11
		2%	*1%*	*2%*	**4%af**	**5%af**	**5%a**	*2%*	**5%abf**	*1%*	**2%h**	**4%hm**	**7%him**	*1%*	*1%*	**5%hm**
Strongly disagree	(1)	31	5	5	13	6	1	11	7	5	10	9	5	1	15	7
		1%	*1%*	*1%*	**4%abf**	**3%abf**	*2%*	*1%*	**3%abf**	*	*1%*	**3%hm**	**4%him**	*3%*	*1%*	**3%him**
Don't know		18	1	3	11	*	1	4	1	2	7	8	-	*	8	*
		1%	*	*	**3%abf**	*	**2%af**	*	*1%*	*	*1%*	**2%him**	-	*1%*	*	*
NET Agree		2284	900	981	223	131	40	1881	171	966	918	250	107	38	1883	145
		86%	**96%bcdefg**	**90%cdeg**	*64%*	*72%*	*60%*	**93%bcdeg**	*69%*	**95%ijklmn**	**87%jkln**	*69%*	*69%*	*73%*	**91%ijkln**	*70%*
NET Disagree		89	15	27	26	15	5	42	20	10	34	25	16	2	44	18
		3%	*2%*	*2%*	**7%abf**	**8%abf**	**7%af**	*2%*	**8%abf**	*1%*	**3%h**	**7%him**	**10%him**	*4%*	*2%*	**9%him**
Mean		4.33	4.69bcdefg	4.32cdeg	3.78	3.82	3.74	4.49bcdeg	3.80	4.63ijklmn	4.28jkn	3.92	3.81	4.07	4.45ijkln	3.88
Std Dev.		0.83	0.62	0.74	0.98	0.93	0.93	0.71	0.93	0.62	0.80	0.97	1.01	0.97	0.74	1.00
Std Error		0.02	0.02	0.02	0.06	0.07	0.12	0.02	0.06	0.02	0.02	0.05	0.09	0.14	0.02	0.08

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**1335**	69	1242	23	413	852	69	1314	9	10	-	1332	2
		50%	*50%*	*51%*	*38%*	***57%ef***	*49%*	*39%*	*51%*	*30%*	*38%*	-	*51%*	*12%*
Slightly agree	(4)	**950**	44	876	30	220	660	69	924	15	9	-	948	2
		36%	*33%*	*36%*	*48%*	*30%*	***38%d***	*39%*	*36%*	*52%*	*33%*	-	*36%*	*11%*
Neither agree nor disagree	(3)	**257**	17	233	7	62	165	30	240	5	3	-	248	10
		10%	*13%*	*10%*	*11%*	*9%*	*9%*	***17%de***	*9%*	*17%*	*11%*	-	*9%*	*56%*
Slightly disagree	(2)	**58**	4	53	1	17	37	4	51	-	3	2	54	1
		2%	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	-	*11%*	*100%*	*2%*	*8%*
Strongly disagree	(1)	**31**	2	29	-	10	19	2	29	*	-	-	29	1
		1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*9%*
Don't know		**18**	*	17	1	5	11	2	16	-	2	-	17	1
		1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*6%*	-	*1%*	*4%*
NET Agree		**2284**	113	2118	53	633	1513	138	2238	24	18	-	2280	4
		86%	*83%*	*86%*	*87%*	***87%f***	***87%f***	*78%*	*87%*	*81%*	*71%*	-	*87%*	*23%*
NET Disagree		**89**	6	82	1	27	56	6	80	*	3	2	84	3
		3%	*4%*	*3%*	*1%*	*4%*	*3%*	*3%*	*3%*	*1%*	*11%*	*100%*	*3%*	*16%*
Mean		**4.33**	4.28	4.34	4.26	**4.40f**	**4.32f**	4.14	4.35	4.09	4.04	2.00	4.34	3.11
Std Dev.		**0.83**	0.89	0.83	0.70	0.85	0.82	0.87	0.82	0.78	1.02	0.00	0.82	1.06
Std Error		**0.02**	0.07	0.02	0.09	0.03	0.02	0.07	0.02	0.16	0.22	0.00	0.02	0.26

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I value the option to be able to use the postal service

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**1335**	250	436	208	440	-	250	-	203	-	233	-	208	-	239	-	201
		50%	*56%*	*49%*	*48%*	*50%*	-	**56%p**	-	*48%*	-	*51%*	-	*48%*	-	**56%p**	-	*45%*
Slightly agree	(4)	**950**	137	327	149	336	-	137	-	159	-	168	-	149	-	148	-	188
		36%	*30%*	*37%*	*34%*	**38%a**	-	*30%*	-	*37%*	-	*36%*	-	*34%*	-	*35%*	-	**42%f**
Neither agree nor disagree	(3)	**257**	40	90	57	71	-	40	-	51	-	39	-	57	-	29	-	42
		10%	*9%*	*10%*	**13%d**	*8%*	-	*9%*	-	**12%n**	-	*8%*	-	**13%n**	-	*7%*	-	*9%*
Slightly disagree	(2)	**58**	11	21	9	17	-	11	-	8	-	13	-	9	-	9	-	8
		2%	*2%*	*2%*	*2%*	*2%*	-	*2%*	-	*2%*	-	*3%*	-	*2%*	-	*2%*	-	*2%*
Strongly disagree	(1)	**31**	8	7	8	8	-	8	-	1	-	6	-	8	-	3	-	5
		1%	*2%*	*1%*	*2%*	*1%*	-	*2%*	-	*	-	*1%*	-	*2%*	-	*1%*	-	*1%*
Don't know		**18**	5	5	4	5	-	5	-	3	-	2	-	4	-	2	-	3
		1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*	-	*1%*
NET Agree		**2284**	388	763	358	776	-	388	-	363	-	400	-	358	-	388	-	388
		86%	*86%*	*86%*	*82%*	**89%c**	-	*86%*	-	*85%*	-	*87%*	-	*82%*	-	**90%l**	-	*87%*
NET Disagree		**89**	19	28	17	25	-	19	-	9	-	19	-	17	-	11	-	13
		3%	*4%*	*3%*	*4%*	*3%*	-	*4%*	-	*2%*	-	*4%*	-	*4%*	-	*3%*	-	*3%*
Mean		**4.33**	4.37	4.32	4.25	4.36	-	4.37	-	4.31	-	4.33	-	4.25	-	**4.43lp**	-	4.29
Std Dev.		**0.83**	0.88	0.82	0.90	0.78	-	0.88	-	0.78	-	0.85	-	0.90	-	0.76	-	0.80
Std Error		**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 48

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

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base		**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base		**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree	(5)	**730**	-	730	365	364	135	102	141	102	114	76	57	237	244	247	133	569	144	721
		28%	-	*28%*	*29%*	*26%*	**39%fghijk**	*29%*	*27%*	*27%*	*25%*	*23%*	*22%*	**34%mno**	*27%*	*24%*	*23%*	*26%*	**33%p**	*28%*
Slightly agree	(4)	**904**	-	904	428	474	115	136	205	114	165	95	74	251	318	334	169	729	165	889
		34%	-	*34%*	*34%*	*34%*	*33%*	**38%k**	**40%hjk**	*30%*	*36%*	*30%*	*28%*	**36%o**	**35%o**	*32%*	*29%*	*34%*	*38%*	*34%*
Neither agree nor disagree	(3)	**619**	-	619	294	325	55	81	107	106	118	73	77	136	213	268	150	529	83	602
		23%	-	*23%*	*23%*	*23%*	*16%*	*23%*	*21%*	**28%e**	**26%e**	*23%*	**29%eg**	*19%*	*24%*	**26%l**	**26%l**	*24%*	*19%*	*23%*
Slightly disagree	(2)	**250**	-	250	104	146	26	17	43	46	37	48	34	43	89	118	82	220	28	241
		9%	-	*9%*	*8%*	*11%*	*7%*	*5%*	*8%*	**12%f**	*8%*	**15%efgi**	**13%f**	*6%*	**10%l**	**11%l**	**14%l**	*10%*	*6%*	*9%*
Strongly disagree	(1)	**120**	-	120	50	70	9	10	18	11	19	31	22	19	28	72	52	103	12	126
		5%	-	*5%*	*4%*	*5%*	*3%*	*3%*	*3%*	*3%*	*4%*	**10%efghi**	**8%efgh**	*3%*	*3%*	**7%lm**	**9%lm**	*5%*	*3%*	*5%*
Don't know		**25**	-	25	14	11	8	7	4	3	3	-	-	15	7	3	-	17	4	23
		1%	-	*1%*	*1%*	*1%*	**2%jk**	*2%*	*1%*	*1%*	*1%*	-	-	**2%no**	*1%*	*	-	*1%*	*1%*	*1%*
NET Agree		**1633**	-	1633	793	837	249	238	346	216	279	171	131	488	562	581	302	1299	309	1610
		62%	-	*62%*	*63%*	*60%*	**72%hijk**	**67%hjk**	**67%hjk**	*57%*	**61%k**	*53%*	*50%*	**70%mno**	**63%no**	*56%*	*52%*	*60%*	**71%p**	*62%*
NET Disagree		**370**	-	370	154	216	35	27	61	56	56	79	56	62	117	190	134	323	40	367
		14%	-	*14%*	*12%*	*16%*	*10%*	*8%*	*12%*	**15%f**	*12%*	**24%efghi**	**21%efgi**	*9%*	**13%l**	**18%lm**	**23%lm**	**15%q**	*9%*	*14%*
Mean		**3.71**	-	3.71	3.77	3.66	**4.00ghijk**	**3.87hjk**	**3.80jk**	**3.67jk**	**3.70jk**	3.43	3.42	**3.94mno**	**3.74no**	3.55	3.42	3.67	**3.93p**	3.71
Std Dev.		**1.11**	-	1.11	1.08	1.13	1.05	0.99	1.04	1.08	1.06	1.26	1.20	1.02	1.06	1.17	1.23	1.11	1.02	1.12
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.06	0.05	0.06	0.05	0.07	0.08	0.04	0.04	0.04	0.05	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 48

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

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	730	175	278	119	157	453	277	470	255	82	69	223	185	106	584	84	594
		28%	29%c	30%c	22%	28%	30%f	25%	29%	25%	28%	21%	31%j	29%j	27%	28%j	28%	28%
Slightly agree	(4)	904	237	319	174	173	556	347	581	311	92	119	243	211	159	733	95	753
		34%	39%d	35%	32%	30%	36%f	31%	36%h	31%	32%	36%	33%	33%	40%	35%	32%	35%
Neither agree nor disagree	(3)	619	123	196	159	141	320	300	367	243	74	79	173	136	84	472	74	483
		23%	20%	21%	29%ab	25%	21%	27%e	23%	24%	25%	24%	24%	21%	21%	23%	25%	23%
Slightly disagree	(2)	250	46	85	65	55	131	120	132	114	24	35	55	74	37	202	24	207
		9%	8%	9%	12%	10%	9%	11%	8%	11%g	8%	11%	8%	12%k	9%	10%	8%	10%
Strongly disagree	(1)	120	26	35	23	35	61	59	45	74	16	26	31	22	11	90	16	92
		5%	4%	4%	4%	6%	4%	5%	3%	7%g	5%	8%lmn	4%	4%	3%	4%	5%	4%
Don't know		25	1	12	5	8	12	13	21	4	3	2	5	6	2	15	3	15
		1%	*	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%
NET Agree		1633	412	597	294	330	1009	624	1051	566	175	188	467	397	265	1317	179	1347
		62%	68%cd	65%cd	54%	58%	66%f	56%	65%h	57%	60%	57%	64%	63%	66%j	63%	60%	63%
NET Disagree		370	72	119	88	91	191	179	177	188	40	62	86	96	48	292	40	300
		14%	12%	13%	16%	16%	12%	16%e	11%	19%g	14%	19%k	12%	15%	12%	14%	14%	14%
Mean		3.71	3.80cd	3.79cd	3.56	3.64	3.80f	3.60	3.81h	3.56	3.70	3.52	3.79j	3.74j	3.79j	3.73j	3.71	3.73
Std Dev.		1.11	1.07	1.09	1.09	1.17	1.08	1.13	1.04	1.20	1.13	1.17	1.09	1.11	1.03	1.10	1.13	1.10
Std Error		0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.05	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 48

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

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	**730**	650	80	34	612	61	39	19	36	76	46	58	70	66	108	97	56	13	48
		28%	*28%*	*23%*	*28%*	*28%*	*27%*	*30%*	*25%*	**35%jp**	*27%*	*21%*	*31%*	*29%*	*27%*	**32%j**	*26%*	*24%*	*32%*	*25%*
Slightly agree	(4)	**904**	798	106	33	767	71	40	26	36	105	78	56	97	74	113	135	73	11	60
		34%	*35%*	*30%*	*27%*	*35%*	*31%*	*31%*	*35%*	*35%*	*37%*	*36%*	*30%*	*40%*	*31%*	*34%*	*36%*	*32%*	*27%*	*32%*
Neither agree nor disagree	(3)	**619**	515	104	35	509	60	34	16	20	51	52	53	42	62	59	103	66	10	49
		23%	*22%*	**30%a**	*29%*	*23%*	*26%*	*27%*	*22%*	*20%*	*18%*	*24%*	**28%lln**	*17%*	*26%*	*18%*	**27%ln**	**29%lln**	*25%*	**26%ln**
Slightly disagree	(2)	**250**	209	42	11	212	22	10	7	6	38	20	14	17	26	39	31	20	3	19
		9%	*9%*	*12%*	*9%*	*10%*	*9%*	*7%*	*10%*	*6%*	*13%*	*9%*	*7%*	*7%*	*11%*	*12%*	*8%*	*9%*	*7%*	*10%*
Strongly disagree	(1)	**120**	102	18	8	94	14	6	5	3	8	22	8	12	9	12	8	13	3	11
		5%	*4%*	*5%*	*7%*	*4%*	*6%*	*5%*	*7%*	*3%*	*3%*	**10%himno**	*4%*	*5%*	*4%*	*3%*	*2%*	*6%*	*7%*	**6%o**
Don't know		**25**	25	*	*	23	1	*	1	1	5	1	-	4	2	3	4	3	1	*
		1%	*1%*	*	*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	**2%k**	*
NET Agree		**1633**	1448	186	66	1378	132	79	44	71	181	123	114	168	140	220	232	129	25	107
		62%	**63%b**	*53%*	*55%*	*62%*	*58%*	*61%*	*60%*	**71%jpr**	*64%*	*56%*	*61%*	**69%jpr**	*59%*	*66%*	*61%*	*56%*	*59%*	*57%*
NET Disagree		**370**	311	59	20	306	35	16	13	9	47	42	21	29	35	51	39	33	6	30
		14%	*14%*	*17%*	*16%*	*14%*	*15%*	*12%*	*17%*	*8%*	*16%*	**19%ho**	*11%*	*12%*	*15%*	*15%*	*10%*	*14%*	*14%*	*16%*
Mean		**3.71**	**3.74b**	3.54	3.60	3.72	3.63	3.74	3.61	**3.96jpr**	3.73	3.48	3.76	**3.82j**	3.68	**3.80j**	**3.75j**	3.61	3.73	3.61
Std Dev.		**1.11**	1.10	1.12	1.19	1.10	1.15	1.11	1.19	1.02	1.10	1.21	1.09	1.09	1.11	1.12	1.00	1.12	1.20	1.15
Std Error		**0.02**	0.03	0.04	0.07	0.03	0.05	0.06	0.07	0.09	0.09	0.10	0.09	0.08	0.09	0.08	0.07	0.09	0.13	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	730	238	272	81	83	47	510	130	304	251	88	50	33	555	83
		28%	*25%*	*25%*	*23%*	**46%abcf**	**70%abcdfg**	*25%*	**52%abcf**	**30%l**	*24%*	*24%*	*32%*	**63%hijkmn**	*27%*	**40%hijm**
Slightly agree	(4)	904	298	416	114	60	14	714	74	337	396	109	49	9	733	58
		34%	*32%*	**38%aeg**	*33%*	*33%*	*21%*	*35%*	*30%*	*33%*	**38%l**	*30%*	*32%*	*17%*	**35%l**	*28%*
Neither agree nor disagree	(3)	619	204	258	126	24	5	462	28	203	257	117	34	7	460	41
		23%	**22%deg**	**24%deg**	**36%abdefg**	*13%*	*7%*	**23%deg**	*11%*	*20%*	*24%*	**32%hilmn**	*22%*	*13%*	*22%*	*20%*
Slightly disagree	(2)	250	122	98	18	12	-	220	12	108	105	23	13	2	212	15
		9%	**13%bceg**	**9%e**	*5%*	*6%*	-	**11%ceg**	*5%*	*11%*	*10%*	*6%*	*9%*	*3%*	*10%*	*7%*
Strongly disagree	(1)	120	74	40	4	3	-	113	3	58	37	14	8	2	96	9
		5%	**8%bcdg**	*4%*	*1%*	*1%*	-	**6%cg**	*1%*	*6%*	*4%*	*4%*	*5%*	*3%*	*5%*	*4%*
Don't know		25	2	10	6	2	1	12	3	2	10	9	-	*	12	*
		1%	*	*1%*	**2%a**	*1%*	*2%*	*1%*	*1%*	*	*1%*	**2%hm**	-	*	*1%*	*
NET Agree		1633	536	688	195	143	61	1225	203	641	647	197	99	41	1288	141
		62%	*57%*	**63%a**	*56%*	**78%abcf**	**91%abcf**	*60%*	**82%abcf**	**63%j**	*61%*	*55%*	*64%*	**80%ijm**	**62%j**	**68%j**
NET Disagree		370	196	138	22	14	-	334	14	166	142	37	21	3	308	24
		14%	**21%bcdefg**	**13%ceg**	*6%*	*8%*	-	**16%bcdeg**	*6%*	**16%j**	*13%*	*10%*	*13%*	*7%*	*15%*	*12%*
Mean		3.71	3.54	**3.72a**	**3.73a**	**4.16abcf**	**4.64abcdfg**	3.64	**4.28abcf**	3.71	3.69	3.66	3.78	**4.34hijkm**	3.70	**3.92ijm**
Std Dev.		1.11	1.22	1.05	0.92	0.98	0.62	1.14	0.92	1.17	1.05	1.05	1.13	1.05	1.11	1.14
Std Error		0.02	0.04	0.03	0.05	0.07	0.08	0.03	0.06	0.04	0.03	0.06	0.10	0.15	0.02	0.09

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**730**	30	689	11	186	507	36	715	5	6	-	726	4
		28%	*22%*	*28%*	*17%*	*26%*	*29%*	*20%*	*28%*	*18%*	*21%*	-	*28%*	*22%*
Slightly agree	(4)	**904**	36	842	25	238	600	65	875	17	8	-	901	3
		34%	*27%*	*34%*	*41%*	*33%*	*34%*	*37%*	*34%*	*58%*	*31%*	-	*34%*	*15%*
Neither agree nor disagree	(3)	**619**	41	563	16	167	404	48	600	6	7	-	613	7
		23%	*30%*	*23%*	*25%*	*23%*	*23%*	*27%*	*23%*	*20%*	*27%*	-	*23%*	*40%*
Slightly disagree	(2)	**250**	15	229	6	87	151	13	243	*	3	2	247	2
		9%	*11%*	*9%*	*10%*	***12%e***	*9%*	*7%*	*9%*	*1%*	*13%*	*100%*	*9%*	*9%*
Strongly disagree	(1)	**120**	12	106	2	45	64	10	116	-	2	-	118	1
		5%	*8%*	*4%*	*3%*	***6%e***	*4%*	*6%*	*5%*	-	*8%*	-	*4%*	*9%*
Don't know		**25**	2	21	2	4	17	4	24	1	-	-	24	1
		1%	*1%*	*1%*	*4%*	*1%*	*1%*	*2%*	*1%*	*2%*	-	-	*1%*	*5%*
NET Agree		**1633**	66	1532	35	424	1108	101	1591	23	14	-	1627	6
		62%	*49%*	***63%a***	*58%*	*58%*	*64%*	*57%*	*62%*	*77%*	*53%*	-	*62%*	*37%*
NET Disagree		**370**	27	335	8	132	215	23	359	*	5	2	365	3
		14%	*20%*	*14%*	*13%*	***18%e***	*12%*	*13%*	*14%*	*1%*	*20%*	*100%*	*14%*	*18%*
Mean		**3.71**	3.43	**3.73a**	3.62	3.60	**3.77d**	3.60	3.72	3.96	3.46	2.00	3.72	3.35
Std Dev.		**1.11**	1.20	1.10	0.99	1.17	1.08	1.09	1.11	0.67	1.20	0.00	1.11	1.23
Std Error		**0.02**	0.09	0.02	0.13	0.04	0.03	0.09	0.02	0.14	0.25	0.00	0.02	0.32

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 48

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

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**730**	124	260	119	226	-	124	-	124	-	136	-	119	-	119	-	107
		28%	*28%*	*29%*	*27%*	*26%*	-	*28%*	-	*29%*	-	*30%*	-	*27%*	-	*28%*	-	*24%*
Slightly agree	(4)	**904**	146	301	140	317	-	146	-	138	-	163	-	140	-	158	-	159
		34%	*32%*	*34%*	*32%*	*36%*	-	*32%*	-	*32%*	-	*35%*	-	*32%*	-	*37%*	-	*36%*
Neither agree nor disagree	(3)	**619**	104	220	113	183	-	104	-	112	-	107	-	113	-	75	-	108
		23%	*23%*	*25%*	*26%*	*21%*	-	*23%*	-	**26%n**	-	*23%*	-	**26%n**	-	*18%*	-	*24%*
Slightly disagree	(2)	**250**	55	65	29	102	-	55	-	34	-	30	-	29	-	62	-	39
		9%	**12%bc**	*7%*	*7%*	**12%bc**	-	**12%jl**	-	*8%*	-	*7%*	-	*7%*	-	**15%hjlp**	-	*9%*
Strongly disagree	(1)	**120**	18	32	28	43	-	18	-	13	-	19	-	28	-	15	-	28
		5%	*4%*	*4%*	*6%*	*5%*	-	*4%*	-	*3%*	-	*4%*	-	*6%*	-	*3%*	-	*6%*
Don't know		**25**	4	9	6	6	-	4	-	4	-	5	-	6	-	1	-	6
		1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*	-	*1%*
NET Agree		**1633**	271	561	259	543	-	271	-	262	-	299	-	259	-	277	-	266
		62%	*60%*	*63%*	*60%*	*62%*	-	*60%*	-	*62%*	-	*65%*	-	*60%*	-	*64%*	-	*60%*
NET Disagree		**370**	73	96	57	144	-	73	-	47	-	49	-	57	-	77	-	67
		14%	**16%b**	*11%*	*13%*	**16%b**	-	*16%*	-	*11%*	-	*11%*	-	*13%*	-	**18%hj**	-	*15%*
Mean		**3.71**	3.68	3.79	3.68	3.67	-	3.68	-	3.77	-	3.81	-	3.68	-	3.71	-	3.63
Std Dev.		**1.11**	1.12	1.06	1.14	1.13	-	1.12	-	1.05	-	1.07	-	1.14	-	1.12	-	1.13
Std Error		**0.02**	0.05	0.04	0.06	0.04	-	0.05	-	0.05	-	0.05	-	0.06	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 49

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

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree (5)	**832**	-	832	377	454	96	108	152	114	145	116	99	205	267	359	214	694	127	833
	31%	-	*31%*	*30%*	*33%*	*28%*	*31%*	*29%*	*30%*	*32%*	*36%*	**37%e**	*29%*	*30%*	*34%*	**37%lm**	*32%*	*29%*	*32%*
Slightly agree (4)	**906**	-	906	429	475	106	125	190	130	140	106	106	231	319	352	212	739	156	899
	34%	-	*34%*	*34%*	*34%*	*31%*	*35%*	*37%*	*34%*	*31%*	*33%*	**40%ei**	*33%*	*36%*	*34%*	*36%*	*34%*	*36%*	*35%*
Neither agree nor disagree (3)	**478**	-	478	242	236	58	64	113	74	72	59	37	121	188	168	96	401	68	473
	18%	-	*18%*	*19%*	*17%*	*17%*	*18%*	**22%k**	*20%*	*16%*	*18%*	*14%*	*17%*	**21%n**	*16%*	*16%*	*18%*	*16%*	*18%*
Slightly disagree (2)	**260**	-	260	127	133	58	28	37	41	65	20	11	86	78	96	31	200	54	234
	10%	-	*10%*	*10%*	*10%*	**17%fgjk**	*8%*	*7%*	**11%k**	**14%fgjk**	*6%*	*4%*	**12%o**	*9%*	**9%o**	*5%*	*9%*	*12%*	*9%*
Strongly disagree (1)	**138**	-	138	68	70	24	22	23	18	24	16	11	46	41	51	26	107	29	134
	5%	-	*5%*	*5%*	*5%*	*7%*	*6%*	*4%*	*5%*	*5%*	*5%*	*4%*	*7%*	*5%*	*5%*	*5%*	*5%*	*7%*	*5%*
Don't know	**33**	-	33	12	21	6	6	3	3	9	5	1	12	6	15	6	27	2	29
	1%	-	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Agree	**1738**	-	1738	806	929	203	233	342	244	285	222	205	436	586	712	427	1432	282	1732
	66%	-	*66%*	*64%*	*67%*	*58%*	*66%*	*66%*	*64%*	*63%*	**69%e**	**78%efghl**	*62%*	*65%*	**68%l**	**73%lm**	*66%*	*65%*	*67%*
NET Disagree	**398**	-	398	195	203	82	50	59	59	90	36	22	132	119	147	57	307	83	368
	15%	-	*15%*	*16%*	*15%*	**23%fghjk**	*14%*	*11%*	**16%k**	**20%gjk**	*11%*	*8%*	**19%mno**	*13%*	*14%*	*10%*	*14%*	**19%p**	*14%*
Mean	**3.78**	-	3.78	3.74	3.81	3.57	3.77	**3.80e**	3.74	3.71	**3.90e**	**4.03efghl**	3.67	3.78	**3.85l**	**3.96lm**	3.80	3.68	3.80
Std Dev.	**1.15**	-	1.15	1.16	1.15	1.25	1.16	1.08	1.14	1.22	1.11	1.03	1.21	1.11	1.15	1.08	1.14	1.21	1.14
Std Error	**0.02**	-	0.02	0.03	0.03	0.07	0.07	0.05	0.06	0.06	0.06	0.07	0.05	0.04	0.03	0.04	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 49

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

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	832	212	289	160	171	501	331	484	340	103	90	235	196	139	660	103	676
		31%	*35%*	*31%*	*29%*	*30%*	*33%*	*30%*	*30%*	*34%*	*35%*	*27%*	*32%*	*31%*	*35%*	*31%*	*35%*	*32%*
Slightly agree	(4)	906	212	354	174	166	567	340	566	332	78	116	263	223	135	736	78	756
		34%	*35%*	**38%d**	*32%*	*29%*	**37%f**	*30%*	*35%*	*33%*	*27%*	*35%*	**36%l**	**35%l**	*34%*	**35%l**	*26%*	**35%o**
Neither agree nor disagree	(3)	478	81	155	134	109	236	242	290	181	52	72	112	114	69	367	55	376
		18%	*13%*	*17%*	**24%ab**	**19%a**	*15%*	**22%e**	*18%*	*18%*	*18%*	**22%k**	*15%*	*18%*	*17%*	*17%*	*18%*	*18%*
Slightly disagree	(2)	260	67	71	47	74	139	121	172	84	42	27	66	64	41	199	44	200
		10%	*11%*	*8%*	*9%*	**13%b**	*9%*	*11%*	*11%*	*8%*	**14%jkn**	*8%*	*9%*	*10%*	*10%*	*9%*	**15%p**	*9%*
Strongly disagree	(1)	138	33	41	25	39	74	64	86	50	13	25	46	31	14	115	13	117
		5%	*5%*	*4%*	*5%*	*7%*	*5%*	*6%*	*5%*	*5%*	*4%*	*7%*	*6%*	*5%*	*3%*	*5%*	*4%*	*5%*
Don't know		33	3	14	6	11	17	17	17	14	4	3	8	6	2	20	4	20
		1%	*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Agree		1738	424	643	334	337	1067	671	1050	672	181	206	498	419	273	1396	181	1432
		66%	**70%cd**	**70%cd**	*61%*	*59%*	**70%f**	*60%*	*65%*	*67%*	*62%*	*62%*	*68%*	*66%*	*68%*	*67%*	*61%*	*67%*
NET Disagree		398	100	112	72	113	213	186	259	133	54	51	112	95	55	314	57	317
		15%	*16%*	*12%*	*13%*	**20%bc**	*14%*	*17%*	*16%*	*13%*	*19%*	*15%*	*15%*	*15%*	*14%*	*15%*	*19%*	*15%*
Mean		3.78	**3.83d**	**3.86d**	3.73	3.64	**3.85f**	3.68	3.74	3.84	3.75	3.67	3.80	3.78	3.86	3.78	3.74	3.79
Std Dev.		1.15	1.18	1.09	1.12	1.24	1.13	1.18	1.16	1.14	1.21	1.18	1.17	1.14	1.11	1.15	1.21	1.15
Std Error		0.02	0.05	0.04	0.05	0.05	0.03	0.04	0.03	0.03	0.07	0.06	0.04	0.05	0.06	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 49

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Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	832	694	137	50	691	59	55	27	34	98	55	55	68	76	116	108	81	10	50
		31%	30%	39%a	42%a	31%	26%	42%de	36%e	34%	35%	25%	29%	28%	32%	35%	28%	35%	24%	27%
Slightly agree	(4)	906	802	105	32	762	85	33	26	39	96	80	63	97	75	99	143	69	19	65
		34%	35%	30%	27%	34%f	37%f	26%	36%f	39%	34%	37%	33%	40%	31%	30%	38%	30%	47%np	35%
Neither agree nor disagree	(3)	478	411	67	22	397	49	22	11	17	44	37	42	42	41	55	69	50	9	40
		18%	18%	19%	18%	18%	21%	17%	15%	17%	16%	17%	22%	17%	17%	17%	18%	22%	22%	21%
Slightly disagree	(2)	260	234	26	12	221	23	10	5	6	24	22	16	20	32	45	35	21	1	23
		10%	10%	7%	10%	10%	10%	8%	7%	6%	9%	10%	9%	8%	13%	14%q	9%	9%	2%	12%
Strongly disagree	(1)	138	127	12	4	116	11	7	4	4	14	15	12	15	10	17	18	10	2	9
		5%	6%	3%	3%	5%	5%	6%	6%	4%	5%	7%	7%	6%	4%	5%	5%	4%	5%	5%
Don't know		33	31	3	1	30	1	2	1	1	6	8	-	1	5	2	6	-	-	1
		1%	1%	1%	1%	1%	*	2%	1%	1%	2%	4%knpr	-	1%	2%	1%	1%	-	-	*
NET Agree		1738	1496	242	83	1453	144	88	53	73	195	135	118	165	151	215	251	150	29	115
		66%	65%	69%	68%	66%	63%	68%	72%	72%	69%	62%	63%	68%	63%	64%	66%	65%	70%	61%
NET Disagree		398	361	37	16	337	35	17	9	9	38	38	29	35	42	62	53	31	3	31
		15%	16%b	11%	13%	15%	15%	13%	13%	9%	14%	17%	15%	14%	18%	19%h	14%	13%	7%	17%
Mean		3.78	3.75	3.95a	3.94	3.77	3.69	3.93e	3.90	3.94r	3.87	3.65	3.70	3.76	3.74	3.76	3.77	3.82	3.81	3.67
Std Dev.		1.15	1.16	1.09	1.14	1.15	1.11	1.20	1.15	1.04	1.15	1.19	1.17	1.14	1.18	1.21	1.11	1.14	1.00	1.14
Std Error		0.02	0.03	0.04	0.07	0.03	0.05	0.06	0.07	0.09	0.09	0.10	0.10	0.09	0.09	0.09	0.08	0.09	0.10	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	832	357	318	77	53	21	675	74	385	295	85	44	18	680	62
		31%	**38%bcf**	**29%c**	*22%*	*29%*	*31%*	**33%c**	*30%*	**38%ijm**	*28%*	*24%*	*29%*	*35%*	**33%ij**	*30%*
Slightly agree	(4)	906	293	420	125	52	16	712	67	313	432	99	51	11	745	62
		34%	*31%*	**38%adg**	*36%*	*28%*	*24%*	**35%g**	*27%*	*31%*	**41%hjlmn**	*27%*	*33%*	*21%*	**36%ij**	*30%*
Neither agree nor disagree	(3)	478	154	200	85	25	12	354	38	153	182	111	22	9	334	31
		18%	*16%*	*18%*	**24%adfg**	*14%*	*18%*	*17%*	*15%*	*15%*	*17%*	**31%hikmn**	*14%*	*17%*	*16%*	*15%*
Slightly disagree	(2)	260	78	104	41	27	9	182	36	96	96	40	21	6	192	27
		10%	*8%*	*9%*	*12%*	**15%af**	*14%*	*9%*	**15%af**	*9%*	*9%*	*11%*	*13%*	*12%*	*9%*	*13%*
Strongly disagree	(1)	138	54	39	13	21	9	93	30	61	42	11	16	7	103	23
		5%	*6%*	*4%*	*4%*	**12%abcf**	**13%bcf**	*5%*	**12%abcf**	*6%*	*4%*	*3%*	**11%ijm**	**14%ijm**	*5%*	**11%hijm**
Don't know		33	2	13	8	4	-	16	4	5	9	15	1	-	14	1
		1%	*	*1%*	**2%af**	**2%a**	-	*1%*	**2%a**	*	*1%*	**4%hlmn**	*	-	*1%*	*
NET Agree		1738	649	738	201	105	36	1387	141	698	727	184	95	29	1425	124
		66%	**69%cdeg**	**67%cdg**	*58%*	*58%*	*55%*	**68%cdg**	*57%*	**69%j**	**69%j**	*51%*	*62%*	*56%*	**69%jn**	*60%*
NET Disagree		398	132	143	54	48	18	275	66	157	138	50	37	14	295	51
		15%	*14%*	*13%*	*16%*	**26%abcf**	**27%abf**	*14%*	**27%abcf**	*15%*	*13%*	*14%*	**24%hijm**	**26%il**	*14%*	**25%hijm**
Mean		3.78	**3.88cdeg**	**3.81cdeg**	3.62	3.50	3.45	**3.84cdeg**	3.49	**3.86jkn**	**3.80jn**	3.60	3.56	3.51	**3.83jkn**	3.55
Std Dev.		1.15	1.18	1.07	1.08	1.37	1.40	1.12	1.38	1.20	1.07	1.07	1.32	1.44	1.14	1.35
Std Error		0.02	0.04	0.03	0.06	0.10	0.17	0.03	0.09	0.04	0.03	0.06	0.12	0.20	0.03	0.10

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**832**	53	764	14	256	536	40	807	12	9	-	828	4
		31%	*39%*	*31%*	*23%*	***35%f***	*31%*	*23%*	*31%*	*39%*	*36%*	-	*31%*	*22%*
Slightly agree	(4)	**906**	35	847	25	238	599	69	881	13	8	-	903	3
		34%	*25%*	*35%*	*41%*	*33%*	*34%*	*39%*	*34%*	*45%*	*32%*	-	*34%*	*21%*
Neither agree nor disagree	(3)	**478**	21	445	12	117	326	36	466	4	2	-	472	6
		18%	*16%*	*18%*	*20%*	*16%*	*19%*	*20%*	*18%*	*13%*	*7%*	-	*18%*	*37%*
Slightly disagree	(2)	**260**	17	238	5	75	163	22	252	*	6	2	258	-
		10%	*13%*	*10%*	*8%*	*10%*	*9%*	*12%*	*10%*	*	*22%*	*100%*	*10%*	-
Strongly disagree	(1)	**138**	8	128	2	29	103	6	135	1	-	-	136	3
		5%	*6%*	*5%*	*4%*	*4%*	*6%*	*4%*	*5%*	*2%*	-	-	*5%*	*16%*
Don't know		**33**	1	30	3	13	17	4	32	-	1	-	33	1
		1%	*1%*	*1%*	*4%*	*2%*	*1%*	*2%*	*1%*	-	*4%*	-	*1%*	*5%*
NET Agree		**1738**	88	1611	40	494	1135	109	1688	25	17	-	1731	7
		66%	*65%*	*66%*	*65%*	*68%*	*65%*	*62%*	*66%*	*85%*	*67%*	-	*66%*	*42%*
NET Disagree		**398**	25	366	7	103	267	28	387	1	6	2	394	3
		15%	*19%*	*15%*	*11%*	*14%*	*15%*	*16%*	*15%*	*3%*	*22%*	*100%*	*15%*	*16%*
Mean		**3.78**	3.80	3.78	3.76	3.86	3.75	3.66	3.78	4.19	3.84	2.00	3.78	3.35
Std Dev.		**1.15**	1.26	1.15	1.03	1.13	1.16	1.08	1.15	0.85	1.17	0.00	1.15	1.34
Std Error		**0.02**	0.10	0.02	0.14	0.04	0.03	0.09	0.02	0.17	0.25	0.00	0.02	0.35

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**832**	144	282	133	272	-	144	-	127	-	156	-	133	-	143	-	129
		31%	*32%*	*32%*	*31%*	*31%*	-	*32%*	-	*30%*	-	*34%*	-	*31%*	-	*33%*	-	*29%*
Slightly agree	(4)	**906**	165	293	140	308	-	165	-	135	-	158	-	140	-	135	-	173
		34%	*37%*	*33%*	*32%*	*35%*	-	*37%*	-	*32%*	-	*34%*	-	*32%*	-	*31%*	-	*39%*
Neither agree nor disagree	(3)	**478**	76	176	65	161	-	76	-	89	-	87	-	65	-	90	-	71
		18%	*17%*	*20%*	*15%*	*18%*	-	*17%*	-	*21%*	-	*19%*	-	*15%*	-	*21%*	-	*16%*
Slightly disagree	(2)	**260**	33	83	62	81	-	33	-	50	-	33	-	62	-	34	-	47
		10%	*7%*	*9%*	***14%abd***	*9%*	-	*7%*	-	*12%*	-	*7%*	-	***14%fjn***	-	*8%*	-	*11%*
Strongly disagree	(1)	**138**	28	42	20	48	-	28	-	23	-	19	-	20	-	26	-	22
		5%	*6%*	*5%*	*5%*	*6%*	-	*6%*	-	*5%*	-	*4%*	-	*5%*	-	*6%*	-	*5%*
Don't know		**33**	5	9	14	6	-	5	-	3	-	7	-	14	-	2	-	4
		1%	*1%*	*1%*	***3%bd***	*1%*	-	*1%*	-	*1%*	-	*1%*	-	***3%hn***	-	*	-	*1%*
NET Agree		**1738**	309	576	273	580	-	309	-	261	-	314	-	273	-	279	-	302
		66%	*69%*	*65%*	*63%*	*66%*	-	*69%*	-	*61%*	-	*68%*	-	*63%*	-	*65%*	-	*68%*
NET Disagree		**398**	61	125	83	129	-	61	-	72	-	53	-	83	-	60	-	70
		15%	*14%*	*14%*	*19%*	*15%*	-	*14%*	-	*17%*	-	*11%*	-	***19%j***	-	*14%*	-	*16%*
Mean		**3.78**	3.82	3.79	3.72	3.78	-	3.82	-	3.69	-	**3.88h**	-	3.72	-	3.79	-	3.76
Std Dev.		**1.15**	1.15	1.14	1.19	1.15	-	1.15	-	1.17	-	1.10	-	1.19	-	1.17	-	1.13
Std Error		**0.02**	0.06	0.04	0.06	0.04	-	0.06	-	0.06	-	0.05	-	0.06	-	0.06	-	0.05

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base		**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base		**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree	(5)	**366**	-	366	183	180	75	56	82	50	49	27	26	131	131	103	54	249	111	351
		14%	-	*14%*	*15%*	*13%*	**22%hijk**	**16%j**	**16%j**	*13%*	*11%*	*8%*	*10%*	**19%no**	**15%no**	*10%*	*9%*	*11%*	**26%p**	*13%*
Slightly agree	(4)	**655**	-	655	316	339	103	95	162	90	94	63	47	198	252	204	110	503	135	596
		25%	-	*25%*	*25%*	*24%*	**30%ijk**	**27%k**	**31%ijk**	*24%*	*21%*	*20%*	*18%*	**28%no**	**28%no**	*20%*	*19%*	*23%*	**31%p**	*23%*
Neither agree nor disagree	(3)	**620**	-	620	291	329	75	85	116	103	110	68	60	160	219	238	128	526	83	614
		23%	-	*23%*	*23%*	*24%*	*22%*	*24%*	*22%*	*27%*	*24%*	*21%*	*23%*	*23%*	*24%*	*23%*	*22%*	*24%*	*19%*	*24%*
Slightly disagree	(2)	**533**	-	533	229	304	55	64	104	67	107	81	54	120	171	242	135	470	59	529
		20%	-	*20%*	*18%*	*22%*	*16%*	*18%*	*20%*	*17%*	**23%e**	**25%e**	*21%*	*17%*	*19%*	**23%l**	**23%l**	**22%q**	*14%*	*20%*
Strongly disagree	(1)	**443**	-	443	229	214	35	43	49	67	92	79	77	78	116	249	157	394	45	485
		17%	-	*17%*	*18%*	*15%*	*10%*	*12%*	*9%*	**18%eg**	**20%efg**	**25%efg**	**29%efghi**	*11%*	*13%*	**24%lm**	**27%lm**	**18%q**	*10%*	*19%*
Don't know		**31**	-	31	7	24	5	10	5	5	3	3	-	15	10	6	3	27	3	27
		1%	-	*1%*	*1%*	**2%c**	*1%*	**3%k**	*1%*	*1%*	*1%*	*1%*	-	**2%n**	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Agree		**1021**	-	1021	499	519	178	151	244	140	143	91	73	329	383	307	164	752	246	947
		39%	-	*39%*	*40%*	*37%*	**51%hijk**	**43%ijk**	**47%hijk**	*37%*	*31%*	*28%*	*28%*	**47%no**	**43%no**	*29%*	*28%*	*35%*	**56%p**	*36%*
NET Disagree		**976**	-	976	458	518	90	108	153	134	199	160	132	198	287	491	292	863	103	1014
		37%	-	*37%*	*36%*	*37%*	*26%*	*30%*	*30%*	**35%e**	**44%efg**	**50%efgh**	**50%efgh**	*28%*	*32%*	**47%lm**	**50%lm**	**40%q**	*24%*	*39%*
Mean		**2.99**	-	2.99	3.00	2.98	**3.38hijk**	**3.16ijk**	**3.24hijk**	**2.97jk**	2.78	2.62	2.59	**3.27no**	**3.13no**	2.68	2.60	2.88	**3.48p**	2.92
Std Dev.		**1.30**	-	1.30	1.33	1.27	1.27	1.26	1.22	1.29	1.28	1.28	1.34	1.27	1.25	1.30	1.31	1.28	1.29	1.32
Std Error		**0.03**	-	0.03	0.04	0.03	0.07	0.07	0.06	0.07	0.06	0.07	0.09	0.05	0.04	0.04	0.05	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 50

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

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	366	91	134	58	83	225	141	241	119	43	34	119	91	47	291	43	297
		14%	*15%*	*15%*	*11%*	*15%*	*15%*	*13%*	*15%*	*12%*	*15%*	*10%*	16%j	*14%*	*12%*	*14%*	*14%*	*14%*
Slightly agree	(4)	655	163	217	120	155	380	275	437	212	73	88	176	149	114	526	75	530
		25%	*27%*	*24%*	*22%*	*27%*	*25%*	*25%*	27%h	*21%*	*25%*	*27%*	*24%*	*24%*	*28%*	*25%*	*25%*	*25%*
Neither agree nor disagree	(3)	620	126	217	137	141	343	278	373	241	68	82	161	157	81	481	70	494
		23%	*21%*	*23%*	*25%*	*25%*	*22%*	*25%*	*23%*	*24%*	*23%*	*25%*	*22%*	*25%*	*20%*	*23%*	*24%*	*23%*
Slightly disagree	(2)	533	116	207	122	88	323	210	307	219	64	63	137	131	88	419	64	435
		20%	*19%*	22%d	22%d	*15%*	*21%*	*19%*	*19%*	*22%*	*22%*	*19%*	*19%*	*21%*	*22%*	*20%*	*22%*	*20%*
Strongly disagree	(1)	443	106	135	105	96	241	201	233	205	42	59	130	101	69	358	42	367
		17%	*18%*	*15%*	*19%*	*17%*	*16%*	*18%*	*14%*	21%g	*14%*	*18%*	*18%*	*16%*	*17%*	*17%*	*14%*	*17%*
Don't know		31	5	15	4	7	20	11	25	5	1	6	8	5	2	21	1	22
		1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Agree		1021	254	352	178	238	606	416	678	330	116	122	295	240	160	817	118	827
		39%	42%c	*38%*	*33%*	42%c	*40%*	*37%*	42%h	*33%*	*40%*	*37%*	*40%*	*38%*	*40%*	*39%*	*40%*	*39%*
NET Disagree		976	223	342	227	184	565	411	540	424	106	121	267	232	157	777	107	802
		37%	*37%*	*37%*	42%d	*32%*	*37%*	*37%*	*33%*	42%g	*36%*	*37%*	*37%*	*37%*	*39%*	*37%*	*36%*	*37%*
Mean		2.99	3.03c	3.01c	2.82	3.07c	3.02	2.95	3.09h	2.82	3.03	2.92	3.02	3.00	2.95	2.99	3.04	2.98
Std Dev.		1.30	1.33	1.29	1.27	1.31	1.30	1.29	1.29	1.30	1.28	1.27	1.35	1.29	1.29	1.31	1.28	1.31
Std Error		0.03	0.05	0.04	0.06	0.05	0.03	0.04	0.04	0.04	0.07	0.07	0.05	0.05	0.07	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 50

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

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	366	321	45	26	311	25	18	12	14	35	27	32	38	32	57	53	23	5	21
		14%	*14%*	*13%*	*21%*	*14%*	*11%*	*14%*	*16%*	*14%*	*12%*	*12%*	*17%*	*16%*	*13%*	*17%*	*14%*	*10%*	*11%*	*11%*
Slightly agree	(4)	655	595	60	16	560	54	23	19	28	86	51	45	69	49	101	93	38	9	44
		25%	**26%bc**	*17%*	*13%*	**25%f**	*23%*	*18%*	*25%*	**28%p**	**30%p**	*24%*	*24%*	**29%p**	*20%*	**30%p**	*25%*	*17%*	*23%*	*24%*
Neither agree nor disagree	(3)	620	534	87	19	520	55	28	17	22	71	57	45	55	60	73	87	51	12	43
		23%	*23%*	*25%*	*16%*	*23%*	*24%*	*22%*	*23%*	*22%*	*25%*	*26%*	*24%*	*22%*	*25%*	*22%*	*23%*	*22%*	*28%*	*23%*
Slightly disagree	(2)	533	452	81	30	446	49	27	12	17	46	49	37	55	42	61	72	67	5	44
		20%	*20%*	*23%*	*25%*	*20%*	*21%*	*21%*	*16%*	*17%*	*16%*	*22%*	*20%*	*23%*	*17%*	*18%*	*19%*	**29%himnoq**	*13%*	*23%*
Strongly disagree	(1)	443	369	73	30	351	45	32	15	19	40	35	29	24	49	38	67	49	11	34
		17%	*16%*	*21%*	**25%a**	*16%*	*20%*	**25%d**	*20%*	**19%l**	*14%*	*16%*	*15%*	*10%*	**21%ln**	*11%*	*18%*	**21%ln**	**26%ln**	**18%l**
Don't know		31	27	3	1	28	1	1	*	1	6	*	-	1	8	4	7	2	-	1
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	-	*1%*	**3%jk**	*1%*	*2%*	*1%*	-	*1%*
NET Agree		1021	916	105	42	871	79	41	30	42	121	78	77	108	81	158	146	62	14	65
		39%	**40%b**	*30%*	*35%*	**39%f**	*34%*	*32%*	*41%*	**41%p**	**43%p**	*36%*	**41%p**	**44%p**	*34%*	**47%mpr**	**39%p**	*27%*	*33%*	*35%*
NET Disagree		976	821	155	60	797	94	59	27	37	86	84	66	79	91	99	139	116	16	78
		37%	*36%*	**44%a**	**49%a**	*36%*	*41%*	**46%d**	*36%*	*36%*	*30%*	*38%*	*35%*	*33%*	*38%*	*30%*	*37%*	**50%hijklmno**	*39%*	**42%in**
Mean		2.99	**3.02b**	2.78	2.82	**3.02f**	2.85	2.75	3.01	**2.99p**	**3.11p**	2.94	**3.07p**	**3.18pr**	2.88	**3.24jmpr**	**2.98p**	2.65	2.80	2.86
Std Dev.		1.30	1.30	1.31	1.49	1.29	1.29	1.38	1.37	1.34	1.24	1.26	1.32	1.24	1.34	1.26	1.32	1.27	1.35	1.28
Std Error		0.03	0.03	0.05	0.09	0.03	0.06	0.07	0.08	0.12	0.10	0.10	0.11	0.09	0.11	0.10	0.10	0.10	0.14	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 50

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

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	366	125	125	38	47	26	250	73	166	112	39	27	19	279	47
		14%	*13%*	*11%*	*11%*	**26%abcf**	**40%abcf**	*12%*	**29%abcf**	**16%ij**	*11%*	*11%*	*18%*	**38%hijkm**	*13%*	**23%ijm**
Slightly agree	(4)	655	159	312	90	69	20	471	89	209	310	76	49	7	519	56
		25%	*17%*	**29%af**	**26%a**	**38%abcf**	**30%a**	**23%a**	**36%acf**	*21%*	**29%hjm**	*21%*	**32%hij**	*13%*	**25%h**	*27%*
Neither agree nor disagree	(3)	620	182	276	121	27	8	458	35	177	258	132	36	11	435	47
		23%	*19%*	**25%adg**	**35%abdefg**	*15%*	*12%*	**23%g**	*14%*	*17%*	**24%h**	**37%hikmn**	*23%*	*21%*	*21%*	*23%*
Slightly disagree	(2)	533	213	235	56	25	4	448	29	218	223	59	28	5	441	34
		20%	**23%cdeg**	**21%eg**	*16%*	*14%*	*6%*	**22%deg**	*12%*	*22%*	*21%*	*16%*	*18%*	*11%*	*21%*	*16%*
Strongly disagree	(1)	443	256	136	30	12	7	392	20	237	139	44	14	9	376	23
		17%	**27%bcdefg**	*12%*	*9%*	*7%*	*11%*	**19%bcdg**	*8%*	**23%ijkmn**	*13%*	*12%*	*9%*	*17%*	**18%ijkn**	*11%*
Don't know		31	3	10	13	2	1	13	3	4	14	10	-	*	18	*
		1%	*	*1%*	**4%abf**	*1%*	*1%*	*1%*	*1%*	*	*1%*	**3%hm**	-	*1%*	*1%*	*
NET Agree		1021	284	438	129	116	46	721	162	375	422	115	76	26	798	102
		39%	*30%*	**40%a**	*37%*	**64%abcf**	**69%abcf**	**35%a**	**65%abcf**	*37%*	**40%j**	*32%*	**50%hjm**	**50%j**	*39%*	**50%hijm**
NET Disagree		976	469	371	86	37	12	840	49	455	361	103	42	14	817	56
		37%	**50%bcdefg**	**34%cdeg**	*25%*	*20%*	*17%*	**41%bcdeg**	*20%*	**45%ijkmn**	*34%*	*29%*	*27%*	*27%*	**39%ijkn**	*27%*
Mean		2.99	2.66	**3.05af**	**3.15af**	**3.63abcf**	**3.81abcf**	**2.87a**	**3.68abcf**	2.85	**3.03h**	3.02	**3.31him**	**3.44hm**	2.94	**3.34hijm**
Std Dev.		1.30	1.38	1.21	1.11	1.20	1.34	1.31	1.24	1.42	1.21	1.15	1.22	1.51	1.32	1.29
Std Error		0.03	0.04	0.04	0.06	0.09	0.17	0.03	0.08	0.04	0.04	0.06	0.11	0.22	0.03	0.10

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 50

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

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**366**	29	326	11	107	229	30	352	7	4	-	363	3
		14%	***21%b***	*13%*	*18%*	*15%*	*13%*	*17%*	*14%*	*22%*	*16%*	-	*14%*	*16%*
Slightly agree	(4)	**655**	31	609	16	152	443	60	627	13	9	-	649	7
		25%	*23%*	*25%*	*25%*	*21%*	*25%*	***34%d***	*24%*	*43%*	*34%*	-	*25%*	*40%*
Neither agree nor disagree	(3)	**620**	29	579	12	169	415	37	599	8	8	2	615	3
		23%	*21%*	*24%*	*20%*	*23%*	*24%*	*21%*	*23%*	*27%*	*29%*	*100%*	*23%*	*19%*
Slightly disagree	(2)	**533**	22	499	12	152	351	31	529	1	2	-	531	2
		20%	*16%*	*20%*	*20%*	*21%*	*20%*	*17%*	*21%*	*4%*	*7%*	-	*20%*	*12%*
Strongly disagree	(1)	**443**	25	409	9	140	285	17	436	1	3	-	441	1
		17%	*18%*	*17%*	*15%*	***19%f***	*16%*	*10%*	*17%*	*4%*	*14%*	-	*17%*	*7%*
Don't know		**31**	1	28	1	7	21	3	30	-	-	-	30	1
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*5%*
NET Agree		**1021**	59	936	26	259	673	90	979	19	13	-	1012	9
		39%	*44%*	*38%*	*43%*	*36%*	*39%*	***51%de***	*38%*	*65%*	*50%*	-	*38%*	*56%*
NET Disagree		**976**	47	907	21	292	636	48	965	2	5	-	973	3
		37%	*35%*	*37%*	*35%*	***40%f***	*36%*	*27%*	*37%*	*8%*	*20%*	-	*37%*	*20%*
Mean		**2.99**	3.12	2.98	3.11	2.91	2.99	**3.31de**	2.97	3.75	3.33	3.00	2.99	3.47
Std Dev.		**1.30**	1.41	1.29	1.34	1.34	1.29	1.23	1.30	1.00	1.25	*	1.30	1.18
Std Error		**0.03**	0.11	0.03	0.18	0.05	0.03	0.10	0.03	0.20	0.26	*	0.03	0.30

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 50

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

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**366**	59	155	50	101	-	59	-	70	-	85	-	50	-	49	-	53
		14%	*13%*	**17%cd**	*12%*	*12%*	-	*13%*	-	*16%*	-	**18%lnp**	-	*12%*	-	*11%*	-	*12%*
Slightly agree	(4)	**655**	109	207	126	213	-	109	-	99	-	108	-	126	-	108	-	105
		25%	*24%*	*23%*	*29%*	*24%*	-	*24%*	-	*23%*	-	*24%*	-	*29%*	-	*25%*	-	*24%*
Neither agree nor disagree	(3)	**620**	93	226	102	199	-	93	-	125	-	102	-	102	-	99	-	100
		23%	*21%*	*26%*	*23%*	*23%*	-	*21%*	-	**29%fj**	-	*22%*	-	*23%*	-	*23%*	-	*22%*
Slightly disagree	(2)	**533**	89	146	84	215	-	89	-	65	-	81	-	84	-	106	-	108
		20%	*20%*	*16%*	*19%*	**25%b**	-	*20%*	-	*15%*	-	*18%*	-	*19%*	-	**25%hj**	-	**24%h**
Strongly disagree	(1)	**443**	91	145	66	141	-	91	-	62	-	84	-	66	-	64	-	77
		17%	*20%*	*16%*	*15%*	*16%*	-	*20%*	-	*14%*	-	*18%*	-	*15%*	-	*15%*	-	*17%*
Don't know		**31**	10	6	7	8	-	10	-	5	-	1	-	7	-	4	-	3
		1%	*2%*	*1%*	*2%*	*1%*	-	**2%j**	-	*1%*	-	*	-	*2%*	-	*1%*	-	*1%*
NET Agree		**1021**	168	362	177	314	-	168	-	169	-	193	-	177	-	156	-	158
		39%	*37%*	*41%*	*41%*	*36%*	-	*37%*	-	*40%*	-	*42%*	-	*41%*	-	*36%*	-	*35%*
NET Disagree		**976**	180	291	149	355	-	180	-	127	-	165	-	149	-	170	-	185
		37%	**40%b**	*33%*	*34%*	**41%b**	-	**40%h**	-	*30%*	-	*36%*	-	*34%*	-	**40%h**	-	**41%h**
Mean		**2.99**	2.90	**3.09ad**	3.03	2.91	-	2.90	-	**3.12fp**	-	3.06	-	3.03	-	2.93	-	2.88
Std Dev.		**1.30**	1.34	1.33	1.26	1.26	-	1.34	-	1.28	-	1.37	-	1.26	-	1.25	-	1.28
Std Error		**0.03**	0.07	0.04	0.06	0.04	-	0.07	-	0.06	-	0.07	-	0.06	-	0.06	-	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 51

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

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base		**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base		**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree	(5)	**889**	-	889	374	514	62	97	136	102	168	176	146	159	237	490	322	777	104	903
		34%	-	*34%*	*30%*	**37%c**	*18%*	**27%e**	**26%e**	**27%e**	**37%efgh**	**55%efghi**	**55%efghi**	*23%*	*26%*	**47%lm**	**55%lmn**	**36%q**	*24%*	*35%*
Slightly agree	(4)	**843**	-	843	427	416	123	106	179	141	155	69	69	230	320	292	137	694	138	821
		32%	-	*32%*	*34%*	*30%*	**36%jk**	*30%*	**35%j**	**37%jk**	**34%j**	*21%*	*26%*	**33%o**	**36%no**	*28%*	*23%*	*32%*	*32%*	*32%*
Neither agree nor disagree	(3)	**471**	-	471	219	250	65	82	106	67	76	42	32	147	173	150	74	380	75	468
		18%	-	*18%*	*17%*	*18%*	*19%*	**23%jk**	**21%jk**	*17%*	*17%*	*13%*	*12%*	**21%no**	**19%no**	*14%*	*13%*	*18%*	*17%*	*18%*
Slightly disagree	(2)	**249**	-	249	132	115	45	37	63	41	31	23	8	83	104	63	31	176	72	230
		9%	-	*9%*	*11%*	*8%*	**13%ik**	**11%k**	**12%ik**	**11%k**	*7%*	*7%*	*3%*	**12%no**	**12%no**	*6%*	*5%*	*8%*	**17%p**	*9%*
Strongly disagree	(1)	**150**	-	150	82	68	44	22	27	19	17	8	10	66	46	36	18	105	39	140
		6%	-	*6%*	*7%*	*5%*	**13%fghijk**	*6%*	*5%*	*5%*	*4%*	*3%*	*4%*	**9%mno**	*5%*	*3%*	*3%*	*5%*	**9%p**	*5%*
Don't know		**46**	-	46	20	26	7	9	7	12	8	3	-	16	19	12	3	34	8	40
		2%	-	*2%*	*2%*	*2%*	*2%*	**2%k**	*1%*	**3%k**	*2%*	*1%*	-	**2%o**	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*
NET Agree		**1732**	-	1732	801	931	186	203	314	243	323	245	215	389	558	783	460	1472	242	1724
		65%	-	*65%*	*64%*	*67%*	*53%*	*57%*	*61%*	**64%e**	**71%efg**	**76%efgh**	**81%efghi**	*55%*	**62%l**	**75%lm**	**78%lm**	**68%q**	*55%*	*66%*
NET Disagree		**399**	-	399	215	183	90	60	90	60	49	31	18	149	150	98	49	282	111	370
		15%	-	*15%*	**17%d**	*13%*	**26%fghijk**	**17%ijk**	**17%ijk**	**16%k**	*11%*	*10%*	*7%*	**21%no**	**17%no**	*9%*	*8%*	*13%*	**26%p**	*14%*
Mean		**3.80**	-	3.80	3.71	**3.88c**	3.34	**3.63e**	**3.65e**	**3.72e**	**3.95efgh**	**4.20efghi**	**4.26efghi**	3.48	**3.68l**	**4.11lm**	**4.23lm**	**3.87q**	3.46	3.83
Std Dev.		**1.18**	-	1.18	1.19	1.15	1.28	1.18	1.15	1.13	1.08	1.08	1.03	1.24	1.14	1.08	1.06	1.14	1.27	1.16
Std Error		**0.02**	-	0.02	0.03	0.03	0.07	0.07	0.05	0.06	0.05	0.06	0.07	0.05	0.04	0.03	0.04	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 51

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

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	889	209	325	179	176	534	355	472	410	97	120	267	196	127	709	97	733
		34%	*34%*	*35%*	*33%*	*31%*	*35%*	*32%*	*29%*	41%g	*33%*	*36%*	*37%*	*31%*	*32%*	*34%*	*33%*	*34%*
Slightly agree	(4)	843	179	316	179	169	495	348	542	293	87	106	215	234	127	682	87	693
		32%	*29%*	*34%*	*33%*	*30%*	*32%*	*31%*	*34%*	*29%*	*30%*	*32%*	*29%*	37%k	*32%*	*33%*	*29%*	*32%*
Neither agree nor disagree	(3)	471	108	138	108	117	246	225	291	166	57	52	119	112	63	346	60	355
		18%	*18%*	*15%*	*20%*	20%b	*16%*	20%e	*18%*	*17%*	*20%*	*16%*	*16%*	*18%*	*16%*	*17%*	*20%*	*17%*
Slightly disagree	(2)	249	66	82	47	55	148	102	181	67	26	32	69	56	52	209	29	211
		9%	*11%*	*9%*	*9%*	*10%*	*10%*	*9%*	11%h	*7%*	*9%*	*10%*	*9%*	*9%*	*13%*	*10%*	*10%*	*10%*
Strongly disagree	(1)	150	42	45	23	41	86	64	97	52	20	16	50	26	25	117	20	121
		6%	*7%*	*5%*	*4%*	*7%*	*6%*	*6%*	*6%*	*5%*	*7%*	*5%*	*7%*	*4%*	*6%*	*6%*	*7%*	*6%*
Don't know		46	5	19	10	12	24	22	31	13	5	7	11	9	6	32	5	32
		2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*
NET Agree		1732	388	641	358	345	1029	703	1015	703	184	226	482	430	254	1391	184	1425
		65%	*64%*	69%d	*66%*	*61%*	*67%*	*63%*	*63%*	70%g	*63%*	*68%*	*66%*	*68%*	*63%*	*66%*	*62%*	*66%*
NET Disagree		399	107	127	70	95	234	165	279	118	46	48	119	83	77	326	48	332
		15%	*18%*	*14%*	*13%*	*17%*	*15%*	*15%*	17%h	*12%*	*16%*	*14%*	*16%*	*13%*	19%l	*16%*	*16%*	*15%*
Mean		3.80	3.74	3.88d	3.83	3.69	3.82	3.76	3.70	3.96g	3.75	3.87	3.81	3.83	3.71	3.80	3.73	3.81
Std Dev.		1.18	1.23	1.14	1.12	1.22	1.18	1.17	1.18	1.15	1.21	1.16	1.23	1.10	1.22	1.18	1.21	1.18
Std Error		0.02	0.05	0.04	0.05	0.05	0.03	0.04	0.03	0.03	0.07	0.06	0.05	0.04	0.07	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 51

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

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	**889**	735	153	55	734	79	43	31	34	69	84	57	74	78	106	146	87	15	65
		34%	*32%*	**44%a**	**45%a**	*33%*	*35%*	*34%*	**43%d**	*33%*	*24%*	**39%l**	*30%*	*30%*	*33%*	*32%*	**39%l**	**38%l**	*35%*	**35%l**
Slightly agree	(4)	**843**	747	96	31	720	64	38	22	34	106	47	58	67	81	127	120	80	13	51
		32%	*32%*	*28%*	*26%*	*32%*	*28%*	*29%*	*29%*	**34%j**	**38%jr**	*22%*	*31%*	*27%*	**34%j**	**38%jr**	*32%*	**35%j**	*31%*	*27%*
Neither agree nor disagree	(3)	**471**	415	56	16	389	42	26	14	18	52	47	37	57	49	37	54	39	5	37
		18%	*18%*	*16%*	*13%*	*18%*	*18%*	*20%*	*19%*	*18%*	*18%*	**21%n**	**20%n**	**23%no**	**20%n**	*11%*	*14%*	*17%*	*12%*	**20%n**
Slightly disagree	(2)	**249**	225	25	9	210	24	11	4	11	20	23	23	22	20	46	31	14	3	21
		9%	*10%*	*7%*	*8%*	*9%*	*10%*	*8%*	*6%*	*11%*	*7%*	*11%*	*12%*	*9%*	*8%*	**14%p**	*8%*	*6%*	*6%*	*11%*
Strongly disagree	(1)	**150**	133	17	10	124	13	11	2	2	20	15	11	18	12	14	22	10	5	7
		6%	*6%*	*5%*	*8%*	*6%*	*6%*	**9%g**	*3%*	*2%*	*7%*	*7%*	*6%*	*8%*	*5%*	*4%*	*6%*	*4%*	**13%hmnpr**	*4%*
Don't know		**46**	44	3	*	39	6	1	*	1	16	3	2	6	-	4	5	2	1	5
		2%	*2%*	*1%*	*	*2%*	*3%*	*	*1%*	*1%*	**6%kmnop**	*1%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	**2%m**	**3%m**
NET Agree		**1732**	1482	250	86	1454	143	81	53	68	175	131	115	140	160	232	267	166	27	116
		65%	*64%*	**71%a**	*71%*	*66%*	*63%*	*63%*	*72%*	*67%*	*62%*	*60%*	*61%*	*58%*	*67%*	**70%kl**	**70%kl**	**72%klr**	*66%*	*62%*
NET Disagree		**399**	358	41	19	334	37	22	7	13	40	38	35	40	31	60	53	24	8	29
		15%	*16%*	*12%*	*16%*	*15%*	*16%*	**17%g**	*9%*	*13%*	*14%*	*17%*	*18%*	*17%*	*13%*	*18%*	*14%*	*10%*	*19%*	*15%*
Mean		**3.80**	3.77	**3.99a**	3.93	3.79	3.78	3.71	**4.03def**	3.86	3.69	3.76	3.67	3.65	3.81	3.80	3.90	**3.96ikl**	3.70	3.80
Std Dev.		**1.18**	1.18	1.15	1.27	1.17	1.21	1.25	1.07	1.08	1.15	1.26	1.21	1.23	1.12	1.16	1.18	1.09	1.38	1.17
Std Error		**0.02**	0.03	0.04	0.07	0.03	0.06	0.06	0.06	0.10	0.09	0.10	0.10	0.09	0.09	0.09	0.09	0.09	0.15	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 51

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

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	889	536	284	41	22	2	819	25	485	304	66	27	6	789	33
		34%	**57%bcdefg**	**26%cdeg**	*12%*	*12%*	*3%*	**40%bcdeg**	*10%*	**48%ijklmn**	**29%jkln**	*18%*	*17%*	*12%*	**38%ijkln**	*16%*
Slightly agree	(4)	843	227	444	94	59	17	671	76	274	415	100	37	16	689	53
		32%	*24%*	**41%acefg**	*27%*	*32%*	*25%*	**33%a**	*30%*	*27%*	**39%hjkmn**	*28%*	*24%*	*32%*	**33%h**	*26%*
Neither agree nor disagree	(3)	471	89	204	122	34	16	293	51	124	164	131	33	16	288	49
		18%	*9%*	**19%af**	**35%abdfg**	**19%a**	**25%a**	**14%a**	**20%a**	*12%*	*16%*	**36%hikmn**	**21%h**	**31%him**	*14%*	**24%him**
Slightly disagree	(2)	249	45	96	54	47	7	141	54	67	103	33	39	5	169	44
		9%	*5%*	**9%a**	**15%abf**	**26%abcef**	*10%*	*7%*	**22%abf**	*7%*	**10%h**	*9%*	**25%hijm**	*10%*	*8%*	**22%hijm**
Strongly disagree	(1)	150	35	46	27	18	22	82	39	48	55	20	17	7	104	24
		6%	*4%*	*4%*	**8%abf**	**10%abf**	**33%abcdfg**	*4%*	**16%abcf**	*5%*	*5%*	*6%*	**11%him**	**13%hm**	*5%*	**12%hijm**
Don't know		46	5	20	10	2	3	25	5	14	15	10	1	1	29	2
		2%	*1%*	**2%a**	**3%a**	*1%*	**5%a**	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*
NET Agree		1732	763	728	135	82	19	1490	100	759	719	166	63	22	1478	86
		65%	**81%bcdefg**	**66%cdeg**	*39%*	*45%*	*28%*	**73%bcdeg**	*40%*	**75%ijkln**	**68%jkln**	*46%*	*41%*	*43%*	**71%jkln**	*42%*
NET Disagree		399	80	143	81	65	28	223	93	115	158	53	56	12	273	69
		15%	*9%*	**13%a**	**23%abf**	**36%abcf**	**42%abcf**	*11%*	**37%abcf**	*11%*	*15%*	*15%*	**37%hijm**	**24%h**	*13%*	**33%hijm**
Mean		3.80	**4.27bcdefg**	**3.77cdeg**	**3.20e**	**3.12e**	2.55	**4.00bcdeg**	2.97	**4.08ijklmn**	**3.78jkln**	**3.45kn**	3.11	3.18	**3.93ijkln**	3.13
Std Dev.		1.18	1.06	1.07	1.10	1.21	1.30	1.10	1.26	1.14	1.13	1.08	1.29	1.20	1.15	1.26
Std Error		0.02	0.03	0.03	0.06	0.09	0.16	0.02	0.08	0.04	0.04	0.06	0.11	0.17	0.03	0.10

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**889**	55	820	13	264	561	64	873	6	7	-	886	2
		34%	*40%*	*33%*	*22%*	*36%*	*32%*	*36%*	*34%*	*21%*	*26%*	-	*34%*	*14%*
Slightly agree	(4)	**843**	41	780	22	241	545	57	815	16	8	-	839	4
		32%	*30%*	*32%*	*36%*	*33%*	*31%*	*32%*	*32%*	*55%*	*31%*	-	*32%*	*22%*
Neither agree nor disagree	(3)	**471**	14	440	17	119	319	32	461	1	4	-	466	4
		18%	*10%*	**18%a**	**27%a**	*16%*	*18%*	*18%*	*18%*	*3%*	*16%*	-	*18%*	*25%*
Slightly disagree	(2)	**249**	14	228	7	62	180	8	236	6	2	2	245	3
		9%	*10%*	*9%*	*12%*	*8%*	*10%*	*5%*	*9%*	*20%*	*9%*	*100%*	*9%*	*16%*
Strongly disagree	(1)	**150**	11	138	1	33	105	12	143	-	4	-	147	3
		6%	*8%*	*6%*	*1%*	*5%*	*6%*	*7%*	*6%*	-	*16%*	-	*6%*	*18%*
Don't know		**46**	2	43	1	9	33	4	45	-	1	-	46	1
		2%	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	-	*2%*	-	*2%*	*4%*
NET Agree		**1732**	96	1600	36	504	1107	121	1688	23	15	-	1726	6
		65%	*70%*	*65%*	*58%*	**69%e**	*63%*	*68%*	*66%*	*77%*	*57%*	-	*66%*	*36%*
NET Disagree		**399**	25	367	8	94	285	20	379	6	7	2	391	6
		15%	*18%*	*15%*	*13%*	*13%*	*16%*	*11%*	*15%*	*20%*	*25%*	*100%*	*15%*	*34%*
Mean		**3.80**	3.86	3.80	3.67	**3.89e**	3.75	3.89	3.81	3.78	3.43	2.00	3.80	2.97
Std Dev.		**1.18**	1.28	1.17	1.00	1.13	1.19	1.16	1.17	1.02	1.42	0.00	1.17	1.36
Std Error		**0.02**	0.10	0.02	0.13	0.04	0.03	0.09	0.02	0.21	0.30	0.00	0.02	0.34

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 51

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

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**889**	174	271	118	326	-	174	-	113	-	158	-	118	-	170	-	156
		34%	***38%bc***	*31%*	*27%*	***37%bc***	-	***38%hl***	-	*27%*	-	***34%h***	-	*27%*	-	***40%hl***	-	***35%h***
Slightly agree	(4)	**843**	142	286	140	275	-	142	-	142	-	144	-	140	-	127	-	148
		32%	*32%*	*32%*	*32%*	*31%*	-	*32%*	-	*33%*	-	*31%*	-	*32%*	-	*30%*	-	*33%*
Neither agree nor disagree	(3)	**471**	64	168	89	149	-	64	-	88	-	80	-	89	-	80	-	69
		18%	*14%*	*19%*	*21%*	*17%*	-	*14%*	-	***21%f***	-	*17%*	-	*21%*	-	*19%*	-	*15%*
Slightly disagree	(2)	**249**	32	90	45	82	-	32	-	46	-	45	-	45	-	36	-	46
		9%	*7%*	*10%*	*10%*	*9%*	-	*7%*	-	*11%*	-	*10%*	-	*10%*	-	*8%*	-	*10%*
Strongly disagree	(1)	**150**	31	52	30	37	-	31	-	32	-	20	-	30	-	14	-	22
		6%	*7%*	*6%*	*7%*	*4%*	-	*7%*	-	***7%n***	-	*4%*	-	*7%*	-	*3%*	-	*5%*
Don't know		**46**	8	18	12	8	-	8	-	6	-	12	-	12	-	2	-	5
		2%	*2%*	*2%*	***3%d***	*1%*	-	*2%*	-	*1%*	-	*3%*	-	*3%*	-	*1%*	-	*1%*
NET Agree		**1732**	316	557	258	602	-	316	-	255	-	303	-	258	-	297	-	304
		65%	***70%bc***	*63%*	*59%*	***69%bc***	-	***70%hl***	-	*60%*	-	*66%*	-	*59%*	-	***69%hl***	-	***68%hl***
NET Disagree		**399**	63	142	75	118	-	63	-	77	-	65	-	75	-	50	-	68
		15%	*14%*	*16%*	*17%*	*14%*	-	*14%*	-	***18%n***	-	*14%*	-	*17%*	-	*12%*	-	*15%*
Mean		**3.80**	**3.89c**	3.73	3.64	**3.89bc**	-	**3.89hl**	-	3.62	-	**3.84hl**	-	3.64	-	**3.94hl**	-	**3.84h**
Std Dev.		**1.18**	1.20	1.18	1.20	1.14	-	1.20	-	1.20	-	1.15	-	1.20	-	1.11	-	1.17
Std Error		**0.02**	0.06	0.04	0.06	0.04	-	0.06	-	0.06	-	0.06	-	0.06	-	0.05	-	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base		**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base		**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree	(5)	**246**	-	246	108	138	34	22	47	46	46	25	26	55	94	96	51	207	33	239
		9%	-	*9%*	*9%*	*10%*	*10%*	*6%*	*9%*	**12%f**	*10%*	*8%*	*10%*	*8%*	*10%*	*9%*	*9%*	*10%*	*8%*	*9%*
Slightly agree	(4)	**599**	-	599	250	348	71	91	125	85	101	66	59	162	210	226	125	495	102	549
		23%	-	*23%*	*20%*	**25%c**	*21%*	*26%*	*24%*	*22%*	*22%*	*21%*	*22%*	*23%*	*23%*	*22%*	*21%*	*23%*	*23%*	*21%*
Neither agree nor disagree	(3)	**573**	-	573	275	297	83	93	113	86	77	65	56	176	199	198	121	453	104	518
		22%	-	*22%*	*22%*	*21%*	*24%*	**26%l**	*22%*	*23%*	*17%*	*20%*	*21%*	**25%n**	*22%*	*19%*	*21%*	*21%*	*24%*	*20%*
Slightly disagree	(2)	**632**	-	632	283	349	73	72	120	85	128	84	66	145	205	278	150	527	97	662
		24%	-	*24%*	*23%*	*25%*	*21%*	*20%*	*23%*	*22%*	**28%f**	*26%*	*25%*	*21%*	*23%*	**27%l**	*26%*	*24%*	*22%*	*25%*
Strongly disagree	(1)	**578**	-	578	330	244	80	72	108	78	99	81	58	153	186	239	140	467	98	613
		22%	-	*22%*	**26%d**	*18%*	*23%*	*20%*	*21%*	*20%*	*22%*	*25%*	*22%*	*22%*	*21%*	*23%*	*24%*	*22%*	*23%*	*24%*
Don't know		**22**	-	22	8	13	6	4	5	2	5	*	-	10	6	5	*	19	2	21
		1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*	-	**1%o**	*1%*	*1%*	*	*1%*	*	*1%*
NET Agree		**844**	-	844	358	486	105	113	173	131	146	92	84	218	304	322	176	703	135	788
		32%	-	*32%*	*29%*	**35%c**	*30%*	*32%*	*33%*	*34%*	*32%*	*28%*	*32%*	*31%*	*34%*	*31%*	*30%*	*32%*	*31%*	*30%*
NET Disagree		**1209**	-	1209	613	593	154	144	228	163	227	165	124	298	390	517	290	993	195	1275
		46%	-	*46%*	**49%d**	*43%*	*44%*	*41%*	*44%*	*43%*	**50%f**	**51%f**	*47%*	*42%*	*43%*	**50%lm**	*49%*	*46%*	*45%*	*49%*
Mean		**2.73**	-	2.73	2.62	**2.84c**	2.72	2.77	2.78	2.83	2.70	2.60	2.72	2.74	2.80	2.67	2.65	2.74	2.71	2.67
Std Dev.		**1.29**	-	1.29	1.30	1.26	1.30	1.22	1.28	1.32	1.31	1.28	1.29	1.26	1.30	1.29	1.29	1.29	1.26	1.30
Std Error		**0.03**	-	0.03	0.04	0.03	0.07	0.07	0.06	0.07	0.06	0.07	0.08	0.05	0.04	0.04	0.05	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 52

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

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	246	49	82	55	59	131	114	151	92	38	22	79	51	36	188	38	190
		9%	8%	9%	10%	10%	9%	10%	9%	9%	13%jl	7%	11%	8%	9%	9%	13%	9%
Slightly agree	(4)	599	149	221	115	114	370	229	384	206	53	74	167	148	103	492	53	504
		23%	24%	24%	21%	20%	24%	21%	24%	21%	18%	22%	23%	23%	26%	23%	18%	24%
Neither agree nor disagree	(3)	573	100	202	137	134	302	270	354	207	57	97	143	137	65	442	60	447
		22%	16%	22%a	25%a	23%a	20%	24%e	22%	21%	20%	29%ijklmn	20%	22%	16%	21%	20%	21%
Slightly disagree	(2)	632	156	226	113	137	382	250	359	269	80	74	171	155	102	501	80	512
		24%	26%	24%	21%	24%	25%	22%	22%	27%g	28%	22%	23%	24%	26%	24%	27%	24%
Strongly disagree	(1)	578	153	183	122	119	336	241	352	222	62	62	163	139	94	458	64	476
		22%	25%	20%	22%	21%	22%	22%	22%	22%	21%	19%	22%	22%	23%	22%	22%	22%
Don't know		22	1	10	3	7	11	10	16	5	2	2	7	5	*	15	2	15
		1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%
NET Agree		844	197	304	171	173	501	343	535	299	91	97	246	199	139	680	91	694
		32%	32%	33%	31%	30%	33%	31%	33%	30%	31%	29%	34%	31%	35%	32%	31%	32%
NET Disagree		1209	309	409	236	256	718	491	711	490	142	136	334	293	196	959	144	988
		46%	51%c	44%	43%	45%	47%	44%	44%	49%g	49%	41%	46%	46%	49%	46%	49%	46%
Mean		2.73	2.64	2.77	2.76	2.74	2.72	2.75	2.76	2.68	2.74	2.76	2.76	2.71	2.71	2.74	2.73	2.73
Std Dev.		1.29	1.31	1.27	1.29	1.28	1.28	1.29	1.29	1.28	1.33	1.19	1.32	1.27	1.32	1.28	1.33	1.29
Std Error		0.03	0.05	0.04	0.06	0.05	0.03	0.04	0.04	0.04	0.07	0.06	0.05	0.05	0.07	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 52

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

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	246	211	34	16	209	18	12	7	9	23	19	22	20	28	33	34	21	3	15
		9%	9%	10%	13%	9%	8%	9%	10%	9%	8%	9%	12%	8%	12%	10%	9%	9%	6%	8%
Slightly agree	(4)	599	526	73	22	506	52	28	14	24	83	55	56	53	44	90	57	43	11	40
		23%	23%	21%	18%	23%	23%	21%	19%	24%	29%mop	25%o	30%mop	22%	18%	27%o	15%	19%	27%	22%
Neither agree nor disagree	(3)	573	485	87	25	487	50	26	10	24	54	48	34	61	47	69	99	52	8	42
		22%	21%	25%	21%	22%g	22%g	20%	13%	24%	19%	22%	18%	25%	20%	21%	26%	22%	19%	22%
Slightly disagree	(2)	632	553	79	19	530	48	32	21	25	58	53	42	56	75	68	104	48	8	40
		24%	24%	23%	16%	24%	21%	25%	29%	25%	21%	24%	23%	23%	31%inr	20%	28%	21%	20%	21%
Strongly disagree	(1)	578	502	76	38	465	60	31	22	18	61	44	34	49	46	70	81	62	11	49
		22%	22%	22%	31%a	21%	26%	24%	29%d	18%	22%	20%	18%	20%	19%	21%	21%	27%	28%	26%
Don't know		22	21	1	1	20	1	1	*	1	4	-	-	2	-	4	4	5	-	1
		1%	1%	*	*	1%	*	1%	1%	1%	1%	-	-	1%	-	1%	1%	2%	-	*
NET Agree		844	737	107	38	714	70	40	21	33	106	74	78	74	72	123	91	64	14	56
		32%	32%	31%	31%	32%	30%	31%	28%	33%	37%o	34%	41%opr	30%	30%	37%o	24%	28%	33%	30%
NET Disagree		1209	1055	154	57	995	108	62	43	43	120	97	76	105	121	138	185	110	20	89
		46%	46%	44%	47%	45%	47%	48%	58%de	43%	42%	44%	41%	43%	50%	41%	49%	48%	48%	47%
Mean		2.73	2.73	2.75	2.65	2.76g	2.64	2.68	2.50	2.81	2.81	2.78	2.94opr	2.75	2.72	2.84	2.62	2.61	2.64	2.65
Std Dev.		1.29	1.29	1.28	1.42	1.28	1.30	1.30	1.35	1.25	1.30	1.26	1.31	1.25	1.29	1.31	1.23	1.31	1.32	1.30
Std Error		0.03	0.03	0.05	0.08	0.03	0.06	0.07	0.08	0.11	0.10	0.10	0.11	0.09	0.10	0.10	0.09	0.10	0.14	0.07

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 52

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

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	246	105	92	17	24	5	197	28	100	91	19	20	14	192	34
		9%	11%c	8%	5%	13%c	7%	10%c	11%c	10%j	9%	5%	13%j	28%hijm	9%	17%hijm
Slightly agree	(4)	599	178	303	67	40	10	480	50	184	277	79	49	9	461	58
		23%	19%	28%ac	19%	22%	15%	24%a	20%	18%	26%h	22%	32%hm	17%	22%h	28%h
Neither agree nor disagree	(3)	573	137	241	132	41	13	379	54	172	224	128	33	9	396	43
		22%	15%	22%a	38%abdefg	22%a	20%	19%a	22%a	17%	21%	36%hikmn	22%	18%	19%	21%
Slightly disagree	(2)	632	241	279	63	40	8	520	49	243	283	67	27	9	526	36
		24%	26%c	26%c	18%	22%	13%	26%c	20%	24%	27%jn	19%	18%	18%	25%j	18%
Strongly disagree	(1)	578	277	167	63	37	30	444	67	310	171	60	25	10	480	35
		22%	29%bcdf	15%	18%	20%	45%abcdfg	22%b	27%bc	31%ijkmn	16%	17%	16%	19%	23%ij	17%
Don't know		22	*	11	6	-	*	12	*	3	9	7	*	-	12	*
		1%	*	1%a	2%a	-	1%	1%	*	*	1%	2%hm	*	-	1%	*
NET Agree		844	283	395	84	64	15	677	79	284	369	98	69	23	653	92
		32%	30%	36%ac	24%	35%c	22%	33%c	32%	28%	35%hj	27%	45%hjm	45%hj	32%	45%hijm
NET Disagree		1209	517	447	126	78	38	964	116	553	454	127	52	19	1007	71
		46%	55%bcdf	41%	36%	43%	57%bc	47%bc	46%c	55%ijkmn	43%j	35%	34%	37%	49%ijkn	34%
Mean		2.73	2.57	2.88aef	2.74e	2.85ae	2.27	2.74ae	2.70	2.53	2.84hm	2.80h	3.08hm	3.16hm	2.69h	3.10hijm
Std Dev.		1.29	1.37	1.22	1.12	1.33	1.36	1.30	1.36	1.35	1.23	1.13	1.29	1.50	1.30	1.34
Std Error		0.03	0.04	0.04	0.06	0.10	0.17	0.03	0.09	0.04	0.04	0.06	0.11	0.21	0.03	0.10

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**246**	17	219	9	78	156	12	232	6	7	-	245	1
		9%	*13%*	*9%*	*14%*	*11%*	*9%*	*7%*	*9%*	*19%*	*27%*	-	*9%*	*5%*
Slightly agree	(4)	**599**	32	550	16	144	406	48	580	13	4	-	597	2
		23%	*24%*	*22%*	*27%*	*20%*	*23%*	*27%*	*23%*	*43%*	*17%*	-	*23%*	*12%*
Neither agree nor disagree	(3)	**573**	30	531	12	147	384	42	552	9	6	-	567	6
		22%	*22%*	*22%*	*19%*	*20%*	*22%*	*24%*	*21%*	*29%*	*23%*	-	*22%*	*36%*
Slightly disagree	(2)	**632**	22	592	18	190	404	37	621	3	5	2	628	2
		24%	*16%*	*24%*	*29%*	*26%*	*23%*	*21%*	*24%*	*9%*	*19%*	*100%*	*24%*	*10%*
Strongly disagree	(1)	**578**	31	542	5	159	383	36	568	-	4	-	572	5
		22%	*23%*	*22%*	*9%*	*22%*	*22%*	*20%*	*22%*	-	*14%*	-	*22%*	*32%*
Don't know		**22**	3	17	1	9	11	2	21	-	-	-	21	1
		1%	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	*5%*
NET Agree		**844**	50	769	25	222	562	60	812	19	11	-	841	3
		32%	*37%*	*31%*	*41%*	*31%*	*32%*	*34%*	*32%*	*63%*	*44%*	-	*32%*	*17%*
NET Disagree		**1209**	53	1133	23	349	787	73	1189	3	9	2	1200	7
		46%	*39%*	*46%*	*38%*	*48%*	*45%*	*41%*	*46%*	*9%*	*33%*	*100%*	*46%*	*42%*
Mean		**2.73**	2.88	2.72	3.09	2.71	2.74	2.79	2.72	3.73	3.23	2.00	2.74	2.44
Std Dev.		**1.29**	1.36	1.28	1.23	1.31	1.28	1.24	1.28	0.88	1.43	0.00	1.29	1.26
Std Error		**0.03**	0.10	0.03	0.16	0.05	0.03	0.10	0.03	0.18	0.30	0.00	0.03	0.32

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 52

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

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**246**	33	95	34	84	-	33	-	42	-	53	-	34	-	41	-	43
		9%	*7%*	*11%*	*8%*	*10%*	-	*7%*	-	*10%*	-	*12%*	-	*8%*	-	*10%*	-	*10%*
Slightly agree	(4)	**599**	88	206	89	217	-	88	-	94	-	112	-	89	-	106	-	110
		23%	*19%*	*23%*	*20%*	*25%*	-	*19%*	-	*22%*	-	*24%*	-	*20%*	-	*25%*	-	*25%*
Neither agree nor disagree	(3)	**573**	98	203	108	164	-	98	-	99	-	103	-	108	-	79	-	84
		22%	*22%*	*23%*	**25%d**	*19%*	-	*22%*	-	*23%*	-	*22%*	-	*25%*	-	*18%*	-	*19%*
Slightly disagree	(2)	**632**	118	173	101	240	-	118	-	86	-	87	-	101	-	124	-	116
		24%	**26%b**	*20%*	*23%*	**27%b**	-	**26%j**	-	*20%*	-	*19%*	-	*23%*	-	**29%hj**	-	**26%j**
Strongly disagree	(1)	**578**	110	203	99	165	-	110	-	104	-	100	-	99	-	75	-	90
		22%	*24%*	*23%*	*23%*	*19%*	-	**24%n**	-	*24%*	-	*22%*	-	*23%*	-	*17%*	-	*20%*
Don't know		**22**	4	6	4	8	-	4	-	1	-	5	-	4	-	4	-	3
		1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*	-	*1%*	-	*1%*
NET Agree		**844**	120	301	123	300	-	120	-	136	-	165	-	123	-	147	-	153
		32%	*27%*	**34%a**	*28%*	**34%a**	-	*27%*	-	*32%*	-	**36%f**	-	*28%*	-	*34%*	-	*34%*
NET Disagree		**1209**	228	376	200	405	-	228	-	189	-	187	-	200	-	199	-	206
		46%	**51%b**	*42%*	*46%*	*46%*	-	**51%j**	-	*45%*	-	*41%*	-	*46%*	-	*46%*	-	*46%*
Mean		**2.73**	2.59	**2.79a**	2.67	**2.79a**	-	2.59	-	2.73	-	**2.85f**	-	2.67	-	2.80	-	2.77
Std Dev.		**1.29**	1.25	1.32	1.25	1.28	-	1.25	-	1.31	-	1.33	-	1.25	-	1.26	-	1.29
Std Error		**0.03**	0.06	0.04	0.06	0.04	-	0.06	-	0.06	-	0.06	-	0.06	-	0.06	-	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base		**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base		**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree	(5)	**565**	-	565	261	302	70	56	93	85	113	83	64	126	178	260	147	438	111	534
		21%	-	*21%*	*21%*	*22%*	*20%*	*16%*	*18%*	*22%*	**25%fg**	**26%fg**	**24%f**	*18%*	*20%*	**25%lm**	**25%l**	*20%*	*25%*	*21%*
Slightly agree	(4)	**918**	-	918	399	520	114	111	185	115	161	132	99	226	300	392	231	778	128	895
		35%	-	*35%*	*32%*	**37%c**	*33%*	*32%*	*36%*	*30%*	*35%*	**41%h**	*37%*	*32%*	*33%*	*38%*	**39%l**	**36%q**	*29%*	*34%*
Neither agree nor disagree	(3)	**612**	-	612	306	306	80	113	123	109	90	44	50	193	232	184	94	493	110	623
		23%	-	*23%*	*24%*	*22%*	**23%j**	**32%egijk**	**24%j**	**29%ijk**	*20%*	*14%*	*19%*	**28%no**	**26%no**	*18%*	*16%*	*23%*	*25%*	*24%*
Slightly disagree	(2)	**323**	-	323	166	156	42	38	86	36	45	37	38	80	123	120	75	278	42	325
		12%	-	*12%*	*13%*	*11%*	*12%*	*11%*	**17%hl**	*10%*	*10%*	*11%*	*15%*	*11%*	*14%*	*11%*	*13%*	*13%*	*10%*	*12%*
Strongly disagree	(1)	**198**	-	198	107	91	31	31	28	30	42	25	11	62	58	78	36	158	40	196
		7%	-	*7%*	*8%*	*7%*	*9%*	*9%*	*5%*	*8%*	*9%*	*8%*	*4%*	*9%*	*6%*	*7%*	*6%*	*7%*	*9%*	*8%*
Don't know		**32**	-	32	17	14	10	4	1	7	5	2	2	15	8	9	4	22	5	29
		1%	-	*1%*	*1%*	*1%*	**3%g**	*1%*	*	**2%g**	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Agree		**1484**	-	1484	659	821	184	168	278	199	274	215	163	352	478	651	378	1216	238	1429
		56%	-	*56%*	*53%*	**59%c**	*53%*	*47%*	*54%*	*52%*	**60%f**	**67%efgh**	**62%f**	*50%*	*53%*	**62%lm**	**64%lm**	*56%*	*55%*	*55%*
NET Disagree		**521**	-	521	273	248	73	69	115	66	87	61	50	142	181	198	111	436	82	521
		20%	-	*20%*	**22%d**	*18%*	*21%*	*19%*	*22%*	*17%*	*19%*	*19%*	*19%*	*20%*	*20%*	*19%*	*19%*	*20%*	*19%*	*20%*
Mean		**3.51**	-	3.51	3.44	**3.57c**	3.44	3.36	3.44	3.50	**3.57f**	**3.67fg**	**3.63f**	3.40	3.47	**3.61lm**	**3.65lm**	3.49	3.53	3.48
Std Dev.		**1.18**	-	1.18	1.21	1.14	1.21	1.14	1.13	1.17	1.23	1.20	1.13	1.18	1.15	1.19	1.17	1.17	1.23	1.17
Std Error		**0.02**	-	0.02	0.03	0.03	0.07	0.06	0.05	0.06	0.06	0.06	0.07	0.05	0.04	0.04	0.05	0.02	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 53

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

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	565	138	216	91	121	353	212	338	220	54	68	159	141	75	443	54	453
		21%	23%	23%c	17%	21%	23%	19%	21%	22%	19%	20%	22%	22%	19%	21%	18%	21%
Slightly agree	(4)	918	226	347	190	155	573	345	567	341	102	110	246	228	147	731	104	751
		35%	37%d	37%d	35%d	27%	37%f	31%	35%	34%	35%	33%	34%	36%	37%	35%	35%	35%
Neither agree nor disagree	(3)	612	121	187	150	155	308	304	388	216	72	73	173	121	99	467	75	473
		23%	20%	20%	27%ab	27%ab	20%	27%e	24%	22%	25%	22%	24%	19%	25%	22%	25%	22%
Slightly disagree	(2)	323	80	99	64	79	179	144	186	134	35	46	76	93	51	265	35	277
		12%	13%	11%	12%	14%	12%	13%	12%	13%	12%	14%	10%	15%	13%	13%	12%	13%
Strongly disagree	(1)	198	36	65	47	50	101	97	115	81	25	30	67	41	27	166	25	167
		7%	6%	7%	9%	9%	7%	9%	7%	8%	8%	9%	9%	7%	7%	8%	8%	8%
Don't know		32	6	12	3	10	19	13	22	9	4	4	9	9	*	23	4	23
		1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	*	1%	2%	1%
NET Agree		1484	364	563	282	275	927	557	905	561	156	178	405	370	222	1175	158	1205
		56%	60%cd	61%cd	52%	48%	60%f	50%	56%	56%	53%	54%	55%	58%	56%	56%	53%	56%
NET Disagree		521	117	163	111	130	280	241	302	215	59	77	143	134	78	432	59	443
		20%	19%	18%	20%	23%b	18%	22%	19%	21%	20%	23%	20%	21%	20%	21%	20%	21%
Mean		3.51	3.58cd	3.60cd	3.40	3.39	3.59f	3.39	3.52	3.49	3.44	3.42	3.49	3.54	3.48	3.49	3.44	3.49
Std Dev.		1.18	1.15	1.16	1.15	1.22	1.16	1.19	1.16	1.21	1.18	1.23	1.21	1.18	1.14	1.19	1.17	1.19
Std Error		0.02	0.05	0.04	0.05	0.05	0.03	0.04	0.03	0.03	0.07	0.07	0.05	0.05	0.06	0.03	0.06	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 53

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

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	565	483	83	29	474	46	29	17	13	48	46	41	49	66	81	88	41	5	41
		21%	21%	24%	24%	21%	20%	22%	23%	13%	17%	21%	22%	20%	28%hiq	24%h	23%h	18%	11%	22%
Slightly agree	(4)	918	799	120	37	774	77	44	24	46	106	70	58	97	73	100	134	90	10	67
		35%	35%	34%	30%	35%	34%	34%	32%	45%jkmnq	37%	32%	31%	40%	30%	30%	35%	39%	24%	36%
Neither agree nor disagree	(3)	612	533	79	26	520	46	30	16	24	52	56	56	55	65	82	75	55	10	36
		23%	23%	23%	21%	23%	20%	23%	22%	24%	18%	25%	30%lor	23%	27%	25%	20%	24%	23%	19%
Slightly disagree	(2)	323	274	49	18	258	39	16	10	11	49	25	18	19	22	38	47	29	11	28
		12%	12%	14%	15%	12%	17%d	12%	14%	11%	17%lm	12%	9%	8%	9%	11%	13%	13%	27%hjklmnopr	15%l
Strongly disagree	(1)	198	179	19	12	163	18	11	7	6	21	20	14	20	14	26	28	15	3	15
		7%	8%	5%	10%	7%	8%	8%	9%	6%	7%	9%	7%	8%	6%	8%	7%	6%	7%	8%
Don't know		32	31	1	*	28	3	*	1	1	8	2	2	2	-	7	6	-	3	*
		1%	1%	*	*	1%	1%	*	1%	1%	3%p	1%	1%	1%	-	2%	2%	-	7%hjklmopr	*
NET Agree		1484	1281	202	66	1248	123	72	40	59	153	116	99	146	139	181	223	132	15	108
		56%	56%	58%	54%	56%	54%	56%	55%	58%q	54%q	53%	52%	60%q	58%q	54%q	59%q	57%q	36%	58%q
NET Disagree		521	453	68	30	421	57	26	17	17	70	46	32	39	35	64	75	44	15	42
		20%	20%	19%	24%	19%	25%d	20%	22%	17%	25%m	21%	17%	16%	15%	19%	20%	19%	35%hklmnop	23%
Mean		3.51	3.50	3.57	3.44	3.52	3.42	3.50	3.47	3.48q	3.40	3.44	3.50q	3.57q	3.65q	3.53q	3.56q	3.50q	3.05	3.50q
Std Dev.		1.18	1.18	1.15	1.27	1.17	1.21	1.20	1.24	1.06	1.19	1.21	1.15	1.15	1.15	1.21	1.19	1.11	1.17	1.21
Std Error		0.02	0.03	0.04	0.07	0.03	0.06	0.06	0.07	0.10	0.09	0.10	0.09	0.09	0.09	0.09	0.09	0.09	0.12	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	565	212	205	64	54	26	417	81	221	202	65	52	22	423	73
		21%	*23%*	*19%*	*18%*	**30%bcf**	**39%abcf**	*21%*	**32%abcf**	*22%*	*19%*	*18%*	**33%hijm**	**42%hijm**	*20%*	**36%hijm**
Slightly agree	(4)	918	301	434	112	54	14	735	68	342	404	111	43	15	746	58
		35%	*32%*	**40%adeg**	*32%*	*30%*	*21%*	**36%eg**	*27%*	*34%*	**38%n**	*31%*	*28%*	*29%*	*36%*	*28%*
Neither agree nor disagree	(3)	612	174	256	119	41	17	430	59	200	250	115	33	12	450	45
		23%	*19%*	**23%a**	**34%abdfg**	*23%*	*26%*	*21%*	*24%*	*20%*	*24%*	**32%him**	*21%*	*23%*	*22%*	*22%*
Slightly disagree	(2)	323	132	138	29	19	4	270	23	137	122	46	14	2	260	16
		12%	**14%c**	*13%*	*8%*	*11%*	*5%*	**13%c**	*9%*	*14%*	*12%*	*13%*	*9%*	*3%*	*13%*	*8%*
Strongly disagree	(1)	198	118	47	19	11	2	165	12	107	65	15	8	2	172	10
		7%	**13%bcdfg**	*4%*	*6%*	*6%*	*3%*	**8%b**	*5%*	**11%ijn**	*6%*	*4%*	*5%*	*4%*	**8%j**	*5%*
Don't know		32	*	15	5	3	4	15	7	4	12	9	4	-	16	4
		1%	*	**1%a**	**1%a**	**2%a**	**6%abf**	**1%a**	**3%af**	*	*1%*	**2%hm**	**2%h**	-	*1%*	*2%*
NET Agree		1484	513	638	177	108	40	1151	148	564	606	176	95	36	1170	131
		56%	*55%*	*58%*	*51%*	*59%*	*60%*	*57%*	*60%*	*56%*	**57%j**	*49%*	**62%j**	**71%j**	**57%j**	**64%j**
NET Disagree		521	250	185	48	30	5	435	35	244	188	61	22	3	432	26
		20%	**27%bcdefg**	*17%*	*14%*	*16%*	*8%*	**21%bceg**	*14%*	**24%ijkln**	*18%*	*17%*	*14%*	*7%*	**21%n**	*13%*
Mean		3.51	3.38	**3.57a**	3.50	**3.68a**	**3.94abcf**	3.48	**3.75acf**	3.43	3.53	3.47	**3.77hjm**	**4.02hijm**	3.48	**3.84hijm**
Std Dev.		1.18	1.31	1.07	1.06	1.18	1.09	1.19	1.16	1.26	1.12	1.07	1.17	1.06	1.19	1.15
Std Error		0.02	0.04	0.03	0.06	0.09	0.14	0.03	0.08	0.04	0.04	0.06	0.11	0.15	0.03	0.09

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 53

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

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**565**	32	524	9	161	377	27	549	9	7	-	564	1
		21%	*24%*	*21%*	*15%*	*22%*	*22%*	*15%*	*21%*	*29%*	*26%*	-	*21%*	*6%*
Slightly agree	(4)	**918**	49	837	32	272	569	77	890	14	9	-	913	5
		35%	*36%*	*34%*	**53%b**	*37%*	*33%*	**44%e**	*35%*	*49%*	*34%*	-	*35%*	*30%*
Neither agree nor disagree	(3)	**612**	32	567	13	145	419	48	589	5	8	2	601	9
		23%	*23%*	*23%*	*21%*	*20%*	*24%*	*27%*	*23%*	*16%*	*30%*	*100%*	*23%*	*52%*
Slightly disagree	(2)	**323**	13	309	1	92	217	13	319	2	1	-	321	1
		12%	*9%*	*13%*	*2%*	*13%*	*12%*	*8%*	*12%*	*5%*	*2%*	-	*12%*	*9%*
Strongly disagree	(1)	**198**	9	185	5	55	137	6	196	-	2	-	198	-
		7%	*6%*	*8%*	*8%*	*8%*	*8%*	*3%*	*8%*	-	*8%*	-	*8%*	-
Don't know		**32**	1	30	1	3	24	4	31	*	-	-	31	1
		1%	*1%*	*1%*	*1%*	*	*1%*	**3%d**	*1%*	*	-	-	*1%*	*4%*
NET Agree		**1484**	82	1360	42	433	946	104	1439	23	15	-	1478	6
		56%	*60%*	*56%*	*68%*	*60%*	*54%*	*59%*	*56%*	*78%*	*60%*	-	*56%*	*36%*
NET Disagree		**521**	21	493	6	147	354	20	515	2	3	-	519	1
		20%	*16%*	*20%*	*10%*	**20%f**	**20%f**	*11%*	*20%*	*5%*	*10%*	-	*20%*	*9%*
Mean		**3.51**	3.62	3.50	3.67	3.54	3.48	3.62	3.50	4.02	3.68	3.00	3.51	3.35
Std Dev.		**1.18**	1.14	1.18	1.03	1.18	1.19	0.96	1.18	0.83	1.14	*	1.18	0.75
Std Error		**0.02**	0.09	0.02	0.14	0.04	0.03	0.08	0.02	0.17	0.24	*	0.02	0.19

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**565**	93	230	82	160	-	93	-	97	-	133	-	82	-	81	-	79
		21%	*21%*	**26%cd**	*19%*	*18%*	-	*21%*	-	*23%*	-	**29%finp**	-	*19%*	-	*19%*	-	*18%*
Slightly agree	(4)	**918**	138	294	140	346	-	138	-	133	-	161	-	140	-	183	-	163
		35%	*31%*	*33%*	*32%*	**39%ab**	-	*31%*	-	*31%*	-	*35%*	-	*32%*	-	**43%fhl**	-	*36%*
Neither agree nor disagree	(3)	**612**	138	186	118	171	-	138	-	102	-	84	-	118	-	81	-	90
		23%	**31%bd**	*21%*	**27%d**	*20%*	-	**31%jnp**	-	*24%*	-	*18%*	-	**27%jn**	-	*19%*	-	*20%*
Slightly disagree	(2)	**323**	54	100	54	115	-	54	-	56	-	44	-	54	-	49	-	67
		12%	*12%*	*11%*	*12%*	*13%*	-	*12%*	-	*13%*	-	*10%*	-	*12%*	-	*11%*	-	*15%*
Strongly disagree	(1)	**198**	23	64	34	77	-	23	-	30	-	34	-	34	-	34	-	43
		7%	*5%*	*7%*	*8%*	*9%*	-	*5%*	-	*7%*	-	*7%*	-	*8%*	-	*8%*	-	*10%*
Don't know		**32**	5	12	8	8	-	5	-	8	-	4	-	8	-	2	-	6
		1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*	-	*1%*
NET Agree		**1484**	231	525	222	505	-	231	-	231	-	294	-	222	-	264	-	241
		56%	*51%*	**59%ac**	*51%*	*58%*	-	*51%*	-	*54%*	-	**64%fhlp**	-	*51%*	-	**61%fl**	-	*54%*
NET Disagree		**521**	77	164	87	192	-	77	-	85	-	79	-	87	-	82	-	110
		20%	*17%*	*19%*	*20%*	*22%*	-	*17%*	-	*20%*	-	*17%*	-	*20%*	-	*19%*	-	**25%fj**
Mean		**3.51**	3.50	**3.60d**	3.43	3.46	-	3.50	-	3.51	-	**3.69lp**	-	3.43	-	3.54	-	3.38
Std Dev.		**1.18**	1.11	1.20	1.16	1.19	-	1.11	-	1.19	-	1.20	-	1.16	-	1.15	-	1.22
Std Error		**0.02**	0.05	0.04	0.06	0.04	-	0.05	-	0.06	-	0.06	-	0.06	-	0.06	-	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree (5)	**827**	-	827	419	407	89	72	168	114	171	126	86	161	282	383	211	702	119	779
	31%	-	*31%*	*33%*	*29%*	*25%*	*20%*	**32%f**	**30%f**	**38%ef**	**39%ef**	**33%f**	*23%*	**31%l**	**37%l**	**36%l**	*32%*	*27%*	*30%*
Slightly agree (4)	**1154**	-	1154	522	629	161	164	241	164	174	133	113	325	405	419	245	938	199	1195
	44%	-	*44%*	*42%*	*45%*	*46%*	*46%*	**47%i**	*43%*	*38%*	*41%*	*43%*	**46%n**	*45%*	*40%*	*42%*	*43%*	*46%*	*46%*
Neither agree nor disagree (3)	**374**	-	374	177	197	60	74	67	54	58	30	32	134	121	120	62	301	65	345
	14%	-	*14%*	*14%*	*14%*	**17%j**	**21%gijk**	*13%*	*14%*	*13%*	*9%*	*12%*	**19%mno**	*13%*	*12%*	*11%*	*14%*	*15%*	*13%*
Slightly disagree (2)	**183**	-	183	79	104	24	24	32	28	28	27	21	48	60	75	47	148	31	180
	7%	-	*7%*	*6%*	*8%*	*7%*	*7%*	*6%*	*7%*	*6%*	*8%*	*8%*	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*	*7%*
Strongly disagree (1)	**81**	-	81	39	43	6	10	8	19	19	7	13	16	27	39	20	59	18	79
	3%	-	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	**5%g**	**4%g**	*2%*	**5%g**	*2%*	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*
Don't know	**28**	-	28	19	9	9	9	1	3	6	*	-	18	4	6	*	19	4	24
	1%	-	*1%*	*1%*	*1%*	**3%gjk**	**3%gjk**	*	*1%*	*1%*	*	-	**3%mno**	*	*1%*	*	*1%*	*1%*	*1%*
NET Agree	**1981**	-	1981	941	1036	250	236	409	278	345	258	199	486	688	802	457	1640	318	1974
	75%	-	*75%*	*75%*	*75%*	*72%*	*67%*	**79%ef**	*73%*	**76%f**	**80%f**	*75%*	*69%*	**77%l**	**77%l**	**78%l**	*76%*	*73%*	*76%*
NET Disagree	**265**	-	265	118	147	29	34	40	47	47	33	34	64	86	114	67	207	49	259
	10%	-	*10%*	*9%*	*11%*	*8%*	*10%*	*8%*	*12%*	*10%*	*10%*	*13%*	*9%*	*10%*	*11%*	*11%*	*10%*	*11%*	*10%*
Mean	**3.94**	-	3.94	3.97	3.91	3.90	3.77	**4.03f**	3.86	**4.00f**	**4.07f**	3.90	3.83	**3.96l**	**4.00l**	**3.99l**	3.97	3.86	3.94
Std Dev.	**1.01**	-	1.01	1.01	1.01	0.93	0.96	0.92	1.08	1.07	1.00	1.09	0.94	0.99	1.06	1.05	0.99	1.03	0.99
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.05	0.07	0.04	0.03	0.03	0.04	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	827	196	290	173	168	486	341	510	309	96	95	223	215	125	658	96	674
		31%	32%	31%	32%	29%	32%	31%	32%	31%	33%	29%	30%	34%	31%	31%	32%	31%
Slightly agree	(4)	1154	262	409	236	248	670	483	696	444	130	141	340	253	198	931	130	953
		44%	43%	44%	43%	44%	44%	43%	43%	44%	45%	42%	46%	40%	50%l	44%	44%	44%
Neither agree nor disagree	(3)	374	80	131	83	80	211	164	242	126	38	60	78	100	41	278	42	285
		14%	13%	14%	15%	14%	14%	15%	15%	13%	13%	18%km	11%	16%k	10%	13%	14%	13%
Slightly disagree	(2)	183	43	53	36	52	96	87	94	88	22	22	56	42	24	144	22	148
		7%	7%	6%	7%	9%	6%	8%	6%	9%g	8%	7%	8%	7%	6%	7%	8%	7%
Strongly disagree	(1)	81	23	32	18	8	55	27	51	30	2	9	32	15	9	65	2	66
		3%	4%d	3%	3%	1%	4%	2%	3%	3%	1%	3%	4%l	2%	2%	3%	1%	3%
Don't know		28	5	9	*	13	14	14	23	5	3	5	3	8	3	19	3	19
		1%	1%	1%	*	2%c	1%	1%	1%	*	1%	2%	*	1%	1%	1%	1%	1%
NET Agree		1981	458	699	408	416	1157	824	1206	753	226	236	562	468	323	1590	226	1626
		75%	75%	76%	75%	73%	75%	74%	75%	75%	78%	71%	77%	74%	81%jl	76%	76%	76%
NET Disagree		265	66	85	54	60	151	114	145	118	25	31	87	58	33	209	25	214
		10%	11%	9%	10%	11%	10%	10%	9%	12%	8%	9%	12%	9%	8%	10%	8%	10%
Mean		3.94	3.94	3.95	3.93	3.93	3.95	3.93	3.95	3.92	4.02	3.89	3.91	3.98	4.03	3.95	4.01	3.95
Std Dev.		1.01	1.04	1.00	1.02	0.97	1.02	0.99	1.00	1.03	0.92	0.99	1.05	1.00	0.93	1.00	0.92	1.00
Std Error		0.02	0.04	0.03	0.05	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	**827**	704	123	46	704	64	40	19	32	84	75	54	78	95	97	126	64	16	48
		31%	*31%*	*35%*	*38%*	*32%*	*28%*	*31%*	*25%*	*32%*	*30%*	*34%*	*29%*	*32%*	**39%pr**	*29%*	*33%*	*28%*	*38%*	*26%*
Slightly agree	(4)	**1154**	1008	146	39	940	111	60	43	47	114	92	76	103	89	135	175	109	19	93
		44%	**44%c**	*42%*	*32%*	*42%*	*49%*	*47%*	**58%df**	*46%*	*40%*	*42%*	*41%*	*42%*	*37%*	*41%*	*46%*	*47%*	*44%*	**49%m**
Neither agree nor disagree	(3)	**374**	334	40	17	323	29	15	8	12	49	33	31	41	35	51	41	29	3	26
		14%	*15%*	*11%*	*14%*	*15%*	*13%*	*12%*	*11%*	*12%*	*17%*	*15%*	*16%*	*17%*	*15%*	*15%*	*11%*	*13%*	*7%*	*14%*
Slightly disagree	(2)	**183**	158	26	11	155	19	7	2	5	22	16	19	10	15	30	19	19	4	15
		7%	*7%*	*7%*	*9%*	*7%*	*8%*	*5%*	*3%*	*5%*	*8%*	*8%*	**10%l**	*4%*	*6%*	*9%*	*5%*	*8%*	*10%*	*8%*
Strongly disagree	(1)	**81**	69	12	8	69	5	6	2	4	10	1	8	8	6	12	12	8	*	5
		3%	*3%*	*4%*	*7%*	*3%*	*2%*	*5%*	*2%*	**4%j**	*3%*	*	**4%j**	*3%*	*2%*	*4%*	*3%*	*3%*	*	*3%*
Don't know		**28**	25	3	*	26	1	1	1	1	5	1	-	2	-	9	6	2	-	1
		1%	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	-	*1%*	-	*3%*	*2%*	*1%*	-	*1%*
NET Agree		**1981**	1712	268	85	1644	175	100	62	78	198	167	130	181	184	232	301	173	34	141
		75%	*74%*	*77%*	*70%*	*74%*	*76%*	*78%*	**83%d**	*78%*	*70%*	*76%*	*69%*	*74%*	*77%*	*69%*	**80%kn**	*75%*	*83%*	*75%*
NET Disagree		**265**	227	38	19	224	24	13	4	9	32	17	27	18	21	43	31	27	4	20
		10%	*10%*	*11%*	*16%*	*10%*	*11%*	*10%*	*5%*	*9%*	*11%*	*8%*	*14%*	*8%*	*9%*	*13%*	*8%*	*12%*	*10%*	*11%*
Mean		**3.94**	3.93	3.98	3.87	3.94	3.92	3.95	4.02	3.97	3.86	4.03	3.80	3.96	**4.05k**	3.84	4.03	3.88	4.10	3.88
Std Dev.		**1.01**	1.00	1.04	1.22	1.02	0.97	1.03	0.84	1.01	1.05	0.91	1.09	0.99	1.00	1.07	0.97	1.02	0.94	0.97
Std Error		**0.02**	0.02	0.04	0.07	0.03	0.04	0.05	0.05	0.09	0.08	0.07	0.09	0.07	0.08	0.08	0.07	0.08	0.10	0.05

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	827	432	276	60	35	18	708	53	423	277	67	41	17	700	59
		31%	**46%bcdefg**	**25%c**	*17%*	*19%*	*27%*	**35%bcdg**	*21%*	**42%ijkmn**	**26%j**	*19%*	*27%*	*34%*	**34%ij**	**29%j**
Slightly agree	(4)	1154	365	565	125	72	25	930	98	426	520	132	53	20	946	73
		44%	*39%*	**52%acdfg**	*36%*	*40%*	*38%*	**46%ac**	*39%*	*42%*	**49%hjkn**	*37%*	*34%*	*39%*	**46%jkn**	*35%*
Neither agree nor disagree	(3)	374	61	160	102	36	9	221	45	73	173	95	25	3	246	28
		14%	*6%*	**15%af**	**29%abefg**	**20%af**	*13%*	**11%a**	**18%af**	*7%*	**16%hm**	**26%hilmn**	**16%h**	*6%*	**12%h**	**14%h**
Slightly disagree	(2)	183	57	62	33	25	5	119	30	69	49	35	24	4	117	28
		7%	*6%*	*6%*	*10%*	**14%abf**	*8%*	*6%*	**12%abf**	*7%*	*5%*	**10%im**	**16%him**	*8%*	*6%*	**14%him**
Strongly disagree	(1)	81	20	25	19	11	6	45	16	20	28	18	10	4	48	14
		3%	*2%*	*2%*	**5%abf**	**6%abf**	**9%abf**	*2%*	**7%abf**	*2%*	*3%*	**5%hm**	**6%hm**	**8%hm**	*2%*	**7%him**
Don't know		28	2	7	10	3	3	9	7	1	8	14	1	3	10	4
		1%	*	*1%*	**3%abf**	**2%a**	**5%abf**	*	**3%abf**	*	*1%*	**4%him**	*	**6%hikm**	*	**2%h**
NET Agree		1981	797	840	185	107	44	1638	151	848	798	199	95	37	1646	132
		75%	**85%bcdefg**	**77%cdg**	*53%*	*59%*	*66%*	**81%cdeg**	*61%*	**84%ijkmn**	**76%jkn**	*55%*	*61%*	*72%*	**80%ijkn**	*64%*
NET Disagree		265	77	87	52	36	11	164	47	89	77	53	34	8	166	42
		10%	*8%*	*8%*	**15%abf**	**20%abf**	*16%*	*8%*	**19%abf**	*9%*	*7%*	**15%him**	**22%him**	*16%*	*8%*	**20%him**
Mean		3.94	4.21bcdefg	3.92cdg	3.51	3.53	3.71	4.06bcdeg	3.58	4.15ijkmn	3.93jkn	3.56	3.60	3.87	4.04ijkn	3.67
Std Dev.		1.01	0.96	0.91	1.07	1.13	1.24	0.94	1.16	0.96	0.92	1.07	1.22	1.24	0.95	1.22
Std Error		0.02	0.03	0.03	0.06	0.08	0.16	0.02	0.07	0.03	0.03	0.06	0.11	0.18	0.02	0.09

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 54

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**827**	38	778	11	200	591	36	814	6	7	-	827	-
		31%	*28%*	*32%*	*18%*	*28%*	**34%df**	*20%*	*32%*	*19%*	*29%*	-	*31%*	-
Slightly agree	(4)	**1154**	52	1076	26	308	769	76	1123	11	14	-	1148	6
		44%	*38%*	*44%*	*43%*	*42%*	*44%*	*43%*	*44%*	*37%*	*54%*	-	*44%*	*33%*
Neither agree nor disagree	(3)	**374**	19	340	15	112	224	38	354	12	2	-	367	7
		14%	*14%*	*14%*	*25%*	*15%*	*13%*	**21%e**	*14%*	*39%*	*6%*	-	*14%*	*43%*
Slightly disagree	(2)	**183**	15	165	4	75	97	12	176	-	2	2	178	3
		7%	*11%*	*7%*	*6%*	**10%e**	*6%*	*7%*	*7%*	-	*7%*	*100%*	*7%*	*19%*
Strongly disagree	(1)	**81**	12	67	3	29	47	6	79	1	1	-	81	-
		3%	**9%b**	*3%*	*5%*	*4%*	*3%*	*3%*	*3%*	*5%*	*4%*	-	*3%*	-
Don't know		**28**	1	25	2	3	16	9	27	-	-	-	27	1
		1%	*	*1%*	*4%*	*	*1%*	**5%de**	*1%*	-	-	-	*1%*	*5%*
NET Agree		**1981**	90	1854	37	508	1360	113	1937	17	21	-	1975	6
		75%	*66%*	**76%ac**	*60%*	*70%*	**78%df**	*64%*	*75%*	*56%*	*83%*	-	*75%*	*33%*
NET Disagree		**265**	27	232	6	104	144	18	255	1	3	2	260	3
		10%	**20%b**	*9%*	*11%*	**14%e**	*8%*	*10%*	*10%*	*5%*	*11%*	*100%*	*10%*	*19%*
Mean		**3.94**	3.66	**3.96a**	3.65	3.80	**4.02df**	3.74	3.95	3.65	3.97	2.00	3.95	3.16
Std Dev.		**1.01**	1.24	0.99	1.01	1.08	0.97	0.99	1.01	0.96	1.01	0.00	1.01	0.75
Std Error		**0.02**	0.09	0.02	0.14	0.04	0.02	0.08	0.02	0.20	0.21	0.00	0.02	0.19

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I trust second class post to get there in a reasonable timeframe

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**827**	147	279	132	269	-	147	-	110	-	169	-	132	-	142	-	127
		31%	*33%*	*32%*	*30%*	*31%*	-	*33%*	-	*26%*	-	***37%hp***	-	*30%*	-	*33%*	-	*28%*
Slightly agree	(4)	**1154**	195	391	182	386	-	195	-	197	-	194	-	182	-	184	-	202
		44%	*43%*	*44%*	*42%*	*44%*	-	*43%*	-	*46%*	-	*42%*	-	*42%*	-	*43%*	-	*45%*
Neither agree nor disagree	(3)	**374**	62	129	58	125	-	62	-	73	-	56	-	58	-	63	-	62
		14%	*14%*	*15%*	*13%*	*14%*	-	*14%*	-	*17%*	-	*12%*	-	*13%*	-	*15%*	-	*14%*
Slightly disagree	(2)	**183**	27	58	39	59	-	27	-	34	-	24	-	39	-	24	-	35
		7%	*6%*	*7%*	*9%*	*7%*	-	*6%*	-	*8%*	-	*5%*	-	*9%*	-	*6%*	-	*8%*
Strongly disagree	(1)	**81**	14	21	20	26	-	14	-	7	-	14	-	20	-	14	-	12
		3%	*3%*	*2%*	*5%*	*3%*	-	*3%*	-	*2%*	-	*3%*	-	*5%*	-	*3%*	-	*3%*
Don't know		**28**	6	7	4	11	-	6	-	4	-	3	-	4	-	3	-	8
		1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-	*2%*
NET Agree		**1981**	341	670	315	654	-	341	-	307	-	363	-	315	-	326	-	328
		75%	*76%*	*76%*	*72%*	*75%*	-	*76%*	-	*72%*	-	*79%*	-	*72%*	-	*76%*	-	*74%*
NET Disagree		**265**	41	80	59	85	-	41	-	41	-	38	-	59	-	38	-	47
		10%	*9%*	*9%*	*13%*	*10%*	-	*9%*	-	*10%*	-	*8%*	-	*13%*	-	*9%*	-	*11%*
Mean		**3.94**	3.97	3.96	3.85	3.94	-	3.97	-	3.87	-	**4.05hl**	-	3.85	-	3.97	-	3.90
Std Dev.		**1.01**	1.00	0.97	1.09	1.00	-	1.00	-	0.95	-	0.99	-	1.09	-	1.00	-	1.00
Std Error		**0.02**	0.05	0.03	0.05	0.03	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base		**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base		**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree	(5)	**192**	-	192	93	98	49	41	51	15	19	14	3	90	66	36	17	111	73	162
		7%	-	*7%*	*7%*	*7%*	**14%hijk**	**12%hijk**	**10%hijk**	*4%*	*4%*	*4%*	*1%*	**13%mno**	**7%no**	*3%*	*3%*	*5%*	**17%p**	*6%*
Slightly agree	(4)	**395**	-	395	210	185	84	73	75	64	44	22	33	157	139	99	55	287	99	337
		15%	-	*15%*	*17%*	*13%*	**24%gijk**	**21%ijk**	**14%j**	**17%ij**	*10%*	*7%*	*13%*	**22%mno**	**15%no**	*9%*	*9%*	*13%*	**23%p**	*13%*
Neither agree nor disagree	(3)	**440**	-	440	243	197	76	86	108	58	64	25	22	162	166	111	47	347	88	421
		17%	-	*17%*	**19%d**	*14%*	**22%ijk**	**24%hijk**	**21%ijk**	**15%jk**	**14%j**	*8%*	*8%*	**23%no**	**18%no**	*11%*	*8%*	*16%*	*20%*	*16%*
Slightly disagree	(2)	**447**	-	447	180	266	68	55	107	57	77	61	21	123	164	159	82	364	73	427
		17%	-	*17%*	*14%*	**19%c**	**20%k**	**16%k**	**21%k**	**15%k**	**17%k**	**19%k**	*8%*	*18%*	*18%*	*15%*	*14%*	*17%*	*17%*	*16%*
Strongly disagree	(1)	**1115**	-	1115	494	621	59	85	167	182	235	200	185	144	348	620	385	1017	85	1202
		42%	-	*42%*	*39%*	**45%c**	*17%*	*24%*	**32%ef**	**48%efg**	**52%efg**	**62%efghi**	**70%efghi**	*21%*	**39%l**	**59%lm**	**66%lm**	**47%q**	*19%*	*46%*
Don't know		**60**	-	60	35	24	12	14	9	6	17	1	-	26	16	18	1	40	17	53
		2%	-	*2%*	*3%*	*2%*	**3%jk**	**4%jk**	*2%*	*2%*	**4%jk**	*	-	**4%o**	**2%o**	**2%o**	*	*2%*	**4%p**	*2%*
NET Agree		**587**	-	587	302	282	133	114	126	79	63	35	36	247	205	134	72	398	172	499
		22%	-	*22%*	*24%*	*20%*	**38%ghijk**	**32%ghijk**	**24%ijk**	**21%ij**	*14%*	*11%*	*14%*	**35%mno**	**23%no**	*13%*	*12%*	*18%*	**40%p**	*19%*
NET Disagree		**1562**	-	1562	674	887	127	140	274	238	312	260	206	267	512	778	466	1381	158	1629
		59%	-	*59%*	*54%*	**64%c**	*37%*	*40%*	**53%ef**	**62%efg**	**69%efg**	**81%efghi**	**78%efghi**	*38%*	**57%l**	**75%lm**	**80%lm**	**64%q**	*36%*	*63%*
Mean		**2.27**	-	2.27	**2.37d**	2.17	**2.99ghijk**	**2.80ghijk**	**2.48hijk**	**2.13jk**	**1.94k**	1.72	1.67	**2.89mno**	**2.33no**	1.80	1.70	2.11	**3.01p**	2.15
Std Dev.		**1.34**	-	1.34	1.36	1.32	1.32	1.35	1.34	1.29	1.21	1.13	1.13	1.34	1.33	1.17	1.13	1.28	1.39	1.31
Std Error		**0.03**	-	0.03	0.04	0.04	0.07	0.08	0.06	0.07	0.06	0.06	0.07	0.05	0.05	0.04	0.05	0.03	0.08	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 55

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	192	59	65	34	34	124	68	142	50	21	15	53	52	32	152	21	155
		7%	10%	7%	6%	6%	8%	6%	9%h	5%	7%	5%	7%	8%	8%	7%	7%	7%
Slightly agree	(4)	395	121	120	84	70	241	154	284	109	37	54	111	92	61	317	39	321
		15%	20%bd	13%	15%	12%	16%	14%	18%h	11%	13%	16%	15%	14%	15%	15%	13%	15%
Neither agree nor disagree	(3)	440	78	144	116	101	223	217	299	133	50	59	123	100	62	344	50	346
		17%	13%	16%	21%ab	18%	15%	19%e	18%h	13%	17%	18%	17%	16%	16%	16%	17%	16%
Slightly disagree	(2)	447	104	157	86	100	261	186	281	156	66	50	109	122	75	356	68	360
		17%	17%	17%	16%	18%	17%	17%	17%	16%	23%kn	15%	15%	19%	19%	17%	23%p	17%
Strongly disagree	(1)	1115	242	409	217	247	651	464	568	538	114	146	316	256	167	885	114	918
		42%	40%	44%	40%	43%	42%	42%	35%	54%g	39%	44%	43%	40%	42%	42%	38%	43%
Don't know		60	4	29	8	18	33	26	43	15	5	7	19	12	4	42	5	44
		2%	1%	3%a	2%	3%a	2%	2%	3%	2%	2%	2%	3%	2%	1%	2%	2%	2%
NET Agree		587	180	185	119	104	365	222	426	158	58	69	164	144	93	469	60	476
		22%	30%bcd	20%	22%	18%	24%	20%	26%h	16%	20%	21%	22%	23%	23%	22%	20%	22%
NET Disagree		1562	346	566	303	347	912	650	849	694	180	196	425	378	242	1241	182	1278
		59%	57%	61%	56%	61%	60%	58%	53%	69%g	62%	59%	58%	60%	60%	59%	61%	60%
Mean		2.27	2.42bd	2.19	2.32	2.17	2.28	2.24	2.46h	1.96	2.25	2.20	2.26	2.30	2.28	2.27	2.26	2.25
Std Dev.		1.34	1.43	1.33	1.31	1.29	1.37	1.30	1.37	1.25	1.30	1.29	1.36	1.36	1.36	1.35	1.30	1.35
Std Error		0.03	0.06	0.05	0.06	0.05	0.04	0.04	0.04	0.04	0.07	0.07	0.05	0.05	0.07	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 55

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	**192**	175	17	10	171	12	6	3	6	22	14	13	17	23	32	33	11	2	10
		7%	*8%*	*5%*	*8%*	*8%*	*5%*	*4%*	*4%*	*6%*	*8%*	*6%*	*7%*	*7%*	*9%*	*9%*	*9%*	*5%*	*4%*	*6%*
Slightly agree	(4)	**395**	354	41	19	347	28	13	7	21	55	21	25	45	29	84	49	18	1	27
		15%	*15%*	*12%*	*15%*	**16%f**	*12%*	*10%*	*10%*	**20%jpq**	**19%jpq**	*10%*	*13%*	**19%jpq**	*12%*	**25%jkmopqr**	*13%*	*8%*	*3%*	*14%*
Neither agree nor disagree	(3)	**440**	387	52	23	361	45	21	13	8	37	25	35	49	35	63	70	40	10	35
		17%	*17%*	*15%*	*19%*	*16%*	*19%*	*16%*	*18%*	*8%*	*13%*	*11%*	**19%h**	**20%hj**	*15%*	**19%h**	**18%h**	**17%h**	**24%hj**	**19%h**
Slightly disagree	(2)	**447**	385	62	17	382	32	21	12	16	63	47	28	46	27	59	62	33	3	29
		17%	*17%*	*18%*	*14%*	*17%*	*14%*	*16%*	*16%*	*16%*	**22%mq**	**22%mq**	*15%*	*19%*	*11%*	*18%*	*16%*	*14%*	*8%*	*15%*
Strongly disagree	(1)	**1115**	939	176	52	901	110	67	37	50	97	108	84	80	117	87	157	121	26	84
		42%	*41%*	**50%a**	*43%*	*41%*	**48%d**	**52%d**	**50%d**	**50%lln**	*34%*	**49%lln**	**44%n**	*33%*	**49%lln**	*26%*	**42%n**	**52%lln**	**62%ilno**	**45%lln**
Don't know		**60**	58	1	1	54	2	2	1	-	10	4	3	5	8	10	7	8	-	2
		2%	**3%b**	*	*1%*	*2%*	*1%*	*2%*	*2%*	-	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	-	*1%*
NET Agree		**587**	529	58	28	518	40	19	10	27	77	35	39	62	51	115	83	29	3	37
		22%	**23%b**	*16%*	*23%*	**23%efg**	*17%*	*14%*	*14%*	**27%jpq**	**27%jpq**	*16%*	*20%*	**26%jpq**	**21%pq**	**35%jkmopqr**	**22%pq**	*13%*	*7%*	**20%q**
NET Disagree		**1562**	1324	238	69	1283	142	88	49	66	160	155	112	126	145	145	220	154	29	113
		59%	*58%*	**68%a**	*57%*	*58%*	*62%*	**68%d**	**67%d**	**66%ln**	**56%n**	**71%iklnor**	**59%n**	*52%*	**60%n**	*44%*	**58%n**	**67%ln**	**69%ln**	**61%n**
Mean		**2.27**	**2.30b**	2.02	2.31	**2.31efg**	2.12	1.97	1.99	2.17	**2.42jpq**	2.01	2.23	**2.47jpq**	2.19	**2.74hjkmopqr**	**2.30pq**	1.95	1.79	2.19
Std Dev.		**1.34**	1.36	1.25	1.37	1.36	1.28	1.23	1.21	1.39	1.36	1.27	1.34	1.32	1.42	1.36	1.37	1.22	1.14	1.30
Std Error		**0.03**	0.03	0.05	0.08	0.04	0.06	0.06	0.07	0.13	0.11	0.10	0.11	0.10	0.11	0.10	0.10	0.10	0.12	0.07

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 55

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	192	69	62	29	11	19	132	30	92	63	17	12	7	155	20
		7%	*7%*	*6%*	*8%*	*6%*	**28%abcdfg**	*6%*	**12%bf**	**9%ij**	*6%*	*5%*	*8%*	**14%j**	*7%*	*10%*
Slightly agree	(4)	395	85	201	67	30	9	286	39	119	194	53	26	1	312	27
		15%	*9%*	**18%af**	**19%a**	**16%a**	*14%*	**14%a**	**16%a**	*12%*	**18%hl**	**15%l**	**17%l**	*2%*	**15%hl**	*13%*
Neither agree nor disagree	(3)	440	85	179	119	38	17	264	55	127	194	93	18	7	321	24
		17%	*9%*	**16%af**	**34%abdfg**	**21%af**	**26%af**	**13%a**	**22%af**	*13%*	**18%h**	**26%hikmn**	*11%*	*13%*	*16%*	*12%*
Slightly disagree	(2)	447	129	231	41	40	5	360	45	164	197	50	32	3	361	35
		17%	*14%*	**21%ace**	*12%*	**22%ace**	*8%*	**18%ac**	*18%*	*16%*	*19%*	*14%*	*21%*	*6%*	*17%*	*17%*
Strongly disagree	(1)	1115	563	393	81	56	15	956	71	495	385	132	65	34	880	99
		42%	**60%bcdefg**	**36%c**	*23%*	*31%*	*22%*	**47%bcdeg**	*29%*	**49%ijm**	*36%*	*37%*	*42%*	**65%ijkm**	**43%i**	**48%ij**
Don't know		60	6	28	11	8	1	33	10	16	23	16	2	-	38	2
		2%	*1%*	**3%a**	**3%a**	**5%af**	*2%*	*2%*	**4%af**	*2%*	*2%*	**4%hm**	*1%*	-	*2%*	*1%*
NET Agree		587	155	263	96	41	28	418	68	210	257	70	38	8	467	47
		22%	*17%*	**24%a**	**28%af**	*22%*	**42%abdf**	**21%a**	**27%af**	*21%*	*24%*	*19%*	*25%*	*16%*	*23%*	*23%*
NET Disagree		1562	692	624	122	96	20	1316	116	659	582	182	97	37	1241	133
		59%	**74%bcdefg**	**57%ceg**	*35%*	**53%ce**	*30%*	**65%bcdeg**	**47%c**	**65%ijm**	*55%*	*50%*	*63%*	**71%j**	**60%ij**	**65%ij**
Mean		2.27	1.89	**2.35af**	**2.77abdf**	**2.42af**	**3.17abdfg**	**2.14a**	**2.63abf**	2.14	**2.37h**	2.34	2.27	1.94	2.26	2.19
Std Dev.		1.34	1.31	1.30	1.26	1.27	1.51	1.33	1.38	1.38	1.31	1.26	1.37	1.48	1.35	1.40
Std Error		0.03	0.04	0.04	0.07	0.10	0.19	0.03	0.09	0.04	0.04	0.07	0.12	0.21	0.03	0.11

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**192**	16	172	4	61	113	18	184	5	3	-	191	1
		7%	*12%*	*7%*	*7%*	*8%*	*6%*	*10%*	*7%*	*15%*	*10%*	-	*7%*	*5%*
Slightly agree	(4)	**395**	27	353	15	99	259	37	364	20	7	-	391	4
		15%	*20%*	*14%*	*24%*	*14%*	*15%*	*21%*	*14%*	*66%*	*27%*	-	*15%*	*25%*
Neither agree nor disagree	(3)	**440**	26	397	17	107	289	44	422	1	8	2	430	7
		17%	*19%*	*16%*	*27%*	*15%*	*17%*	**25%de**	*16%*	*2%*	*30%*	*100%*	*16%*	*42%*
Slightly disagree	(2)	**447**	16	420	11	121	303	23	438	2	4	-	444	3
		17%	*12%*	*17%*	*17%*	*17%*	*17%*	*13%*	*17%*	*7%*	*16%*	-	*17%*	*19%*
Strongly disagree	(1)	**1115**	51	1053	11	328	740	47	1108	3	4	-	1115	-
		42%	**37%c**	**43%c**	*18%*	**45%f**	**42%f**	*27%*	*43%*	*10%*	*17%*	-	*42%*	-
Don't know		**60**	*	56	4	11	40	9	58	*	-	-	58	1
		2%	*	*2%*	**6%a**	*1%*	*2%*	**5%d**	*2%*	*	-	-	*2%*	*8%*
NET Agree		**587**	43	525	19	161	372	54	548	24	10	-	582	5
		22%	**32%b**	*21%*	*31%*	*22%*	*21%*	**31%e**	*21%*	*82%*	*37%*	-	*22%*	*30%*
NET Disagree		**1562**	67	1473	21	449	1043	70	1545	5	9	-	1559	3
		59%	*49%*	**60%ac**	*35%*	**62%f**	**60%f**	*40%*	*60%*	*16%*	*33%*	-	*59%*	*19%*
Mean		**2.27**	**2.57b**	2.24	**2.84b**	2.23	2.24	**2.73de**	2.24	3.71	2.97	3.00	2.26	3.17
Std Dev.		**1.34**	1.46	1.34	1.23	1.37	1.32	1.35	1.34	1.13	1.26	*	1.35	0.85
Std Error		**0.03**	0.11	0.03	0.17	0.05	0.03	0.11	0.03	0.24	0.26	*	0.03	0.22

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 55

QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I nearly always send digital greetings cards now, instead of sending them by post

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**192**	31	76	17	68	-	31	-	37	-	39	-	17	-	30	-	38
		7%	*7%*	**9%c**	*4%*	*8%*	-	*7%*	-	**9%l**	-	**9%l**	-	*4%*	-	*7%*	-	**8%l**
Slightly agree	(4)	**395**	67	139	51	138	-	67	-	53	-	86	-	51	-	53	-	85
		15%	*15%*	*16%*	*12%*	*16%*	-	*15%*	-	*12%*	-	**19%hln**	-	*12%*	-	*12%*	-	**19%hln**
Neither agree nor disagree	(3)	**440**	64	157	85	133	-	64	-	93	-	64	-	85	-	67	-	66
		17%	*14%*	*18%*	*20%*	*15%*	-	*14%*	-	**22%fjp**	-	*14%*	-	*20%*	-	*16%*	-	*15%*
Slightly disagree	(2)	**447**	73	143	81	151	-	73	-	74	-	69	-	81	-	68	-	83
		17%	*16%*	*16%*	*19%*	*17%*	-	*16%*	-	*17%*	-	*15%*	-	*19%*	-	*16%*	-	*19%*
Strongly disagree	(1)	**1115**	209	350	188	367	-	209	-	161	-	189	-	188	-	204	-	164
		42%	*46%*	*40%*	*43%*	*42%*	-	**46%hp**	-	*38%*	-	*41%*	-	*43%*	-	**47%hp**	-	*37%*
Don't know		**60**	7	20	13	20	-	7	-	8	-	12	-	13	-	8	-	11
		2%	*2%*	*2%*	*3%*	*2%*	-	*2%*	-	*2%*	-	*3%*	-	*3%*	-	*2%*	-	*3%*
NET Agree		**587**	98	215	68	206	-	98	-	90	-	126	-	68	-	83	-	122
		22%	*22%*	**24%c**	*16%*	**23%c**	-	*22%*	-	*21%*	-	**27%ln**	-	*16%*	-	*19%*	-	**27%ln**
NET Disagree		**1562**	282	493	269	518	-	282	-	235	-	258	-	269	-	271	-	246
		59%	**63%b**	*56%*	*62%*	*59%*	-	*63%*	-	*55%*	-	*56%*	-	*62%*	-	*63%*	-	*55%*
Mean		**2.27**	2.18	**2.36c**	2.12	2.29	-	2.18	-	**2.36l**	-	**2.37l**	-	2.12	-	2.14	-	**2.43fln**
Std Dev.		**1.34**	1.35	1.38	1.22	1.36	-	1.35	-	1.34	-	1.41	-	1.22	-	1.33	-	1.38
Std Error		**0.03**	0.07	0.05	0.06	0.05	-	0.07	-	0.06	-	0.07	-	0.06	-	0.06	-	0.07

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 56

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

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base		**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base		**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree	(5)	**1337**	-	1337	619	715	107	135	235	194	252	220	192	242	429	664	412	1123	197	1371
		50%	-	*50%*	*49%*	*51%*	*31%*	*38%*	**45%e**	**51%ef**	**55%efg**	**68%efghi**	**73%efghi**	*35%*	**48%l**	**64%lm**	**70%lmn**	*52%*	*45%*	*53%*
Slightly agree	(4)	**907**	-	907	416	491	139	126	201	132	166	84	57	265	333	307	141	737	151	849
		34%	-	*34%*	*33%*	*35%*	**40%jk**	**36%jk**	**39%jk**	**35%k**	**36%jk**	*26%*	*22%*	**38%no**	**37%no**	*29%*	*24%*	*34%*	*35%*	*33%*
Neither agree nor disagree	(3)	**229**	-	229	121	109	56	49	49	34	22	15	5	105	83	42	20	181	46	218
		9%	-	*9%*	*10%*	*8%*	**16%ghijk**	**14%ijk**	**9%ik**	**9%k**	*5%*	*5%*	*2%*	**15%mno**	**9%no**	*4%*	*3%*	*8%*	*11%*	*8%*
Slightly disagree	(2)	**85**	-	85	55	30	29	22	20	9	2	*	2	51	29	5	2	60	24	75
		3%	-	*3%*	**4%d**	*2%*	**8%ghijk**	**6%hijk**	**4%ijk**	*2%*	*1%*	*	*1%*	**7%mno**	**3%no**	*	*	*3%*	**6%p**	*3%*
Strongly disagree	(1)	**51**	-	51	25	26	12	15	11	4	6	*	2	27	15	9	3	38	11	51
		2%	-	*2%*	*2%*	*2%*	**4%j**	**4%hij**	*2%*	*1%*	*1%*	*	*1%*	**4%mno**	*2%*	*1%*	*	*2%*	*3%*	*2%*
Don't know		**38**	-	38	19	19	5	7	2	9	8	2	6	11	11	16	8	29	6	38
		1%	-	*1%*	*2%*	*1%*	*1%*	*2%*	*	**2%g**	*2%*	*1%*	**2%g**	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
NET Agree		**2244**	-	2244	1035	1206	246	261	436	326	418	304	249	507	762	971	553	1860	348	2220
		85%	-	*85%*	*82%*	**87%c**	*71%*	*74%*	**84%ef**	**85%ef**	**92%efgh**	**94%efgh**	**94%efghi**	*72%*	**85%l**	**93%lm**	**94%lm**	**86%q**	*80%*	*85%*
NET Disagree		**136**	-	136	80	56	41	37	31	12	8	1	4	78	44	13	5	98	35	126
		5%	-	*5%*	**6%d**	*4%*	**12%ghijk**	**11%hijk**	**6%ijk**	**3%j**	*2%*	*	*2%*	**11%mno**	**5%no**	*1%*	*1%*	*5%*	**8%p**	*5%*
Mean		**4.30**	-	4.30	4.25	4.34	3.88	3.99	**4.22ef**	**4.36ef**	**4.46efg**	**4.63efghi**	**4.68efghi**	3.93	**4.27l**	**4.57lm**	**4.66lm**	**4.33q**	4.16	4.33
Std Dev.		**0.90**	-	0.90	0.95	0.86	1.06	1.08	0.93	0.82	0.73	0.59	0.64	1.07	0.88	0.67	0.61	0.88	1.00	0.90
Std Error		**0.02**	-	0.02	0.03	0.02	0.06	0.06	0.04	0.04	0.03	0.03	0.04	0.04	0.03	0.02	0.03	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 56

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

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	**1337**	316	492	264	265	808	529	748	575	149	162	369	330	208	1069	149	1105
		50%	*52%*	**53%d**	*48%*	*47%*	**53%f**	*47%*	*46%*	**57%g**	*51%*	*49%*	*50%*	*52%*	*52%*	*51%*	*50%*	*52%*
Slightly agree	(4)	**907**	213	302	186	206	515	392	587	310	101	116	259	207	139	720	103	731
		34%	*35%*	*33%*	*34%*	*36%*	*34%*	*35%*	**36%h**	*31%*	*35%*	*35%*	*35%*	*33%*	*35%*	*34%*	*35%*	*34%*
Neither agree nor disagree	(3)	**229**	38	68	62	62	106	124	159	66	29	31	57	52	24	165	32	166
		9%	*6%*	*7%*	**11%a**	**11%a**	*7%*	**11%e**	**10%h**	*7%*	*10%*	*9%*	*8%*	*8%*	*6%*	*8%*	*11%*	*8%*
Slightly disagree	(2)	**85**	21	27	20	16	49	37	60	24	2	11	23	22	20	76	2	76
		3%	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*2%*	*1%*	*3%*	*3%*	**3%i**	**5%l**	**4%i**	*1%*	**4%o**
Strongly disagree	(1)	**51**	11	19	12	10	29	22	35	16	4	8	16	13	6	43	4	43
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*
Don't know		**38**	10	16	2	10	26	12	27	10	6	4	7	10	2	23	6	23
		1%	*2%*	*2%*	*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*
NET Agree		**2244**	528	795	450	471	1323	921	1335	884	250	278	627	537	347	1789	253	1836
		85%	*87%*	*86%*	*82%*	*83%*	**86%f**	*83%*	*83%*	**88%g**	*86%*	*84%*	*86%*	*85%*	*87%*	*85%*	*85%*	*86%*
NET Disagree		**136**	32	46	32	26	78	59	95	41	6	18	40	35	27	119	6	119
		5%	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*4%*	*2%*	*5%*	*5%*	*6%*	**7%l**	**6%i**	*2%*	**6%o**
Mean		**4.30**	4.34	4.34	4.23	4.25	**4.34f**	4.24	4.23	**4.42g**	4.36	4.27	4.30	4.31	4.31	4.30	4.35	4.31
Std Dev.		**0.90**	0.88	0.90	0.94	0.90	0.89	0.92	0.93	0.85	0.81	0.93	0.91	0.92	0.91	0.92	0.81	0.91
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 56

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

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	**1337**	1128	208	75	1101	118	77	41	55	102	121	90	118	118	142	223	132	25	93
		50%	*49%*	**60%a**	**62%a**	*50%*	*52%*	**59%d**	*55%*	**55%l**	*36%*	**55%ln**	**48%l**	**48%l**	**49%l**	*43%*	**59%ln**	**57%ln**	**60%ln**	**50%l**
Slightly agree	(4)	**907**	806	101	34	766	79	37	25	34	127	64	69	84	89	129	105	66	12	66
		34%	*35%*	*29%*	*28%*	*35%*	*34%*	*29%*	*34%*	*34%*	**45%op**	*29%*	*37%*	*34%*	*37%*	**39%o**	*28%*	*29%*	*30%*	*35%*
Neither agree nor disagree	(3)	**229**	205	25	6	195	20	9	5	8	26	24	18	25	16	29	30	20	2	18
		9%	*9%*	*7%*	*5%*	*9%*	*9%*	*7%*	*7%*	*8%*	*9%*	*11%*	*9%*	*10%*	*7%*	*9%*	*8%*	*9%*	*5%*	*10%*
Slightly disagree	(2)	**85**	77	8	4	76	4	3	2	3	8	5	7	6	8	20	12	7	*	4
		3%	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*4%*	*3%*	*4%*	*6%*	*3%*	*3%*	*1%*	*2%*
Strongly disagree	(1)	**51**	49	2	1	44	4	2	*	*	11	5	5	4	6	9	-	4	2	2
		2%	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*	*	**4%o**	**2%o**	**2%o**	*2%*	**3%o**	**3%o**	-	*2%*	**5%o**	*1%*
Don't know		**38**	33	6	1	34	3	1	1	1	10	-	-	6	2	5	8	2	-	3
		1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**4%k**	-	-	*2%*	*1%*	*1%*	*2%*	*1%*	-	*1%*
NET Agree		**2244**	1935	309	109	1867	197	114	66	89	228	184	159	201	207	271	328	199	37	160
		85%	*84%*	*88%*	*90%*	*84%*	*86%*	*88%*	*89%*	*88%*	*81%*	*84%*	*84%*	*83%*	*86%*	*81%*	*87%*	*86%*	*89%*	*85%*
NET Disagree		**136**	126	10	5	120	9	5	2	3	19	11	12	10	15	29	12	11	2	7
		5%	*5%*	*3%*	*4%*	*5%*	*4%*	*4%*	*2%*	*3%*	*7%*	*5%*	*6%*	*4%*	*6%*	**9%o**	*3%*	*5%*	*6%*	*3%*
Mean		**4.30**	4.27	**4.47a**	**4.48a**	4.28	4.34	**4.43d**	4.43	**4.40ln**	4.10	4.32	4.24	4.29	4.28	4.14	**4.46ikn**	**4.38in**	4.39	**4.32i**
Std Dev.		**0.90**	0.92	0.78	0.82	0.91	0.87	0.86	0.76	0.78	0.96	0.94	0.94	0.89	0.93	1.00	0.78	0.89	0.99	0.84
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.07	0.08	0.07	0.08	0.07	0.07	0.08	0.06	0.07	0.10	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	1337	711	476	81	46	19	1187	66	687	481	102	43	23	1168	66
		50%	**76%bcdefg**	**43%cdg**	*23%*	*25%*	*29%*	**58%bcdeg**	*26%*	**68%ijklmn**	**46%jkn**	*28%*	*28%*	*44%*	**56%ijkn**	*32%*
Slightly agree	(4)	907	182	483	145	74	19	665	92	254	436	133	61	20	690	81
		34%	*19%*	**44%aef**	**42%af**	**40%a**	*28%*	**33%a**	**37%a**	*25%*	**41%hm**	**37%h**	**40%h**	*38%*	**33%h**	**39%h**
Neither agree nor disagree	(3)	229	27	86	88	15	9	114	25	40	76	88	20	3	116	23
		9%	*3%*	**8%a**	**25%abdfg**	**8%a**	**14%af**	**6%a**	**10%af**	*4%*	**7%h**	**24%hiklmn**	**13%hm**	*7%*	*6%*	**11%hm**
Slightly disagree	(2)	85	5	25	18	31	6	30	37	12	36	15	21	1	48	21
		3%	*1%*	**2%a**	**5%abf**	**17%abcf**	**9%abf**	*1%*	**15%abcf**	*1%*	**3%h**	**4%h**	**13%hijm**	*1%*	*2%*	**10%hijm**
Strongly disagree	(1)	51	8	16	9	11	5	23	16	11	17	10	6	3	28	9
		2%	*1%*	*1%*	**3%a**	**6%abf**	**7%abf**	*1%*	**6%abf**	*1%*	*2%*	*3%*	**4%hm**	**5%h**	*1%*	**4%hm**
Don't know		38	5	9	8	5	8	14	13	8	10	11	3	3	17	6
		1%	*1%*	*1%*	**2%af**	**3%af**	**12%abcdf**	*1%*	**5%abf**	*1%*	*1%*	**3%hlm**	*2%*	**5%hlm**	*1%*	**3%hm**
NET Agree		2244	893	959	226	120	38	1852	158	941	917	235	104	42	1858	146
		85%	**95%bcdefg**	**88%cdeg**	*65%*	*66%*	*57%*	**91%bcdeg**	*64%*	**93%ijklmn**	**87%jkn**	*65%*	*67%*	*82%*	**90%ijkn**	*71%*
NET Disagree		136	13	41	27	42	11	53	53	23	53	26	27	3	77	30
		5%	*1%*	**4%a**	**8%abf**	**23%abcf**	**17%abf**	*3%*	**21%abcf**	*2%*	**5%h**	**7%hm**	**17%hijm**	*7%*	*4%*	**15%hijm**
Mean		4.30	4.70bcdefg	4.27cdeg	3.79	3.64	3.71	4.47bcdeg	3.66	4.59ijkmn	4.27jkn	3.86	3.75	4.20	4.42ijkn	3.86
Std Dev.		0.90	0.63	0.82	0.95	1.21	1.27	0.77	1.23	0.73	0.86	0.99	1.14	1.03	0.82	1.12
Std Error		0.02	0.02	0.03	0.05	0.09	0.16	0.02	0.08	0.02	0.03	0.06	0.10	0.15	0.02	0.09

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 56

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

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**1337**	64	1245	28	381	877	78	1318	8	10	-	1336	1
		50%	*47%*	*51%*	*46%*	*52%*	*50%*	*44%*	*51%*	*28%*	*37%*	-	*51%*	*6%*
Slightly agree	(4)	**907**	48	840	20	243	603	61	871	16	14	-	902	5
		34%	*35%*	*34%*	*32%*	*33%*	*35%*	*34%*	*34%*	*55%*	*56%*	-	*34%*	*31%*
Neither agree nor disagree	(3)	**229**	10	209	11	54	152	23	220	1	*	-	222	8
		9%	*7%*	*9%*	**18%b**	*7%*	*9%*	*13%*	*9%*	*5%*	*1%*	-	*8%*	*46%*
Slightly disagree	(2)	**85**	9	75	1	25	56	4	78	1	2	2	81	2
		3%	**7%b**	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*5%*	*6%*	*100%*	*3%*	*12%*
Strongly disagree	(1)	**51**	5	46	-	15	30	6	49	2	-	-	51	-
		2%	*3%*	*2%*	-	*2%*	*2%*	*3%*	*2%*	*7%*	-	-	*2%*	-
Don't know		**38**	1	36	1	9	25	5	37	-	-	-	37	1
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	-	-	-	*1%*	*5%*
NET Agree		**2244**	111	2085	48	624	1480	139	2189	25	24	-	2238	6
		85%	*82%*	*85%*	*78%*	*86%*	*85%*	*79%*	*85%*	*83%*	*93%*	-	*85%*	*37%*
NET Disagree		**136**	14	121	1	40	86	10	127	4	2	2	132	2
		5%	**10%b**	*5%*	*2%*	*6%*	*5%*	*6%*	*5%*	*12%*	*6%*	*100%*	*5%*	*12%*
Mean		**4.30**	4.16	4.31	4.23	4.32	4.30	4.17	4.31	3.91	4.24	2.00	4.31	3.33
Std Dev.		**0.90**	1.05	0.90	0.83	0.91	0.89	0.98	0.90	1.10	0.78	0.00	0.90	0.80
Std Error		**0.02**	0.08	0.02	0.11	0.03	0.02	0.08	0.02	0.23	0.16	0.00	0.02	0.21

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**1337**	249	448	198	441	-	249	-	208	-	241	-	198	-	235	-	206
		50%	***55%c***	*51%*	*45%*	*50%*	-	***55%lp***	-	*49%*	-	*52%*	-	*45%*	-	***55%l***	-	*46%*
Slightly agree	(4)	**907**	139	303	160	305	-	139	-	149	-	154	-	160	-	131	-	174
		34%	*31%*	*34%*	*37%*	*35%*	-	*31%*	-	*35%*	-	*34%*	-	*37%*	-	*30%*	-	***39%fn***
Neither agree nor disagree	(3)	**229**	31	86	40	73	-	31	-	45	-	41	-	40	-	42	-	31
		9%	*7%*	*10%*	*9%*	*8%*	-	*7%*	-	*11%*	-	*9%*	-	*9%*	-	*10%*	-	*7%*
Slightly disagree	(2)	**85**	14	19	18	35	-	14	-	9	-	9	-	18	-	12	-	23
		3%	*3%*	*2%*	*4%*	*4%*	-	*3%*	-	*2%*	-	*2%*	-	*4%*	-	*3%*	-	***5%j***
Strongly disagree	(1)	**51**	6	19	12	14	-	6	-	10	-	10	-	12	-	9	-	5
		2%	*1%*	*2%*	*3%*	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*3%*	-	*2%*	-	*1%*
Don't know		**38**	11	11	8	8	-	11	-	6	-	5	-	8	-	1	-	7
		1%	*3%*	*1%*	*2%*	*1%*	-	***3%n***	-	*1%*	-	*1%*	-	*2%*	-	*	-	*2%*
NET Agree		**2244**	388	751	358	746	-	388	-	356	-	395	-	358	-	366	-	380
		85%	*86%*	*85%*	*82%*	*85%*	-	*86%*	-	*84%*	-	*86%*	-	*82%*	-	*85%*	-	*85%*
NET Disagree		**136**	20	38	30	49	-	20	-	19	-	19	-	30	-	21	-	28
		5%	*4%*	*4%*	*7%*	*6%*	-	*4%*	-	*4%*	-	*4%*	-	*7%*	-	*5%*	-	*6%*
Mean		**4.30**	***4.39c***	4.31	4.20	4.29	-	***4.39l***	-	4.27	-	4.34	-	4.20	-	4.33	-	4.26
Std Dev.		**0.90**	0.86	0.89	0.97	0.90	-	0.86	-	0.91	-	0.88	-	0.97	-	0.91	-	0.89
Std Error		**0.02**	0.04	0.03	0.05	0.03	-	0.04	-	0.04	-	0.04	-	0.05	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base		**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base		**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Strongly agree	(5)	**204**	-	204	106	98	48	49	49	31	10	12	5	97	80	27	17	135	63	171
		8%	-	*8%*	*8%*	*7%*	**14%ijk**	**14%ijk**	**9%ijk**	**8%ik**	*2%*	*4%*	*2%*	**14%mno**	**9%no**	*3%*	*3%*	*6%*	**14%p**	*7%*
Slightly agree	(4)	**476**	-	476	227	247	91	102	119	62	57	22	23	194	181	102	45	357	119	430
		18%	-	*18%*	*18%*	*18%*	**26%hijk**	**29%hijk**	**23%ijk**	**16%jk**	*12%*	*7%*	*9%*	**28%mno**	**20%no**	*10%*	*8%*	*16%*	**27%p**	*17%*
Neither agree nor disagree	(3)	**896**	-	896	434	460	120	118	176	140	163	101	76	238	316	341	178	757	129	918
		34%	-	*34%*	*35%*	*33%*	*35%*	*33%*	*34%*	*37%*	*36%*	*31%*	*29%*	*34%*	*35%*	*33%*	*30%*	*35%*	*30%*	*35%*
Slightly disagree	(2)	**447**	-	447	201	246	37	37	85	69	93	67	55	75	154	214	121	382	60	463
		17%	-	*17%*	*16%*	*18%*	*11%*	*11%*	*16%*	**18%ef**	**20%ef**	**21%ef**	**21%ef**	*11%*	**17%l**	**21%l**	**21%l**	*18%*	*14%*	*18%*
Strongly disagree	(1)	**421**	-	421	204	217	36	27	50	45	79	101	82	63	96	262	183	381	36	437
		16%	-	*16%*	*16%*	*16%*	*10%*	*8%*	*10%*	*12%*	**17%efg**	**31%efghi**	**31%efghi**	*9%*	*11%*	**25%lm**	**31%lmn**	**18%q**	*8%*	*17%*
Don't know		**204**	-	204	83	121	14	21	38	34	54	19	23	35	72	96	42	155	30	183
		8%	-	*8%*	*7%*	*9%*	*4%*	*6%*	*7%*	**9%e**	**12%efj**	*6%*	*9%*	*5%*	*8%*	**9%l**	*7%*	*7%*	*7%*	*7%*
NET Agree		**680**	-	680	333	345	140	151	168	93	67	34	28	291	261	128	62	492	181	601
		26%	-	*26%*	*27%*	*25%*	**40%hijk**	**43%ghijk**	**32%hijk**	**24%ijk**	*15%*	*11%*	*11%*	**41%mno**	**29%no**	*12%*	*11%*	*23%*	**42%p**	*23%*
NET Disagree		**868**	-	868	405	463	73	64	136	114	172	168	137	138	250	477	305	763	95	900
		33%	-	*33%*	*32%*	*33%*	*21%*	*18%*	**26%f**	**30%ef**	**38%efg**	**52%efghi**	**52%efghi**	*20%*	**28%l**	**46%lm**	**52%lm**	**35%q**	*22%*	*35%*
Mean		**2.83**	-	2.83	2.85	2.81	**3.24hijk**	**3.33ghijk**	**3.06ijk**	**2.90ijk**	**2.57jk**	2.26	2.23	**3.28mno**	**2.99no**	2.38	2.25	2.74	**3.28p**	2.77
Std Dev.		**1.17**	-	1.17	1.19	1.16	1.16	1.11	1.12	1.12	1.04	1.12	1.08	1.13	1.12	1.08	1.10	1.15	1.16	1.15
Std Error		**0.02**	-	0.02	0.03	0.03	0.07	0.06	0.05	0.06	0.05	0.06	0.07	0.05	0.04	0.03	0.05	0.03	0.07	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2602	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		2648	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		1600	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Strongly agree	(5)	204	56	47	55	46	103	101	162	40	28	20	66	47	32	164	28	167
		8%	9%b	5%	10%b	8%	7%	9%	10%h	4%	9%	6%	9%	7%	8%	8%	9%	8%
Slightly agree	(4)	476	119	145	109	103	264	212	343	127	42	65	133	116	79	393	42	395
		18%	20%	16%	20%	18%	17%	19%	21%h	13%	14%	20%	18%	18%	20%	19%	14%	18%
Neither agree nor disagree	(3)	896	212	310	191	183	522	374	555	326	95	100	237	211	150	698	98	720
		34%	35%	34%	35%	32%	34%	34%	34%	33%	33%	30%	32%	33%	37%	33%	33%	34%
Slightly disagree	(2)	447	112	168	79	88	280	166	249	195	54	49	117	121	72	360	57	367
		17%	19%	18%	14%	15%	18%	15%	15%	20%g	19%	15%	16%	19%	18%	17%	19%	17%
Strongly disagree	(1)	421	82	156	92	91	239	183	182	235	49	70	137	94	38	340	49	350
		16%	14%	17%	17%	16%	16%	16%	11%	23%g	17%m	21%lm	19%m	15%	10%	16%m	16%	16%
Don't know		204	27	98	20	60	125	79	125	77	24	27	39	46	29	141	24	146
		8%	4%	11%ac	4%	10%ac	8%	7%	8%	8%	8%	8%	5%	7%	7%	7%	8%	7%
NET Agree		680	175	192	164	149	367	313	505	167	70	85	199	163	111	558	70	562
		26%	29%b	21%	30%b	26%	24%	28%	31%h	17%	24%	26%	27%	26%	28%	27%	24%	26%
NET Disagree		868	195	324	171	178	519	349	431	430	103	119	254	215	111	699	105	716
		33%	32%	35%	31%	31%	34%	31%	27%	43%g	35%	36%	35%	34%	28%	33%	36%	33%
Mean		2.83	2.92b	2.71	2.92b	2.86	2.80	2.89	3.04h	2.50	2.79	2.72	2.82	2.83	2.98j	2.84	2.79	2.83
Std Dev.		1.17	1.16	1.13	1.21	1.19	1.15	1.20	1.15	1.14	1.21	1.22	1.23	1.15	1.08	1.18	1.20	1.18
Std Error		0.02	0.05	0.04	0.06	0.05	0.03	0.04	0.03	0.03	0.07	0.07	0.05	0.05	0.06	0.03	0.07	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 57

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Strongly agree	(5)	204	192	12	7	182	11	7	4	7	25	17	13	26	16	42	22	13	2	9
		8%	8%b	3%	6%	8%	5%	5%	6%	7%	9%	8%	7%	11%r	7%	13%opr	6%	6%	5%	5%
Slightly agree	(4)	476	430	46	22	415	28	21	12	21	50	34	32	67	32	78	65	37	2	26
		18%	19%b	13%	18%	19%e	12%	16%	16%	21%q	18%	16%	17%	28%ijkmopqr	13%	24%mqr	17%	16%	6%	14%
Neither agree nor disagree	(3)	896	767	129	41	749	71	48	28	34	98	73	64	72	76	110	144	78	14	58
		34%	33%	37%	34%	34%	31%	37%	38%	34%	35%	33%	34%	30%	32%	33%	38%	34%	33%	31%
Slightly disagree	(2)	447	376	71	22	361	50	23	12	21	31	35	41	37	43	49	61	44	4	45
		17%	16%	20%	18%	16%	22%d	18%	17%	20%l	11%	16%	22%l	15%	18%	15%	16%	19%	11%	24%iln
Strongly disagree	(1)	421	361	61	20	334	56	19	12	14	48	46	30	26	51	36	45	39	17	39
		16%	16%	17%	16%	15%	24%df	15%	17%	14%	17%	21%lno	16%	11%	21%lno	11%	12%	17%	40%hijklmnopr	21%lno
Don't know		204	174	30	9	175	13	12	5	4	31	14	8	14	22	18	42	21	2	11
		8%	8%	9%	8%	8%	6%	9%	7%	4%	11%	6%	4%	6%	9%	5%	11%k	9%	5%	6%
NET Agree		680	622	58	29	597	39	27	17	28	75	51	45	93	48	120	87	49	5	34
		26%	27%b	17%	24%	27%e	17%	21%	22%	28%q	27%q	23%	24%	38%ijkmopqr	20%	36%jkmopqr	23%	21%	11%	18%
NET Disagree		868	736	132	42	696	106	42	25	35	79	80	71	63	94	85	106	83	21	84
		33%	32%	38%	34%	31%	46%dfg	33%	33%	34%	28%	37%n	38%ln	26%	39%ilno	25%	28%	36%n	51%ilno	45%ilno
Mean		2.83	2.87b	2.61	2.78	2.88e	2.48	2.76e	2.77e	2.86qr	2.90qr	2.72q	2.76q	3.13jkmpqr	2.63	3.13jkmpqr	2.88qr	2.72q	2.21	2.54
Std Dev.		1.17	1.18	1.06	1.15	1.17	1.16	1.10	1.13	1.14	1.21	1.22	1.14	1.17	1.20	1.18	1.08	1.14	1.23	1.13
Std Error		0.02	0.03	0.04	0.07	0.03	0.05	0.06	0.07	0.11	0.10	0.10	0.10	0.09	0.10	0.09	0.08	0.09	0.13	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Strongly agree	(5)	204	68	88	25	19	3	156	21	84	89	20	7	3	173	10
		8%	*7%*	*8%*	*7%*	*10%*	*4%*	*8%*	*9%*	*8%*	*8%*	*6%*	*5%*	*5%*	*8%*	*5%*
Slightly agree	(4)	476	121	233	69	41	11	354	52	155	227	52	36	4	382	40
		18%	*13%*	**21%af**	**20%a**	**22%a**	*17%*	**17%a**	**21%a**	*15%*	**22%hj**	*14%*	*24%*	*8%*	*18%*	*20%*
Neither agree nor disagree	(3)	896	262	396	150	56	27	658	84	278	372	166	50	24	650	75
		34%	*28%*	**36%a**	**43%adf**	*31%*	*41%*	*32%*	*34%*	*27%*	**35%h**	**46%hikm**	*33%*	**47%h**	*31%*	*36%*
Slightly disagree	(2)	447	185	178	41	35	5	363	40	202	170	43	28	1	372	29
		17%	**20%ce**	*16%*	*12%*	*19%*	*7%*	**18%c**	*16%*	**20%jl**	**16%l**	*12%*	**18%l**	*2%*	**18%jl**	*14%*
Strongly disagree	(1)	421	235	117	33	21	11	352	32	224	121	50	12	14	344	26
		16%	**25%bcdfg**	*11%*	*10%*	*12%*	*17%*	**17%bc**	*13%*	**22%ijkmn**	*11%*	*14%*	*8%*	**27%ik**	**17%ik**	*13%*
Don't know		204	67	82	31	11	9	149	20	69	77	30	20	5	146	26
		8%	*7%*	*7%*	*9%*	*6%*	*14%*	*7%*	*8%*	*7%*	*7%*	*8%*	**13%hm**	*11%*	*7%*	**13%hm**
NET Agree		680	189	322	94	60	14	510	73	239	316	72	44	7	555	51
		26%	*20%*	**29%af**	**27%a**	**33%a**	*21%*	**25%a**	**30%a**	*24%*	**30%hjl**	*20%*	*28%*	*13%*	**27%j**	*25%*
NET Disagree		868	419	296	74	56	16	715	72	425	291	92	40	15	716	55
		33%	**45%bcdefg**	*27%*	*21%*	*31%*	*24%*	**35%bc**	*29%*	**42%ijkmn**	*28%*	*26%*	*26%*	*29%*	**35%lj**	*27%*
Mean		2.83	2.54	**3.00af**	**3.04af**	**3.00a**	2.82	**2.79a**	**2.96a**	2.65	**2.99hm**	2.85	**2.99h**	2.58	**2.83h**	2.89
Std Dev.		1.17	1.24	1.10	1.04	1.17	1.11	1.19	1.16	1.25	1.12	1.05	1.04	1.18	1.20	1.09
Std Error		0.02	0.04	0.04	0.06	0.09	0.15	0.03	0.08	0.04	0.04	0.06	0.10	0.18	0.03	0.09

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Strongly agree	(5)	**204**	21	173	10	65	117	22	193	4	5	-	202	2
		8%	***15%b***	***7%***	***16%b***	***9%***	***7%***	***12%e***	***7%***	***15%***	***18%***	-	***8%***	***14%***
Slightly agree	(4)	**476**	19	442	15	116	308	52	459	13	3	-	475	1
		18%	***14%***	***18%***	***25%***	***16%***	***18%***	***29%de***	***18%***	***44%***	***12%***	-	***18%***	***6%***
Neither agree nor disagree	(3)	**896**	47	831	18	212	624	59	870	8	8	-	886	10
		34%	***34%***	***34%***	***29%***	***29%***	***36%d***	***34%***	***34%***	***26%***	***30%***	-	***34%***	***60%***
Slightly disagree	(2)	**447**	18	423	6	139	291	17	435	3	4	2	443	2
		17%	***13%***	***17%***	***10%***	***19%f***	***17%***	***9%***	***17%***	***10%***	***16%***	***100%***	***17%***	***13%***
Strongly disagree	(1)	**421**	20	393	9	138	271	12	416	-	5	-	420	1
		16%	***15%***	***16%***	***14%***	***19%f***	***16%f***	***7%***	***16%***	-	***18%***	-	***16%***	***7%***
Don't know		**204**	12	189	3	57	132	15	200	2	2	-	204	*
		8%	***9%***	***8%***	***6%***	***8%***	***8%***	***8%***	***8%***	***6%***	***7%***	-	***8%***	***1%***
NET Agree		**680**	40	615	25	181	426	74	652	17	8	-	677	3
		26%	***29%***	***25%***	***41%b***	***25%***	***24%***	***42%de***	***25%***	***58%***	***30%***	-	***26%***	***19%***
NET Disagree		**868**	38	816	14	277	562	29	851	3	9	2	863	3
		33%	***28%***	***33%***	***24%***	***38%ef***	***32%f***	***16%***	***33%***	***10%***	***34%***	***100%***	***33%***	***20%***
Mean		**2.83**	3.02	2.81	3.21	2.75	2.82	**3.33de**	2.82	3.67	2.95	2.00	2.83	3.06
Std Dev.		**1.17**	1.27	1.16	1.28	1.24	1.14	1.08	1.17	0.88	1.37	0.00	1.17	1.04
Std Error		**0.02**	0.10	0.02	0.18	0.05	0.03	0.09	0.02	0.18	0.30	0.00	0.02	0.25

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?
I expect to use Royal Mail's competitors more in the future

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Strongly agree	(5)	**204**	30	71	26	77	-	30	-	31	-	40	-	26	-	29	-	48
		8%	*7%*	*8%*	*6%*	*9%*	-	*7%*	-	*7%*	-	*9%*	-	*6%*	-	*7%*	-	*11%*
Slightly agree	(4)	**476**	82	144	70	180	-	82	-	59	-	85	-	70	-	84	-	96
		18%	*18%*	*16%*	*16%*	*21%*	-	*18%*	-	*14%*	-	*19%*	-	*16%*	-	*19%*	-	**22%h**
Neither agree nor disagree	(3)	**896**	145	294	169	288	-	145	-	154	-	140	-	169	-	154	-	134
		34%	*32%*	*33%*	*39%*	*33%*	-	*32%*	-	*36%*	-	*30%*	-	**39%jp**	-	*36%*	-	*30%*
Slightly disagree	(2)	**447**	74	132	73	167	-	74	-	65	-	67	-	73	-	85	-	82
		17%	*16%*	*15%*	*17%*	*19%*	-	*16%*	-	*15%*	-	*14%*	-	*17%*	-	*20%*	-	*18%*
Strongly disagree	(1)	**421**	81	155	66	119	-	81	-	78	-	77	-	66	-	56	-	64
		16%	*18%*	*17%*	*15%*	*14%*	-	*18%*	-	*18%*	-	*17%*	-	*15%*	-	*13%*	-	*14%*
Don't know		**204**	39	90	30	45	-	39	-	38	-	52	-	30	-	23	-	22
		8%	*9%*	**10%d**	*7%*	*5%*	-	*9%*	-	*9%*	-	**11%np**	-	*7%*	-	*5%*	-	*5%*
NET Agree		**680**	111	215	97	257	-	111	-	90	-	125	-	97	-	112	-	144
		26%	*25%*	*24%*	*22%*	**29%c**	-	*25%*	-	*21%*	-	*27%*	-	*22%*	-	*26%*	-	**32%hl**
NET Disagree		**868**	155	287	140	287	-	155	-	143	-	144	-	140	-	141	-	146
		33%	*34%*	*32%*	*32%*	*33%*	-	*34%*	-	*34%*	-	*31%*	-	*32%*	-	*33%*	-	*33%*
Mean		**2.83**	2.77	2.81	2.79	2.91	-	2.77	-	2.74	-	2.86	-	2.79	-	2.86	-	**2.96h**
Std Dev.		**1.17**	1.19	1.20	1.11	1.16	-	1.19	-	1.18	-	1.23	-	1.11	-	1.11	-	1.22
Std Error		**0.02**	0.06	0.04	0.06	0.04	-	0.06	-	0.06	-	0.06	-	0.06	-	0.05	-	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 58

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
I value the option to be able to use the postal service	**2284**	-	2284	1043	1238	267	287	430	335	419	300	242	554	765	961	541	1895	352	2255
	86%	-	*86%*	*83%*	**89%c**	*77%*	*81%*	*83%*	**88%ef**	**92%efg**	**93%efg**	**91%efg**	*79%*	**85%l**	**92%lm**	**92%lm**	**87%q**	*81%*	*87%*
I prefer to send emails rather than letters whenever possible	**1633**	-	1633	793	837	249	238	346	216	279	171	131	488	562	581	302	1299	309	1610
	62%	-	*62%*	*63%*	*60%*	**72%hijk**	**67%hjk**	**67%hjk**	*57%*	**61%k**	*53%*	*50%*	**70%mno**	**63%no**	*56%*	*52%*	*60%*	**71%p**	*62%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1738**	-	1738	806	929	203	233	342	244	285	222	205	436	586	712	427	1432	282	1732
	66%	-	*66%*	*64%*	*67%*	*58%*	*66%*	*66%*	*64%*	*63%*	**69%e**	**78%efghi**	*62%*	*65%*	**68%l**	**73%lm**	*66%*	*65%*	*67%*
I only use post if there is no alternative	**1021**	-	1021	499	519	178	151	244	140	143	91	73	329	383	307	164	752	246	947
	39%	-	*39%*	*40%*	*37%*	**51%hijk**	**43%ijk**	**47%hijk**	*37%*	*31%*	*28%*	*28%*	**47%no**	**43%no**	*29%*	*28%*	*35%*	**56%p**	*36%*
I would feel cut off from society if I couldn't send or receive post	**1732**	-	1732	801	931	186	203	314	243	323	245	215	389	558	783	460	1472	242	1724
	65%	-	*65%*	*64%*	*67%*	*53%*	*57%*	*61%*	**64%e**	**71%efg**	**75%efgh**	**81%efghi**	*55%*	**62%l**	**75%lm**	**78%lm**	**68%q**	*55%*	*66%*
I only use post to send greetings cards	**844**	-	844	358	486	105	113	173	131	146	92	84	218	304	322	176	703	135	788
	32%	-	*32%*	*29%*	**35%c**	*30%*	*32%*	*33%*	*34%*	*32%*	*28%*	*32%*	*31%*	*34%*	*31%*	*30%*	*32%*	*31%*	*30%*
I send fewer letters by post now due to the cost	**1484**	-	1484	659	821	184	168	278	199	274	215	163	352	478	651	378	1216	238	1429
	56%	-	*56%*	*53%*	**59%c**	*53%*	*47%*	*54%*	*52%*	**60%f**	**67%efgh**	**62%f**	*50%*	*53%*	**62%lm**	**64%lm**	*56%*	*55%*	*55%*
I trust second class post to get there in a reasonable timeframe	**1981**	-	1981	941	1036	250	236	409	278	345	258	199	486	688	802	457	1640	318	1974
	75%	-	*75%*	*75%*	*75%*	*72%*	*67%*	**79%ef**	*73%*	**76%f**	**80%f**	*75%*	*69%*	**77%l**	**77%l**	**78%l**	*76%*	*73%*	*76%*
I nearly always send digital greetings cards now, instead of sending them by post	**587**	-	587	302	282	133	114	126	79	63	35	36	247	205	134	72	398	172	499
	22%	-	*22%*	*24%*	*20%*	**38%ghijk**	**32%ghijk**	**24%ijk**	**21%ij**	*14%*	*11%*	*14%*	**35%mno**	**23%no**	*13%*	*12%*	*18%*	**40%p**	*19%*
There are some things that I will always need to send by post	**2244**	-	2244	1035	1206	246	261	436	326	418	304	249	507	762	971	553	1860	348	2220
	85%	-	*85%*	*82%*	**87%c**	*71%*	*74%*	**84%ef**	**85%ef**	**92%efgh**	**94%efgh**	**94%efgh**	*72%*	**85%l**	**93%lm**	**94%lm**	**86%q**	*80%*	*85%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
I expect to use Royal Mail's competitors more in the future	**680**	-	680	333	345	140	151	168	93	67	34	28	291	261	128	62	492	181	601
	26%	-	*26%*	*27%*	*25%*	**40%hijk**	**43%ghijk**	**32%hijk**	**24%ijk**	*15%*	*11%*	*11%*	**41%mno**	**29%no**	*12%*	*11%*	*23%*	**42%p**	*23%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 58

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
I value the option to be able to use the postal service	**2284**	537	816	456	475	1353	931	1368	891	253	283	643	555	338	1819	253	1867
	86%	*88%*	**88%d**	*83%*	*84%*	**88%f**	*83%*	*85%*	**89%g**	*87%*	*85%*	*88%*	*88%*	*84%*	*87%*	*85%*	*87%*
I prefer to send emails rather than letters whenever possible	**1633**	412	597	294	330	1009	624	1051	566	175	188	467	397	265	1317	179	1347
	62%	**68%cd**	**65%cd**	*54%*	*58%*	**66%f**	*56%*	**65%h**	*57%*	*60%*	*57%*	*64%*	*63%*	**66%j**	*63%*	*60%*	*63%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1738**	424	643	334	337	1067	671	1050	672	181	206	498	419	273	1396	181	1432
	66%	**70%cd**	**70%cd**	*61%*	*59%*	**70%f**	*60%*	*65%*	*67%*	*62%*	*62%*	*68%*	*66%*	*68%*	*67%*	*61%*	*67%*
I only use post if there is no alternative	**1021**	254	352	178	238	606	416	678	330	116	122	295	240	160	817	118	827
	39%	**42%c**	*38%*	*33%*	**42%c**	*40%*	*37%*	**42%h**	*33%*	*40%*	*37%*	*40%*	*38%*	*40%*	*39%*	*40%*	*39%*
I would feel cut off from society if I couldn't send or receive post	**1732**	388	641	358	345	1029	703	1015	703	184	226	482	430	254	1391	184	1425
	65%	*64%*	**69%d**	*66%*	*61%*	*67%*	*63%*	*63%*	**70%g**	*63%*	*68%*	*66%*	*68%*	*63%*	*66%*	*62%*	*66%*
I only use post to send greetings cards	**844**	197	304	171	173	501	343	535	299	91	97	246	199	139	680	91	694
	32%	*32%*	*33%*	*31%*	*30%*	*33%*	*31%*	*33%*	*30%*	*31%*	*29%*	*34%*	*31%*	*35%*	*32%*	*31%*	*32%*
I send fewer letters by post now due to the cost	**1484**	364	563	282	275	927	557	905	561	156	178	405	370	222	1175	158	1205
	56%	**60%cd**	**61%cd**	*52%*	*48%*	**60%f**	*50%*	*56%*	*56%*	*53%*	*54%*	*55%*	*58%*	*56%*	*56%*	*53%*	*56%*
I trust second class post to get there in a reasonable timeframe	**1981**	458	699	408	416	1157	824	1206	753	226	236	562	468	323	1590	226	1626
	75%	*75%*	*76%*	*75%*	*73%*	*75%*	*74%*	*75%*	*75%*	*78%*	*71%*	*77%*	*74%*	**81%ij**	*76%*	*76%*	*76%*
I nearly always send digital greetings cards now, instead of sending them by post	**587**	180	185	119	104	365	222	426	158	58	69	164	144	93	469	60	476
	22%	**30%bcd**	*20%*	*22%*	*18%*	*24%*	*20%*	**26%h**	*16%*	*20%*	*21%*	*22%*	*23%*	*23%*	*22%*	*20%*	*22%*
There are some things that I will always need to send by post	**2244**	528	795	450	471	1323	921	1335	884	250	278	627	537	347	1789	253	1836
	85%	*87%*	*86%*	*82%*	*83%*	**86%f**	*83%*	*83%*	**88%g**	*86%*	*84%*	*86%*	*85%*	*87%*	*85%*	*85%*	*86%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
I expect to use Royal Mail's competitors more in the future	**680**	175	192	164	149	367	313	505	167	70	85	199	163	111	558	70	562
	26%	**29%b**	*21%*	**30%b**	*26%*	*24%*	*28%*	**31%h**	*17%*	*24%*	*26%*	*27%*	*26%*	*28%*	*27%*	*24%*	*26%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 58

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
I value the option to be able to use the postal service	**2284** *86%*	1975 *86%*	309 *89%*	109 *90%*	1904 *86%*	201 *88%*	112 *87%*	66 *90%*	91 *91%*	241 *85%*	191 *87%*	167 *89%*	206 *85%*	206 *86%*	280 *84%*	319 *84%*	203 *88%*	40 *95%*	161 *86%*
I prefer to send emails rather than letters whenever possible	**1633** *62%*	1448 **63%b**	186 *53%*	66 *55%*	1378 *62%*	132 *58%*	79 *61%*	44 *60%*	71 **71%jpr**	181 *64%*	123 *56%*	114 *61%*	168 **69%jpr**	140 *59%*	220 *66%*	232 *61%*	129 *56%*	25 *59%*	107 *57%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1738** *66%*	1496 *65%*	242 *69%*	83 *68%*	1453 *66%*	144 *63%*	88 *68%*	53 *72%*	73 *72%*	195 *69%*	135 *62%*	118 *63%*	165 *68%*	151 *63%*	215 *64%*	251 *66%*	150 *65%*	29 *70%*	115 *61%*
I only use post if there is no alternative	**1021** *39%*	916 **40%b**	105 *30%*	42 *35%*	871 **39%f**	79 *34%*	41 *32%*	30 *41%*	42 **41%p**	121 **43%p**	78 *36%*	77 **41%p**	108 **44%p**	81 *34%*	158 **47%mpr**	146 **39%p**	62 *27%*	14 *33%*	65 *35%*
I would feel cut off from society if I couldn't send or receive post	**1732** *65%*	1482 *64%*	250 **71%a**	86 *71%*	1454 *66%*	143 *63%*	81 *63%*	53 *72%*	68 *67%*	175 *62%*	131 *60%*	115 *61%*	140 *58%*	160 *67%*	232 **70%l**	267 **70%l**	166 **72%jlr**	27 *66%*	116 *62%*
I only use post to send greetings cards	**844** *32%*	737 *32%*	107 *31%*	38 *31%*	714 *32%*	70 *30%*	40 *31%*	21 *28%*	33 *33%*	106 **37%o**	74 *34%*	78 **41%opr**	74 *30%*	72 *30%*	123 **37%o**	91 *24%*	64 *28%*	14 *33%*	56 *30%*
I send fewer letters by post now due to the cost	**1484** *56%*	1281 *56%*	202 *58%*	66 *54%*	1248 *56%*	123 *54%*	72 *56%*	40 *55%*	59 **58%q**	153 **54%q**	116 *53%*	99 *52%*	146 **60%q**	139 **58%q**	181 **54%q**	223 **59%q**	132 **57%q**	15 *36%*	108 **58%q**
I trust second class post to get there in a reasonable timeframe	**1981** *75%*	1712 *74%*	268 *77%*	85 *70%*	1644 *74%*	175 *76%*	100 *78%*	62 **83%d**	78 *78%*	198 *70%*	167 *76%*	130 *69%*	181 *74%*	184 *77%*	232 *69%*	301 **80%kn**	173 *75%*	34 *83%*	141 *75%*
I nearly always send digital greetings cards now, instead of sending them by post	**587** *22%*	529 **23%b**	58 *16%*	28 *23%*	518 **23%efg**	40 *17%*	19 *14%*	10 *14%*	27 **27%jpq**	77 **27%jpq**	35 *16%*	39 *20%*	62 **26%jpq**	51 **21%pq**	115 **35%jkmopqr**	83 **22%pq**	29 *13%*	3 *7%*	37 **20%q**
There are some things that I will always need to send by post	**2244** *85%*	1935 *84%*	309 *88%*	109 *90%*	1867 *84%*	197 *86%*	114 *88%*	66 *89%*	89 *88%*	228 *81%*	184 *84%*	159 *84%*	201 *83%*	207 *86%*	271 *81%*	328 *87%*	199 *86%*	37 *89%*	160 *85%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
I expect to use Royal Mail's competitors more in the future	**680**	622	58	29	597	39	27	17	28	75	51	45	93	48	120	87	49	5	34
	26%	**27%b**	*17%*	*24%*	**27%e**	*17%*	*21%*	*22%*	**28%q**	**27%q**	*23%*	*24%*	**38%ijkmopqr**	*20%*	**36%jkmopqr**	*23%*	*21%*	*11%*	*18%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 58

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
I value the option to be able to use the postal service	2284 *86%*	900 **96%bcdefg**	981 **90%cdeg**	223 *64%*	131 *72%*	40 *60%*	1881 **93%bcdeg**	171 *69%*	966 **95%ijklmn**	918 **87%jkln**	250 *69%*	107 *69%*	38 *73%*	1883 **91%jkln**	145 *70%*
I prefer to send emails rather than letters whenever possible	1633 *62%*	536 *57%*	688 **63%a**	195 *56%*	143 **78%abcf**	61 **91%abcf**	1225 *60%*	203 **82%abcf**	641 **63%j**	647 *61%*	197 *55%*	99 *64%*	41 **80%ijm**	1288 **62%j**	141 **68%j**
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	1738 *66%*	649 **69%cdeg**	738 **67%cdg**	201 *58%*	105 *58%*	36 *55%*	1387 **68%cdg**	141 *57%*	698 **69%j**	727 **69%j**	184 *51%*	95 *62%*	29 *56%*	1425 **69%jn**	124 *60%*
I only use post if there is no alternative	1021 *39%*	284 *30%*	438 **40%a**	129 *37%*	116 **64%abcf**	46 **69%abcf**	721 **35%a**	162 **65%abcf**	375 *37%*	422 **40%j**	115 *32%*	76 **50%hjm**	26 **50%j**	798 *39%*	102 **50%hijm**
I would feel cut off from society if I couldn't send or receive post	1732 *65%*	763 **81%bcdefg**	728 **66%cdeg**	135 *39%*	82 *45%*	19 *28%*	1490 **73%bcdeg**	100 *40%*	759 **75%ijkln**	719 **68%jkln**	166 *46%*	63 *41%*	22 *43%*	1478 **71%jkln**	86 *42%*
I only use post to send greetings cards	844 *32%*	283 *30%*	395 **36%ac**	84 *24%*	64 **35%c**	15 *22%*	677 **33%c**	79 *32%*	284 *28%*	369 **35%hj**	98 *27%*	69 **45%hjm**	23 **45%hj**	653 *32%*	92 **45%hijm**
I send fewer letters by post now due to the cost	1484 *56%*	513 *55%*	638 *58%*	177 *51%*	108 *59%*	40 *60%*	1151 *57%*	148 *60%*	564 *56%*	606 **57%j**	176 *49%*	95 **62%j**	36 **71%j**	1170 **57%j**	131 **64%j**
I trust second class post to get there in a reasonable timeframe	1981 *75%*	797 **85%bcdefg**	840 **77%cdg**	185 *53%*	107 *59%*	44 *66%*	1638 **81%cdeg**	151 *61%*	848 **84%ijkmn**	798 **76%jkn**	199 *55%*	95 *61%*	37 *72%*	1646 **80%ijkn**	132 *64%*
I nearly always send digital greetings cards now, instead of sending them by post	587 *22%*	155 *17%*	263 **24%a**	96 **28%af**	41 *22%*	28 **42%abdf**	418 **21%a**	68 **27%af**	210 *21%*	257 *24%*	70 *19%*	38 *25%*	8 *16%*	467 *23%*	47 *23%*
There are some things that I will always need to send by post	2244 *85%*	893 **95%bcdefg**	959 **88%cdeg**	226 *65%*	120 *66%*	38 *57%*	1852 **91%bcdeg**	158 *64%*	941 **93%ijklmn**	917 **87%jkn**	235 *65%*	104 *67%*	42 *82%*	1858 **90%ijkn**	146 *71%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
I expect to use Royal Mail's competitors more in the future	**680**	189	322	94	60	14	510	73	239	316	72	44	7	555	51
	26%	*20%*	**29%af**	**27%a**	**33%a**	*21%*	**25%a**	**30%a**	*24%*	**30%hjl**	*20%*	*28%*	*13%*	**27%j**	*25%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
I value the option to be able to use the postal service	**2284** *86%*	113 *83%*	2118 *86%*	53 *87%*	633 **87%f**	1513 **87%f**	138 *78%*	2238 *87%*	24 *81%*	18 *71%*	- -	2280 *87%*	4 *23%*
I prefer to send emails rather than letters whenever possible	**1633** *62%*	66 *49%*	1532 **63%a**	35 *58%*	424 *58%*	1108 *64%*	101 *57%*	1591 *62%*	23 *77%*	14 *53%*	- -	1627 *62%*	6 *37%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1738** *66%*	88 *65%*	1611 *66%*	40 *65%*	494 *68%*	1135 *65%*	109 *62%*	1688 *66%*	25 *85%*	17 *67%*	- -	1731 *66%*	7 *42%*
I only use post if there is no alternative	**1021** *39%*	59 *44%*	936 *38%*	26 *43%*	259 *36%*	673 *39%*	90 **51%de**	979 *38%*	19 *65%*	13 *50%*	- -	1012 *38%*	9 *56%*
I would feel cut off from society if I couldn't send or receive post	**1732** *65%*	96 *70%*	1600 *65%*	36 *58%*	504 **69%e**	1107 *63%*	121 *68%*	1688 *66%*	23 *77%*	15 *57%*	- -	1726 *66%*	6 *36%*
I only use post to send greetings cards	**844** *32%*	50 *37%*	769 *31%*	25 *41%*	222 *31%*	562 *32%*	60 *34%*	812 *32%*	19 *63%*	11 *44%*	- -	841 *32%*	3 *17%*
I send fewer letters by post now due to the cost	**1484** *56%*	82 *60%*	1360 *56%*	42 *68%*	433 *60%*	946 *54%*	104 *59%*	1439 *56%*	23 *78%*	15 *60%*	- -	1478 *56%*	6 *36%*
I trust second class post to get there in a reasonable timeframe	**1981** *75%*	90 *66%*	1854 **76%ac**	37 *60%*	508 *70%*	1360 **78%df**	113 *64%*	1937 *75%*	17 *56%*	21 *83%*	- -	1975 *75%*	6 *33%*
I nearly always send digital greetings cards now, instead of sending them by post	**587** *22%*	43 **32%b**	525 *21%*	19 *31%*	161 *22%*	372 *21%*	54 **31%e**	548 *21%*	24 *82%*	10 *37%*	- -	582 *22%*	5 *30%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
There are some things that I will always need to send by post	**2244**	111	2085	48	624	1480	139	2189	25	24	-	2238	6
	85%	*82%*	*85%*	*78%*	*86%*	*85%*	*79%*	*85%*	*83%*	*93%*	-	*85%*	*37%*
I expect to use Royal Mail's competitors more in the future	**680**	40	615	25	181	426	74	652	17	8	-	677	3
	26%	*29%*	*25%*	**41%b**	*25%*	*24%*	**42%de**	*25%*	*58%*	*30%*	-	*26%*	*19%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
I value the option to be able to use the postal service	**2284**	388	763	358	776	-	388	-	363	-	400	-	358	-	388	-	388
	86%	*86%*	*86%*	*82%*	**89%c**	-	*86%*	-	*85%*	-	*87%*	-	*82%*	-	**90%l**	-	*87%*
I prefer to send emails rather than letters whenever possible	**1633**	271	561	259	543	-	271	-	262	-	299	-	259	-	277	-	266
	62%	*60%*	*63%*	*60%*	*62%*	-	*60%*	-	*62%*	-	*65%*	-	*60%*	-	*64%*	-	*60%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**1738**	309	576	273	580	-	309	-	261	-	314	-	273	-	279	-	302
	66%	*69%*	*65%*	*63%*	*66%*	-	*69%*	-	*61%*	-	*68%*	-	*63%*	-	*65%*	-	*68%*
I only use post if there is no alternative	**1021**	168	362	177	314	-	168	-	169	-	193	-	177	-	156	-	158
	39%	*37%*	*41%*	*41%*	*36%*	-	*37%*	-	*40%*	-	*42%*	-	*41%*	-	*36%*	-	*35%*
I would feel cut off from society if I couldn't send or receive post	**1732**	316	557	258	602	-	316	-	255	-	303	-	258	-	297	-	304
	65%	**70%bc**	*63%*	*59%*	**69%bc**	-	**70%hl**	-	*60%*	-	*66%*	-	*59%*	-	**69%hl**	-	**68%hl**
I only use post to send greetings cards	**844**	120	301	123	300	-	120	-	136	-	165	-	123	-	147	-	153
	32%	*27%*	**34%a**	*28%*	**34%a**	-	*27%*	-	*32%*	-	**36%f**	-	*28%*	-	*34%*	-	*34%*
I send fewer letters by post now due to the cost	**1484**	231	525	222	505	-	231	-	231	-	294	-	222	-	264	-	241
	56%	*51%*	**59%ac**	*51%*	*58%*	-	*51%*	-	*54%*	-	**64%fhlp**	-	*51%*	-	**61%fl**	-	*54%*
I trust second class post to get there in a reasonable timeframe	**1981**	341	670	315	654	-	341	-	307	-	363	-	315	-	326	-	328
	75%	*76%*	*76%*	*72%*	*75%*	-	*76%*	-	*72%*	-	*79%*	-	*72%*	-	*76%*	-	*74%*
I nearly always send digital greetings cards now, instead of sending them by post	**587**	98	215	68	206	-	98	-	90	-	126	-	68	-	83	-	122
	22%	*22%*	**24%c**	*16%*	**23%c**	-	*22%*	-	*21%*	-	**27%ln**	-	*16%*	-	*19%*	-	**27%ln**
There are some things that I will always need to send by post	**2244**	388	751	358	746	-	388	-	356	-	395	-	358	-	366	-	380
	85%	*86%*	*85%*	*82%*	*85%*	-	*86%*	-	*84%*	-	*86%*	-	*82%*	-	*85%*	-	*85%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_A Sending and receiving post - Agreement - Agree Summary

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
I expect to use Royal Mail's competitors more in the future	**680**	111	215	97	257	-	111	-	90	-	125	-	97	-	112	-	144
	26%	*25%*	*24%*	*22%*	**29%c**	-	*25%*	-	*21%*	-	*27%*	-	*22%*	-	*26%*	-	**32%hl**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 59

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
I value the option to be able to use the postal service	**89**	-	89	55	34	22	12	18	15	11	6	5	34	33	21	11	58	28	79
	3%	-	*3%*	**4%d**	*2%*	**6%ijk**	*3%*	*3%*	*4%*	*2%*	*2%*	*2%*	**5%no**	*4%*	*2%*	*2%*	*3%*	**6%p**	*3%*
I prefer to send emails rather than letters whenever possible	**370**	-	370	154	216	35	27	61	56	56	79	56	62	117	190	134	323	40	367
	14%	-	*14%*	*12%*	*16%*	*10%*	*8%*	*12%*	**15%f**	*12%*	**24%efghi**	**21%efgi**	*9%*	**13%l**	**18%lm**	**23%lm**	**15%q**	*9%*	*14%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**398**	-	398	195	203	82	50	59	59	90	36	22	132	119	147	57	307	83	368
	15%	-	*15%*	*16%*	*15%*	**23%fghijk**	*14%*	*11%*	**16%k**	**20%gjk**	*11%*	*8%*	**19%mno**	*13%*	*14%*	*10%*	*14%*	**19%p**	*14%*
I only use post if there is no alternative	**976**	-	976	458	518	90	108	153	134	199	160	132	198	287	491	292	863	103	1014
	37%	-	*37%*	*36%*	*37%*	*26%*	*30%*	*30%*	**35%e**	**44%efg**	**50%efgh**	**50%efgh**	*28%*	*32%*	**47%lm**	**50%lm**	**40%q**	*24%*	*39%*
I would feel cut off from society if I couldn't send or receive post	**399**	-	399	215	183	90	60	90	60	49	31	18	149	150	98	49	282	111	370
	15%	-	*15%*	**17%d**	*13%*	**26%fghijk**	**17%ijk**	**17%ijk**	**16%k**	*11%*	*10%*	*7%*	**21%no**	**17%no**	*9%*	*8%*	*13%*	**26%p**	*14%*
I only use post to send greetings cards	**1209**	-	1209	613	593	154	144	228	163	227	165	124	298	390	517	290	993	195	1275
	46%	-	*46%*	**49%d**	*43%*	*44%*	*41%*	*44%*	*43%*	**50%f**	**51%f**	*47%*	*42%*	*43%*	**50%lm**	*49%*	*46%*	*45%*	*49%*
I send fewer letters by post now due to the cost	**521**	-	521	273	248	73	69	115	66	87	61	50	142	181	198	111	436	82	521
	20%	-	*20%*	**22%d**	*18%*	*21%*	*19%*	*22%*	*17%*	*19%*	*19%*	*19%*	*20%*	*20%*	*19%*	*19%*	*20%*	*19%*	*20%*
I trust second class post to get there in a reasonable timeframe	**265**	-	265	118	147	29	34	40	47	47	33	34	64	86	114	67	207	49	259
	10%	-	*10%*	*9%*	*11%*	*8%*	*10%*	*8%*	*12%*	*10%*	*10%*	*13%*	*9%*	*10%*	*11%*	*11%*	*10%*	*11%*	*10%*
I nearly always send digital greetings cards now, instead of sending them by post	**1562**	-	1562	674	887	127	140	274	238	312	260	206	267	512	778	466	1381	158	1629
	59%	-	*59%*	*54%*	**64%c**	*37%*	*40%*	**53%ef**	**62%efg**	**69%efg**	**81%efghi**	**78%efghi**	*38%*	**57%l**	**75%lm**	**80%lm**	**64%q**	*36%*	*63%*
There are some things that I will always need to send by post	**136**	-	136	80	56	41	37	31	12	8	1	4	78	44	13	5	98	35	126
	5%	-	*5%*	**6%d**	*4%*	**12%ghijk**	**11%hijk**	**6%ijk**	**3%j**	*2%*	*	*2%*	**11%mno**	**5%no**	*1%*	*1%*	*5%*	**8%p**	*5%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
I expect to use Royal Mail's competitors more in the future	**868**	-	868	405	463	73	64	136	114	172	168	137	138	250	477	305	763	95	900
	33%	-	*33%*	*32%*	*33%*	*21%*	*18%*	**26%f**	**30%ef**	**38%efg**	**52%efghi**	**52%efghi**	*20%*	**28%l**	**46%lm**	**52%lm**	**35%q**	*22%*	*35%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 59

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
I value the option to be able to use the postal service	**89**	26	24	20	19	49	39	57	32	3	16	23	20	19	79	3	80
	3%	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	*3%*	*1%*	**5%i**	*3%*	*3%*	**5%i**	**4%i**	*1%*	**4%o**
I prefer to send emails rather than letters whenever possible	**370**	72	119	88	91	191	179	177	188	40	62	86	96	48	292	40	300
	14%	*12%*	*13%*	*16%*	*16%*	*12%*	**16%e**	*11%*	**19%g**	*14%*	**19%k**	*12%*	*15%*	*12%*	*14%*	*14%*	*14%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**398**	100	112	72	113	213	186	259	133	54	51	112	95	55	314	57	317
	15%	*16%*	*12%*	*13%*	**20%bc**	*14%*	*17%*	*16%*	*13%*	*19%*	*15%*	*15%*	*15%*	*14%*	*15%*	*19%*	*15%*
I only use post if there is no alternative	**976**	223	342	227	184	565	411	540	424	106	121	267	232	157	777	107	802
	37%	*37%*	*37%*	**42%d**	*32%*	*37%*	*37%*	*33%*	**42%g**	*36%*	*37%*	*37%*	*37%*	*39%*	*37%*	*36%*	*37%*
I would feel cut off from society if I couldn't send or receive post	**399**	107	127	70	95	234	165	279	118	46	48	119	83	77	326	48	332
	15%	*18%*	*14%*	*13%*	*17%*	*15%*	*15%*	**17%h**	*12%*	*16%*	*14%*	*16%*	*13%*	**19%l**	*16%*	*16%*	*15%*
I only use post to send greetings cards	**1209**	309	409	236	256	718	491	711	490	142	136	334	293	196	959	144	988
	46%	**51%c**	*44%*	*43%*	*45%*	*47%*	*44%*	*44%*	**49%g**	*49%*	*41%*	*46%*	*46%*	*49%*	*46%*	*49%*	*46%*
I send fewer letters by post now due to the cost	**521**	117	163	111	130	280	241	302	215	59	77	143	134	78	432	59	443
	20%	*19%*	*18%*	*20%*	**23%b**	*18%*	*22%*	*19%*	*21%*	*20%*	*23%*	*20%*	*21%*	*20%*	*21%*	*20%*	*21%*
I trust second class post to get there in a reasonable timeframe	**265**	66	85	54	60	151	114	145	118	25	31	87	58	33	209	25	214
	10%	*11%*	*9%*	*10%*	*11%*	*10%*	*10%*	*9%*	*12%*	*8%*	*9%*	*12%*	*9%*	*8%*	*10%*	*8%*	*10%*
I nearly always send digital greetings cards now, instead of sending them by post	**1562**	346	566	303	347	912	650	849	694	180	196	425	378	242	1241	182	1278
	59%	*57%*	*61%*	*56%*	*61%*	*60%*	*58%*	*53%*	**69%g**	*62%*	*59%*	*58%*	*60%*	*60%*	*59%*	*61%*	*60%*
There are some things that I will always need to send by post	**136**	32	46	32	26	78	59	95	41	6	18	40	35	27	119	6	119
	5%	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*4%*	*2%*	*5%*	*5%*	*6%*	**7%i**	**6%i**	*2%*	**6%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
I expect to use Royal Mail's competitors more in the future	**868**	195	324	171	178	519	349	431	430	103	119	254	215	111	699	105	716
	33%	*32%*	*35%*	*31%*	*31%*	*34%*	*31%*	*27%*	***43%d***	*35%*	*36%*	*35%*	*34%*	*28%*	*33%*	*36%*	*33%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 59

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
I value the option to be able to use the postal service	89 3%	77 3%	11 3%	4 3%	73 3%	6 3%	8 6%g	1 2%	2 2%	13 4%	5 2%	7 4%	8 3%	5 2%	26 8%hjmop	7 2%	2 1%	* *	6 3%
I prefer to send emails rather than letters whenever possible	370 14%	311 14%	59 17%	20 16%	306 14%	35 15%	16 12%	13 17%	9 8%	47 16%	42 19%ho	21 11%	29 12%	35 15%	51 15%	39 10%	33 14%	6 14%	30 16%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	398 15%	361 16%b	37 11%	16 13%	337 15%	35 15%	17 13%	9 13%	9 9%	38 14%	38 17%	29 15%	35 14%	42 18%	62 19%h	53 14%	31 13%	3 7%	31 17%
I only use post if there is no alternative	976 37%	821 36%	155 44%a	60 49%a	797 36%	94 41%	59 46%d	27 36%	37 36%	86 30%	84 38%	66 35%	79 33%	91 38%	99 30%	139 37%	116 50%hjklmno	16 39%	78 42%n
I would feel cut off from society if I couldn't send or receive post	399 15%	358 16%	41 12%	19 16%	334 15%	37 16%	22 17%g	7 9%	13 13%	40 14%	38 17%	35 18%	40 17%	31 13%	60 18%	53 14%	24 10%	8 19%	29 15%
I only use post to send greetings cards	1209 46%	1055 46%	154 44%	57 47%	995 45%	108 47%	62 48%	43 58%de	43 43%	120 42%	97 44%	76 41%	105 43%	121 50%	138 41%	185 49%	110 48%	20 48%	89 47%
I send fewer letters by post now due to the cost	521 20%	453 20%	68 19%	30 24%	421 19%	57 25%d	26 20%	17 22%	17 17%	70 25%m	46 21%	32 17%	39 16%	35 15%	64 19%	75 20%	44 19%	15 35%hklmnop	42 23%
I trust second class post to get there in a reasonable timeframe	265 10%	227 10%	38 11%	19 16%	224 10%	24 11%	13 10%	4 5%	9 9%	32 11%	17 8%	27 14%	18 8%	21 9%	43 13%	31 8%	27 12%	4 10%	20 11%
I nearly always send digital greetings cards now, instead of sending them by post	1562 59%	1324 58%	238 68%a	69 57%	1283 58%	142 62%	88 68%d	49 67%d	66 66%ln	160 56%n	155 71%iklnor	112 59%n	126 52%	145 60%n	145 44%	220 58%n	154 67%ln	29 69%ln	113 61%n
There are some things that I will always need to send by post	136 5%	126 5%	10 3%	5 4%	120 5%	9 4%	5 4%	2 2%	3 3%	19 7%	11 5%	12 6%	10 4%	15 6%	29 9%o	12 3%	11 5%	2 6%	7 3%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
I expect to use Royal Mail's competitors more in the future	**868**	736	132	42	696	106	42	25	35	79	80	71	63	94	85	106	83	21	84
	33%	*32%*	*38%*	*34%*	*31%*	**46%dfg**	*33%*	*33%*	*34%*	*28%*	**37%n**	**38%ln**	*26%*	**39%lno**	*25%*	*28%*	**36%n**	**51%lno**	**45%lno**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
I value the option to be able to use the postal service	89	15	27	26	15	5	42	20	10	34	25	16	2	44	18
	3%	2%	2%	7%abf	8%abf	7%af	2%	8%abf	1%	3%h	7%him	10%him	4%	2%	9%him
I prefer to send emails rather than letters whenever possible	370	196	138	22	14	-	334	14	166	142	37	21	3	308	24
	14%	21%bcdefg	13%ceg	6%	8%	-	16%bcdeg	6%	16%j	13%	10%	13%	7%	15%	12%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	398	132	143	54	48	18	275	66	157	138	50	37	14	295	51
	15%	14%	13%	16%	26%abcf	27%abf	14%	27%abcf	15%	13%	14%	24%hijm	26%i	14%	25%hijm
I only use post if there is no alternative	976	469	371	86	37	12	840	49	455	361	103	42	14	817	56
	37%	50%bcdefg	34%cdeg	25%	20%	17%	41%bcdeg	20%	45%ijkmn	34%	29%	27%	27%	39%ijkn	27%
I would feel cut off from society if I couldn't send or receive post	399	80	143	81	65	28	223	93	115	158	53	56	12	273	69
	15%	9%	13%a	23%abf	36%abcf	42%abcf	11%	37%abcf	11%	15%	15%	37%hijm	24%h	13%	33%hijm
I only use post to send greetings cards	1209	517	447	126	78	38	964	116	553	454	127	52	19	1007	71
	46%	55%bcdf	41%	36%	43%	57%bc	47%bc	46%c	55%ijkmn	43%j	35%	34%	37%	49%ijkn	34%
I send fewer letters by post now due to the cost	521	250	185	48	30	5	435	35	244	188	61	22	3	432	26
	20%	27%bcdefg	17%	14%	16%	8%	21%bceg	14%	24%ijkln	18%	17%	14%	7%	21%n	13%
I trust second class post to get there in a reasonable timeframe	265	77	87	52	36	11	164	47	89	77	53	34	8	166	42
	10%	8%	8%	15%abf	20%abf	16%	8%	19%abf	9%	7%	15%him	22%him	16%	8%	20%him
I nearly always send digital greetings cards now, instead of sending them by post	1562	692	624	122	96	20	1316	116	659	582	182	97	37	1241	133
	59%	74%bcdefg	57%ceg	35%	53%ce	30%	65%bcdeg	47%c	65%ijm	55%	50%	63%	71%j	60%ij	65%j
There are some things that I will always need to send by post	136	13	41	27	42	11	53	53	23	53	26	27	3	77	30
	5%	1%	4%a	8%abf	23%abcf	17%abf	3%	21%abcf	2%	5%h	7%hm	17%hijm	7%	4%	15%hijm

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
I expect to use Royal Mail's competitors more in the future	**868**	419	296	74	56	16	715	72	425	291	92	40	15	716	55
	33%	***45%bcdefg***	*27%*	*21%*	*31%*	*24%*	***35%bc***	*29%*	***42%ijkmn***	*28%*	*26%*	*26%*	*29%*	***35%ij***	*27%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
I value the option to be able to use the postal service	**89**	6	82	1	27	56	6	80	*	3	2	84	3
	3%	*4%*	*3%*	*1%*	*4%*	*3%*	*3%*	*3%*	*1%*	*11%*	*100%*	*3%*	*16%*
I prefer to send emails rather than letters whenever possible	**370**	27	335	8	132	215	23	359	*	5	2	365	3
	14%	*20%*	*14%*	*13%*	**18%e**	*12%*	*13%*	*14%*	*1%*	*20%*	*100%*	*14%*	*18%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**398**	25	366	7	103	267	28	387	1	6	2	394	3
	15%	*19%*	*15%*	*11%*	*14%*	*15%*	*16%*	*15%*	*3%*	*22%*	*100%*	*15%*	*16%*
I only use post if there is no alternative	**976**	47	907	21	292	636	48	965	2	5	-	973	3
	37%	*35%*	*37%*	*35%*	**40%f**	*36%*	*27%*	*37%*	*8%*	*20%*	-	*37%*	*20%*
I would feel cut off from society if I couldn't send or receive post	**399**	25	367	8	94	285	20	379	6	7	2	391	6
	15%	*18%*	*15%*	*13%*	*13%*	*16%*	*11%*	*15%*	*20%*	*25%*	*100%*	*15%*	*34%*
I only use post to send greetings cards	**1209**	53	1133	23	349	787	73	1189	3	9	2	1200	7
	46%	*39%*	*46%*	*38%*	*48%*	*45%*	*41%*	*46%*	*9%*	*33%*	*100%*	*46%*	*42%*
I send fewer letters by post now due to the cost	**521**	21	493	6	147	354	20	515	2	3	-	519	1
	20%	*16%*	*20%*	*10%*	**20%f**	**20%f**	*11%*	*20%*	*5%*	*10%*	-	*20%*	*9%*
I trust second class post to get there in a reasonable timeframe	**265**	27	232	6	104	144	18	255	1	3	2	260	3
	10%	**20%b**	*9%*	*11%*	**14%e**	*8%*	*10%*	*10%*	*5%*	*11%*	*100%*	*10%*	*19%*
I nearly always send digital greetings cards now, instead of sending them by post	**1562**	67	1473	21	449	1043	70	1545	5	9	-	1559	3
	59%	*49%*	**60%ac**	*35%*	**62%f**	**60%f**	*40%*	*60%*	*16%*	*33%*	-	*59%*	*19%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
There are some things that I will always need to send by post	**136**	14	121	1	40	86	10	127	4	2	2	132	2
	5%	**10%b**	*5%*	*2%*	*6%*	*5%*	*6%*	*5%*	*12%*	*6%*	*100%*	*5%*	*12%*
I expect to use Royal Mail's competitors more in the future	**868**	38	816	14	277	562	29	851	3	9	2	863	3
	33%	*28%*	*33%*	*24%*	**38%ef**	**32%f**	*16%*	*33%*	*10%*	*34%*	*100%*	*33%*	*20%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
I value the option to be able to use the postal service	**89**	19	28	17	25	-	19	-	9	-	19	-	17	-	11	-	13
	3%	*4%*	*3%*	*4%*	*3%*	-	*4%*	-	*2%*	-	*4%*	-	*4%*	-	*3%*	-	*3%*
I prefer to send emails rather than letters whenever possible	**370**	73	96	57	144	-	73	-	47	-	49	-	57	-	77	-	67
	14%	**16%b**	*11%*	*13%*	**16%b**	-	*16%*	-	*11%*	-	*11%*	-	*13%*	-	**18%hj**	-	*15%*
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**398**	61	125	83	129	-	61	-	72	-	53	-	83	-	60	-	70
	15%	*14%*	*14%*	*19%*	*15%*	-	*14%*	-	*17%*	-	*11%*	-	**19%j**	-	*14%*	-	*16%*
I only use post if there is no alternative	**976**	180	291	149	355	-	180	-	127	-	165	-	149	-	170	-	185
	37%	**40%b**	*33%*	*34%*	**41%b**	-	**40%h**	-	*30%*	-	*36%*	-	*34%*	-	**40%h**	-	**41%h**
I would feel cut off from society if I couldn't send or receive post	**399**	63	142	75	118	-	63	-	77	-	65	-	75	-	50	-	68
	15%	*14%*	*16%*	*17%*	*14%*	-	*14%*	-	**18%n**	-	*14%*	-	*17%*	-	*12%*	-	*15%*
I only use post to send greetings cards	**1209**	228	376	200	405	-	228	-	189	-	187	-	200	-	199	-	206
	46%	**51%b**	*42%*	*46%*	*46%*	-	**51%j**	-	*45%*	-	*41%*	-	*46%*	-	*46%*	-	*46%*
I send fewer letters by post now due to the cost	**521**	77	164	87	192	-	77	-	85	-	79	-	87	-	82	-	110
	20%	*17%*	*19%*	*20%*	*22%*	-	*17%*	-	*20%*	-	*17%*	-	*20%*	-	*19%*	-	**25%fj**
I trust second class post to get there in a reasonable timeframe	**265**	41	80	59	85	-	41	-	41	-	38	-	59	-	38	-	47
	10%	*9%*	*9%*	*13%*	*10%*	-	*9%*	-	*10%*	-	*8%*	-	*13%*	-	*9%*	-	*11%*
I nearly always send digital greetings cards now, instead of sending them by post	**1562**	282	493	269	518	-	282	-	235	-	258	-	269	-	271	-	246
	59%	**63%b**	*56%*	*62%*	*59%*	-	*63%*	-	*55%*	-	*56%*	-	*62%*	-	*63%*	-	*55%*
There are some things that I will always need to send by post	**136**	20	38	30	49	-	20	-	19	-	19	-	30	-	21	-	28
	5%	*4%*	*4%*	*7%*	*6%*	-	*4%*	-	*4%*	-	*4%*	-	*7%*	-	*5%*	-	*6%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_NET_D Sending and receiving post - Agreement - Disgree Summary

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
I expect to use Royal Mail's competitors more in the future	**868**	155	287	140	287	-	155	-	143	-	144	-	140	-	141	-	146
	33%	*34%*	*32%*	*32%*	*33%*	-	*34%*	-	*34%*	-	*31%*	-	*32%*	-	*33%*	-	*33%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
I value the option to be able to use the postal service	**4.33**	-	4.33	4.26	**4.40c**	4.07	4.16	**4.18e**	**4.38efg**	**4.47efgh**	**4.60efghi**	**4.56efghi**	4.11	**4.26l**	**4.53lm**	**4.58lm**	**4.38q**	4.13	4.36
I prefer to send emails rather than letters whenever possible	**3.71**	-	3.71	**3.77d**	3.66	**4.00fghijk**	**3.87hijk**	**3.80hjk**	**3.67jk**	**3.70jk**	3.43	3.42	**3.94mno**	**3.74no**	**3.55o**	3.42	3.67	**3.93p**	3.71
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.78**	-	3.78	3.74	3.81	3.57	3.77	**3.80e**	3.74	3.71	**3.90e**	**4.03efghi**	3.67	3.78	**3.85l**	**3.96lm**	3.80	3.68	3.80
I only use post if there is no alternative	**2.99**	-	2.99	3.00	2.98	**3.38hijk**	**3.16ijk**	**3.24hijk**	**2.97jk**	2.78	2.62	2.59	**3.27no**	**3.13no**	2.68	2.60	2.88	**3.48p**	2.92
I would feel cut off from society if I couldn't send or receive post	**3.80**	-	3.80	3.71	**3.88c**	3.34	**3.63e**	**3.65e**	**3.72e**	**3.95efgh**	**4.20efghi**	**4.26efghi**	3.48	**3.68l**	**4.11lm**	**4.23lm**	**3.87q**	3.46	3.83
I only use post to send greetings cards	**2.73**	-	2.73	2.62	**2.84c**	2.72	2.77	2.78	2.83	2.70	2.60	2.72	2.74	2.80	2.67	2.65	2.74	2.71	2.67
I send fewer letters by post now due to the cost	**3.51**	-	3.51	3.44	**3.57c**	3.44	3.36	3.44	3.50	**3.57f**	**3.67fg**	**3.63f**	3.40	3.47	**3.61lm**	**3.65lm**	3.49	3.53	3.48
I trust second class post to get there in a reasonable timeframe	**3.94**	-	3.94	3.97	3.91	3.90	3.77	**4.03f**	3.86	**4.00f**	**4.07f**	3.90	3.83	**3.96l**	**4.00l**	**3.99l**	3.97	3.86	3.94
I nearly always send digital greetings cards now, instead of sending them by post	**2.27**	-	2.27	**2.37d**	2.17	**2.99ghijk**	**2.80ghijk**	**2.48hijk**	**2.13jk**	**1.94k**	1.72	1.67	**2.89mno**	**2.33no**	1.80	1.70	2.11	**3.01p**	2.15
There are some things that I will always need to send by post	**4.30**	-	4.30	4.25	4.34	3.88	3.99	**4.22ef**	**4.36ef**	**4.46efg**	**4.63efghi**	**4.68efghi**	3.93	**4.27l**	**4.57lm**	**4.66lm**	**4.33q**	4.16	4.33

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
I expect to use Royal Mail's competitors more in the future	**2.83**	-	2.83	2.85	2.81	**3.24hijk**	**3.33ghijk**	**3.06ijk**	**2.90ijk**	**2.57jk**	2.26	2.23	**3.28mno**	**2.99no**	2.38	2.25	2.74	**3.28p**	2.77

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
I value the option to be able to use the postal service	**4.33**	**4.35c**	**4.40cd**	4.24	4.29	**4.38f**	4.27	4.26	**4.45g**	**4.39m**	4.30	**4.37m**	4.34	4.28	4.33	4.37	4.34
I prefer to send emails rather than letters whenever possible	**3.71**	**3.80cd**	**3.79cd**	3.56	3.64	**3.80f**	3.60	**3.81h**	3.56	**3.70j**	3.52	**3.79j**	**3.74j**	**3.79j**	**3.73j**	3.71	3.73
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.78**	**3.83d**	**3.86d**	3.73	3.64	**3.85f**	3.68	3.74	3.84	3.75	3.67	3.80	3.78	3.86	3.78	3.74	3.79
I only use post if there is no alternative	**2.99**	**3.03c**	**3.01c**	2.82	**3.07c**	3.02	2.95	**3.09h**	2.82	3.03	2.92	3.02	3.00	2.95	2.99	3.04	2.98
I would feel cut off from society if I couldn't send or receive post	**3.80**	3.74	**3.88d**	3.83	3.69	3.82	3.76	3.70	**3.96g**	3.75	3.87	3.81	3.83	3.71	3.80	3.73	3.81
I only use post to send greetings cards	**2.73**	2.64	2.77	2.76	2.74	2.72	2.75	2.76	2.68	2.74	2.76	2.76	2.71	2.71	2.74	2.73	2.73
I send fewer letters by post now due to the cost	**3.51**	**3.58cd**	**3.60cd**	3.40	3.39	**3.59f**	3.39	3.52	3.49	3.44	3.42	3.49	3.54	3.48	3.49	3.44	3.49
I trust second class post to get there in a reasonable timeframe	**3.94**	3.94	3.95	3.93	3.93	3.95	3.93	3.95	3.92	4.02	3.89	3.91	3.98	4.03	3.95	4.01	3.95
I nearly always send digital greetings cards now, instead of sending them by post	**2.27**	**2.42bd**	2.19	2.32	2.17	2.28	2.24	**2.46h**	1.96	2.25	2.20	2.26	2.30	2.28	2.27	2.26	2.25
There are some things that I will always need to send by post	**4.30**	4.34	4.34	4.23	4.25	**4.34f**	4.24	4.23	**4.42g**	4.36	4.27	4.30	4.31	4.31	4.30	4.35	4.31

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
I expect to use Royal Mail's competitors more in the future	**2.83**	**2.92b**	2.71	**2.92b**	2.86	2.80	2.89	**3.04h**	2.50	2.79	2.72	2.82	2.83	**2.98j**	2.84	2.79	2.83

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
I value the option to be able to use the postal service	4.33	4.31	4.48a	4.52a	4.32	4.36	4.39	4.42	4.45ln	4.28n	4.36n	4.27	4.26n	4.36n	4.14	4.40ikln	4.47iklmnr	4.51n	4.32n
I prefer to send emails rather than letters whenever possible	3.71	3.74b	3.54	3.60	3.72	3.63	3.74	3.61	3.96jmpr	3.73j	3.48	3.76j	3.82jpr	3.68j	3.80jp	3.75jp	3.61	3.73	3.61
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.78	3.75	3.95a	3.94	3.77	3.69	3.93e	3.90	3.94r	3.87	3.65	3.70	3.76	3.74	3.76	3.77	3.82	3.81	3.67
I only use post if there is no alternative	2.99	3.02b	2.78	2.82	3.02f	2.85	2.75	3.01	2.99p	3.11p	2.94	3.07p	3.18pr	2.88	3.24jmpr	2.98p	2.65	2.80	2.86
I would feel cut off from society if I couldn't send or receive post	3.80	3.77	3.99a	3.93	3.79	3.78	3.71	4.03def	3.86	3.69	3.76	3.67	3.65	3.81	3.80	3.90	3.96ikl	3.70	3.80
I only use post to send greetings cards	2.73	2.73	2.75	2.65	2.76g	2.64	2.68	2.50	2.81	2.81	2.78	2.94opr	2.75	2.72	2.84	2.62	2.61	2.64	2.65
I send fewer letters by post now due to the cost	3.51	3.50	3.57	3.44	3.52	3.42	3.50	3.47	3.48q	3.40	3.44	3.50q	3.57q	3.65q	3.53q	3.56q	3.50q	3.05	3.50q
I trust second class post to get there in a reasonable timeframe	3.94	3.93	3.98	3.87	3.94	3.92	3.95	4.02	3.97	3.86	4.03	3.80	3.96	4.05k	3.84	4.03	3.88	4.10	3.88
I nearly always send digital greetings cards now, instead of sending them by post	2.27	2.30b	2.02	2.31	2.31efg	2.12	1.97	1.99	2.17	2.42jpq	2.01	2.23	2.47jpq	2.19	2.74hjkmopqr	2.30pq	1.95	1.79	2.19
There are some things that I will always need to send by post	4.30	4.27	4.47a	4.48a	4.28	4.34	4.43d	4.43	4.40in	4.10	4.32	4.24	4.29	4.28	4.14	4.46ikn	4.38in	4.39	4.32i

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
I expect to use Royal Mail's competitors more in the future	**2.83**	**2.87b**	2.61	2.78	**2.88e**	2.48	**2.76e**	**2.77e**	**2.86qr**	**2.90qr**	**2.72q**	**2.76q**	**3.13jkmpqr**	2.63	**3.13jkmpqr**	**2.88qr**	**2.72q**	2.21	2.54

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
I value the option to be able to use the postal service	**4.33**	**4.69bcdefg**	**4.32cdeg**	3.78	3.82	3.74	**4.49bcdeg**	3.80	**4.63jklmn**	**4.28jkln**	3.92	3.81	**4.07k**	**4.45jkln**	3.88
I prefer to send emails rather than letters whenever possible	**3.71**	3.54	**3.72af**	**3.73a**	**4.16abcf**	**4.64abcdfg**	**3.64a**	**4.28abcf**	3.71	3.69	3.66	3.78	**4.34hijkmn**	3.70	**3.92hijm**
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.78**	**3.88cdeg**	**3.81cdeg**	3.62	3.50	3.45	**3.84cdeg**	3.49	**3.86jkn**	**3.80jn**	3.60	3.56	3.51	**3.83jkn**	3.55
I only use post if there is no alternative	**2.99**	2.66	**3.05af**	**3.15af**	**3.63abcf**	**3.81abcf**	**2.87a**	**3.68abcf**	2.85	**3.03h**	3.02	**3.31him**	**3.44hm**	2.94	**3.34hijm**
I would feel cut off from society if I couldn't send or receive post	**3.80**	**4.27bcdefg**	**3.77cdeg**	**3.20e**	**3.12e**	2.55	**4.00bcdeg**	2.97	**4.08ijklmn**	**3.78jkln**	**3.45kn**	3.11	3.18	**3.93ijkln**	3.13
I only use post to send greetings cards	**2.73**	2.57	**2.88aef**	**2.74e**	**2.85ae**	2.27	**2.74ae**	2.70	2.53	**2.84hm**	**2.80h**	**3.08hm**	**3.16hm**	**2.69h**	**3.10hijm**
I send fewer letters by post now due to the cost	**3.51**	3.38	**3.57a**	3.50	**3.68a**	**3.94abcf**	3.48	**3.75acf**	3.43	3.53	3.47	**3.77hjm**	**4.02hijm**	3.48	**3.84hijm**
I trust second class post to get there in a reasonable timeframe	**3.94**	**4.21bcdefg**	**3.92cdg**	3.51	3.53	3.71	**4.06bcdeg**	3.58	**4.15ijkmn**	**3.93jkn**	3.56	3.60	3.87	**4.04ijkn**	3.67
I nearly always send digital greetings cards now, instead of sending them by post	**2.27**	1.89	**2.35af**	**2.77abdf**	**2.42af**	**3.17abdfg**	**2.14a**	**2.63abf**	2.14	**2.37h**	2.34	2.27	1.94	2.26	2.19
There are some things that I will always need to send by post	**4.30**	**4.70bcdefg**	**4.27cdeg**	3.79	3.64	3.71	**4.47bcdeg**	3.66	**4.59ijkmn**	**4.27jkn**	3.86	3.75	4.20	**4.42ijkn**	3.86

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
I expect to use Royal Mail's competitors more in the future	**2.83**	2.54	**3.00af**	**3.04af**	**3.00a**	2.82	**2.79a**	**2.96a**	2.65	**2.99hm**	2.85	**2.99h**	2.58	**2.83h**	2.89

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
I value the option to be able to use the postal service	**4.33**	4.28	4.34	4.26	**4.40ef**	**4.32f**	4.14	**4.35hi**	4.09	4.04	2.00	**4.34hi**	3.11
I prefer to send emails rather than letters whenever possible	**3.71**	3.43	**3.73a**	3.62	3.60	**3.77df**	3.60	3.72	**3.96i**	3.46	2.00	3.72	3.35
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.78**	3.80	3.78	3.76	3.86	3.75	3.66	3.78	4.19	3.84	2.00	3.78	3.35
I only use post if there is no alternative	**2.99**	3.12	2.98	3.11	2.91	2.99	**3.31de**	2.97	3.75	3.33	3.00	2.99	3.47
I would feel cut off from society if I couldn't send or receive post	**3.80**	3.86	3.80	3.67	**3.89e**	3.75	3.89	3.81	3.78	3.43	2.00	3.80	2.97
I only use post to send greetings cards	**2.73**	2.88	2.72	3.09	2.71	2.74	2.79	2.72	3.73	3.23	2.00	2.74	2.44
I send fewer letters by post now due to the cost	**3.51**	3.62	3.50	3.67	3.54	3.48	3.62	3.50	4.02	3.68	3.00	3.51	3.35
I trust second class post to get there in a reasonable timeframe	**3.94**	3.66	**3.96a**	3.65	3.80	**4.02df**	3.74	3.95	3.65	3.97	2.00	3.95	3.16
I nearly always send digital greetings cards now, instead of sending them by post	**2.27**	**2.57b**	2.24	**2.84b**	2.23	2.24	**2.73de**	2.24	3.71	2.97	3.00	2.26	3.17

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
There are some things that I will always need to send by post	**4.30**	4.16	4.31	4.23	4.32	4.30	4.17	4.31	3.91	4.24	2.00	4.31	3.33
I expect to use Royal Mail's competitors more in the future	**2.83**	3.02	2.81	3.21	2.75	2.82	**3.33de**	2.82	3.67	2.95	2.00	2.83	3.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
I value the option to be able to use the postal service	**4.33**	**4.37c**	4.32	4.25	**4.36c**	-	**4.37l**	-	4.31	-	4.33	-	4.25	-	**4.43hjlp**	-	4.29
I prefer to send emails rather than letters whenever possible	**3.71**	3.68	**3.79acd**	3.68	3.67	-	3.68	-	**3.77p**	-	**3.81flp**	-	3.68	-	3.71	-	3.63
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	**3.78**	3.82	3.79	3.72	3.78	-	3.82	-	3.69	-	**3.88h**	-	3.72	-	3.79	-	3.76
I only use post if there is no alternative	**2.99**	2.90	**3.09ad**	3.03	2.91	-	2.90	-	**3.12fp**	-	3.06	-	3.03	-	2.93	-	2.88
I would feel cut off from society if I couldn't send or receive post	**3.80**	**3.89c**	3.73	3.64	**3.89bc**	-	**3.89hl**	-	3.62	-	**3.84hl**	-	3.64	-	**3.94hl**	-	**3.84h**
I only use post to send greetings cards	**2.73**	2.59	**2.79a**	2.67	**2.79a**	-	2.59	-	2.73	-	**2.85f**	-	2.67	-	2.80	-	2.77
I send fewer letters by post now due to the cost	**3.51**	3.50	**3.60d**	3.43	3.46	-	3.50	-	3.51	-	**3.69lp**	-	3.43	-	3.54	-	3.38
I trust second class post to get there in a reasonable timeframe	**3.94**	3.97	3.96	3.85	3.94	-	3.97	-	3.87	-	**4.05hl**	-	3.85	-	3.97	-	3.90
I nearly always send digital greetings cards now, instead of sending them by post	**2.27**	2.18	**2.36c**	2.12	2.29	-	2.18	-	**2.36l**	-	**2.37l**	-	2.12	-	2.14	-	**2.43fln**
There are some things that I will always need to send by post	**4.30**	**4.39c**	4.31	4.20	4.29	-	**4.39l**	-	4.27	-	4.34	-	4.20	-	4.33	-	4.26

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 60

QC3_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
I expect to use Royal Mail's competitors more in the future	**2.83**	2.77	2.81	2.79	2.91	-	2.77	-	2.74	-	2.86	-	2.79	-	2.86	-	**2.96h**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Essential (4)	**704**	-	704	333	371	88	74	130	97	112	98	101	163	227	312	200	578	118	676
	27%	-	*27%*	*27%*	*27%*	*25%*	*21%*	*25%*	*26%*	*25%*	**31%f**	**38%efghl**	*23%*	*25%*	**30%l**	**34%lm**	*27%*	*27%*	*26%*
Fairly important (3)	**1173**	-	1173	524	647	123	172	227	175	211	147	118	295	401	475	265	982	167	1167
	44%	-	*44%*	*42%*	*47%*	*35%*	**49%e**	**44%e**	**46%e**	**46%e**	**45%e**	*45%*	*42%*	*45%*	*46%*	*45%*	**45%q**	*38%*	*45%*
Not very important (2)	**636**	-	636	327	307	111	86	128	93	105	73	38	197	221	216	111	502	125	625
	24%	-	*24%*	*26%*	*22%*	**32%ijk**	**24%k**	**25%k**	**24%k**	**23%k**	*23%*	*14%*	**28%no**	**25%o**	*21%*	*19%*	*23%*	*29%*	*24%*
Irrelevant (1)	**136**	-	136	70	65	26	21	33	16	27	4	7	47	49	39	12	105	27	134
	5%	-	*5%*	*6%*	*5%*	**7%jk**	**6%j**	**6%j**	*4%*	**6%j**	*1%*	*3%*	**7%no**	**5%o**	*4%*	*2%*	*5%*	*6%*	*5%*
NET Essential/Fairly important	**1877**	-	1877	857	1018	211	246	357	272	323	245	219	457	629	787	464	1560	284	1843
	71%	-	*71%*	*68%*	**73%c**	*61%*	**70%e**	**69%e**	**71%e**	**71%e**	**76%e**	**83%efghl**	*65%*	*70%*	**76%lm**	**79%lm**	**72%q**	*65%*	*71%*
NET Irrelevant/Not very important	**771**	-	771	397	372	137	107	161	109	132	77	45	244	270	255	122	607	152	759
	29%	-	*29%*	**32%d**	*27%*	**39%fghijk**	**30%k**	**31%k**	**29%k**	**29%k**	*24%*	*17%*	**35%no**	**30%no**	*24%*	*21%*	*28%*	**35%p**	*29%*
Mean	**2.92**	-	2.92	2.89	2.95	2.79	2.85	2.88	2.93	2.90	**3.05efgi**	**3.18efghi**	2.82	2.90	**3.02lm**	**3.11lm**	2.94	2.86	2.92
Std Dev.	**0.84**	-	0.84	0.86	0.82	0.91	0.82	0.86	0.82	0.84	0.77	0.78	0.86	0.84	0.81	0.77	0.83	0.89	0.84
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Essential	(4)	**704**	167	237	161	140	404	301	398	299	90	92	188	170	105	555	90	572
		27%	*27%*	*26%*	*30%*	*25%*	*26%*	*27%*	*25%*	**30%g**	*31%*	*28%*	*26%*	*27%*	*26%*	*26%*	*30%*	*27%*
Fairly important	(3)	**1173**	241	426	244	261	667	505	717	439	128	155	345	277	160	937	128	957
		44%	*40%*	*46%*	*45%*	*46%*	*44%*	*45%*	*44%*	*44%*	*44%*	*47%*	*47%*	*44%*	*40%*	*45%*	*43%*	*45%*
Not very important	(2)	**636**	164	226	114	132	390	246	411	218	49	73	165	161	111	511	53	518
		24%	*27%*	*24%*	*21%*	*23%*	*25%*	*22%*	*25%*	*22%*	*17%*	*22%*	*23%*	**25%i**	**28%i**	**24%i**	*18%*	**24%o**
Irrelevant	(1)	**136**	36	36	27	37	72	64	91	45	25	11	32	26	23	93	25	97
		5%	*6%*	*4%*	*5%*	*6%*	*5%*	*6%*	*6%*	*4%*	**9%jkln**	*3%*	*4%*	*4%*	*6%*	*4%*	**9%p**	*5%*
NET Essential/Fairly important		**1877**	408	663	405	401	1071	806	1114	738	218	247	533	447	265	1493	218	1529
		71%	*67%*	*72%*	**74%a**	*70%*	*70%*	*72%*	*69%*	**74%g**	*75%*	*74%*	*73%*	*70%*	*66%*	*71%*	*74%*	*71%*
NET Irrelevant/Not very important		**771**	200	262	141	168	462	309	502	263	74	85	197	187	135	604	78	615
		29%	**33%c**	*28%*	*26%*	*30%*	*30%*	*28%*	**31%h**	*26%*	*25%*	*26%*	*27%*	*30%*	*34%*	*29%*	*26%*	*29%*
Mean		**2.92**	2.89	2.93	2.99	2.89	2.92	2.94	2.88	**2.99g**	2.97	2.99	2.94	2.93	2.87	2.93	2.95	2.93
Std Dev.		**0.84**	0.88	0.81	0.84	0.85	0.84	0.85	0.84	0.83	0.91	0.80	0.81	0.83	0.87	0.83	0.91	0.83
Std Error		**0.02**	0.03	0.03	0.04	0.03	0.02	0.03	0.02	0.02	0.05	0.04	0.03	0.03	0.05	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Essential	(4)	704	591	113	42	591	58	34	21	28	63	59	44	62	68	102	109	56	10	48
		27%	26%	32%a	35%	27%	25%	26%	29%	28%	22%	27%	24%	25%	28%	31%	29%	24%	25%	25%
Fairly important	(3)	1173	1023	149	53	985	87	67	33	42	122	88	90	107	108	139	177	113	17	70
		44%	45%	43%	44%	44%	38%	52%de	44%	41%	43%	40%	48%	44%	45%	42%	47%	49%r	41%	38%
Not very important	(2)	636	564	71	20	524	71	22	18	26	76	63	40	56	51	83	73	54	13	58
		24%	25%	20%	16%	24%f	31%df	17%	25%	26%	27%	29%	21%	23%	21%	25%	19%	24%	31%	31%kmo
Irrelevant	(1)	136	120	15	6	116	12	6	2	5	23	8	14	18	13	9	19	7	1	11
		5%	5%	4%	5%	5%	5%	5%	2%	5%	8%n	4%	7%	7%	5%	3%	5%	3%	3%	6%
NET Essential/Fairly important		1877	1614	263	95	1577	146	101	54	70	185	147	135	168	175	241	286	169	28	118
		71%	70%	75%	79%	71%e	64%	78%de	73%	70%	65%	67%	72%	69%	73%r	72%	75%ir	73%r	66%	63%
NET Irrelevant/Not very important		771	685	87	26	640	83	28	20	31	99	72	54	74	64	92	93	61	14	69
		29%	30%	25%	21%	29%f	36%df	22%	27%	30%	35%o	33%	28%	31%	27%	28%	25%	27%	34%	37%mop
Mean		2.92	2.91	3.03a	3.08	2.93	2.84	2.99e	3.00	2.93	2.79	2.90	2.88	2.87	2.96	3.00ir	2.99i	2.94	2.88	2.83
Std Dev.		0.84	0.84	0.84	0.84	0.84	0.87	0.79	0.79	0.85	0.88	0.84	0.85	0.88	0.84	0.82	0.83	0.77	0.83	0.88
Std Error		0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.08	0.07	0.07	0.07	0.07	0.07	0.06	0.06	0.06	0.09	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Essential	(4)	704	385	238	61	19	2	623	21	376	252	52	21	4	628	25
		27%	**41%bcdefg**	**22%deg**	**17%eg**	*10%*	*2%*	**31%bcdeg**	*8%*	**37%ijklmn**	**24%jkln**	*14%*	*13%*	*9%*	**30%jkln**	*12%*
Fairly important	(3)	1173	357	568	159	67	11	925	78	379	533	179	61	15	912	76
		44%	**38%e**	**52%adefg**	**46%eg**	**37%e**	*16%*	**46%aeg**	*31%*	*37%*	**51%hklmn**	**50%hln**	*39%*	*29%*	**44%h**	*37%*
Not very important	(2)	636	166	241	113	73	39	406	112	215	232	112	52	19	448	71
		24%	*18%*	*22%*	**32%abf**	**40%abf**	**58%abcdf**	*20%*	**45%abcf**	*21%*	*22%*	**31%him**	**34%him**	*36%*	*22%*	**34%him**
Irrelevant	(1)	136	30	48	16	24	15	78	39	41	39	17	21	14	80	35
		5%	*3%*	*4%*	*4%*	**13%abcf**	**23%abcf**	*4%*	**16%abcf**	*4%*	*4%*	*5%*	**14%hijm**	**26%hijm**	*4%*	**17%hijm**
NET Essential/Fairly important		1877	742	806	220	86	12	1548	98	755	785	231	81	20	1540	101
		71%	**79%bcdeg**	**74%cdeg**	**63%deg**	**47%e**	*19%*	**76%cdeg**	**39%e**	**75%jkln**	**74%jkln**	**64%ln**	*53%*	*38%*	**74%jkln**	*49%*
NET Irrelevant/Not very important		771	195	288	129	97	54	484	151	257	271	129	73	32	528	105
		29%	*21%*	**26%a**	**37%abf**	**53%abcf**	**81%abcdfg**	*24%*	**61%abcf**	*25%*	*26%*	**36%him**	**47%him**	**62%hijm**	*26%*	**51%hijm**
Mean		2.92	**3.17bcdefg**	**2.91cdeg**	**2.76deg**	**2.44e**	1.98	**3.03bcdeg**	**2.32e**	**3.08ijkln**	**2.94jkln**	**2.74kln**	2.52	2.20	**3.01jkln**	2.44
Std Dev.		0.84	0.83	0.78	0.79	0.85	0.70	0.81	0.84	0.86	0.78	0.76	0.89	0.94	0.82	0.91
Std Error		0.02	0.03	0.02	0.04	0.06	0.09	0.02	0.05	0.03	0.02	0.04	0.08	0.13	0.02	0.07

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Essential	(4)	**704**	43	646	15	217	424	63	681	8	13	-	701	3
		27%	*32%*	*26%*	*25%*	**30%e**	*24%*	**36%e**	*26%*	*25%*	*49%*	-	*27%*	*18%*
Fairly important	(3)	**1173**	71	1068	34	325	762	85	1141	16	9	2	1166	4
		44%	*52%*	*44%*	*55%*	*45%*	*44%*	*48%*	*44%*	*53%*	*35%*	*100%*	*44%*	*26%*
Not very important	(2)	**636**	16	609	10	142	473	21	621	4	4	-	629	7
		24%	*12%*	**25%a**	*17%*	*19%*	**27%df**	*12%*	*24%*	*12%*	*16%*	-	*24%*	*42%*
Irrelevant	(1)	**136**	6	128	1	43	85	7	130	3	-	-	133	2
		5%	*5%*	*5%*	*2%*	*6%*	*5%*	*4%*	*5%*	*10%*	-	-	*5%*	*13%*
NET Essential/Fairly important		**1877**	114	1714	49	543	1186	149	1822	23	22	2	1867	8
		71%	**84%b**	*70%*	*81%*	**75%e**	*68%*	**84%de**	*71%*	*78%*	*84%*	*100%*	*71%*	*45%*
NET Irrelevant/Not very important		**771**	22	737	12	184	558	28	751	6	4	-	762	9
		29%	*16%*	**30%a**	*19%*	**25%f**	**32%df**	*16%*	*29%*	*22%*	*16%*	-	*29%*	*55%*
Mean		**2.92**	**3.11b**	2.91	3.04	**2.99e**	2.87	**3.15e**	2.92	2.94	3.33	3.00	2.93	2.50
Std Dev.		**0.84**	0.78	0.84	0.72	0.85	0.83	0.79	0.84	0.88	0.75	*	0.84	0.97
Std Error		**0.02**	0.06	0.02	0.09	0.03	0.02	0.06	0.02	0.18	0.16	*	0.02	0.23

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 61

QC4_1. How important to you are each of these channels of communication? - Post

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Essential	(4)	**704**	123	219	109	253	-	123	-	93	-	126	-	109	-	127	-	127
		27%	*27%*	*25%*	*25%*	*29%*	-	*27%*	-	*22%*	-	*27%*	-	*25%*	-	**29%h**	-	*28%*
Fairly important	(3)	**1173**	205	394	181	392	-	205	-	178	-	216	-	181	-	188	-	204
		44%	*46%*	*44%*	*42%*	*45%*	-	*46%*	-	*42%*	-	*47%*	-	*42%*	-	*44%*	-	*46%*
Not very important	(2)	**636**	106	216	119	195	-	106	-	123	-	93	-	119	-	95	-	100
		24%	*23%*	*24%*	*27%*	*22%*	-	*23%*	-	**29%j**	-	*20%*	-	**27%j**	-	*22%*	-	*22%*
Irrelevant	(1)	**136**	17	57	25	36	-	17	-	31	-	25	-	25	-	21	-	16
		5%	*4%*	*6%*	*6%*	*4%*	-	*4%*	-	*7%*	-	*5%*	-	*6%*	-	*5%*	-	*4%*
NET Essential/Fairly important		**1877**	328	613	291	645	-	328	-	271	-	342	-	291	-	314	-	331
		71%	*73%*	*69%*	*67%*	*74%*	-	**73%h**	-	*64%*	-	**74%h**	-	*67%*	-	**73%h**	-	**74%h**
NET Irrelevant/Not very important		**771**	123	273	144	231	-	123	-	154	-	118	-	144	-	116	-	115
		29%	*27%*	*31%*	*33%*	*26%*	-	*27%*	-	**36%fjnp**	-	*26%*	-	*33%*	-	*27%*	-	*26%*
Mean		**2.92**	2.96	2.88	2.86	**2.98b**	-	**2.96h**	-	2.78	-	**2.96h**	-	2.86	-	**2.98h**	-	**2.99h**
Std Dev.		**0.84**	0.81	0.86	0.86	0.82	-	0.81	-	0.87	-	0.83	-	0.86	-	0.84	-	0.81
Std Error		**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Essential (4)	**1238**	-	1238	564	670	180	166	269	201	218	114	87	346	470	420	202	970	246	1219
	47%	-	*47%*	*45%*	*48%*	**52%jk**	**47%jk**	**52%jk**	**53%jk**	**48%jk**	*36%*	*33%*	**49%no**	**52%no**	*40%*	*34%*	*45%*	**56%p**	*47%*
Fairly important (3)	**1067**	-	1067	497	570	144	160	195	157	161	142	104	304	352	407	247	893	155	1041
	40%	-	*40%*	*40%*	*41%*	*41%*	**45%l**	*38%*	*41%*	*35%*	*44%*	*40%*	*43%*	*39%*	*39%*	*42%*	*41%*	*36%*	*40%*
Not very important (2)	**263**	-	263	147	116	21	23	43	19	57	48	51	44	62	156	99	231	32	271
	10%	-	*10%*	**12%d**	*8%*	*6%*	*6%*	*8%*	*5%*	**12%efh**	**15%efgh**	**19%efgh**	*6%*	*7%*	**15%lm**	**17%lm**	*11%*	*7%*	*10%*
Irrelevant (1)	**80**	-	80	46	34	2	4	10	5	20	17	22	6	15	59	39	74	3	71
	3%	-	*3%*	*4%*	*2%*	*1%*	*1%*	*2%*	*1%*	**4%efh**	**5%efgh**	**8%efgh**	*1%*	*2%*	**6%lm**	**7%lm**	**3%q**	*1%*	*3%*
NET Essential/Fairly important	**2305**	-	2305	1061	1240	324	326	465	358	379	257	192	651	823	827	448	1863	400	2260
	87%	-	*87%*	*85%*	**89%c**	**93%ijk**	**92%ijk**	**90%ijk**	**94%ijk**	**83%k**	*80%*	*73%*	**93%no**	**92%no**	*79%*	*76%*	*86%*	**92%p**	*87%*
NET Irrelevant/Not very important	**343**	-	343	194	149	24	27	53	24	77	66	73	51	76	215	138	304	35	342
	13%	-	*13%*	**15%d**	*11%*	*7%*	*8%*	*10%*	*6%*	**17%efgh**	**20%efgh**	**27%efghi**	*7%*	*8%*	**21%lm**	**24%lm**	**14%q**	*8%*	*13%*
Mean	**3.31**	-	3.31	3.26	**3.35c**	**3.44ijk**	**3.38jk**	**3.40ijk**	**3.45ijk**	**3.27jk**	3.10	2.97	**3.41no**	**3.42no**	3.14	3.04	3.27	**3.48p**	3.31
Std Dev.	**0.77**	-	0.77	0.80	0.74	0.64	0.66	0.72	0.65	0.84	0.84	0.92	0.65	0.69	0.87	0.88	0.78	0.66	0.77
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.04	0.06	0.03	0.02	0.03	0.04	0.02	0.04	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Essential	(4)	**1238**	288	443	239	268	731	506	822	400	129	132	337	324	204	998	131	1021
		47%	*47%*	*48%*	*44%*	*47%*	*48%*	*45%*	**51%h**	*40%*	*44%*	*40%*	*46%*	**51%j**	**51%j**	**48%j**	*44%*	*48%*
Fairly important	(3)	**1067**	243	345	253	226	588	479	643	411	109	156	305	228	159	847	112	863
		40%	*40%*	*37%*	**46%b**	*40%*	*38%*	*43%*	*40%*	*41%*	*37%*	**47%kl**	*42%*	*36%*	*40%*	*40%*	*38%*	*40%*
Not very important	(2)	**263**	56	110	44	53	166	97	118	143	35	35	77	68	24	204	35	206
		10%	*9%*	*12%*	*8%*	*9%*	*11%*	*9%*	*7%*	**14%g**	**12%m**	*11%*	*10%*	**11%m**	*6%*	*10%*	*12%*	*10%*
Irrelevant	(1)	**80**	21	27	10	23	48	32	33	47	19	8	13	14	13	47	19	54
		3%	*3%*	*3%*	*2%*	*4%*	*3%*	*3%*	*2%*	**5%g**	**6%jkln**	*2%*	*2%*	*2%*	*3%*	*2%*	**6%p**	*3%*
NET Essential/Fairly important		**2305**	531	788	492	494	1319	986	1465	811	238	289	641	552	363	1845	242	1884
		87%	*87%*	*85%*	**90%b**	*87%*	*86%*	*88%*	**91%h**	*81%*	*81%*	*87%*	**88%i**	*87%*	**91%i**	**88%i**	*82%*	**88%o**
NET Irrelevant/Not very important		**343**	77	137	54	76	214	130	151	190	54	43	89	82	37	251	54	260
		13%	*13%*	**15%c**	*10%*	*13%*	*14%*	*12%*	*9%*	**19%g**	**19%kmn**	*13%*	*12%*	*13%*	*9%*	*12%*	**18%p**	*12%*
Mean		**3.31**	3.31	3.30	3.32	3.30	3.31	3.31	**3.39h**	3.16	3.19	3.25	**3.32i**	**3.36i**	**3.39i**	**3.33i**	3.19	**3.33o**
Std Dev.		**0.77**	0.78	0.79	0.70	0.80	0.78	0.75	0.71	0.84	0.89	0.73	0.73	0.76	0.74	0.74	0.88	0.75
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Essential (4)	**1238**	1096	142	54	1036	94	67	41	52	126	113	96	118	104	175	150	102	15	78
	47%	***48%b***	*41%*	*44%*	*47%*	*41%*	***52%e***	***56%de***	*51%*	*45%*	***52%o***	*51%*	*49%*	*43%*	***52%or***	*40%*	*44%*	*37%*	*42%*
Fairly important (3)	**1067**	911	156	47	892	101	45	29	37	119	90	76	102	92	112	167	97	17	84
	40%	*40%*	*45%*	*39%*	*40%*	***44%f***	*35%*	*39%*	*37%*	*42%*	*41%*	*40%*	*42%*	*38%*	*34%*	*44%*	*42%*	*42%*	***45%n***
Not very important (2)	**263**	230	34	13	224	22	14	3	10	30	12	10	15	33	41	53	19	4	18
	10%	*10%*	*10%*	*11%*	***10%g***	*10%*	***11%g***	*4%*	*10%*	*11%*	*6%*	*5%*	*6%*	***14%jkl***	*12%*	***14%jkl***	*8%*	*10%*	*10%*
Irrelevant (1)	**80**	62	18	7	65	12	3	1	2	8	3	6	8	12	5	9	12	5	7
	3%	*3%*	***5%a***	*6%*	*3%*	***5%g***	*2%*	*1%*	*2%*	*3%*	*1%*	*3%*	*3%*	*5%*	*2%*	*2%*	*5%*	***11%hijklno***	*4%*
NET Essential/Fairly important	**2305**	2007	298	101	1927	195	112	70	89	245	203	172	220	195	287	316	199	33	162
	87%	*87%*	*85%*	*83%*	*87%*	*85%*	*87%*	***95%def***	*88%*	*86%*	***93%moq***	***91%mq***	***91%mq***	*81%*	*86%*	*84%*	*86%*	*79%*	*87%*
NET Irrelevant/Not very important	**343**	292	52	20	289	34	17	3	12	38	15	16	23	44	46	62	31	9	25
	13%	*13%*	*15%*	*17%*	***13%g***	***15%g***	***13%g***	*5%*	*12%*	*14%*	*7%*	*9%*	*9%*	***19%jkl***	*14%*	***16%j***	*14%*	***21%jkl***	*13%*
Mean	**3.31**	**3.32b**	3.21	3.22	3.31	3.21	**3.37e**	**3.51de**	**3.38q**	3.28	**3.43mopqr**	**3.39oq**	**3.36q**	3.20	**3.37q**	3.21	3.25	3.04	3.25
Std Dev.	**0.77**	0.76	0.82	0.87	0.77	0.82	0.76	0.61	0.74	0.77	0.67	0.74	0.74	0.85	0.76	0.77	0.82	0.97	0.78
Std Error	**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.04	0.07	0.06	0.05	0.06	0.06	0.07	0.06	0.06	0.06	0.10	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Essential	(4)	**1238**	451	539	137	79	24	991	104	518	499	129	66	23	1017	89
		47%	**48%c**	**49%c**	*39%*	*43%*	*37%*	**49%c**	*42%*	**51%j**	**47%j**	*36%*	*43%*	*44%*	**49%j**	*43%*
Fairly important	(3)	**1067**	342	448	167	74	26	790	101	367	433	177	62	20	800	82
		40%	*36%*	*41%*	**48%af**	*41%*	*40%*	*39%*	*41%*	*36%*	*41%*	**49%hlm**	*40%*	*38%*	*39%*	*40%*
Not very important	(2)	**263**	96	90	38	23	13	186	36	95	99	42	18	9	193	27
		10%	*10%*	*8%*	*11%*	*13%*	**19%bf**	*9%*	**15%bf**	*9%*	*9%*	*12%*	*12%*	*17%*	*9%*	*13%*
Irrelevant	(1)	**80**	48	17	6	5	3	65	8	32	25	13	8	*	57	8
		3%	**5%bcf**	*2%*	*2%*	*3%*	*4%*	**3%b**	*3%*	*3%*	*2%*	*4%*	*5%*	*	*3%*	*4%*
NET Essential/Fairly important		**2305**	793	987	305	154	51	1780	205	885	932	306	128	43	1817	171
		87%	*85%*	**90%aeg**	*87%*	*84%*	*76%*	**88%e**	*82%*	*87%*	*88%*	*85%*	*83%*	*83%*	*88%*	*83%*
NET Irrelevant/Not very important		**343**	144	107	44	29	16	252	44	127	124	55	26	9	251	35
		13%	**15%b**	*10%*	*13%*	*16%*	**24%bf**	*12%*	**18%b**	*13%*	*12%*	*15%*	*17%*	*17%*	*12%*	*17%*
Mean		**3.31**	3.28	**3.38aceg**	3.25	3.25	3.09	**3.33e**	3.21	**3.36j**	**3.33j**	3.17	3.21	3.27	**3.34j**	3.22
Std Dev.		**0.77**	0.84	0.70	0.71	0.79	0.85	0.77	0.81	0.78	0.74	0.77	0.84	0.75	0.76	0.82
Std Error		**0.02**	0.03	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.07	0.11	0.02	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Essential	(4)	**1238**	72	1142	23	340	810	87	1214	7	9	-	1229	8
		47%	*53%*	*47%*	*38%*	*47%*	*46%*	*49%*	*47%*	*22%*	*35%*	-	*47%*	*49%*
Fairly important	(3)	**1067**	50	986	32	277	727	64	1032	18	11	2	1062	3
		40%	*36%*	*40%*	*52%*	*38%*	*42%*	*36%*	*40%*	*62%*	*44%*	*100%*	*40%*	*20%*
Not very important	(2)	**263**	12	246	6	85	159	19	249	5	4	-	258	5
		10%	*9%*	*10%*	*9%*	*12%*	*9%*	*11%*	*10%*	*16%*	*16%*	-	*10%*	*30%*
Irrelevant	(1)	**80**	2	77	1	25	48	7	79	-	1	-	80	*
		3%	*2%*	*3%*	*1%*	*3%*	*3%*	*4%*	*3%*	-	*5%*	-	*3%*	*1%*
NET Essential/Fairly important		**2305**	122	2128	55	617	1537	151	2246	25	20	2	2291	12
		87%	*90%*	*87%*	*90%*	*85%*	*88%*	*85%*	*87%*	*84%*	*79%*	*100%*	*87%*	*69%*
NET Irrelevant/Not very important		**343**	14	323	6	110	207	26	328	5	5	-	338	5
		13%	*10%*	*13%*	*10%*	*15%*	*12%*	*15%*	*13%*	*16%*	*21%*	-	*13%*	*31%*
Mean		**3.31**	3.41	3.30	3.27	3.28	3.32	3.31	3.31	3.06	3.09	3.00	3.31	3.18
Std Dev.		**0.77**	0.72	0.78	0.67	0.80	0.75	0.82	0.77	0.63	0.86	*	0.77	0.92
Std Error		**0.02**	0.05	0.02	0.09	0.03	0.02	0.06	0.02	0.13	0.18	*	0.02	0.22

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 62

QC4_2. How important to you are each of these channels of communication? - Mobile phone calls

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Essential (4)	**1238**	211	442	191	394	-	211	-	204	-	238	-	191	-	205	-	189
	47%	*47%*	*50%*	*44%*	*45%*	-	*47%*	-	*48%*	-	**52%p**	-	*44%*	-	*48%*	-	*42%*
Fairly important (3)	**1067**	170	337	195	365	-	170	-	161	-	176	-	195	-	174	-	191
	40%	*38%*	*38%*	*45%*	*42%*	-	*38%*	-	*38%*	-	*38%*	-	*45%*	-	*40%*	-	*43%*
Not very important (2)	**263**	56	78	36	92	-	56	-	44	-	34	-	36	-	38	-	54
	10%	*13%*	*9%*	*8%*	*11%*	-	**13%j**	-	*10%*	-	*7%*	-	*8%*	-	*9%*	-	*12%*
Irrelevant (1)	**80**	13	29	13	25	-	13	-	17	-	12	-	13	-	13	-	12
	3%	*3%*	*3%*	*3%*	*3%*	-	*3%*	-	*4%*	-	*3%*	-	*3%*	-	*3%*	-	*3%*
NET Essential/Fairly important	**2305**	381	779	386	759	-	381	-	365	-	414	-	386	-	379	-	380
	87%	*85%*	*88%*	*89%*	*87%*	-	*85%*	-	*86%*	-	*90%*	-	*89%*	-	*88%*	-	*85%*
NET Irrelevant/Not very important	**343**	70	107	49	118	-	70	-	61	-	47	-	49	-	51	-	66
	13%	*15%*	*12%*	*11%*	*13%*	-	*15%*	-	*14%*	-	*10%*	-	*11%*	-	*12%*	-	*15%*
Mean	**3.31**	3.29	3.34	3.30	3.29	-	3.29	-	3.30	-	**3.39p**	-	3.30	-	3.33	-	3.25
Std Dev.	**0.77**	0.79	0.77	0.74	0.77	-	0.79	-	0.81	-	0.74	-	0.74	-	0.76	-	0.77
Std Error	**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Essential (4)	**688**	-	688	298	390	58	64	99	90	122	127	127	121	190	376	254	586	93	725
	26%	-	*26%*	*24%*	**28%c**	*17%*	*18%*	*19%*	*24%*	**27%efg**	**40%efghi**	**48%efghi**	*17%*	*21%*	**36%lm**	**43%lmn**	*27%*	*21%*	*28%*
Fairly important (3)	**965**	-	965	490	474	136	138	192	136	162	104	95	273	328	361	199	772	176	912
	36%	-	*36%*	**39%d**	*34%*	*39%*	*39%*	*37%*	*36%*	*36%*	*32%*	*36%*	*39%*	*36%*	*35%*	*34%*	*36%*	*40%*	*35%*
Not very important (2)	**648**	-	648	305	343	99	100	130	111	125	57	25	199	242	207	82	518	117	633
	24%	-	*24%*	*24%*	*25%*	**28%jk**	**28%jk**	**25%k**	**29%jk**	**27%jk**	**18%k**	*10%*	**28%no**	**27%no**	**20%o**	*14%*	*24%*	*27%*	*24%*
Irrelevant (1)	**347**	-	347	162	183	56	52	96	44	47	34	17	108	140	98	51	292	50	332
	13%	-	*13%*	*13%*	*13%*	**16%k**	**15%k**	**19%hijk**	*12%*	*10%*	*11%*	*6%*	**15%no**	**16%no**	*9%*	*9%*	*13%*	*12%*	*13%*
NET Essential/Fairly important	**1653**	-	1653	788	864	193	201	291	226	284	231	222	395	517	738	453	1357	268	1637
	62%	-	*62%*	*63%*	*62%*	*56%*	*57%*	*56%*	*59%*	*62%*	**72%efghi**	**84%efghij**	*56%*	*58%*	**71%lm**	**77%lmn**	*63%*	*62%*	*63%*
NET Irrelevant/Not very important	**995**	-	995	467	525	154	153	226	156	171	91	42	307	382	305	133	810	168	965
	38%	-	*38%*	*37%*	*38%*	**44%jk**	**43%jk**	**44%jk**	**41%jk**	**38%jk**	**28%k**	*16%*	**44%no**	**42%no**	**29%o**	*23%*	*37%*	*38%*	*37%*
Mean	**2.75**	-	2.75	2.74	2.77	2.56	2.60	2.57	2.71	**2.79efg**	**3.01efghi**	**3.26efghij**	2.58	2.63	**2.98lm**	**3.12lmn**	2.76	2.71	2.78
Std Dev.	**0.98**	-	0.98	0.96	1.00	0.95	0.95	1.00	0.95	0.95	1.00	0.88	0.95	0.98	0.97	0.95	1.00	0.93	0.99
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Essential (4)	**688**	163	250	138	138	412	276	346	333	84	80	218	141	91	530	84	548
	26%	*27%*	*27%*	*25%*	*24%*	*27%*	*25%*	*21%*	**33%g**	*29%*	*24%*	**30%l**	*22%*	*23%*	*25%*	*28%*	*26%*
Fairly important (3)	**965**	228	341	220	176	569	396	615	337	98	130	262	238	154	784	101	794
	36%	*38%*	*37%*	**40%d**	*31%*	*37%*	*36%*	*38%*	*34%*	*34%*	*39%*	*36%*	*37%*	*38%*	*37%*	*34%*	*37%*
Not very important (2)	**648**	152	228	114	153	380	268	442	198	53	92	159	163	113	526	53	536
	24%	*25%*	*25%*	*21%*	*27%*	*25%*	*24%*	**27%h**	*20%*	*18%*	**28%l**	*22%*	**26%l**	**28%l**	**25%l**	*18%*	**25%o**
Irrelevant (1)	**347**	65	106	74	102	171	176	213	133	56	30	92	92	42	257	58	265
	13%	*11%*	*11%*	*13%*	**18%ab**	*11%*	**16%e**	*13%*	*13%*	**19%jkmn**	*9%*	*13%*	*15%*	*11%*	*12%*	**20%p**	*12%*
NET Essential/Fairly important	**1653**	391	591	358	314	981	672	960	670	183	210	480	378	245	1313	185	1343
	62%	**64%d**	**64%d**	**66%d**	*55%*	*64%*	*60%*	*59%*	**67%g**	*63%*	*63%*	*66%*	*60%*	*61%*	*63%*	*62%*	*63%*
NET Irrelevant/Not very important	**995**	217	334	188	255	551	443	656	331	109	122	250	255	155	783	111	802
	38%	*36%*	*36%*	*34%*	**45%abc**	*36%*	*40%*	**41%h**	*33%*	*37%*	*37%*	*34%*	*40%*	*39%*	*37%*	*38%*	*37%*
Mean	**2.75**	**2.80d**	**2.79d**	**2.77d**	2.62	**2.80f**	2.69	2.68	**2.87g**	2.72	2.78	**2.83l**	2.67	2.74	2.76	2.71	2.76
Std Dev.	**0.98**	0.95	0.97	0.98	1.04	0.96	1.01	0.95	1.02	1.08	0.91	1.00	0.98	0.93	0.97	1.08	0.97
Std Error	**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 63

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Essential (4)	**688**	582	106	41	566	63	44	15	28	56	72	55	55	76	73	83	68	11	52
	26%	*25%*	*30%*	*34%*	*26%*	*27%*	**34%dg**	*20%*	*28%*	*20%*	**33%lno**	*29%*	*23%*	**32%l**	*22%*	*22%*	*29%*	*26%*	*28%*
Fairly important (3)	**965**	829	136	48	815	79	42	28	31	108	63	48	91	98	133	162	81	15	64
	36%	*36%*	*39%*	*39%*	*37%*	*35%*	*33%*	*38%*	*31%*	**38%k**	*29%*	*26%*	**38%k**	**41%jk**	**40%k**	**43%hjk**	*35%*	*37%*	*34%*
Not very important (2)	**648**	577	71	20	537	54	31	25	27	70	54	57	70	44	81	78	57	12	42
	24%	*25%*	*20%*	*16%*	*24%*	*24%*	*24%*	**33%de**	*26%*	*25%*	*25%*	**30%m**	**29%m**	*18%*	*24%*	*21%*	*25%*	*29%*	*23%*
Irrelevant (1)	**347**	310	37	12	298	32	11	6	15	49	29	28	27	22	46	56	25	4	28
	13%	*14%*	*11%*	*10%*	*13%*	*14%*	*9%*	*8%*	*15%*	**17%m**	*13%*	*15%*	*11%*	*9%*	*14%*	*15%*	*11%*	*9%*	*15%*
NET Essential/Fairly important	**1653**	1411	242	89	1381	142	86	43	59	164	135	104	146	173	207	245	148	26	116
	62%	*61%*	**69%a**	**74%a**	*62%*	*62%*	*67%*	*59%*	*58%*	*58%*	*62%*	*55%*	*60%*	**72%hiklr**	*62%*	*65%*	*64%*	*63%*	*62%*
NET Irrelevant/Not very important	**995**	887	107	32	835	86	43	31	42	119	83	84	97	66	127	133	82	16	71
	38%	**39%bc**	*31%*	*26%*	*38%*	*38%*	*33%*	*41%*	**42%m**	**42%m**	*38%*	**45%m**	**40%m**	*28%*	*38%*	*35%*	*36%*	*37%*	**38%m**
Mean	**2.75**	2.73	**2.89a**	**2.98a**	2.74	2.76	**2.93dg**	2.71	2.71	2.60	2.82	2.70	2.71	**2.95iklno**	2.70	2.72	2.82	2.80	2.75
Std Dev.	**0.98**	0.99	0.96	0.96	0.99	1.01	0.97	0.89	1.04	0.99	1.04	1.05	0.94	0.93	0.96	0.97	0.98	0.94	1.03
Std Error	**0.02**	0.02	0.04	0.06	0.03	0.05	0.05	0.05	0.09	0.08	0.08	0.09	0.07	0.07	0.07	0.07	0.08	0.10	0.05

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Essential	(4)	688	374	227	57	22	7	601	29	346	218	77	35	11	563	45
		26%	40%bcdefg	21%dg	16%	12%	11%	30%bcdeg	12%	34%ijkmn	21%	21%	22%	21%	27%i	22%
Fairly important	(3)	965	294	460	137	58	13	754	71	339	443	124	47	10	782	57
		36%	31%	42%adefg	39%aeg	32%	20%	37%aeg	29%	33%	42%hkln	34%	31%	19%	38%ln	28%
Not very important	(2)	648	165	278	106	70	19	444	90	200	277	100	51	13	477	64
		24%	18%	25%a	30%af	39%abf	29%	22%a	36%abf	20%	26%h	28%h	33%hm	26%	23%	31%hm
Irrelevant	(1)	347	103	130	50	32	27	233	58	128	118	60	22	17	246	39
		13%	11%	12%	14%	17%	40%abcdfg	11%	23%abcf	13%	11%	17%i	14%	34%hijkm	12%	19%im
NET Essential/Fairly important		1653	669	686	194	80	20	1355	101	684	661	201	82	21	1345	103
		62%	71%bcdefg	63%deg	55%eg	44%	30%	67%cdeg	40%	68%jkln	63%ln	56%	53%	40%	65%jkln	50%
NET Irrelevant/Not very important		995	269	408	155	102	46	677	148	328	395	159	72	31	722	103
		38%	29%	37%a	45%af	56%abf	70%abcf	33%a	60%abcf	32%	37%	44%hm	47%hm	60%him	35%	50%him
Mean		2.75	3.00bcdefg	2.72deg	2.58eg	2.39e	2.01	2.85bcdeg	2.29	2.89ijkln	2.72ln	2.60	2.62	2.27	2.80jln	2.53
Std Dev.		0.98	1.01	0.92	0.93	0.91	1.02	0.97	0.96	1.02	0.92	1.00	0.99	1.15	0.97	1.04
Std Error		0.02	0.03	0.03	0.05	0.07	0.13	0.02	0.06	0.03	0.03	0.06	0.09	0.16	0.02	0.08

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Essential	(4)	**688**	45	629	14	219	422	47	675	6	4	-	685	3
		26%	*33%*	*26%*	*23%*	***30%e***	*24%*	*27%*	*26%*	*20%*	*16%*	-	*26%*	*17%*
Fairly important	(3)	**965**	47	890	28	227	667	72	940	13	2	-	955	10
		36%	*34%*	*36%*	*46%*	*31%*	***38%d***	*40%*	*37%*	*43%*	*9%*	-	*36%*	*58%*
Not very important	(2)	**648**	29	606	13	177	435	36	621	8	12	2	642	4
		24%	*21%*	*25%*	*21%*	*24%*	*25%*	*20%*	*24%*	*28%*	*47%*	*100%*	*24%*	*24%*
Irrelevant	(1)	**347**	15	325	6	105	220	22	337	3	7	-	347	*
		13%	*11%*	*13%*	*10%*	*14%*	*13%*	*13%*	*13%*	*10%*	*28%*	-	*13%*	*1%*
NET Essential/Fairly important		**1653**	92	1519	42	446	1089	119	1616	19	6	-	1641	13
		62%	*68%*	*62%*	*68%*	*61%*	*62%*	*67%*	*63%*	*63%*	*25%*	-	*62%*	*75%*
NET Irrelevant/Not very important		**995**	44	931	19	281	655	58	958	11	19	2	988	4
		38%	*32%*	*38%*	*32%*	*39%*	*38%*	*33%*	*37%*	*37%*	*75%*	*100%*	*38%*	*25%*
Mean		**2.75**	2.90	2.74	2.81	2.77	2.74	2.82	2.76	2.73	2.12	2.00	2.75	2.91
Std Dev.		**0.98**	1.00	0.98	0.91	1.03	0.96	0.97	0.98	0.90	1.01	0.00	0.99	0.69
Std Error		**0.02**	0.08	0.02	0.12	0.04	0.02	0.08	0.02	0.18	0.21	0.00	0.02	0.16

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_3. How important to you are each of these channels of communication? - Landline calls

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Essential	(4)	**688**	122	220	91	256	-	122	-	103	-	117	-	91	-	123	-	133
		26%	*27%*	*25%*	*21%*	**29%c**	-	*27%*	-	*24%*	-	*25%*	-	*21%*	-	*29%*	-	**30%l**
Fairly important	(3)	**965**	157	327	162	319	-	157	-	157	-	171	-	162	-	141	-	178
		36%	*35%*	*37%*	*37%*	*36%*	-	*35%*	-	*37%*	-	*37%*	-	*37%*	-	*33%*	-	*40%*
Not very important	(2)	**648**	113	214	111	209	-	113	-	107	-	107	-	111	-	110	-	98
		24%	*25%*	*24%*	*26%*	*24%*	-	*25%*	-	*25%*	-	*23%*	-	*26%*	-	*26%*	-	*22%*
Irrelevant	(1)	**347**	59	125	70	93	-	59	-	59	-	66	-	70	-	55	-	38
		13%	*13%*	*14%*	**16%d**	*11%*	-	*13%*	-	**14%p**	-	**14%p**	-	**16%p**	-	*13%*	-	*8%*
NET Essential/Fairly important		**1653**	278	547	253	575	-	278	-	260	-	287	-	253	-	264	-	311
		62%	*62%*	*62%*	*58%*	*66%*	-	*62%*	-	*61%*	-	*62%*	-	*58%*	-	*61%*	-	**70%hl**
NET Irrelevant/Not very important		**995**	173	339	182	301	-	173	-	166	-	173	-	182	-	166	-	136
		38%	*38%*	*38%*	*42%*	*34%*	-	*38%*	-	**39%p**	-	*38%*	-	**42%p**	-	*39%*	-	*30%*
Mean		**2.75**	2.76	2.72	2.63	**2.84c**	-	2.76	-	2.71	-	2.74	-	2.63	-	2.77	-	**2.91hjl**
Std Dev.		**0.98**	0.99	0.99	0.99	0.96	-	0.99	-	0.98	-	1.00	-	0.99	-	1.00	-	0.92
Std Error		**0.02**	0.05	0.03	0.05	0.03	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 64

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Essential (4)	**994**	-	994	415	579	164	158	231	146	169	72	53	322	377	294	125	799	177	950
	38%	-	*38%*	*33%*	**42%c**	**47%ijk**	**45%jk**	**45%jk**	**38%jk**	**37%jk**	*22%*	*20%*	**46%no**	**42%no**	**28%o**	*21%*	*37%*	*41%*	*37%*
Fairly important (3)	**1231**	-	1231	611	620	157	156	237	192	191	174	120	313	429	486	294	1009	206	1228
	46%	-	*46%*	*49%*	*45%*	*45%*	*44%*	*46%*	*50%*	*42%*	**54%i**	*45%*	*45%*	*48%*	*47%*	*50%*	*47%*	*47%*	*47%*
Not very important (2)	**335**	-	335	180	152	25	31	43	41	76	55	65	56	83	195	120	283	43	339
	13%	-	*13%*	**14%d**	*11%*	*7%*	*9%*	*8%*	*11%*	**17%efg**	**17%efg**	**24%efghi**	*8%*	*9%*	**19%lm**	**20%lm**	*13%*	*10%*	*13%*
Irrelevant (1)	**88**	-	88	49	39	1	9	7	2	19	22	26	10	10	68	48	76	9	85
	3%	-	*3%*	*4%*	*3%*	*	*2%*	*1%*	*1%*	**4%egh**	**7%efgh**	**10%efghi**	*1%*	*1%*	**7%lm**	**8%lm**	*4%*	*2%*	*3%*
NET Essential/Fairly important	**2225**	-	2225	1026	1199	321	314	468	338	361	245	173	636	806	779	419	1808	384	2178
	84%	-	*84%*	*82%*	**86%c**	**92%ijk**	**89%ijk**	**90%ijk**	**89%ijk**	**79%k**	**76%k**	*66%*	**91%no**	**90%no**	*75%*	*71%*	*83%*	*88%*	*84%*
NET Irrelevant/Not very important	**423**	-	423	229	191	26	39	50	43	95	77	91	66	93	263	168	359	52	424
	16%	-	*16%*	**18%d**	*14%*	*8%*	*11%*	*10%*	*11%*	**21%efgh**	**24%efgh**	**34%efghij**	*9%*	*10%*	**25%lm**	**29%lm**	*17%*	*12%*	*16%*
Mean	**3.18**	-	3.18	3.11	**3.25c**	**3.39hijk**	**3.31ijk**	**3.34ijk**	**3.26ijk**	**3.12jk**	2.92	2.76	**3.35no**	**3.30no**	**2.96o**	2.84	3.17	3.27	3.17
Std Dev.	**0.78**	-	0.78	0.79	0.76	0.64	0.73	0.69	0.67	0.83	0.81	0.89	0.69	0.68	0.85	0.85	0.78	0.72	0.77
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.04	0.06	0.03	0.02	0.03	0.03	0.02	0.04	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 64

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Essential	(4)	**994**	206	349	210	229	555	439	689	295	102	117	300	244	154	815	103	828
		38%	*34%*	*38%*	*38%*	*40%*	*36%*	*39%*	**43%h**	*29%*	*35%*	*35%*	*41%*	*39%*	*39%*	*39%*	*35%*	*39%*
Fairly important	(3)	**1231**	292	413	263	263	705	526	727	485	134	161	339	279	189	968	139	988
		46%	*48%*	*45%*	*48%*	*46%*	*46%*	*47%*	*45%*	*48%*	*46%*	*48%*	*46%*	*44%*	*47%*	*46%*	*47%*	*46%*
Not very important	(2)	**335**	83	133	64	54	216	119	163	170	39	45	67	96	43	252	39	262
		13%	*14%*	**14%d**	*12%*	*10%*	**14%f**	*11%*	*10%*	**17%g**	*13%*	*14%*	*9%*	**15%k**	*11%*	*12%*	*13%*	*12%*
Irrelevant	(1)	**88**	27	30	9	23	57	32	37	51	16	9	25	14	14	62	16	66
		3%	**4%c**	*3%*	*2%*	*4%*	*4%*	*3%*	*2%*	**5%g**	**5%l**	*3%*	*3%*	*2%*	*3%*	*3%*	*5%*	*3%*
NET Essential/Fairly important		**2225**	498	762	473	492	1260	965	1416	780	237	277	639	524	343	1783	242	1816
		84%	*82%*	*82%*	*87%*	*86%*	*82%*	**87%e**	**88%h**	*78%*	*81%*	*84%*	**87%l**	*83%*	*86%*	*85%*	*81%*	*85%*
NET Irrelevant/Not very important		**423**	110	163	73	77	273	150	200	221	55	54	92	110	57	313	55	328
		16%	*18%*	*18%*	*13%*	*14%*	**18%f**	*13%*	*12%*	**22%g**	**19%k**	*16%*	*13%*	*17%*	*14%*	*15%*	*19%*	*15%*
Mean		**3.18**	3.11	3.17	**3.24a**	3.23	3.15	**3.23e**	**3.28h**	3.02	3.11	3.16	**3.25i**	3.19	3.21	3.21	3.11	3.20
Std Dev.		**0.78**	0.80	0.79	0.71	0.78	0.79	0.75	0.73	0.82	0.83	0.76	0.76	0.77	0.77	0.76	0.83	0.77
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 64

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Essential	(4)	**994**	893	101	39	841	71	51	30	38	117	97	84	84	83	132	122	85	16	56
		38%	**39%b**	*29%*	*32%*	**38%e**	*31%*	*40%*	**41%e**	*38%*	**41%r**	**44%or**	**45%or**	*35%*	*35%*	*39%*	*32%*	*37%*	*37%*	*30%*
Fairly important	(3)	**1231**	1054	177	59	1021	119	55	36	45	139	96	82	131	105	148	177	98	23	96
		46%	*46%*	*51%*	*49%*	*46%*	**52%f**	*42%*	*49%*	*45%*	*49%*	*44%*	*43%*	**54%p**	*44%*	*44%*	*47%*	*42%*	*56%*	*51%*
Not very important	(2)	**335**	283	51	16	280	28	19	7	13	23	24	16	19	38	42	67	37	3	26
		13%	*12%*	*15%*	*13%*	*13%*	*12%*	*15%*	*10%*	*13%*	*8%*	*11%*	*9%*	*8%*	**16%l**	*12%*	**18%ikl**	**16%il**	*6%*	*14%*
Irrelevant	(1)	**88**	68	20	7	74	10	3	*	4	5	2	6	8	14	12	13	11	*	10
		3%	*3%*	**6%a**	*6%*	**3%g**	**5%g**	*3%*	*	*4%*	*2%*	*1%*	*3%*	*3%*	**6%j**	*4%*	*3%*	*5%*	*1%*	**5%ij**
NET Essential/Fairly important		**2225**	1947	278	97	1862	190	106	66	84	256	193	166	215	188	280	299	183	39	151
		84%	**85%b**	*80%*	*81%*	*84%*	*83%*	*82%*	*90%*	*83%*	**90%mopr**	**88%mop**	**88%mo**	**89%mopr**	*79%*	*84%*	*79%*	*79%*	**93%mop**	*81%*
NET Irrelevant/Not very important		**423**	352	71	23	354	39	23	8	17	28	26	22	28	51	54	80	48	3	36
		16%	*15%*	**20%a**	*19%*	*16%*	*17%*	*18%*	*10%*	*17%*	*10%*	*12%*	*12%*	*11%*	**21%ijklq**	*16%*	**21%ijklq**	**21%ijlq**	*7%*	**19%il**
Mean		**3.18**	**3.21b**	3.03	3.07	3.19	3.10	3.20	**3.31e**	3.17	**3.30mopr**	**3.31mopr**	**3.29mor**	3.20	3.08	3.20	3.08	3.11	3.29	3.05
Std Dev.		**0.78**	0.77	0.82	0.84	0.78	0.78	0.79	0.65	0.80	0.69	0.70	0.76	0.72	0.86	0.79	0.79	0.84	0.63	0.81
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.04	0.07	0.05	0.06	0.06	0.05	0.07	0.06	0.06	0.07	0.07	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 64

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Essential	(4)	**994**	375	418	99	77	19	793	96	440	378	102	45	25	818	71
		38%	**40%c**	**38%c**	*28%*	**42%c**	*28%*	**39%c**	**38%c**	**43%ijk**	**36%j**	*28%*	*29%*	**49%j**	**40%j**	*34%*
Fairly important	(3)	**1231**	388	531	195	74	32	919	106	412	531	190	70	19	943	90
		46%	*41%*	**49%a**	**56%adfg**	*40%*	*49%*	*45%*	*43%*	*41%*	**50%h**	**53%h**	*46%*	*37%*	**46%h**	*44%*
Not very important	(2)	**335**	125	121	51	29	9	245	38	125	121	51	30	6	245	37
		13%	*13%*	*11%*	*15%*	*16%*	*14%*	*12%*	*15%*	*12%*	*11%*	*14%*	**20%im**	*12%*	*12%*	**18%i**
Irrelevant	(1)	**88**	50	25	3	4	6	75	10	35	26	17	8	1	62	9
		3%	**5%bc**	*2%*	*1%*	*2%*	**10%bcd**	**4%c**	*4%*	*4%*	*2%*	*5%*	*5%*	*1%*	*3%*	*4%*
NET Essential/Fairly important		**2225**	763	949	294	150	51	1712	201	852	909	291	116	45	1761	160
		84%	*81%*	**87%a**	*84%*	*82%*	*77%*	*84%*	*81%*	**84%k**	**86%kn**	*81%*	*75%*	*86%*	**85%kn**	*78%*
NET Irrelevant/Not very important		**423**	175	145	55	32	15	320	47	160	147	69	38	7	307	45
		16%	**19%b**	*13%*	*16%*	*18%*	*23%*	*16%*	*19%*	*16%*	*14%*	*19%*	**25%him**	*14%*	*15%*	**22%im**
Mean		**3.18**	3.16	**3.23e**	3.12	3.22	2.96	3.20	3.15	**3.24jkn**	**3.19jk**	3.04	2.99	**3.33k**	**3.22jk**	3.08
Std Dev.		**0.78**	0.85	0.73	0.68	0.78	0.90	0.79	0.82	0.80	0.73	0.79	0.84	0.75	0.77	0.83
Std Error		**0.02**	0.03	0.02	0.04	0.06	0.11	0.02	0.05	0.02	0.02	0.04	0.07	0.11	0.02	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Essential	(4)	**994**	54	919	21	292	638	64	972	8	9	-	988	6
		38%	*40%*	*38%*	*34%*	*40%*	*37%*	*36%*	*38%*	*26%*	*34%*	-	*38%*	*34%*
Fairly important	(3)	**1231**	63	1133	35	314	835	82	1192	17	15	2	1224	5
		46%	*46%*	*46%*	*57%*	*43%*	*48%*	*46%*	*46%*	*57%*	*58%*	*100%*	*47%*	*30%*
Not very important	(2)	**335**	14	315	5	92	221	22	324	5	1	-	330	5
		13%	*10%*	*13%*	*9%*	*13%*	*13%*	*12%*	*13%*	*18%*	*3%*	-	*13%*	*28%*
Irrelevant	(1)	**88**	5	83	*	30	50	9	86	-	1	-	87	1
		3%	*3%*	*3%*	*	*4%*	*3%*	*5%*	*3%*	-	*4%*	-	*3%*	*8%*
NET Essential/Fairly important		**2225**	117	2052	55	606	1473	146	2164	25	24	2	2212	11
		84%	*86%*	*84%*	*91%*	*83%*	*84%*	*83%*	*84%*	*82%*	*92%*	*100%*	*84%*	*64%*
NET Irrelevant/Not very important		**423**	19	398	6	121	271	31	410	5	2	-	417	6
		16%	*14%*	*16%*	*9%*	*17%*	*16%*	*17%*	*16%*	*18%*	*8%*	-	*16%*	*36%*
Mean		**3.18**	3.23	3.18	3.24	3.19	3.18	3.13	3.19	3.08	3.21	3.00	3.18	2.89
Std Dev.		**0.78**	0.77	0.78	0.63	0.81	0.76	0.82	0.78	0.66	0.73	*	0.77	1.00
Std Error		**0.02**	0.06	0.02	0.08	0.03	0.02	0.06	0.02	0.14	0.15	*	0.02	0.24

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 64

QC4_4. How important to you are each of these channels of communication? - Text messages

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Essential	(4)	**994**	175	325	166	328	-	175	-	147	-	178	-	166	-	171	-	157
		38%	*39%*	*37%*	*38%*	*37%*	-	*39%*	-	*34%*	-	*39%*	-	*38%*	-	*40%*	-	*35%*
Fairly important	(3)	**1231**	201	434	190	406	-	201	-	217	-	217	-	190	-	198	-	208
		46%	*45%*	*49%*	*44%*	*46%*	-	*45%*	-	*51%*	-	*47%*	-	*44%*	-	*46%*	-	*47%*
Not very important	(2)	**335**	61	94	64	115	-	61	-	40	-	54	-	64	-	47	-	69
		13%	*14%*	*11%*	*15%*	*13%*	-	*14%*	-	*9%*	-	*12%*	-	*15%*	-	*11%*	-	***15%h***
Irrelevant	(1)	**88**	13	33	15	27	-	13	-	22	-	11	-	15	-	14	-	13
		3%	*3%*	*4%*	*3%*	*3%*	-	*3%*	-	*5%*	-	*2%*	-	*3%*	-	*3%*	-	*3%*
NET Essential/Fairly important		**2225**	376	759	356	734	-	376	-	363	-	396	-	356	-	369	-	365
		84%	*83%*	*86%*	*82%*	*84%*	-	*83%*	-	*85%*	-	*86%*	-	*82%*	-	*86%*	-	*82%*
NET Irrelevant/Not very important		**423**	75	127	79	142	-	75	-	62	-	65	-	79	-	61	-	82
		16%	*17%*	*14%*	*18%*	*16%*	-	*17%*	-	*15%*	-	*14%*	-	*18%*	-	*14%*	-	*18%*
Mean		**3.18**	3.19	3.19	3.17	3.18	-	3.19	-	3.15	-	3.22	-	3.17	-	3.23	-	3.14
Std Dev.		**0.78**	0.78	0.77	0.80	0.77	-	0.78	-	0.79	-	0.74	-	0.80	-	0.77	-	0.78
Std Error		**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 65

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Essential (4)	**1047**	-	1047	519	526	113	148	216	170	171	122	103	261	386	397	225	835	195	949
	40%	-	*40%*	*41%*	*38%*	*33%*	**42%e**	**42%e**	**45%e**	*38%*	*38%*	*39%*	*37%*	*43%*	*38%*	*38%*	*39%*	*45%*	*36%*
Fairly important (3)	**1113**	-	1113	511	600	144	127	211	137	202	156	134	271	348	492	290	942	154	1139
	42%	-	*42%*	*41%*	*43%*	*42%*	*36%*	*41%*	*36%*	*44%*	**49%fh**	**51%fgh**	*39%*	*39%*	**47%lm**	**50%lm**	**43%q**	*35%*	*44%*
Not very important (2)	**399**	-	399	194	204	68	70	72	56	72	35	23	138	129	131	59	315	75	432
	15%	-	*15%*	*15%*	*15%*	**20%jk**	**20%jk**	*14%*	*15%*	**16%k**	*11%*	*9%*	**20%mno**	*14%*	*13%*	*10%*	*15%*	*17%*	*17%*
Irrelevant (1)	**90**	-	90	30	59	22	9	18	19	10	8	4	31	37	22	12	75	12	82
	3%	-	*3%*	*2%*	**4%c**	**6%ijk**	*3%*	*3%*	*5%*	*2%*	*3%*	*2%*	**4%n**	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*
NET Essential/Fairly important	**2159**	-	2159	1030	1126	258	275	427	307	373	279	237	533	734	889	516	1777	349	2088
	82%	-	*82%*	*82%*	*81%*	*74%*	*78%*	**83%e**	*80%*	**82%e**	**86%ef**	**90%efghi**	*76%*	**82%l**	**85%l**	**88%lm**	*82%*	*80%*	*80%*
NET Irrelevant/Not very important	**489**	-	489	225	264	90	79	90	75	83	44	27	169	165	153	71	391	87	514
	18%	-	*18%*	*18%*	*19%*	**26%gijk**	**22%jk**	**17%k**	**20%k**	**18%k**	*14%*	*10%*	**24%mno**	**18%o**	*15%*	*12%*	*18%*	*20%*	*20%*
Mean	**3.18**	-	3.18	3.21	3.15	3.00	**3.17e**	**3.21e**	**3.20e**	**3.17e**	**3.22e**	**3.27e**	3.09	**3.21l**	**3.21l**	**3.24l**	3.17	3.22	3.14
Std Dev.	**0.81**	-	0.81	0.79	0.82	0.88	0.83	0.81	0.87	0.77	0.74	0.68	0.86	0.83	0.74	0.71	0.80	0.83	0.80
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Essential	(4)	**1047**	296	370	185	196	666	381	687	349	100	105	290	274	180	849	102	872
		40%	**49%bcd**	*40%*	*34%*	*34%*	**43%f**	*34%*	**42%h**	*35%*	*34%*	*32%*	*40%*	**43%ij**	**45%ij**	**41%j**	*34%*	*41%*
Fairly important	(3)	**1113**	239	401	228	245	640	472	632	465	135	161	319	241	158	878	137	898
		42%	*39%*	*43%*	*42%*	*43%*	*42%*	*42%*	*39%*	**46%g**	*46%*	**49%kl**	*44%*	*38%*	*39%*	*42%*	*46%*	*42%*
Not very important	(2)	**399**	58	131	111	98	189	210	245	149	41	55	88	102	57	302	41	306
		15%	*10%*	**14%a**	**20%ab**	**17%a**	*12%*	**19%e**	*15%*	*15%*	*14%*	*17%*	*12%*	*16%*	*14%*	*14%*	*14%*	*14%*
Irrelevant	(1)	**90**	15	23	22	30	38	52	52	38	16	10	34	18	5	66	16	68
		3%	*2%*	*2%*	*4%*	**5%ab**	*2%*	**5%e**	*3%*	*4%*	**6%m**	*3%*	**5%m**	*3%*	*1%*	*3%*	*5%*	*3%*
NET Essential/Fairly important		**2159**	535	771	413	440	1306	853	1319	814	235	266	609	515	338	1728	239	1770
		82%	**88%cd**	**83%cd**	*76%*	*77%*	**85%f**	*77%*	*82%*	*81%*	*80%*	*80%*	*83%*	*81%*	*84%*	*82%*	*81%*	*83%*
NET Irrelevant/Not very important		**489**	73	154	133	129	227	262	297	187	57	65	122	119	62	368	57	374
		18%	*12%*	*17%*	**24%ab**	**23%ab**	*15%*	**23%e**	*18%*	*19%*	*20%*	*20%*	*17%*	*19%*	*16%*	*18%*	*19%*	*17%*
Mean		**3.18**	**3.34bcd**	**3.21cd**	3.06	3.06	**3.26f**	3.06	**3.21h**	3.12	3.09	3.09	3.18	3.22	**3.28ij**	3.20	3.10	3.20
Std Dev.		**0.81**	0.75	0.77	0.84	0.85	0.77	0.85	0.81	0.80	0.84	0.77	0.82	0.81	0.75	0.80	0.83	0.80
Std Error		**0.02**	0.03	0.03	0.04	0.03	0.02	0.03	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 65

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Essential (4)	**1047**	941	106	37	891	82	50	24	44	110	75	59	91	84	176	162	90	10	72
	40%	**41%bc**	*30%*	*30%*	*40%*	*36%*	*39%*	*33%*	**43%q**	*39%*	*34%*	*31%*	*37%*	*35%*	**53%ijklmpqr**	**43%kq**	*39%*	*25%*	*38%*
Fairly important (3)	**1113**	926	187	62	917	106	52	37	44	122	97	86	88	106	116	161	97	20	85
	42%	*40%*	**53%a**	**51%a**	*41%*	*46%*	*41%*	**50%d**	*44%*	*43%*	*44%*	*45%*	*36%*	*44%*	*35%*	*42%*	*42%*	*49%*	**46%n**
Not very important (2)	**399**	345	54	21	333	32	22	11	11	31	35	37	50	44	40	46	39	9	23
	15%	*15%*	*15%*	*17%*	*15%*	*14%*	*17%*	*15%*	*11%*	*11%*	*16%*	**20%i**	**20%inor**	*18%*	*12%*	*12%*	*17%*	*22%*	*12%*
Irrelevant (1)	**90**	87	3	2	76	8	5	1	1	20	12	6	14	6	2	10	4	2	7
	3%	**4%b**	*1%*	*1%*	*3%*	*4%*	*4%*	*2%*	*1%*	**7%np**	**6%n**	*3%*	**6%n**	*2%*	*1%*	*3%*	*2%*	**4%n**	**4%n**
NET Essential/Fairly important	**2159**	1867	292	98	1808	188	102	61	88	232	172	145	179	190	291	323	188	31	157
	82%	*81%*	*84%*	*81%*	*82%*	*82%*	*79%*	*83%*	**87%klq**	*82%*	*79%*	*77%*	*74%*	*79%*	**87%jklq**	**85%l**	*81%*	*74%*	**84%l**
NET Irrelevant/Not very important	**489**	432	57	23	408	41	27	13	13	51	47	43	64	49	42	56	43	11	30
	18%	*19%*	*16%*	*19%*	*18%*	*18%*	*21%*	*17%*	*13%*	*18%*	**21%n**	**23%hn**	**26%hnor**	*21%*	*13%*	*15%*	*19%*	**26%hn**	*16%*
Mean	**3.18**	3.18	3.13	3.10	3.18	3.14	3.14	3.13	**3.29jklq**	3.14	3.07	3.05	3.05	3.12	**3.39ijklmpqr**	**3.25klq**	3.19	2.94	3.19
Std Dev.	**0.81**	0.82	0.69	0.72	0.81	0.79	0.83	0.74	0.72	0.87	0.85	0.80	0.90	0.78	0.72	0.77	0.77	0.81	0.78
Std Error	**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.06	0.07	0.07	0.07	0.07	0.06	0.05	0.06	0.06	0.08	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 65

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2602	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		2648	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		1600	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Essential	(4)	1047	389	450	117	60	25	839	85	428	425	125	48	18	853	66
		40%	**41%c**	*41%*	*33%*	*33%*	*38%*	**41%c**	*34%*	**42%jkn**	*40%*	*35%*	*31%*	*35%*	*41%*	*32%*
Fairly important	(3)	1113	383	474	156	72	23	857	95	398	464	167	66	13	862	79
		42%	*41%*	*43%*	*45%*	*40%*	*35%*	*42%*	*38%*	*39%*	**44%l**	**46%l**	*43%*	*24%*	*42%*	*38%*
Not very important	(2)	399	135	139	69	37	15	274	53	146	151	54	35	11	297	46
		15%	*14%*	*13%*	**20%bf**	**20%bf**	**23%b**	*14%*	**21%abf**	*14%*	*14%*	*15%*	**23%him**	*21%*	*14%*	**22%him**
Irrelevant	(1)	90	31	31	7	13	3	62	16	40	16	15	5	10	56	15
		3%	*3%*	*3%*	*2%*	**7%bcf**	*4%*	*3%*	**6%bcf**	**4%i**	*2%*	**4%i**	*3%*	**20%hijkmn**	*3%*	**7%im**
NET Essential/Fairly important		2159	771	925	273	132	48	1696	180	826	889	292	114	31	1715	145
		82%	**82%dg**	**84%cdeg**	*78%*	*72%*	*72%*	**83%dg**	*72%*	**82%ln**	**84%kln**	**81%ln**	*74%*	*59%*	**83%kln**	*70%*
NET Irrelevant/Not very important		489	166	170	76	50	18	336	69	186	167	69	40	21	353	61
		18%	*18%*	*16%*	**22%b**	**28%abf**	**28%b**	*17%*	**28%abf**	*18%*	*16%*	*19%*	**26%im**	**41%hijm**	*17%*	**30%hijm**
Mean		3.18	**3.20dg**	**3.23cdg**	3.10	2.98	3.06	**3.22cdg**	3.00	**3.20ln**	**3.23kln**	**3.11l**	3.02	2.74	**3.21kln**	2.95
Std Dev.		0.81	0.81	0.77	0.78	0.91	0.89	0.79	0.90	0.83	0.75	0.81	0.82	1.15	0.79	0.92
Std Error		0.02	0.03	0.02	0.04	0.07	0.11	0.02	0.06	0.03	0.02	0.04	0.07	0.16	0.02	0.07

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Essential	(4)	**1047**	51	977	18	268	701	78	1026	6	11	-	1044	3
		40%	*38%*	*40%*	*30%*	*37%*	*40%*	*44%*	*40%*	*22%*	*42%*	-	*40%*	*18%*
Fairly important	(3)	**1113**	59	1024	29	307	733	73	1077	16	11	2	1104	7
		42%	*44%*	*42%*	*48%*	*42%*	*42%*	*41%*	*42%*	*52%*	*42%*	*100%*	*42%*	*41%*
Not very important	(2)	**399**	18	368	12	118	257	24	386	4	3	-	393	6
		15%	*14%*	*15%*	*20%*	*16%*	*15%*	*13%*	*15%*	*12%*	*13%*	-	*15%*	*33%*
Irrelevant	(1)	**90**	7	82	2	34	54	2	84	4	1	-	89	1
		3%	*5%*	*3%*	*3%*	*5%*	*3%*	*1%*	*3%*	*14%*	*3%*	-	*3%*	*8%*
NET Essential/Fairly important		**2159**	111	2001	47	575	1433	151	2104	22	22	2	2147	10
		82%	*81%*	*82%*	*77%*	*79%*	*82%*	*85%*	*82%*	*74%*	*84%*	*100%*	*82%*	*59%*
NET Irrelevant/Not very important		**489**	25	450	14	152	311	26	470	8	4	-	482	7
		18%	*19%*	*18%*	*23%*	*21%*	*18%*	*15%*	*18%*	*26%*	*16%*	-	*18%*	*41%*
Mean		**3.18**	3.14	3.18	3.04	3.11	3.19	3.28	3.18	2.82	3.23	3.00	3.18	2.69
Std Dev.		**0.81**	0.84	0.81	0.78	0.84	0.80	0.74	0.80	0.94	0.81	*	0.81	0.89
Std Error		**0.02**	0.06	0.02	0.10	0.03	0.02	0.06	0.02	0.19	0.17	*	0.02	0.21

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 65

QC4_5. How important to you are each of these channels of communication? - Email

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Essential	(4)	**1047**	165	337	175	370	-	165	-	144	-	193	-	175	-	196	-	173
		40%	*37%*	*38%*	*40%*	*42%*	-	*37%*	-	*34%*	-	**42%h**	-	*40%*	-	**46%fh**	-	*39%*
Fairly important	(3)	**1113**	198	363	177	375	-	198	-	173	-	190	-	177	-	172	-	204
		42%	*44%*	*41%*	*41%*	*43%*	-	*44%*	-	*41%*	-	*41%*	-	*41%*	-	*40%*	-	*46%*
Not very important	(2)	**399**	73	155	59	112	-	73	-	94	-	61	-	59	-	51	-	61
		15%	*16%*	**17%d**	*14%*	*13%*	-	*16%*	-	**22%jlnp**	-	*13%*	-	*14%*	-	*12%*	-	*14%*
Irrelevant	(1)	**90**	16	30	25	19	-	16	-	14	-	16	-	25	-	11	-	9
		3%	*4%*	*3%*	**6%d**	*2%*	-	*4%*	-	*3%*	-	*3%*	-	**6%p**	-	*3%*	-	*2%*
NET Essential/Fairly important		**2159**	362	701	351	745	-	362	-	318	-	383	-	351	-	368	-	377
		82%	*80%*	*79%*	*81%*	**85%b**	-	*80%*	-	*75%*	-	**83%h**	-	*81%*	-	**86%h**	-	**84%h**
NET Irrelevant/Not very important		**489**	88	185	84	132	-	88	-	108	-	77	-	84	-	62	-	69
		18%	*20%*	**21%d**	*19%*	*15%*	-	*20%*	-	**25%jnp**	-	*17%*	-	*19%*	-	*14%*	-	*16%*
Mean		**3.18**	3.13	3.14	3.15	**3.25ab**	-	3.13	-	3.05	-	**3.22h**	-	3.15	-	**3.29fh**	-	**3.21h**
Std Dev.		**0.81**	0.81	0.82	0.86	0.76	-	0.81	-	0.83	-	0.80	-	0.86	-	0.77	-	0.75
Std Error		**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Essential (4)	**598**	-	598	253	344	180	115	140	76	47	26	12	295	216	85	39	439	153	580
	23%	-	*23%*	*20%*	**25%c**	**52%fghijk**	**33%hijk**	**27%ijk**	**20%ijk**	**10%k**	*8%*	*5%*	**42%mno**	**24%no**	*8%*	*7%*	*20%*	**35%p**	*22%*
Fairly important (3)	**944**	-	944	412	531	128	167	219	155	139	71	63	295	374	273	134	753	177	918
	36%	-	*36%*	*33%*	**38%c**	**37%jk**	**47%eijk**	**42%ijk**	**41%ijk**	**31%j**	*22%*	*24%*	**42%no**	**42%no**	*26%*	*23%*	*35%*	*41%*	*35%*
Not very important (2)	**561**	-	561	298	263	36	50	98	80	125	92	79	86	179	295	171	486	58	573
	21%	-	*21%*	**24%d**	*19%*	*10%*	*14%*	**19%e**	**21%e**	**27%efg**	**28%efg**	**30%efgh**	*12%*	**20%l**	**28%lm**	**29%lm**	**22%q**	*13%*	*22%*
Irrelevant (1)	**545**	-	545	292	253	5	21	60	71	145	133	110	26	131	388	243	490	47	531
	21%	-	*21%*	**23%d**	*18%*	*1%*	**6%e**	**12%ef**	**19%efg**	**32%efgh**	**41%efghi**	**42%efghi**	*4%*	**15%l**	**37%lm**	**41%lm**	**23%q**	*11%*	*20%*
NET Essential/Fairly important	**1542**	-	1542	665	874	308	282	359	230	186	98	75	590	589	359	173	1191	330	1498
	58%	-	*58%*	*53%*	**63%c**	**88%fghijk**	**80%ghijk**	**69%hijk**	**60%ijk**	**41%jk**	*30%*	*28%*	**84%mno**	**66%no**	*34%*	*29%*	*55%*	**76%p**	*58%*
NET Irrelevant/Not very important	**1106**	-	1106	590	516	40	71	158	151	270	224	190	111	310	683	414	976	105	1104
	42%	-	*42%*	**47%d**	*37%*	*12%*	**20%e**	**31%ef**	**40%efg**	**59%efgh**	**70%efghi**	**72%efghi**	*16%*	**34%l**	**66%lm**	**71%lm**	**45%q**	*24%*	*42%*
Mean	**2.60**	-	2.60	2.50	**2.69c**	**3.39fghijk**	**3.06ghijk**	**2.85hijk**	**2.62ijk**	**2.19jk**	1.97	1.91	**3.23mno**	**2.75no**	2.05	1.95	2.53	**3.00p**	2.59
Std Dev.	**1.05**	-	1.05	1.06	1.03	0.72	0.84	0.95	1.00	1.00	0.98	0.91	0.80	0.98	0.98	0.95	1.05	0.96	1.05
Std Error	**0.02**	-	0.02	0.03	0.03	0.04	0.05	0.04	0.05	0.05	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 66

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Essential (4)	**598**	135	184	119	160	319	279	414	182	63	77	178	137	96	488	65	496
	23%	*22%*	*20%*	*22%*	***28%b***	*21%*	***25%e***	***26%h***	*18%*	*22%*	*23%*	*24%*	*22%*	*24%*	*23%*	*22%*	*23%*
Fairly important (3)	**944**	201	346	210	187	547	397	656	272	97	118	257	241	146	762	97	774
	36%	*33%*	*37%*	*38%*	*33%*	*36%*	*36%*	***41%h***	*27%*	*33%*	*36%*	*35%*	*38%*	*37%*	*36%*	*33%*	*36%*
Not very important (2)	**561**	135	194	123	109	329	232	326	223	65	71	157	142	77	447	65	450
	21%	*22%*	*21%*	*22%*	*19%*	*21%*	*21%*	*20%*	*22%*	*22%*	*21%*	*21%*	*22%*	*19%*	*21%*	*22%*	*21%*
Irrelevant (1)	**545**	136	201	95	114	337	208	219	323	67	65	138	114	81	399	69	424
	21%	*22%*	*22%*	*17%*	*20%*	*22%*	*19%*	*14%*	***32%g***	*23%*	*20%*	*19%*	*18%*	*20%*	*19%*	*23%*	*20%*
NET Essential/Fairly important	**1542**	336	530	329	346	867	675	1071	454	160	195	435	378	242	1250	162	1270
	58%	*55%*	*57%*	*60%*	*61%*	*57%*	*61%*	***66%h***	*45%*	*55%*	*59%*	*60%*	*60%*	*60%*	*60%*	*55%*	*59%*
NET Irrelevant/Not very important	**1106**	272	395	217	223	666	440	545	547	132	136	295	256	158	846	134	874
	42%	*45%*	*43%*	*40%*	*39%*	*43%*	*39%*	*34%*	***55%g***	*45%*	*41%*	*40%*	*40%*	*40%*	*40%*	*45%*	*41%*
Mean	**2.60**	2.55	2.56	2.65	2.69	2.55	**2.67e**	**2.78h**	2.31	2.53	2.62	2.65	2.63	2.64	2.64	2.54	2.63
Std Dev.	**1.05**	1.07	1.04	1.01	1.08	1.05	1.05	0.98	1.11	1.07	1.05	1.05	1.01	1.06	1.04	1.08	1.05
Std Error	**0.02**	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.06	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 66

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Essential	(4)	598	536	62	26	502	45	35	15	21	55	58	37	64	33	95	84	53	8	37
		23%	23%	18%	22%	23%	20%	27%e	21%	21%	20%	27%m	20%	26%m	14%	29%m	22%	23%m	20%	20%
Fairly important	(3)	944	845	98	32	800	73	40	31	45	127	67	84	86	83	132	115	61	14	58
		36%	37%bc	28%	26%	36%	32%	31%	42%ef	44%jopr	45%jopr	31%	44%jopr	35%	35%	39%p	30%	27%	34%	31%
Not very important	(2)	561	471	90	38	461	54	30	17	19	55	47	37	50	53	52	83	65	13	41
		21%	20%	26%	32%a	21%	23%	23%	22%	19%	19%	21%	20%	21%	22%	16%	22%	28%n	31%n	22%
Irrelevant	(1)	545	447	99	24	453	58	24	11	16	45	47	30	43	70	55	96	52	6	51
		21%	19%	28%a	20%	20%	25%g	18%	14%	16%	16%	21%	16%	18%	29%hikln	16%	25%ikn	22%	15%	27%hikln
NET Essential/Fairly important		1542	1381	161	58	1302	118	76	47	66	183	125	121	150	116	227	200	114	22	95
		58%	60%bc	46%	48%	59%e	51%	59%	63%e	65%mopr	65%mopr	57%	64%mopr	62%mpr	49%	68%mopr	53%	50%	54%	51%
NET Irrelevant/Not very important		1106	917	189	63	914	111	53	27	35	100	94	67	93	123	107	179	116	19	92
		42%	40%	54%a	52%a	41%	49%dg	41%	37%	35%	35%	43%	36%	38%	51%hikln	32%	47%hikn	50%hikln	46%	49%hikln
Mean		2.60	2.64b	2.36	2.50	2.61e	2.46	2.68e	2.69e	2.71mr	2.68mr	2.62m	2.68mr	2.71mr	2.33	2.80mopr	2.50	2.50	2.59	2.43
Std Dev.		1.05	1.04	1.07	1.05	1.05	1.07	1.07	0.96	0.98	0.97	1.10	0.97	1.04	1.04	1.03	1.10	1.08	0.98	1.09
Std Error		0.02	0.02	0.04	0.06	0.03	0.05	0.05	0.06	0.09	0.08	0.09	0.08	0.08	0.08	0.08	0.08	0.08	0.10	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Essential	(4)	**598**	198	252	67	58	21	450	79	276	231	54	24	11	506	34
		23%	*21%*	*23%*	*19%*	**32%abcf**	*32%*	*22%*	**32%abcf**	**27%ijkn**	**22%j**	*15%*	*15%*	*21%*	**24%j**	*17%*
Fairly important	(3)	**944**	275	434	154	56	19	709	76	332	396	155	49	9	727	58
		36%	*29%*	**40%afg**	**44%adfg**	*31%*	*29%*	**35%a**	*30%*	*33%*	**37%ln**	**43%hlmn**	*32%*	*17%*	**35%l**	*28%*
Not very important	(2)	**561**	208	226	75	38	10	434	49	191	238	80	39	11	429	50
		21%	*22%*	*21%*	*22%*	*21%*	*16%*	*21%*	*20%*	*19%*	*23%*	*22%*	*26%*	*20%*	*21%*	*24%*
Irrelevant	(1)	**545**	257	183	53	30	15	440	45	214	192	72	42	22	405	64
		21%	**27%bcdfg**	*17%*	*15%*	*16%*	*23%*	**22%bc**	*18%*	*21%*	*18%*	*20%*	**27%l**	**42%hljm**	*20%*	**31%hljm**
NET Essential/Fairly important		**1542**	472	686	220	114	40	1158	155	607	626	209	73	19	1234	92
		58%	*50%*	**63%af**	**63%a**	**63%a**	*61%*	**57%a**	**62%a**	**60%kln**	**59%kln**	**58%ln**	*47%*	*38%*	**60%kln**	*45%*
NET Irrelevant/Not very important		**1106**	465	409	129	68	26	874	94	405	429	151	81	32	834	114
		42%	**50%bcdfg**	*37%*	*37%*	*37%*	*39%*	**43%b**	*38%*	*40%*	*41%*	*42%*	**53%hlm**	**62%hljm**	*40%*	**55%hljm**
Mean		**2.60**	2.44	**2.69af**	**2.67a**	**2.78af**	2.69	**2.57a**	**2.76af**	**2.66kln**	**2.63kln**	2.53	2.35	2.16	**2.65kln**	2.30
Std Dev.		**1.05**	1.10	1.00	0.95	1.07	1.16	1.06	1.09	1.09	1.02	0.97	1.04	1.19	1.05	1.08
Std Error		**0.02**	0.04	0.03	0.05	0.08	0.14	0.02	0.07	0.03	0.03	0.05	0.09	0.17	0.02	0.08

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Essential (4)	**598**	39	539	20	201	344	53	570	16	7	-	593	5
	23%	*29%*	*22%*	*33%*	**28%e**	*20%*	**30%e**	*22%*	*53%*	*29%*	-	*23%*	*30%*
Fairly important (3)	**944**	52	871	21	241	636	66	918	13	7	-	938	6
	36%	*39%*	*36%*	*34%*	*33%*	*36%*	*38%*	*36%*	*44%*	*26%*	-	*36%*	*34%*
Not very important (2)	**561**	19	529	13	130	401	30	548	1	6	2	554	4
	21%	*14%*	*22%*	*22%*	*18%*	**23%d**	*17%*	*21%*	*3%*	*22%*	*100%*	*21%*	*26%*
Irrelevant (1)	**545**	26	513	7	155	363	27	538	*	6	-	544	2
	21%	*19%*	*21%*	*11%*	*21%*	*21%*	*15%*	*21%*	*	*23%*	-	*21%*	*10%*
NET Essential/Fairly important	**1542**	92	1409	41	442	981	120	1488	29	14	-	1531	11
	58%	*67%*	*58%*	*67%*	*61%*	*56%*	**68%e**	*58%*	*97%*	*55%*	-	*58%*	*64%*
NET Irrelevant/Not very important	**1106**	44	1041	20	285	763	57	1085	1	12	2	1098	6
	42%	*33%*	*42%*	*33%*	*39%*	**44%f**	*32%*	*42%*	*3%*	*45%*	*100%*	*42%*	*36%*
Mean	**2.60**	2.77	2.59	2.89	**2.67e**	2.55	**2.82e**	2.59	3.50	2.60	2.00	2.60	2.85
Std Dev.	**1.05**	1.07	1.05	1.00	1.10	1.03	1.03	1.05	0.58	1.16	0.00	1.05	0.99
Std Error	**0.02**	0.08	0.02	0.13	0.04	0.03	0.08	0.02	0.12	0.24	0.00	0.02	0.23

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 66

QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Essential	(4)	**598**	102	195	97	204	-	102	-	98	-	96	-	97	-	96	-	108
		23%	*23%*	*22%*	*22%*	*23%*	-	*23%*	-	*23%*	-	*21%*	-	*22%*	-	*22%*	-	*24%*
Fairly important	(3)	**944**	171	328	147	297	-	171	-	161	-	167	-	147	-	139	-	158
		36%	*38%*	*37%*	*34%*	*34%*	-	*38%*	-	*38%*	-	*36%*	-	*34%*	-	*32%*	-	*35%*
Not very important	(2)	**561**	85	170	90	215	-	85	-	81	-	89	-	90	-	100	-	115
		21%	*19%*	*19%*	*21%*	**25%b**	-	*19%*	-	*19%*	-	*19%*	-	*21%*	-	*23%*	-	*26%*
Irrelevant	(1)	**545**	92	193	101	160	-	92	-	85	-	107	-	101	-	95	-	65
		21%	*20%*	*22%*	*23%*	*18%*	-	*20%*	-	*20%*	-	**23%p**	-	**23%p**	-	**22%p**	-	*15%*
NET Essential/Fairly important		**1542**	274	523	244	502	-	274	-	259	-	264	-	244	-	235	-	266
		58%	*61%*	*59%*	*56%*	*57%*	-	*61%*	-	*61%*	-	*57%*	-	*56%*	-	*55%*	-	*60%*
NET Irrelevant/Not very important		**1106**	177	363	191	375	-	177	-	166	-	197	-	191	-	195	-	180
		42%	*39%*	*41%*	*44%*	*43%*	-	*39%*	-	*39%*	-	*43%*	-	*44%*	-	*45%*	-	*40%*
Mean		**2.60**	2.63	2.59	2.55	2.62	-	2.63	-	2.64	-	2.55	-	2.55	-	2.55	-	2.69
Std Dev.		**1.05**	1.05	1.06	1.08	1.03	-	1.05	-	1.05	-	1.07	-	1.08	-	1.07	-	1.00
Std Error		**0.02**	0.05	0.04	0.05	0.04	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Essential (4)	**606**	-	606	237	369	122	116	139	78	63	45	44	238	217	152	89	435	157	574
	23%	-	*23%*	*19%*	**27%c**	**35%ghijk**	**33%hijk**	**27%ijk**	*20%*	*14%*	*14%*	*17%*	**34%mno**	**24%no**	*15%*	*15%*	*20%*	**36%p**	*22%*
Fairly important (3)	**1002**	-	1002	473	528	150	173	221	131	151	96	76	324	352	323	172	807	184	959
	38%	-	*38%*	*38%*	*38%*	**43%ijk**	**49%hijk**	**43%ijk**	*34%*	*33%*	*30%*	*29%*	**46%mno**	**39%no**	*31%*	*29%*	*37%*	*42%*	*37%*
Not very important (2)	**675**	-	675	344	328	68	51	111	118	148	104	75	119	229	326	178	592	72	681
	25%	-	*25%*	*27%*	*24%*	*20%*	*14%*	**21%f**	**31%efg**	**32%efg**	**32%efg**	**28%ef**	*17%*	**26%l**	**31%lm**	**30%l**	**27%q**	*17%*	*26%*
Irrelevant (1)	**365**	-	365	200	164	7	14	47	54	94	78	70	21	101	241	147	332	23	388
	14%	-	*14%*	**16%d**	*12%*	*2%*	*4%*	**9%ef**	**14%ef**	**21%efg**	**24%efgh**	**26%efgh**	*3%*	**11%l**	**23%lm**	**25%lm**	**15%q**	*5%*	*15%*
NET Essential/Fairly important	**1608**	-	1608	710	898	273	289	360	209	214	141	120	561	569	475	261	1243	341	1533
	61%	-	*61%*	*57%*	**65%c**	**78%ghijk**	**82%ghijk**	**70%hijk**	**55%j**	*47%*	*44%*	*45%*	**80%mno**	**63%no**	*46%*	*44%*	*57%*	**78%p**	*59%*
NET Irrelevant/Not very important	**1040**	-	1040	545	492	75	65	158	172	242	181	144	140	330	567	326	925	95	1069
	39%	-	*39%*	**43%d**	*35%*	*22%*	*18%*	**30%ef**	**45%efg**	**53%efg**	**56%efgh**	**55%efg**	*20%*	**37%l**	**54%lm**	**56%lm**	**43%q**	*22%*	*41%*
Mean	**2.70**	-	2.70	2.60	**2.79c**	**3.11ghijk**	**3.10ghijk**	**2.87hijk**	**2.61ijk**	2.40	2.33	2.36	**3.11mno**	**2.76no**	2.37	2.34	2.62	**3.09p**	2.66
Std Dev.	**0.97**	-	0.97	0.97	0.97	0.79	0.79	0.91	0.97	0.97	0.99	1.05	0.79	0.94	0.99	1.02	0.97	0.85	0.98
Std Error	**0.02**	-	0.02	0.03	0.03	0.04	0.04	0.04	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Essential	(4)	**606**	165	196	115	131	361	245	407	197	57	66	174	144	113	496	57	507
		23%	**27%b**	*21%*	*21%*	*23%*	*24%*	*22%*	**25%h**	*20%*	*19%*	*20%*	*24%*	*23%*	**28%ij**	*24%*	*19%*	*24%*
Fairly important	(3)	**1002**	248	352	221	180	600	401	681	304	78	130	270	263	161	823	81	843
		38%	**41%d**	**38%d**	**40%d**	*32%*	*39%*	*36%*	**42%h**	*30%*	*27%*	**39%i**	**37%i**	**41%i**	**40%i**	**39%i**	*27%*	**39%o**
Not very important	(2)	**675**	136	249	150	141	384	291	387	281	90	85	194	157	93	529	92	534
		25%	*22%*	*27%*	*27%*	*25%*	*25%*	*26%*	*24%*	*28%*	*31%*	*26%*	*27%*	*25%*	*23%*	*25%*	*31%*	*25%*
Irrelevant	(1)	**365**	60	128	61	117	187	178	141	219	67	52	93	70	33	248	67	260
		14%	*10%*	*14%*	*11%*	**21%abc**	*12%*	**16%e**	*9%*	**22%g**	**23%klmn**	**16%m**	*13%*	*11%*	*8%*	*12%*	**22%p**	*12%*
NET Essential/Fairly important		**1608**	413	548	336	311	961	647	1088	501	135	195	444	407	274	1320	138	1350
		61%	**68%bd**	*59%*	*61%*	*55%*	*63%*	*58%*	**67%h**	*50%*	*46%*	**59%i**	**61%i**	**64%i**	**69%ij**	**63%i**	*46%*	**63%o**
NET Irrelevant/Not very important		**1040**	195	376	210	258	571	469	528	500	157	136	287	227	126	776	159	795
		39%	*32%*	**41%a**	*39%*	**45%a**	*37%*	*42%*	*33%*	**50%g**	**54%jklmn**	**41%m**	*39%*	*36%*	*31%*	*37%*	**54%p**	*37%*
Mean		**2.70**	**2.85bd**	2.67	2.71	2.57	**2.74f**	2.64	**2.84h**	2.48	2.43	**2.63i**	**2.72i**	**2.76i**	**2.88ijkn**	**2.75i**	2.43	**2.74o**
Std Dev.		**0.97**	0.93	0.96	0.92	1.06	0.95	1.00	0.90	1.04	1.05	0.97	0.97	0.93	0.91	0.95	1.04	0.95
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 67

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Essential (4)	**606**	533	73	24	519	40	33	15	17	51	59	42	60	51	93	94	52	7	33
	23%	*23%*	*21%*	*20%*	**23%e**	*17%*	**25%e**	*20%*	*17%*	*18%*	**27%r**	*22%*	*25%*	*21%*	**28%hlr**	*25%*	*23%*	*18%*	*17%*
Fairly important (3)	**1002**	858	143	55	841	88	38	35	34	111	72	63	88	88	140	149	95	17	71
	38%	*37%*	*41%*	*46%*	**38%f**	**38%f**	*29%*	**47%df**	*34%*	*39%*	*33%*	*34%*	*36%*	*37%*	*42%*	*39%*	*41%*	*42%*	*38%*
Not very important (2)	**675**	595	80	22	557	64	37	18	34	81	56	47	64	63	72	84	56	12	52
	25%	*26%*	*23%*	*19%*	*25%*	*28%*	*28%*	*24%*	**34%no**	*29%*	*26%*	*25%*	*26%*	*26%*	*21%*	*22%*	*24%*	*30%*	*28%*
Irrelevant (1)	**365**	312	52	19	300	37	22	6	15	40	32	36	31	37	29	52	27	5	32
	14%	*14%*	*15%*	*16%*	*14%*	**16%g**	**17%g**	*9%*	*15%*	*14%*	*15%*	**19%n**	*13%*	*16%*	*9%*	*14%*	*12%*	*11%*	**17%n**
NET Essential/Fairly important	**1608**	1392	217	79	1360	128	70	50	51	162	130	105	148	139	233	243	148	25	103
	61%	*61%*	*62%*	*66%*	*61%*	*56%*	*54%*	**68%df**	*51%*	*57%*	*60%*	*56%*	*61%*	*58%*	**70%hikmr**	**64%h**	**64%h**	*59%*	*55%*
NET Irrelevant/Not very important	**1040**	907	133	42	856	101	59	24	49	122	88	83	95	100	101	136	83	17	84
	39%	*39%*	*38%*	*34%*	*39%*	**44%g**	**46%g**	*32%*	**49%nop**	**43%n**	*40%*	**44%n**	*39%*	**42%n**	*30%*	*36%*	*36%*	*41%*	**45%n**
Mean	**2.70**	2.70	2.68	2.70	**2.71e**	2.57	2.63	**2.79e**	2.53	2.61	2.72	2.59	2.73	2.64	**2.89hikmr**	**2.75r**	2.75	2.66	2.55
Std Dev.	**0.97**	0.97	0.97	0.97	0.97	0.96	1.04	0.87	0.94	0.94	1.02	1.04	0.97	0.99	0.91	0.98	0.94	0.90	0.97
Std Error	**0.02**	0.02	0.04	0.06	0.03	0.04	0.05	0.05	0.08	0.07	0.08	0.08	0.07	0.08	0.07	0.07	0.07	0.09	0.05

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Essential	(4)	**606**	216	261	67	45	13	476	58	285	214	64	27	14	499	41
		23%	*23%*	*24%*	*19%*	*24%*	*20%*	*23%*	*23%*	**28%ijk**	*20%*	*18%*	*17%*	*27%*	**24%j**	*20%*
Fairly important	(3)	**1002**	286	450	167	70	23	737	93	329	451	151	59	8	780	66
		38%	*31%*	**41%af**	**48%afg**	*39%*	*35%*	**36%a**	*38%*	**32%l**	**43%hlmn**	**42%hl**	**38%l**	*15%*	**38%hl**	*32%*
Not very important	(2)	**675**	245	282	85	45	15	527	60	246	278	94	37	17	524	55
		25%	*26%*	*26%*	*24%*	*25%*	*23%*	*26%*	*24%*	*24%*	*26%*	*26%*	*24%*	*33%*	*25%*	*27%*
Irrelevant	(1)	**365**	191	101	30	23	15	292	37	153	112	52	31	13	265	44
		14%	**20%bcdf**	*9%*	*9%*	*12%*	**22%bc**	**14%bc**	**15%b**	**15%l**	*11%*	*14%*	**20%lm**	**25%lm**	*13%*	**21%lm**
NET Essential/Fairly important		**1608**	502	711	234	115	36	1213	151	613	665	215	86	22	1279	107
		61%	*54%*	**65%af**	**67%af**	*63%*	*54%*	**60%a**	*61%*	**61%l**	**63%ln**	*60%*	*56%*	*42%*	**62%ln**	*52%*
NET Irrelevant/Not very important		**1040**	436	383	115	67	30	819	98	399	391	145	69	30	789	99
		39%	**46%bcd**	*35%*	*33%*	*37%*	*46%*	**40%bc**	*39%*	*39%*	*37%*	*40%*	*44%*	**58%hlm**	*38%*	**48%lm**
Mean		**2.70**	2.56	**2.80af**	**2.78a**	2.75	2.52	**2.69a**	2.69	**2.74n**	**2.73n**	2.63	2.53	2.44	**2.73n**	2.51
Std Dev.		**0.97**	1.06	0.91	0.85	0.96	1.05	0.99	0.99	1.03	0.90	0.94	1.00	1.15	0.97	1.04
Std Error		**0.02**	0.03	0.03	0.05	0.07	0.13	0.02	0.06	0.03	0.03	0.05	0.09	0.16	0.02	0.08

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Essential	(4)	**606**	43	556	8	175	389	42	592	9	-	-	601	5
		23%	***31%bc***	*23%*	*13%*	*24%*	*22%*	*24%*	*23%*	*31%*	-	-	*23%*	*30%*
Fairly important	(3)	**1002**	49	921	31	256	675	70	965	16	9	2	990	9
		38%	*36%*	*38%*	*51%*	*35%*	*39%*	*40%*	*38%*	*52%*	*36%*	*100%*	*38%*	*54%*
Not very important	(2)	**675**	28	633	14	186	452	37	656	4	12	-	673	3
		25%	*21%*	*26%*	*24%*	*26%*	*26%*	*21%*	*26%*	*14%*	*46%*	-	*26%*	*15%*
Irrelevant	(1)	**365**	16	341	7	110	228	27	359	1	5	-	365	*
		14%	*12%*	*14%*	*12%*	*15%*	*13%*	*16%*	*14%*	*3%*	*18%*	-	*14%*	*1%*
NET Essential/Fairly important		**1608**	92	1477	40	432	1064	112	1558	25	9	2	1592	14
		61%	*68%*	*60%*	*65%*	*59%*	*61%*	*63%*	*61%*	*83%*	*36%*	*100%*	*61%*	*84%*
NET Irrelevant/Not very important		**1040**	44	974	22	295	680	65	1016	5	16	-	1037	3
		39%	*32%*	*40%*	*35%*	*41%*	*39%*	*37%*	*39%*	*17%*	*64%*	-	*39%*	*16%*
Mean		**2.70**	2.87	2.69	2.66	2.68	2.70	2.72	2.70	3.12	2.19	3.00	2.70	3.12
Std Dev.		**0.97**	0.99	0.97	0.86	1.00	0.96	1.00	0.98	0.75	0.73	*	0.97	0.71
Std Error		**0.02**	0.08	0.02	0.11	0.04	0.02	0.08	0.02	0.15	0.15	*	0.02	0.17

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Essential	(4)	**606**	106	207	105	188	-	106	-	96	-	111	-	105	-	95	-	93
		23%	*24%*	*23%*	*24%*	*21%*	-	*24%*	-	*22%*	-	*24%*	-	*24%*	-	*22%*	-	*21%*
Fairly important	(3)	**1002**	174	346	151	330	-	174	-	171	-	176	-	151	-	154	-	176
		38%	*39%*	*39%*	*35%*	*38%*	-	*39%*	-	*40%*	-	*38%*	-	*35%*	-	*36%*	-	*39%*
Not very important	(2)	**675**	119	198	125	233	-	119	-	97	-	101	-	125	-	102	-	131
		25%	*26%*	*22%*	***29%b***	*27%*	-	*26%*	-	*23%*	-	*22%*	-	*29%*	-	*24%*	-	***29%***
Irrelevant	(1)	**365**	51	134	53	126	-	51	-	62	-	72	-	53	-	79	-	47
		14%	*11%*	*15%*	*12%*	*14%*	-	*11%*	-	*15%*	-	*16%*	-	*12%*	-	***18%fp***	-	*11%*
NET Essential/Fairly important		**1608**	281	553	256	518	-	281	-	266	-	287	-	256	-	249	-	269
		61%	*62%*	*62%*	*59%*	*59%*	-	*62%*	-	*63%*	-	*62%*	-	*59%*	-	*58%*	-	*60%*
NET Irrelevant/Not very important		**1040**	170	333	179	358	-	170	-	159	-	173	-	179	-	181	-	178
		39%	*38%*	*38%*	*41%*	*41%*	-	*38%*	-	*37%*	-	*38%*	-	*41%*	-	*42%*	-	*40%*
Mean		**2.70**	2.74	2.71	2.71	2.66	-	2.74	-	2.70	-	2.71	-	2.71	-	2.62	-	2.71
Std Dev.		**0.97**	0.94	0.99	0.97	0.97	-	0.94	-	0.98	-	1.00	-	0.97	-	1.02	-	0.91
Std Error		**0.02**	0.05	0.03	0.05	0.03	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Essential (4)	**1105**	-	1105	430	672	190	192	264	175	156	84	42	382	439	282	126	819	263	1057
	42%	-	*42%*	*34%*	**48%c**	**55%ijk**	**54%ijk**	**51%ijk**	**46%ijk**	**34%k**	**26%k**	*16%*	**54%no**	**49%no**	*27%*	*22%*	*38%*	**60%p**	*41%*
Fairly important (3)	**927**	-	927	463	463	134	133	187	139	152	94	85	267	326	332	180	790	127	926
	35%	-	*35%*	*37%*	*33%*	*38%*	*38%*	*36%*	*36%*	*33%*	*29%*	*32%*	**38%no**	*36%*	*32%*	*31%*	**36%q**	*29%*	*36%*
Not very important (2)	**315**	-	315	184	131	22	18	40	36	76	66	57	40	76	199	123	279	30	319
	12%	-	*12%*	**15%d**	*9%*	*6%*	*5%*	*8%*	*9%*	**17%efgh**	**20%efgh**	**22%efgh**	*6%*	*8%*	**19%lm**	**21%lm**	**13%q**	*7%*	*12%*
Irrelevant (1)	**301**	-	301	178	123	2	11	27	31	72	79	79	13	58	229	158	280	17	300
	11%	-	*11%*	**14%d**	*9%*	*1%*	*3%*	**5%e**	**8%ef**	**16%efgh**	**24%efghi**	**30%efghi**	*2%*	**6%l**	**22%lm**	**27%lm**	**13%q**	*4%*	*12%*
NET Essential/Fairly important	**2032**	-	2032	893	1135	324	325	451	314	308	178	128	648	765	614	306	1609	390	1983
	77%	-	*77%*	*71%*	**82%c**	**93%ghijk**	**92%hijk**	**87%ijk**	**82%ijk**	**68%jk**	*55%*	*48%*	**92%mno**	**85%no**	**59%o**	*52%*	*74%*	**89%p**	*76%*
NET Irrelevant/Not very important	**616**	-	616	362	254	24	29	66	67	148	144	136	53	133	428	281	558	46	619
	23%	-	*23%*	**29%d**	*18%*	*7%*	*8%*	**13%e**	**18%ef**	**32%efgh**	**45%efghi**	**52%efghi**	*8%*	**15%l**	**41%lm**	**48%lmn**	**26%q**	*11%*	*24%*
Mean	**3.07**	-	3.07	2.91	**3.21c**	**3.47ghijk**	**3.43hijk**	**3.33ijk**	**3.20ijk**	**2.86jk**	2.57	2.34	**3.45mno**	**3.28no**	**2.64o**	2.47	2.99	**3.46p**	3.05
Std Dev.	**0.99**	-	0.99	1.02	0.94	0.64	0.73	0.83	0.92	1.06	1.12	1.07	0.69	0.87	1.10	1.10	1.01	0.79	0.99
Std Error	**0.02**	-	0.02	0.03	0.03	0.04	0.04	0.04	0.05	0.05	0.06	0.07	0.03	0.03	0.03	0.04	0.02	0.04	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Essential	(4)	**1105**	284	399	189	233	684	421	772	325	104	121	323	271	187	903	104	925
		42%	**47%c**	**43%c**	*35%*	*41%*	**45%f**	*38%*	**48%h**	*32%*	*36%*	*37%*	**44%i**	*43%*	**47%ij**	**43%i**	*35%*	**43%o**
Fairly important	(3)	**927**	181	333	223	190	515	412	578	332	92	127	263	217	144	751	96	756
		35%	*30%*	*36%*	**41%cd**	*33%*	*34%*	*37%*	*36%*	*33%*	*31%*	*38%*	*36%*	*34%*	*36%*	*36%*	*33%*	*35%*
Not very important	(2)	**315**	73	91	82	69	164	151	162	150	46	46	74	89	33	242	46	248
		12%	*12%*	*10%*	**15%b**	*12%*	*11%*	*14%*	*10%*	**15%g**	**16%km**	*14%*	*10%*	**14%m**	*8%*	*12%*	*15%*	*12%*
Irrelevant	(1)	**301**	69	101	53	78	170	131	104	194	50	37	71	57	36	200	50	215
		11%	*11%*	*11%*	*10%*	*14%*	*11%*	*12%*	*6%*	**19%g**	**17%klmn**	*11%*	*10%*	*9%*	*9%*	*10%*	**17%p**	*10%*
NET Essential/Fairly important		**2032**	466	733	411	422	1198	834	1350	657	196	249	586	488	331	1654	201	1681
		77%	*77%*	*79%*	*75%*	*74%*	*78%*	*75%*	**84%h**	*66%*	*67%*	*75%*	**80%i**	**77%i**	**83%ij**	**79%i**	*68%*	**78%o**
NET Irrelevant/Not very important		**616**	142	192	135	147	334	282	266	344	96	83	145	146	69	442	96	463
		23%	*23%*	*21%*	*25%*	*26%*	*22%*	*25%*	*16%*	**34%g**	**33%klmn**	**25%m**	*20%*	*23%*	*17%*	*21%*	**32%p**	*22%*
Mean		**3.07**	3.12	3.11	3.00	3.01	**3.12f**	3.01	**3.25h**	2.79	2.86	3.00	**3.15i**	**3.11i**	**3.21ij**	**3.12i**	2.86	**3.12o**
Std Dev.		**0.99**	1.02	0.98	0.94	1.04	0.99	0.99	0.88	1.10	1.09	0.98	0.95	0.96	0.93	0.96	1.08	0.97
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Essential (4)	**1105**	981	124	44	927	82	61	35	37	126	94	77	108	82	157	155	93	15	68
	42%	**43%b**	*35%*	*37%*	*42%*	*36%*	**47%e**	**48%e**	*37%*	*44%*	*43%*	*41%*	*44%*	*34%*	**47%mr**	*41%*	*40%*	*35%*	*36%*
Fairly important (3)	**927**	809	118	46	785	78	37	27	36	107	74	68	99	85	124	106	86	17	61
	35%	*35%*	*34%*	*38%*	*35%*	*34%*	*28%*	*36%*	*35%*	*38%*	*34%*	*36%*	**41%o**	*36%*	*37%*	*28%*	*37%*	*41%*	*33%*
Not very important (2)	**315**	263	52	14	257	32	19	7	18	25	23	26	13	38	25	66	23	6	26
	12%	*11%*	*15%*	*12%*	*12%*	*14%*	*15%*	*9%*	**18%iln**	*9%*	*11%*	**14%l**	*5%*	**16%ln**	*7%*	**18%iln**	*10%*	*13%*	**14%ln**
Irrelevant (1)	**301**	245	56	16	247	37	12	5	10	26	28	18	23	35	28	51	28	4	32
	11%	*11%*	**16%a**	*14%*	*11%*	**16%dfg**	*10%*	*7%*	*10%*	*9%*	*13%*	*9%*	*10%*	*15%*	*8%*	*14%*	*12%*	*10%*	**17%iklm**
NET Essential/Fairly important	**2032**	1790	242	90	1712	160	97	62	73	232	168	145	206	167	281	261	179	32	129
	77%	**78%b**	*69%*	*74%*	**77%e**	*70%*	*75%*	**84%e**	*72%*	**82%mor**	*77%*	*77%*	**85%hmor**	*70%*	**84%hmor**	*69%*	*78%*	*76%*	*69%*
NET Irrelevant/Not very important	**616**	508	108	31	504	68	32	12	28	51	51	43	36	73	53	117	52	10	58
	23%	*22%*	**31%a**	*26%*	*23%*	**30%dg**	*25%*	*16%*	**28%ln**	*18%*	*23%*	*23%*	*15%*	**30%iln**	*16%*	**31%iln**	*22%*	*24%*	**31%iln**
Mean	**3.07**	**3.10b**	2.89	2.97	**3.08e**	2.90	**3.13e**	**3.24e**	3.00	**3.17mr**	3.07	3.08	**3.20mor**	2.89	**3.23hmor**	2.96	3.05	3.01	2.88
Std Dev.	**0.99**	0.98	1.06	1.02	0.99	1.07	1.00	0.90	0.97	0.94	1.02	0.96	0.92	1.04	0.91	1.06	1.00	0.96	1.09
Std Error	**0.02**	0.02	0.04	0.06	0.03	0.05	0.05	0.05	0.09	0.07	0.08	0.08	0.07	0.08	0.07	0.08	0.08	0.10	0.05

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Essential	(4)	**1105**	378	469	132	87	30	847	117	483	431	112	49	23	915	72
		42%	*40%*	*43%*	*38%*	*48%*	*45%*	*42%*	*47%*	**48%ijkn**	**41%j**	*31%*	*32%*	*44%*	**44%jkn**	*35%*
Fairly important	(3)	**927**	275	408	155	61	21	683	83	286	421	148	51	18	706	69
		35%	*29%*	**37%a**	**45%afg**	*34%*	*32%*	*34%*	*33%*	*28%*	**40%hm**	**41%h**	*33%*	*36%*	**34%h**	*34%*
Not very important	(2)	**315**	120	125	43	19	8	246	27	103	123	58	27	3	226	30
		12%	*13%*	*11%*	*12%*	*10%*	*12%*	*12%*	*11%*	*10%*	*12%*	**16%hm**	**18%h**	*7%*	*11%*	*15%*
Irrelevant	(1)	**301**	164	92	18	15	7	257	22	140	81	43	27	7	220	34
		11%	**18%bcdfg**	*8%*	*5%*	*8%*	*11%*	**13%bc**	*9%*	**14%im**	*8%*	*12%*	**18%im**	*14%*	**11%i**	**17%im**
NET Essential/Fairly important		**2032**	653	877	288	149	52	1530	200	769	852	260	100	41	1621	141
		77%	*70%*	**80%af**	**82%af**	**81%a**	*78%*	**75%a**	**80%a**	**76%k**	**81%hjkn**	*72%*	*65%*	*80%*	**78%jkn**	*69%*
NET Irrelevant/Not very important		**616**	285	217	61	34	15	502	49	243	204	101	54	10	447	65
		23%	**30%bcdfg**	*20%*	*18%*	*19%*	*22%*	**25%bc**	*20%*	**24%i**	*19%*	**28%im**	**35%him**	*20%*	*22%*	**31%im**
Mean		**3.07**	2.92	**3.15af**	**3.15a**	**3.21a**	3.12	**3.04a**	**3.19a**	**3.10jkn**	**3.14jkn**	2.91	2.79	3.10	**3.12jkn**	2.87
Std Dev.		**0.99**	1.11	0.93	0.83	0.93	1.00	1.02	0.95	1.06	0.90	0.97	1.08	1.03	0.98	1.07
Std Error		**0.02**	0.04	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.03	0.05	0.10	0.15	0.02	0.08

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Essential	(4)	**1105**	59	1030	17	306	731	69	1085	12	4	-	1101	4
		42%	*43%*	*42%*	*27%*	*42%*	*42%*	*39%*	*42%*	*39%*	*16%*	-	*42%*	*25%*
Fairly important	(3)	**927**	51	840	35	257	592	78	890	14	9	2	914	11
		35%	*38%*	*34%*	**58%ab**	*35%*	*34%*	**44%e**	*35%*	*47%*	*36%*	*100%*	*35%*	*65%*
Not very important	(2)	**315**	14	300	1	74	236	5	305	4	6	-	315	-
		12%	*10%*	*12%*	*2%*	**10%f**	**14%f**	*3%*	*12%*	*14%*	*25%*	-	*12%*	-
Irrelevant	(1)	**301**	12	280	8	90	186	25	293	*	6	-	299	2
		11%	*9%*	*11%*	*14%*	*12%*	*11%*	*14%*	*11%*	*	*22%*	-	*11%*	*10%*
NET Essential/Fairly important		**2032**	110	1870	52	563	1322	147	1975	26	14	2	2015	15
		77%	*81%*	*76%*	*85%*	*77%*	*76%*	*83%*	*77%*	*86%*	*53%*	*100%*	*77%*	*90%*
NET Irrelevant/Not very important		**616**	26	581	9	164	422	30	598	4	12	-	614	2
		23%	*19%*	*24%*	*15%*	*23%*	*24%*	*17%*	*23%*	*14%*	*47%*	-	*23%*	*10%*
Mean		**3.07**	3.15	3.07	2.98	3.07	3.07	3.08	3.08	3.25	2.47	3.00	3.07	3.06
Std Dev.		**0.99**	0.93	1.00	0.92	1.01	0.99	0.99	1.00	0.70	1.03	*	0.99	0.82
Std Error		**0.02**	0.07	0.02	0.12	0.04	0.02	0.08	0.02	0.14	0.22	*	0.02	0.19

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 68

QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Essential	(4)	**1105**	182	407	181	336	-	182	-	191	-	216	-	181	-	168	-	167
		42%	*40%*	**46%d**	*42%*	*38%*	-	*40%*	-	*45%*	-	**47%p**	-	*42%*	-	*39%*	-	*37%*
Fairly important	(3)	**927**	163	295	150	318	-	163	-	145	-	150	-	150	-	138	-	180
		35%	*36%*	*33%*	*35%*	*36%*	-	*36%*	-	*34%*	-	*33%*	-	*35%*	-	*32%*	-	*40%*
Not very important	(2)	**315**	58	81	49	128	-	58	-	32	-	49	-	49	-	68	-	60
		12%	*13%*	*9%*	*11%*	**15%b**	-	**13%h**	-	*7%*	-	*11%*	-	*11%*	-	**16%h**	-	**13%h**
Irrelevant	(1)	**301**	48	104	54	95	-	48	-	58	-	46	-	54	-	56	-	39
		11%	*11%*	*12%*	*12%*	*11%*	-	*11%*	-	*14%*	-	*10%*	-	*12%*	-	*13%*	-	*9%*
NET Essential/Fairly important		**2032**	345	702	331	654	-	345	-	336	-	365	-	331	-	306	-	348
		77%	*77%*	*79%*	*76%*	*75%*	-	*77%*	-	**79%n**	-	**79%n**	-	*76%*	-	*71%*	-	*78%*
NET Irrelevant/Not very important		**616**	106	184	103	223	-	106	-	89	-	95	-	103	-	124	-	99
		23%	*23%*	*21%*	*24%*	*25%*	-	*23%*	-	*21%*	-	*21%*	-	*24%*	-	**29%hj**	-	*22%*
Mean		**3.07**	3.06	3.13	3.05	3.02	-	3.06	-	3.10	-	**3.16n**	-	3.05	-	2.97	-	3.07
Std Dev.		**0.99**	0.98	1.00	1.01	0.98	-	0.98	-	1.03	-	0.98	-	1.01	-	1.03	-	0.92
Std Error		**0.02**	0.05	0.03	0.05	0.03	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Essential (4)	**379**	-	379	167	211	88	56	111	55	41	17	12	144	166	69	29	263	106	330
	14%	-	*14%*	*13%*	*15%*	**25%fhijk**	**16%ijk**	**21%hijk**	**14%jk**	*9%*	*5%*	*5%*	**21%no**	**18%no**	*7%*	*5%*	*12%*	**24%p**	*13%*
Fairly important (3)	**1148**	-	1148	546	600	151	215	241	165	173	107	92	366	406	372	199	910	221	1091
	43%	-	*43%*	*43%*	*43%*	**43%j**	**61%eghijk**	**47%ijk**	**43%j**	*38%*	*33%*	*35%*	**52%mno**	**45%no**	*36%*	*34%*	*42%*	**51%p**	*42%*
Not very important (2)	**776**	-	776	373	404	92	57	107	110	167	140	101	149	217	409	242	686	80	811
	29%	-	*29%*	*30%*	*29%*	**26%f**	*16%*	*21%*	**29%fg**	**37%efg**	**44%efgh**	**38%efg**	*21%*	*24%*	**39%lm**	**41%lm**	**32%q**	*18%*	*31%*
Irrelevant (1)	**345**	-	345	170	175	17	25	59	52	75	58	59	42	111	192	117	307	29	370
	13%	-	*13%*	*14%*	*13%*	*5%*	*7%*	**11%e**	**14%ef**	**16%ef**	**18%efg**	**22%efgh**	*6%*	**12%l**	**18%lm**	**20%lm**	**14%q**	*7%*	*14%*
NET Essential/Fairly important	**1527**	-	1527	712	811	239	272	352	220	213	124	104	510	572	441	228	1174	327	1421
	58%	-	*58%*	*57%*	*58%*	**69%hijk**	**77%ghijk**	**68%hijk**	**58%ijk**	*47%*	*38%*	*39%*	**73%mno**	**64%no**	*42%*	*39%*	*54%*	**75%p**	*55%*
NET Irrelevant/Not very important	**1122**	-	1122	542	579	109	82	165	162	242	199	160	191	327	601	359	994	108	1181
	42%	-	*42%*	*43%*	*42%*	*31%*	*23%*	**32%f**	**42%efg**	**53%efgh**	**62%efgh**	**61%efgh**	*27%*	**36%l**	**58%lm**	**61%lm**	**46%q**	*25%*	*45%*
Mean	**2.59**	-	2.59	2.57	2.61	**2.89hijk**	**2.86hijk**	**2.78hijk**	**2.58ijk**	**2.39k**	2.25	2.22	**2.87mno**	**2.70no**	2.31	2.24	2.52	**2.93p**	2.53
Std Dev.	**0.89**	-	0.89	0.88	0.89	0.84	0.76	0.91	0.90	0.86	0.81	0.84	0.80	0.91	0.85	0.82	0.88	0.83	0.89
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.04	0.04	0.05	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base		**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base		**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Essential	(4)	**379**	94	127	79	79	222	157	285	90	42	36	120	85	61	302	42	313
		14%	*16%*	*14%*	*14%*	*14%*	*14%*	*14%*	**18%h**	*9%*	*14%*	*11%*	*16%*	*13%*	*15%*	*14%*	*14%*	*15%*
Fairly important	(3)	**1148**	266	411	245	226	677	471	761	370	96	158	327	275	181	941	96	959
		43%	*44%*	*44%*	*45%*	*40%*	*44%*	*42%*	**47%h**	*37%*	*33%*	**48%l**	**45%l**	**43%l**	**45%l**	**45%l**	*32%*	**45%o**
Not very important	(2)	**776**	183	251	169	173	434	343	408	361	108	91	186	190	123	590	113	603
		29%	*30%*	*27%*	*31%*	*30%*	*28%*	*31%*	*25%*	**36%g**	**37%jkn**	*27%*	*25%*	*30%*	*31%*	*28%*	**38%p**	*28%*
Irrelevant	(1)	**345**	64	136	53	92	200	145	162	180	45	47	98	84	35	264	45	270
		13%	*11%*	**15%c**	*10%*	**16%ac**	*13%*	*13%*	*10%*	**18%g**	**16%m**	*14%*	*13%*	*13%*	*9%*	*13%*	*15%*	*13%*
NET Essential/Fairly important		**1527**	360	538	324	304	899	628	1047	460	138	194	447	360	242	1242	138	1271
		58%	*59%*	*58%*	*59%*	*53%*	*59%*	*56%*	**65%h**	*46%*	*47%*	**59%l**	**61%l**	**57%l**	**60%l**	**59%l**	*47%*	**59%o**
NET Irrelevant/Not very important		**1122**	248	386	223	265	634	487	569	541	154	137	284	274	158	854	158	873
		42%	*41%*	*42%*	*41%*	*47%*	*41%*	*44%*	*35%*	**54%g**	**53%jklmn**	*41%*	*39%*	*43%*	*40%*	*41%*	**53%p**	*41%*
Mean		**2.59**	**2.64d**	2.57	2.64	2.51	2.60	2.57	**2.72h**	2.37	2.46	2.55	**2.64l**	2.57	**2.67l**	**2.61l**	2.46	**2.61o**
Std Dev.		**0.89**	0.87	0.90	0.85	0.92	0.89	0.89	0.87	0.88	0.92	0.87	0.91	0.88	0.84	0.88	0.92	0.88
Std Error		**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.02	0.05	0.05	0.03	0.04	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 69

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base		**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base		**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Essential	(4)	**379**	343	35	18	328	22	18	10	16	44	42	24	35	21	75	45	27	4	19
		14%	**15%b**	*10%*	*15%*	**15%e**	*10%*	*14%*	*14%*	*16%*	*15%*	**19%mr**	*13%*	*14%*	*9%*	**23%kmopr**	*12%*	*12%*	*9%*	*10%*
Fairly important	(3)	**1148**	1014	133	43	971	92	54	30	44	124	74	90	114	101	162	167	95	20	72
		43%	*44%*	*38%*	*36%*	*44%*	*40%*	*42%*	*41%*	*43%*	*44%*	*34%*	**48%j**	**47%j**	*42%*	**49%j**	*44%*	*41%*	*49%*	*38%*
Not very important	(2)	**776**	660	117	42	635	76	40	26	27	79	65	53	61	81	66	123	81	10	66
		29%	*29%*	*33%*	*35%*	*29%*	*33%*	*31%*	*35%*	*27%*	*28%*	**30%n**	*28%*	*25%*	**34%n**	*20%*	**32%n**	**35%n**	*24%*	**35%ln**
Irrelevant	(1)	**345**	281	64	18	282	38	17	8	14	37	38	22	33	37	30	43	27	8	30
		13%	*12%*	**18%a**	*15%*	*13%*	*17%*	*13%*	*11%*	*14%*	*13%*	**17%n**	*12%*	*14%*	*15%*	*9%*	*11%*	*12%*	*19%*	**16%n**
NET Essential/Fairly important		**1527**	1358	169	61	1300	115	72	40	60	168	116	114	148	122	237	213	122	24	90
		58%	**59%b**	*48%*	*51%*	**59%e**	*50%*	*56%*	*54%*	*59%*	**59%r**	*53%*	**60%r**	**61%r**	*51%*	**71%hijmopr**	*56%*	*53%*	*58%*	*48%*
NET Irrelevant/Not very important		**1122**	941	181	60	917	114	57	34	41	116	103	74	94	118	96	166	108	18	97
		42%	*41%*	**52%a**	*49%*	*41%*	**50%d**	*44%*	*46%*	**41%n**	**41%n**	**47%n**	*40%*	*39%*	**49%n**	*29%*	**44%n**	**47%n**	*42%*	**52%ikln**
Mean		**2.59**	**2.62b**	2.40	2.51	**2.61e**	2.43	2.57	2.57	2.61	**2.62r**	2.55	**2.61r**	**2.62r**	2.44	**2.85hijklmopqt**	2.57	2.53	2.48	2.42
Std Dev.		**0.89**	0.88	0.90	0.92	0.89	0.88	0.90	0.86	0.92	0.90	0.99	0.85	0.89	0.85	0.87	0.85	0.85	0.91	0.88
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.05	0.05	0.08	0.07	0.08	0.07	0.07	0.07	0.07	0.06	0.07	0.09	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base		**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base		**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Essential	(4)	**379**	162	140	46	20	8	302	28	196	129	31	18	4	325	22
		14%	**17%b**	*13%*	*13%*	*11%*	*12%*	*15%*	*11%*	**19%ijmn**	*12%*	*8%*	*11%*	*8%*	**16%ij**	*10%*
Fairly important	(3)	**1148**	322	545	167	84	21	867	104	378	538	157	58	10	916	68
		43%	*34%*	**50%aef**	**48%ae**	**46%a**	*31%*	**43%a**	*42%*	**37%l**	**51%hklmn**	**44%l**	*38%*	*19%*	**44%hln**	*33%*
Not very important	(2)	**776**	291	307	92	55	30	598	85	304	285	117	49	19	589	69
		29%	*31%*	*28%*	*26%*	*30%*	**45%bcd**	*29%*	*34%*	*30%*	*27%*	*33%*	*32%*	*38%*	*28%*	*33%*
Irrelevant	(1)	**345**	161	103	44	24	8	264	32	134	104	55	29	18	238	48
		13%	**17%bf**	*9%*	*13%*	*13%*	*12%*	**13%b**	*13%*	*13%*	*10%*	**15%l**	**19%lm**	**36%hijm**	*12%*	**23%hlm**
NET Essential/Fairly important		**1527**	485	685	213	104	29	1170	133	574	667	188	76	14	1241	90
		58%	*52%*	**63%aefg**	**61%ae**	*57%*	*43%*	**58%a**	*53%*	**57%ln**	**63%hjkln**	**52%l**	**49%l**	*27%*	**60%jkln**	*44%*
NET Irrelevant/Not very important		**1122**	453	409	136	78	38	862	116	438	389	173	78	38	827	116
		42%	**48%bcd**	*37%*	*39%*	*43%*	**57%bc**	**42%b**	**47%b**	**43%l**	*37%*	**48%lm**	**51%lm**	**73%hijkm**	*40%*	**56%hlm**
Mean		**2.59**	2.52	**2.66a**	2.62	2.55	2.43	2.59	2.52	**2.63jkln**	**2.65jkln**	**2.45l**	**2.42l**	1.99	**2.64jkln**	2.31
Std Dev.		**0.89**	0.97	0.82	0.87	0.86	0.86	0.89	0.86	0.94	0.82	0.85	0.93	0.93	0.88	0.94
Std Error		**0.02**	0.03	0.03	0.05	0.06	0.11	0.02	0.05	0.03	0.03	0.05	0.08	0.13	0.02	0.07

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base		**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base		**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Essential	(4)	**379**	26	336	17	127	206	46	361	8	6	-	375	4
		14%	*19%*	*14%*	**27%b**	**17%e**	*12%*	**26%de**	*14%*	*28%*	*21%*	-	*14%*	*25%*
Fairly important	(3)	**1148**	61	1061	26	288	790	70	1113	17	9	2	1138	7
		43%	*45%*	*43%*	*42%*	*40%*	**45%d**	*39%*	*43%*	*58%*	*34%*	*100%*	*43%*	*43%*
Not very important	(2)	**776**	28	735	13	210	518	49	761	4	7	-	773	4
		29%	*21%*	*30%*	*21%*	*29%*	*30%*	*28%*	*30%*	*13%*	*29%*	-	*29%*	*22%*
Irrelevant	(1)	**345**	21	318	6	103	230	12	339	*	4	-	344	2
		13%	*15%*	*13%*	*10%*	**14%f**	*13%*	*7%*	*13%*	*1%*	*16%*	-	*13%*	*10%*
NET Essential/Fairly important		**1527**	87	1397	42	415	996	116	1473	26	14	2	1513	12
		58%	*64%*	*57%*	*69%*	*57%*	*57%*	*65%*	*57%*	*86%*	*55%*	*100%*	*58%*	*69%*
NET Irrelevant/Not very important		**1122**	49	1053	19	312	748	61	1100	4	12	-	1116	5
		42%	*36%*	*43%*	*31%*	*43%*	*43%*	*35%*	*43%*	*14%*	*45%*	-	*42%*	*31%*
Mean		**2.59**	2.68	2.58	2.86	2.60	2.56	**2.84de**	2.58	3.13	2.60	3.00	2.59	2.84
Std Dev.		**0.89**	0.96	0.88	0.93	0.93	0.86	0.89	0.89	0.68	1.02	*	0.89	0.94
Std Error		**0.02**	0.07	0.02	0.12	0.03	0.02	0.07	0.02	0.14	0.21	*	0.02	0.22

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants (on even months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base		**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base		**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Essential	(4)	**379**	56	127	54	142	-	56	-	51	-	76	-	54	-	61	-	80
		14%	*12%*	*14%*	*12%*	*16%*	-	*12%*	-	*12%*	-	*17%*	-	*12%*	-	*14%*	-	*18%*
Fairly important	(3)	**1148**	202	391	200	355	-	202	-	201	-	190	-	200	-	190	-	165
		43%	*45%*	*44%*	*46%*	*40%*	-	*45%*	-	**47%p**	-	*41%*	-	**46%p**	-	*44%*	-	*37%*
Not very important	(2)	**776**	126	258	116	275	-	126	-	123	-	135	-	116	-	120	-	156
		29%	*28%*	*29%*	*27%*	*31%*	-	*28%*	-	*29%*	-	*29%*	-	*27%*	-	*28%*	-	*35%*
Irrelevant	(1)	**345**	66	110	64	105	-	66	-	50	-	59	-	64	-	59	-	46
		13%	*15%*	*12%*	*15%*	*12%*	-	*15%*	-	*12%*	-	*13%*	-	*15%*	-	*14%*	-	*10%*
NET Essential/Fairly important		**1527**	258	518	254	496	-	258	-	252	-	266	-	254	-	251	-	245
		58%	*57%*	*58%*	*58%*	*57%*	-	*57%*	-	*59%*	-	*58%*	-	*58%*	-	*58%*	-	*55%*
NET Irrelevant/Not very important		**1122**	193	368	181	380	-	193	-	174	-	194	-	181	-	179	-	201
		42%	*43%*	*42%*	*42%*	*43%*	-	*43%*	-	*41%*	-	*42%*	-	*42%*	-	*42%*	-	*45%*
Mean		**2.59**	2.55	2.60	2.56	2.61	-	2.55	-	2.59	-	2.61	-	2.56	-	2.59	-	2.63
Std Dev.		**0.89**	0.89	0.88	0.89	0.90	-	0.89	-	0.85	-	0.91	-	0.89	-	0.90	-	0.89
Std Error		**0.02**	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 70

QC4_NET_E. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**1877**	-	1877	857	1018	211	246	357	272	323	245	219	457	629	787	464	1560	284	1843
	71%	-	*71%*	*68%*	**73%c**	*61%*	**70%e**	**69%e**	**71%e**	**71%e**	**76%e**	**83%efghl**	*65%*	*70%*	**76%lm**	**79%lm**	**72%q**	*65%*	*71%*
Mobile phone calls	**2305**	-	2305	1061	1240	324	326	465	358	379	257	192	651	823	827	448	1863	400	2260
	87%	-	*87%*	*85%*	**89%c**	**93%ijk**	**92%ijk**	**90%ijk**	**94%ijk**	**83%k**	*80%*	*73%*	**93%no**	**92%no**	*79%*	*76%*	*86%*	**92%p**	*87%*
Landline calls	**1653**	-	1653	788	864	193	201	291	226	284	231	222	395	517	738	453	1357	268	1637
	62%	-	*62%*	*63%*	*62%*	*56%*	*57%*	*56%*	*59%*	*62%*	**72%efghi**	**84%efghij**	*56%*	*58%*	**71%lm**	**77%lmn**	*63%*	*62%*	*63%*
Text messages	**2225**	-	2225	1026	1199	321	314	468	338	361	245	173	636	806	779	419	1808	384	2178
	84%	-	*84%*	*82%*	**86%c**	**92%ijk**	**89%ijk**	**90%ijk**	**89%ijk**	**79%k**	**76%k**	*66%*	**91%no**	**90%no**	*75%*	*71%*	*83%*	*88%*	*84%*
Email	**2159**	-	2159	1030	1126	258	275	427	307	373	279	237	533	734	889	516	1777	349	2088
	82%	-	*82%*	*82%*	*81%*	*74%*	*78%*	**83%e**	*80%*	**82%e**	**86%ef**	**90%efghl**	*76%*	**82%l**	**85%l**	**88%lm**	*82%*	*80%*	*80%*
Social media (e.g. Facebook, Twitter, etc)	**1542**	-	1542	665	874	308	282	359	230	186	98	75	590	589	359	173	1191	330	1498
	58%	-	*58%*	*53%*	**63%c**	**88%fghijk**	**80%ghijk**	**69%hijk**	**60%ijk**	**41%jk**	*30%*	*28%*	**84%mno**	**66%no**	*34%*	*29%*	*55%*	**76%p**	*58%*
Video calling (e.g. Skype, FaceTime, etc)	**1608**	-	1608	710	898	273	289	360	209	214	141	120	561	569	475	261	1243	341	1533
	61%	-	*61%*	*57%*	**65%c**	**78%ghijk**	**82%ghijk**	**70%hijk**	**55%j**	*47%*	*44%*	*45%*	**80%mno**	**63%no**	*46%*	*44%*	*57%*	**78%p**	*59%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**2032**	-	2032	893	1135	324	325	451	314	308	178	128	648	765	614	306	1609	390	1983
	77%	-	*77%*	*71%*	**82%c**	**93%ghijk**	**92%hijk**	**87%ijk**	**82%ijk**	**68%jk**	*55%*	*48%*	**92%mno**	**85%no**	**59%o**	*52%*	*74%*	**89%p**	*76%*
Other ways of communicating over the internet	**1527**	-	1527	712	811	239	272	352	220	213	124	104	510	572	441	228	1174	327	1421
	58%	-	*58%*	*57%*	*58%*	**69%hijk**	**77%ghijk**	**68%hijk**	**58%ijk**	*47%*	*38%*	*39%*	**73%mno**	**64%no**	*42%*	*39%*	*54%*	**75%p**	*55%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_NET_E. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**1877**	408	663	405	401	1071	806	1114	738	218	247	533	447	265	1493	218	1529
	71%	*67%*	*72%*	**74%a**	*70%*	*70%*	*72%*	*69%*	**74%g**	*75%*	*74%*	*73%*	*70%*	*66%*	*71%*	*74%*	*71%*
Mobile phone calls	**2305**	531	788	492	494	1319	986	1465	811	238	289	641	552	363	1845	242	1884
	87%	*87%*	*85%*	**90%b**	*87%*	*86%*	*88%*	**91%h**	*81%*	*81%*	*87%*	**88%i**	*87%*	**91%i**	**88%i**	*82%*	**88%o**
Landline calls	**1653**	391	591	358	314	981	672	960	670	183	210	480	378	245	1313	185	1343
	62%	**64%d**	**64%d**	**66%d**	*55%*	*64%*	*60%*	*59%*	**67%g**	*63%*	*63%*	*66%*	*60%*	*61%*	*63%*	*62%*	*63%*
Text messages	**2225**	498	762	473	492	1260	965	1416	780	237	277	639	524	343	1783	242	1816
	84%	*82%*	*82%*	*87%*	*86%*	*82%*	**87%e**	**88%h**	*78%*	*81%*	*84%*	**87%i**	*83%*	*86%*	*85%*	*81%*	*85%*
Email	**2159**	535	771	413	440	1306	853	1319	814	235	266	609	515	338	1728	239	1770
	82%	**88%cd**	**83%cd**	*76%*	*77%*	**85%f**	*77%*	*82%*	*81%*	*80%*	*80%*	*83%*	*81%*	*84%*	*82%*	*81%*	*83%*
Social media (e.g. Facebook, Twitter, etc)	**1542**	336	530	329	346	867	675	1071	454	160	195	435	378	242	1250	162	1270
	58%	*55%*	*57%*	*60%*	*61%*	*57%*	*61%*	**66%h**	*45%*	*55%*	*59%*	*60%*	*60%*	*60%*	*60%*	*55%*	*59%*
Video calling (e.g. Skype, FaceTime, etc)	**1608**	413	548	336	311	961	647	1088	501	135	195	444	407	274	1320	138	1350
	61%	**68%bd**	*59%*	*61%*	*55%*	*63%*	*58%*	**67%h**	*50%*	*46%*	**59%i**	**61%i**	**64%i**	**69%ij**	**63%i**	*46%*	**63%o**
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**2032**	466	733	411	422	1198	834	1350	657	196	249	586	488	331	1654	201	1681
	77%	*77%*	*79%*	*75%*	*74%*	*78%*	*75%*	**84%h**	*66%*	*67%*	*75%*	**80%i**	**77%i**	**83%ij**	**79%i**	*68%*	**78%o**
Other ways of communicating over the internet	**1527**	360	538	324	304	899	628	1047	460	138	194	447	360	242	1242	138	1271
	58%	*59%*	*58%*	*59%*	*53%*	*59%*	*56%*	**65%h**	*46%*	*47%*	**59%i**	**61%i**	**57%i**	**60%i**	**59%i**	*47%*	**59%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 70

QC4_NET_E. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**1877**	1614	263	95	1577	146	101	54	70	185	147	135	168	175	241	286	169	28	118
	71%	*70%*	*75%*	*79%*	**71%e**	*64%*	**78%de**	*73%*	*70%*	*65%*	*67%*	*72%*	*69%*	**73%r**	*72%*	**75%ir**	**73%r**	*66%*	*63%*
Mobile phone calls	**2305**	2007	298	101	1927	195	112	70	89	245	203	172	220	195	287	316	199	33	162
	87%	*87%*	*85%*	*83%*	*87%*	*85%*	*87%*	**95%def**	*88%*	*86%*	**93%moq**	**91%mq**	**91%mq**	*81%*	*86%*	*84%*	*86%*	*79%*	*87%*
Landline calls	**1653**	1411	242	89	1381	142	86	43	59	164	135	104	146	173	207	245	148	26	116
	62%	*61%*	**69%a**	**74%a**	*62%*	*62%*	*67%*	*59%*	*58%*	*58%*	*62%*	*55%*	*60%*	**72%hiklr**	*62%*	*65%*	*64%*	*63%*	*62%*
Text messages	**2225**	1947	278	97	1862	190	106	66	84	256	193	166	215	188	280	299	183	39	151
	84%	**85%b**	*80%*	*81%*	*84%*	*83%*	*82%*	*90%*	*83%*	**90%mopr**	**88%mop**	**88%mo**	**89%mopr**	*79%*	*84%*	*79%*	*79%*	**93%mop**	*81%*
Email	**2159**	1867	292	98	1808	188	102	61	88	232	172	145	179	190	291	323	188	31	157
	82%	*81%*	*84%*	*81%*	*82%*	*82%*	*79%*	*83%*	**87%klq**	*82%*	*79%*	*77%*	*74%*	*79%*	**87%jklq**	**85%l**	*81%*	*74%*	**84%l**
Social media (e.g. Facebook, Twitter, etc)	**1542**	1381	161	58	1302	118	76	47	66	183	125	121	150	116	227	200	114	22	95
	58%	**60%bc**	*46%*	*48%*	**59%e**	*51%*	*59%*	**63%e**	**65%mopr**	**65%mopr**	*57%*	**64%mopr**	**62%mpr**	*49%*	**68%mopr**	*53%*	*50%*	*54%*	*51%*
Video calling (e.g. Skype, FaceTime, etc)	**1608**	1392	217	79	1360	128	70	50	51	162	130	105	148	139	233	243	148	25	103
	61%	*61%*	*62%*	*66%*	*61%*	*56%*	*54%*	**68%ef**	*51%*	*57%*	*60%*	*56%*	*61%*	*58%*	**70%hikmr**	**64%h**	**64%h**	*59%*	*55%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**2032**	1790	242	90	1712	160	97	62	73	232	168	145	206	167	281	261	179	32	129
	77%	**78%b**	*69%*	*74%*	**77%e**	*70%*	*75%*	**84%e**	*72%*	**82%mor**	*77%*	*77%*	**85%hmor**	*70%*	**84%hmor**	*69%*	*78%*	*76%*	*69%*
Other ways of communicating over the internet	**1527**	1358	169	61	1300	115	72	40	60	168	116	114	148	122	237	213	122	24	90
	58%	**59%b**	*48%*	*51%*	**59%e**	*50%*	*56%*	*54%*	*59%*	**59%r**	*53%*	**60%r**	**61%r**	*51%*	**71%hijmopr**	*56%*	*53%*	*58%*	*48%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_NET_E. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**1877**	742	806	220	86	12	1548	98	755	785	231	81	20	1540	101
	71%	**79%bcdeg**	**74%cdeg**	**63%deg**	**47%e**	*19%*	**76%cdeg**	**39%e**	**75%jkln**	**74%jkln**	**64%ln**	*53%*	*38%*	**74%jkln**	*49%*
Mobile phone calls	**2305**	793	987	305	154	51	1780	205	885	932	306	128	43	1817	171
	87%	*85%*	**90%aeg**	*87%*	*84%*	*76%*	**88%e**	*82%*	*87%*	*88%*	*85%*	*83%*	*83%*	*88%*	*83%*
Landline calls	**1653**	669	686	194	80	20	1355	101	684	661	201	82	21	1345	103
	62%	**71%bcdefg**	**63%deg**	**55%eg**	*44%*	*30%*	**67%cdeg**	*40%*	**68%jkln**	**63%ln**	*56%*	*53%*	*40%*	**65%jkln**	*50%*
Text messages	**2225**	763	949	294	150	51	1712	201	852	909	291	116	45	1761	160
	84%	*81%*	**87%a**	*84%*	*82%*	*77%*	*84%*	*81%*	**84%k**	**86%kn**	*81%*	*75%*	*86%*	**85%kn**	*78%*
Email	**2159**	771	925	273	132	48	1696	180	826	889	292	114	31	1715	145
	82%	**82%dg**	**84%cdeg**	*78%*	*72%*	*72%*	**83%dg**	*72%*	**82%ln**	**84%kln**	**81%ln**	*74%*	*59%*	**83%kln**	*70%*
Social media (e.g. Facebook, Twitter, etc)	**1542**	472	686	220	114	40	1158	155	607	626	209	73	19	1234	92
	58%	*50%*	**63%af**	**63%a**	**63%a**	*61%*	**57%a**	**62%a**	**60%kln**	**59%kln**	**58%ln**	*47%*	*38%*	**60%kln**	*45%*
Video calling (e.g. Skype, FaceTime, etc)	**1608**	502	711	234	115	36	1213	151	613	665	215	86	22	1279	107
	61%	*54%*	**65%af**	**67%af**	*63%*	*54%*	**60%a**	*61%*	**61%l**	**63%ln**	*60%*	*56%*	*42%*	**62%ln**	*52%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**2032**	653	877	288	149	52	1530	200	769	852	260	100	41	1621	141
	77%	*70%*	**80%af**	**82%af**	**81%a**	*78%*	**75%a**	**80%a**	**76%k**	**81%hjkn**	*72%*	*65%*	*80%*	**78%jkn**	*69%*
Other ways of communicating over the internet	**1527**	485	685	213	104	29	1170	133	574	667	188	76	14	1241	90
	58%	*52%*	**63%aefg**	**61%ae**	*57%*	*43%*	**58%a**	*53%*	**57%ln**	**63%hjkln**	**52%l**	**49%l**	*27%*	**60%jkln**	*44%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_NET_E. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**1877**	114	1714	49	543	1186	149	1822	23	22	2	1867	8
	71%	***84%b***	*70%*	*81%*	***75%e***	*68%*	***84%de***	*71%*	*78%*	*84%*	*100%*	*71%*	*45%*
Mobile phone calls	**2305**	122	2128	55	617	1537	151	2246	25	20	2	2291	12
	87%	*90%*	*87%*	*90%*	*85%*	*88%*	*85%*	*87%*	*84%*	*79%*	*100%*	*87%*	*69%*
Landline calls	**1653**	92	1519	42	446	1089	119	1616	19	6	-	1641	13
	62%	*68%*	*62%*	*68%*	*61%*	*62%*	*67%*	*63%*	*63%*	*25%*	-	*62%*	*75%*
Text messages	**2225**	117	2052	55	606	1473	146	2164	25	24	2	2212	11
	84%	*86%*	*84%*	*91%*	*83%*	*84%*	*83%*	*84%*	*82%*	*92%*	*100%*	*84%*	*64%*
Email	**2159**	111	2001	47	575	1433	151	2104	22	22	2	2147	10
	82%	*81%*	*82%*	*77%*	*79%*	*82%*	*85%*	*82%*	*74%*	*84%*	*100%*	*82%*	*59%*
Social media (e.g. Facebook, Twitter, etc)	**1542**	92	1409	41	442	981	120	1488	29	14	-	1531	11
	58%	*67%*	*58%*	*67%*	*61%*	*56%*	***68%e***	*58%*	*97%*	*55%*	-	*58%*	*64%*
Video calling (e.g. Skype, FaceTime, etc)	**1608**	92	1477	40	432	1064	112	1558	25	9	2	1592	14
	61%	*68%*	*60%*	*65%*	*59%*	*61%*	*63%*	*61%*	*83%*	*36%*	*100%*	*61%*	*84%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**2032**	110	1870	52	563	1322	147	1975	26	14	2	2015	15
	77%	*81%*	*76%*	*85%*	*77%*	*76%*	*83%*	*77%*	*86%*	*53%*	*100%*	*77%*	*90%*
Other ways of communicating over the internet	**1527**	87	1397	42	415	996	116	1473	26	14	2	1513	12
	58%	*64%*	*57%*	*69%*	*57%*	*57%*	*65%*	*57%*	*86%*	*55%*	*100%*	*58%*	*69%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 70

QC4_NET_E. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**1877**	328	613	291	645	-	328	-	271	-	342	-	291	-	314	-	331
	71%	*73%*	*69%*	*67%*	*74%*	-	**73%h**	-	*64%*	-	**74%h**	-	*67%*	-	**73%h**	-	**74%h**
Mobile phone calls	**2305**	381	779	386	759	-	381	-	365	-	414	-	386	-	379	-	380
	87%	*85%*	*88%*	*89%*	*87%*	-	*85%*	-	*86%*	-	*90%*	-	*89%*	-	*88%*	-	*85%*
Landline calls	**1653**	278	547	253	575	-	278	-	260	-	287	-	253	-	264	-	311
	62%	*62%*	*62%*	*58%*	*66%*	-	*62%*	-	*61%*	-	*62%*	-	*58%*	-	*61%*	-	**70%hl**
Text messages	**2225**	376	759	356	734	-	376	-	363	-	396	-	356	-	369	-	365
	84%	*83%*	*86%*	*82%*	*84%*	-	*83%*	-	*85%*	-	*86%*	-	*82%*	-	*86%*	-	*82%*
Email	**2159**	362	701	351	745	-	362	-	318	-	383	-	351	-	368	-	377
	82%	*80%*	*79%*	*81%*	**85%b**	-	*80%*	-	*75%*	-	**83%h**	-	*81%*	-	**86%h**	-	**84%h**
Social media (e.g. Facebook, Twitter, etc)	**1542**	274	523	244	502	-	274	-	259	-	264	-	244	-	235	-	266
	58%	*61%*	*59%*	*56%*	*57%*	-	*61%*	-	*61%*	-	*57%*	-	*56%*	-	*55%*	-	*60%*
Video calling (e.g. Skype, FaceTime, etc)	**1608**	281	553	256	518	-	281	-	266	-	287	-	256	-	249	-	269
	61%	*62%*	*62%*	*59%*	*59%*	-	*62%*	-	*63%*	-	*62%*	-	*59%*	-	*58%*	-	*60%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**2032**	345	702	331	654	-	345	-	336	-	365	-	331	-	306	-	348
	77%	*77%*	*79%*	*76%*	*75%*	-	*77%*	-	**79%n**	-	**79%n**	-	*76%*	-	*71%*	-	*78%*
Other ways of communicating over the internet	**1527**	258	518	254	496	-	258	-	252	-	266	-	254	-	251	-	245
	58%	*57%*	*58%*	*58%*	*57%*	-	*57%*	-	*59%*	-	*58%*	-	*58%*	-	*58%*	-	*55%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 71

QC4_NET_I. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**771**	-	771	397	372	137	107	161	109	132	77	45	244	270	255	122	607	152	759
	29%	-	*29%*	**32%d**	*27%*	**39%fghijk**	**30%k**	**31%k**	**29%k**	**29%k**	*24%*	*17%*	**35%no**	**30%no**	*24%*	*21%*	*28%*	**35%p**	*29%*
Mobile phone calls	**343**	-	343	194	149	24	27	53	24	77	66	73	51	76	215	138	304	35	342
	13%	-	*13%*	**15%d**	*11%*	*7%*	*8%*	*10%*	*6%*	**17%efgh**	**20%efgh**	**27%efghi**	*7%*	*8%*	**21%lm**	**24%lm**	**14%q**	*8%*	*13%*
Landline calls	**995**	-	995	467	525	154	153	226	156	171	91	42	307	382	305	133	810	168	965
	38%	-	*38%*	*37%*	*38%*	**44%jk**	**43%jk**	**44%jk**	**41%jk**	**38%jk**	**28%k**	*16%*	**44%no**	**42%no**	**29%o**	*23%*	*37%*	*38%*	*37%*
Text messages	**423**	-	423	229	191	26	39	50	43	95	77	91	66	93	263	168	359	52	424
	16%	-	*16%*	**18%d**	*14%*	*8%*	*11%*	*10%*	*11%*	**21%efgh**	**24%efgh**	**34%efghij**	*9%*	*10%*	**25%lm**	**29%lm**	*17%*	*12%*	*16%*
Email	**489**	-	489	225	264	90	79	90	75	83	44	27	169	165	153	71	391	87	514
	18%	-	*18%*	*18%*	*19%*	**26%gijk**	**22%jk**	**17%k**	**20%k**	**18%k**	*14%*	*10%*	**24%mno**	**18%o**	*15%*	*12%*	*18%*	*20%*	*20%*
Social media (e.g. Facebook, Twitter, etc)	**1106**	-	1106	590	516	40	71	158	151	270	224	190	111	310	683	414	976	105	1104
	42%	-	*42%*	**47%d**	*37%*	*12%*	**20%e**	**31%ef**	**40%efg**	**59%efgh**	**70%efghi**	**72%efghi**	*16%*	**34%l**	**66%lm**	**71%lm**	**45%q**	*24%*	*42%*
Video calling (e.g. Skype, FaceTime, etc)	**1040**	-	1040	545	492	75	65	158	172	242	181	144	140	330	567	326	925	95	1069
	39%	-	*39%*	**43%d**	*35%*	*22%*	*18%*	**30%ef**	**45%efg**	**53%efg**	**56%efgh**	**55%efg**	*20%*	**37%l**	**54%lm**	**56%lm**	**43%q**	*22%*	*41%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**616**	-	616	362	254	24	29	66	67	148	144	136	53	133	428	281	558	46	619
	23%	-	*23%*	**29%d**	*18%*	*7%*	*8%*	**13%e**	**18%ef**	**32%efgh**	**45%efghi**	**52%efghi**	*8%*	**15%l**	**41%lm**	**48%lmn**	**26%q**	*11%*	*24%*
Other ways of communicating over the internet	**1122**	-	1122	542	579	109	82	165	162	242	199	160	191	327	601	359	994	108	1181
	42%	-	*42%*	*43%*	*42%*	*31%*	*23%*	**32%f**	**42%efg**	**53%efgh**	**62%efgh**	**61%efgh**	*27%*	**36%l**	**58%lm**	**61%lm**	**46%q**	*25%*	*45%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_NET_I. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**771**	200	262	141	168	462	309	502	263	74	85	197	187	135	604	78	615
	29%	**33%c**	*28%*	*26%*	*30%*	*30%*	*28%*	**31%h**	*26%*	*25%*	*26%*	*27%*	*30%*	*34%*	*29%*	*26%*	*29%*
Mobile phone calls	**343**	77	137	54	76	214	130	151	190	54	43	89	82	37	251	54	260
	13%	*13%*	**15%c**	*10%*	*13%*	*14%*	*12%*	*9%*	**19%g**	**19%kmn**	*13%*	*12%*	*13%*	*9%*	*12%*	**18%p**	*12%*
Landline calls	**995**	217	334	188	255	551	443	656	331	109	122	250	255	155	783	111	802
	38%	*36%*	*36%*	*34%*	**45%abc**	*36%*	*40%*	**41%h**	*33%*	*37%*	*37%*	*34%*	*40%*	*39%*	*37%*	*38%*	*37%*
Text messages	**423**	110	163	73	77	273	150	200	221	55	54	92	110	57	313	55	328
	16%	*18%*	*18%*	*13%*	*14%*	**18%f**	*13%*	*12%*	**22%g**	**19%k**	*16%*	*13%*	*17%*	*14%*	*15%*	*19%*	*15%*
Email	**489**	73	154	133	129	227	262	297	187	57	65	122	119	62	368	57	374
	18%	*12%*	*17%*	**24%ab**	**23%ab**	*15%*	**23%e**	*18%*	*19%*	*20%*	*20%*	*17%*	*19%*	*16%*	*18%*	*19%*	*17%*
Social media (e.g. Facebook, Twitter, etc)	**1106**	272	395	217	223	666	440	545	547	132	136	295	256	158	846	134	874
	42%	*45%*	*43%*	*40%*	*39%*	*43%*	*39%*	*34%*	**55%g**	*45%*	*41%*	*40%*	*40%*	*40%*	*40%*	*45%*	*41%*
Video calling (e.g. Skype, FaceTime, etc)	**1040**	195	376	210	258	571	469	528	500	157	136	287	227	126	776	159	795
	39%	*32%*	**41%a**	*39%*	**45%a**	*37%*	*42%*	*33%*	**50%g**	**54%jklmn**	**41%m**	*39%*	*36%*	*31%*	*37%*	**54%p**	*37%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**616**	142	192	135	147	334	282	266	344	96	83	145	146	69	442	96	463
	23%	*23%*	*21%*	*25%*	*26%*	*22%*	*25%*	*16%*	**34%g**	**33%klmn**	**25%m**	*20%*	*23%*	*17%*	*21%*	**32%p**	*22%*
Other ways of communicating over the internet	**1122**	248	386	223	265	634	487	569	541	154	137	284	274	158	854	158	873
	42%	*41%*	*42%*	*41%*	*47%*	*41%*	*44%*	*35%*	**54%g**	**53%jklmn**	*41%*	*39%*	*43%*	*40%*	*41%*	**53%p**	*41%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_NET_I. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2602**	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	**2648**	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	**1600**	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	**771**	685	87	26	640	83	28	20	31	99	72	54	74	64	92	93	61	14	69
	29%	*30%*	*25%*	*21%*	**29%f**	**36%df**	*22%*	*27%*	*30%*	**35%o**	*33%*	*28%*	*31%*	*27%*	*28%*	*25%*	*27%*	*34%*	**37%mop**
Mobile phone calls	**343**	292	52	20	289	34	17	3	12	38	15	16	23	44	46	62	31	9	25
	13%	*13%*	*15%*	*17%*	**13%g**	**15%g**	**13%g**	*5%*	*12%*	*14%*	*7%*	*9%*	*9%*	**19%jkl**	*14%*	**16%j**	*14%*	**21%jkl**	*13%*
Landline calls	**995**	887	107	32	835	86	43	31	42	119	83	84	97	66	127	133	82	16	71
	38%	**39%bc**	*31%*	*26%*	*38%*	*38%*	*33%*	*41%*	**42%m**	**42%m**	*38%*	**45%m**	**40%m**	*28%*	*38%*	*35%*	*36%*	*37%*	**38%m**
Text messages	**423**	352	71	23	354	39	23	8	17	28	26	22	28	51	54	80	48	3	36
	16%	*15%*	**20%a**	*19%*	*16%*	*17%*	*18%*	*10%*	*17%*	*10%*	*12%*	*12%*	*11%*	**21%ijklq**	*16%*	**21%ijklq**	**21%ijlq**	*7%*	**19%il**
Email	**489**	432	57	23	408	41	27	13	13	51	47	43	64	49	42	56	43	11	30
	18%	*19%*	*16%*	*19%*	*18%*	*18%*	*21%*	*17%*	*13%*	*18%*	**21%n**	**23%hn**	**26%hnor**	*21%*	*13%*	*15%*	*19%*	**26%hn**	*16%*
Social media (e.g. Facebook, Twitter, etc)	**1106**	917	189	63	914	111	53	27	35	100	94	67	93	123	107	179	116	19	92
	42%	*40%*	**54%a**	**52%a**	*41%*	**49%dg**	*41%*	*37%*	*35%*	*35%*	*43%*	*36%*	*38%*	**51%hikln**	*32%*	**47%hikn**	**50%hikln**	*46%*	**49%hikln**
Video calling (e.g. Skype, FaceTime, etc)	**1040**	907	133	42	856	101	59	24	49	122	88	83	95	100	101	136	83	17	84
	39%	*39%*	*38%*	*34%*	*39%*	**44%g**	**46%g**	*32%*	**49%nop**	**43%n**	*40%*	**44%n**	*39%*	**42%n**	*30%*	*36%*	*36%*	*41%*	**45%n**
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**616**	508	108	31	504	68	32	12	28	51	51	43	36	73	53	117	52	10	58
	23%	*22%*	**31%a**	*26%*	*23%*	**30%dg**	*25%*	*16%*	**28%ln**	*18%*	*23%*	*23%*	*15%*	**30%lln**	*16%*	**31%lln**	*22%*	*24%*	**31%lln**
Other ways of communicating over the internet	**1122**	941	181	60	917	114	57	34	41	116	103	74	94	118	96	166	108	18	97
	42%	*41%*	**52%a**	*49%*	*41%*	**50%d**	*44%*	*46%*	**41%n**	**41%n**	**47%n**	*40%*	*39%*	**49%n**	*29%*	**44%n**	**47%n**	*42%*	**52%klln**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_NET_I. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**771**	195	288	129	97	54	484	151	257	271	129	73	32	528	105
	29%	*21%*	**26%a**	**37%abf**	**53%abcf**	**81%abcdfg**	*24%*	**61%abcf**	*25%*	*26%*	**36%him**	**47%him**	**62%hijm**	*26%*	**51%hijm**
Mobile phone calls	**343**	144	107	44	29	16	252	44	127	124	55	26	9	251	35
	13%	**15%b**	*10%*	*13%*	*16%*	**24%bf**	*12%*	**18%b**	*13%*	*12%*	*15%*	*17%*	*17%*	*12%*	*17%*
Landline calls	**995**	269	408	155	102	46	677	148	328	395	159	72	31	722	103
	38%	*29%*	**37%a**	**45%af**	**56%abf**	**70%abcf**	**33%a**	**60%abcf**	*32%*	*37%*	**44%hm**	**47%hm**	**60%him**	*35%*	**50%him**
Text messages	**423**	175	145	55	32	15	320	47	160	147	69	38	7	307	45
	16%	**19%b**	*13%*	*16%*	*18%*	*23%*	*16%*	*19%*	*16%*	*14%*	*19%*	**25%him**	*14%*	*15%*	**22%im**
Email	**489**	166	170	76	50	18	336	69	186	167	69	40	21	353	61
	18%	*18%*	*16%*	**22%b**	**28%abf**	**28%b**	*17%*	**28%abf**	*18%*	*16%*	*19%*	**26%im**	**41%hijm**	*17%*	**30%hijm**
Social media (e.g. Facebook, Twitter, etc)	**1106**	465	409	129	68	26	874	94	405	429	151	81	32	834	114
	42%	**50%bcdfg**	*37%*	*37%*	*37%*	*39%*	**43%b**	*38%*	*40%*	*41%*	*42%*	**53%him**	**62%hijm**	*40%*	**55%hijm**
Video calling (e.g. Skype, FaceTime, etc)	**1040**	436	383	115	67	30	819	98	399	391	145	69	30	789	99
	39%	**46%bcf**	*35%*	*33%*	*37%*	*46%*	**40%bc**	*39%*	*39%*	*37%*	*40%*	*44%*	**58%him**	*38%*	**48%im**
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**616**	285	217	61	34	15	502	49	243	204	101	54	10	447	65
	23%	**30%bcdfg**	*20%*	*18%*	*19%*	*22%*	**25%bc**	*20%*	**24%i**	*19%*	**28%im**	**35%him**	*20%*	*22%*	**31%im**
Other ways of communicating over the internet	**1122**	453	409	136	78	38	862	116	438	389	173	78	38	827	116
	42%	**48%bcf**	*37%*	*39%*	*43%*	**57%bc**	**42%b**	**47%b**	**43%i**	*37%*	**48%im**	**51%im**	**73%hijkm**	*40%*	**56%him**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_NET_I. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**771**	22	737	12	184	558	28	751	6	4	-	762	9
	29%	*16%*	***30%a***	*19%*	***25%f***	***32%df***	*16%*	*29%*	*22%*	*16%*	-	*29%*	*55%*
Mobile phone calls	**343**	14	323	6	110	207	26	328	5	5	-	338	5
	13%	*10%*	*13%*	*10%*	*15%*	*12%*	*15%*	*13%*	*16%*	*21%*	-	*13%*	*31%*
Landline calls	**995**	44	931	19	281	655	58	958	11	19	2	988	4
	38%	*32%*	*38%*	*32%*	*39%*	*38%*	*33%*	*37%*	*37%*	*75%*	*100%*	*38%*	*25%*
Text messages	**423**	19	398	6	121	271	31	410	5	2	-	417	6
	16%	*14%*	*16%*	*9%*	*17%*	*16%*	*17%*	*16%*	*18%*	*8%*	-	*16%*	*36%*
Email	**489**	25	450	14	152	311	26	470	8	4	-	482	7
	18%	*19%*	*18%*	*23%*	*21%*	*18%*	*15%*	*18%*	*26%*	*16%*	-	*18%*	*41%*
Social media (e.g. Facebook, Twitter, etc)	**1106**	44	1041	20	285	763	57	1085	1	12	2	1098	6
	42%	*33%*	*42%*	*33%*	*39%*	***44%f***	*32%*	*42%*	*3%*	*45%*	*100%*	*42%*	*36%*
Video calling (e.g. Skype, FaceTime, etc)	**1040**	44	974	22	295	680	65	1016	5	16	-	1037	3
	39%	*32%*	*40%*	*35%*	*41%*	*39%*	*37%*	*39%*	*17%*	*64%*	-	*39%*	*16%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**616**	26	581	9	164	422	30	598	4	12	-	614	2
	23%	*19%*	*24%*	*15%*	*23%*	*24%*	*17%*	*23%*	*14%*	*47%*	-	*23%*	*10%*
Other ways of communicating over the internet	**1122**	49	1053	19	312	748	61	1100	4	12	-	1116	5
	42%	*36%*	*43%*	*31%*	*43%*	*43%*	*35%*	*43%*	*14%*	*45%*	-	*42%*	*31%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_NET_I. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**771**	123	273	144	231	-	123	-	154	-	118	-	144	-	116	-	115
	29%	*27%*	*31%*	*33%*	*26%*	-	*27%*	-	**36%fjnp**	-	*26%*	-	*33%*	-	*27%*	-	*26%*
Mobile phone calls	**343**	70	107	49	118	-	70	-	61	-	47	-	49	-	51	-	66
	13%	*15%*	*12%*	*11%*	*13%*	-	*15%*	-	*14%*	-	*10%*	-	*11%*	-	*12%*	-	*15%*
Landline calls	**995**	173	339	182	301	-	173	-	166	-	173	-	182	-	166	-	136
	38%	*38%*	*38%*	*42%*	*34%*	-	*38%*	-	**39%p**	-	*38%*	-	**42%p**	-	*39%*	-	*30%*
Text messages	**423**	75	127	79	142	-	75	-	62	-	65	-	79	-	61	-	82
	16%	*17%*	*14%*	*18%*	*16%*	-	*17%*	-	*15%*	-	*14%*	-	*18%*	-	*14%*	-	*18%*
Email	**489**	88	185	84	132	-	88	-	108	-	77	-	84	-	62	-	69
	18%	*20%*	**21%d**	*19%*	*15%*	-	*20%*	-	**25%jnp**	-	*17%*	-	*19%*	-	*14%*	-	*16%*
Social media (e.g. Facebook, Twitter, etc)	**1106**	177	363	191	375	-	177	-	166	-	197	-	191	-	195	-	180
	42%	*39%*	*41%*	*44%*	*43%*	-	*39%*	-	*39%*	-	*43%*	-	*44%*	-	*45%*	-	*40%*
Video calling (e.g. Skype, FaceTime, etc)	**1040**	170	333	179	358	-	170	-	159	-	173	-	179	-	181	-	178
	39%	*38%*	*38%*	*41%*	*41%*	-	*38%*	-	*37%*	-	*38%*	-	*41%*	-	*42%*	-	*40%*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**616**	106	184	103	223	-	106	-	89	-	95	-	103	-	124	-	99
	23%	*23%*	*21%*	*24%*	*25%*	-	*23%*	-	*21%*	-	*21%*	-	*24%*	-	**29%hj**	-	*22%*
Other ways of communicating over the internet	**1122**	193	368	181	380	-	193	-	174	-	194	-	181	-	179	-	201
	42%	*43%*	*42%*	*42%*	*43%*	-	*43%*	-	*41%*	-	*42%*	-	*42%*	-	*42%*	-	*45%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Post	**2.92**	-	2.92	2.89	**2.95c**	2.79	2.85	2.88	**2.93e**	**2.90e**	**3.05efghi**	**3.18efghij**	2.82	**2.90l**	**3.02lm**	**3.11lmn**	**2.94q**	2.86	2.92
Mobile phone calls	**3.31**	-	3.31	3.26	**3.35c**	**3.44ijk**	**3.38ijk**	**3.40ijk**	**3.45ijk**	**3.27jk**	**3.10k**	2.97	**3.41no**	**3.42no**	**3.14o**	3.04	3.27	**3.48p**	3.31
Landline calls	**2.75**	-	2.75	2.74	2.77	2.56	2.60	2.57	2.71	**2.79efg**	**3.01efghi**	**3.26efghij**	2.58	2.63	**2.98lm**	**3.12lmn**	2.76	2.71	2.78
Text messages	**3.18**	-	3.18	3.11	**3.25c**	**3.39hijk**	**3.31ijk**	**3.34ijk**	**3.26ijk**	**3.12jk**	2.92	2.76	**3.35no**	**3.30no**	**2.96o**	2.84	3.17	3.27	3.17
Email	**3.18**	-	3.18	3.21	3.15	3.00	**3.17e**	**3.21e**	**3.20e**	**3.17e**	**3.22e**	**3.27e**	3.09	**3.21l**	**3.21l**	**3.24l**	3.17	3.22	3.14
Social media (e.g. Facebook, Twitter, etc)	**2.60**	-	2.60	2.50	**2.69c**	**3.39fghijk**	**3.06ghijk**	**2.85hijk**	**2.62ijk**	**2.19jk**	1.97	1.91	**3.23mno**	**2.75no**	2.05	1.95	2.53	**3.00p**	2.59
Video calling (e.g. Skype, FaceTime, etc)	**2.70**	-	2.70	2.60	**2.79c**	**3.11ghijk**	**3.10ghijk**	**2.87hijk**	**2.61ijk**	2.40	2.33	2.36	**3.11mno**	**2.76no**	2.37	2.34	2.62	**3.09p**	2.66
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.07**	-	3.07	2.91	**3.21c**	**3.47ghijk**	**3.43hijk**	**3.33ijk**	**3.20ijk**	**2.86jk**	2.57	2.34	**3.45mno**	**3.28no**	**2.64o**	2.47	2.99	**3.46p**	3.05
Other ways of communicating over the internet	**2.59**	-	2.59	2.57	2.61	**2.89hijk**	**2.86hijk**	**2.78hijk**	**2.58ijk**	**2.39k**	2.25	2.22	**2.87mno**	**2.70no**	2.31	2.24	2.52	**2.93p**	2.53

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 72

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Post	**2.92**	2.89	2.93	**2.99ad**	2.89	2.92	2.94	2.88	**2.99g**	2.97	**2.99m**	2.94	2.93	2.87	2.93	2.95	2.93
Mobile phone calls	**3.31**	3.31	3.30	3.32	3.30	3.31	3.31	**3.39h**	3.16	3.19	3.25	**3.32i**	**3.36ij**	**3.39ij**	**3.33ij**	3.19	**3.33o**
Landline calls	**2.75**	**2.80d**	**2.79d**	**2.77d**	2.62	**2.80f**	2.69	2.68	**2.87g**	2.72	2.78	**2.83i**	2.67	2.74	2.76	2.71	2.76
Text messages	**3.18**	3.11	3.17	**3.24a**	3.23	3.15	**3.23o**	**3.28h**	3.02	3.11	3.16	**3.25i**	3.19	3.21	3.21	3.11	3.20
Email	**3.18**	**3.34bcd**	**3.21cd**	3.06	3.06	**3.26f**	3.06	**3.21h**	3.12	3.09	3.09	3.18	3.22	**3.28ij**	3.20	3.10	3.20
Social media (e.g. Facebook, Twitter, etc)	**2.60**	2.55	2.56	2.65	2.69	2.55	**2.67o**	**2.78h**	2.31	2.53	2.62	2.65	2.63	2.64	2.64	2.54	2.63
Video calling (e.g. Skype, FaceTime, etc)	**2.70**	**2.85bd**	2.67	2.71	2.57	**2.74f**	2.64	**2.84h**	2.48	2.43	**2.63i**	**2.72i**	**2.76i**	**2.88ijkn**	**2.75i**	2.43	**2.74o**
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.07**	3.12	3.11	3.00	3.01	**3.12f**	3.01	**3.25h**	2.79	2.86	3.00	**3.15i**	**3.11i**	**3.21ij**	**3.12i**	2.86	**3.12o**
Other ways of communicating over the internet	**2.59**	**2.64d**	2.57	2.64	2.51	2.60	2.57	**2.72h**	2.37	2.46	2.55	**2.64i**	2.57	**2.67i**	**2.61i**	2.46	**2.61o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 72

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Post	2.92	2.91	3.03a	3.08a	2.93	2.84	2.99	3.00	2.93	2.79	2.90	2.88	2.87	2.96i	3.00iklr	2.99ilr	2.94i	2.88	2.83
Mobile phone calls	3.31	3.32b	3.21	3.22	3.31	3.21	3.37	3.51e	3.38oq	3.28	3.43imopqr	3.39mopq	3.36moq	3.20	3.37imopq	3.21	3.25	3.04	3.25
Landline calls	2.75	2.73	2.89a	2.98a	2.74	2.76	2.93dg	2.71	2.71	2.60	2.82	2.70	2.71	2.95iklno	2.70	2.72	2.82	2.80	2.75
Text messages	3.18	3.21b	3.03	3.07	3.19	3.10	3.20	3.31e	3.17	3.30mopr	3.31mopr	3.29mor	3.20	3.08	3.20	3.08	3.11	3.29	3.05
Email	3.18	3.18	3.13	3.10	3.18	3.14	3.14	3.13	3.29jkl	3.14	3.07	3.05	3.05	3.12	3.39ijklmpqr	3.25klq	3.19	2.94	3.19
Social media (e.g. Facebook, Twitter, etc)	2.60	2.64b	2.36	2.50	2.61e	2.46	2.68e	2.69e	2.71mr	2.68mr	2.62m	2.68mr	2.71mr	2.33	2.80mopr	2.50	2.50	2.59	2.43
Video calling (e.g. Skype, FaceTime, etc)	2.70	2.70	2.68	2.70	2.71e	2.57	2.63	2.79e	2.53	2.61	2.72	2.59	2.73	2.64	2.89hikmr	2.75r	2.75	2.66	2.55
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.07	3.10b	2.89	2.97	3.08e	2.90	3.13e	3.24e	3.00	3.17mr	3.07	3.08	3.20mor	2.89	3.23hmor	2.96	3.05	3.01	2.88
Other ways of communicating over the internet	2.59	2.62b	2.40	2.51	2.61e	2.43	2.57	2.57	2.61	2.62r	2.55	2.61r	2.62r	2.44	2.85hijklmopqr	2.57	2.53	2.48	2.42

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Post	**2.92**	**3.17bcdefg**	**2.91cdeg**	**2.76deg**	**2.44e**	1.98	**3.03bcdeg**	**2.32e**	**3.08ijklmn**	**2.94jkln**	**2.74kln**	**2.52l**	2.20	**3.01ijkln**	**2.44l**
Mobile phone calls	**3.31**	**3.28e**	**3.38acdefg**	**3.25e**	3.25	3.09	**3.33aceg**	3.21	**3.36jkn**	**3.33jkn**	3.17	3.21	3.27	**3.34jkn**	3.22
Landline calls	**2.75**	**3.00bcdefg**	**2.72deg**	**2.58eg**	**2.39e**	2.01	**2.85bcdeg**	2.29	**2.89ijkln**	**2.72ln**	2.60	2.62	2.27	**2.80jln**	2.53
Text messages	**3.18**	3.16	**3.23e**	3.12	3.22	2.96	3.20	3.15	**3.24jkn**	**3.19jk**	3.04	2.99	**3.33k**	**3.22jk**	3.08
Email	**3.18**	**3.20dg**	**3.23cdg**	3.10	2.98	3.06	**3.22cdg**	3.00	**3.20ln**	**3.23kln**	**3.11l**	3.02	2.74	**3.21kln**	2.95
Social media (e.g. Facebook, Twitter, etc)	**2.60**	2.44	**2.69af**	**2.67a**	**2.78af**	2.69	**2.57a**	**2.76af**	**2.66kln**	**2.63kln**	2.53	2.35	2.16	**2.65kln**	2.30
Video calling (e.g. Skype, FaceTime, etc)	**2.70**	2.56	**2.80af**	**2.78a**	2.75	2.52	**2.69a**	2.69	**2.74n**	**2.73n**	2.63	2.53	2.44	**2.73n**	2.51
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.07**	2.92	**3.15af**	**3.15a**	**3.21a**	3.12	**3.04a**	**3.19a**	**3.10jkn**	**3.14jkn**	2.91	2.79	3.10	**3.12jkn**	2.87
Other ways of communicating over the internet	**2.59**	2.52	**2.66a**	2.62	2.55	2.43	2.59	2.52	**2.63jkln**	**2.65jkln**	**2.45l**	**2.42l**	1.99	**2.64jkln**	2.31

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Post	**2.92**	**3.11b**	2.91	3.04	**2.99e**	2.87	**3.15de**	2.92	2.94	**3.33ghk**	3.00	2.93	2.50
Mobile phone calls	**3.31**	3.41	3.30	3.27	3.28	3.32	3.31	**3.31h**	3.06	3.09	3.00	**3.31h**	3.18
Landline calls	**2.75**	2.90	2.74	2.81	2.77	2.74	2.82	2.76	2.73	2.12	2.00	2.75	2.91
Text messages	**3.18**	3.23	3.18	3.24	3.19	3.18	3.13	3.19	3.08	3.21	3.00	3.18	2.89
Email	**3.18**	3.14	3.18	3.04	3.11	3.19	3.28	3.18	2.82	3.23	3.00	3.18	2.69
Social media (e.g. Facebook, Twitter, etc)	**2.60**	2.77	2.59	2.89	**2.67e**	2.55	**2.82e**	2.59	3.50	2.60	2.00	2.60	2.85
Video calling (e.g. Skype, FaceTime, etc)	**2.70**	2.87	2.69	2.66	2.68	2.70	2.72	2.70	3.12	2.19	3.00	2.70	3.12
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.07**	3.15	3.07	2.98	3.07	3.07	3.08	3.08	3.25	2.47	3.00	3.07	3.06
Other ways of communicating over the internet	**2.59**	2.68	2.58	2.86	2.60	2.56	**2.84de**	2.58	3.13	2.60	3.00	2.59	2.84

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Post	**2.92**	**2.96bc**	2.88	2.86	**2.98bc**	-	**2.96hl**	-	2.78	-	**2.96hl**	-	2.86	-	**2.98hl**	-	**2.99hl**
Mobile phone calls	**3.31**	3.29	**3.34d**	3.30	3.29	-	3.29	-	3.30	-	**3.39fhlp**	-	3.30	-	**3.33p**	-	3.25
Landline calls	**2.75**	2.76	2.72	2.63	**2.84c**	-	2.76	-	2.71	-	2.74	-	2.63	-	2.77	-	**2.91hjl**
Text messages	**3.18**	3.19	3.19	3.17	3.18	-	3.19	-	3.15	-	3.22	-	3.17	-	3.23	-	3.14
Email	**3.18**	3.13	3.14	3.15	**3.25ab**	-	3.13	-	3.05	-	**3.22h**	-	3.15	-	**3.29fh**	-	**3.21h**
Social media (e.g. Facebook, Twitter, etc)	**2.60**	2.63	2.59	2.55	2.62	-	2.63	-	2.64	-	2.55	-	2.55	-	2.55	-	2.69
Video calling (e.g. Skype, FaceTime, etc)	**2.70**	2.74	2.71	2.71	2.66	-	2.74	-	2.70	-	2.71	-	2.71	-	2.62	-	2.71
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**3.07**	3.06	3.13	3.05	3.02	-	3.06	-	3.10	-	**3.16n**	-	3.05	-	2.97	-	3.07
Other ways of communicating over the internet	**2.59**	2.55	2.60	2.56	2.61	-	2.55	-	2.59	-	2.61	-	2.56	-	2.59	-	2.63

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	2427	-	2427	1276	1145	378	367	493	355	416	237	174	746	848	828	412	1949	428	2521
	47%	-	*47%*	51%d	*44%*	55%ijk	52%jk	52%ijk	48%jk	46%jk	*37%*	*33%*	53%no	50%no	*40%*	*36%*	*45%*	56%p	*49%*
1-2	1719	-	1719	817	901	222	242	321	248	276	219	191	464	568	686	410	1469	230	1634
	33%	-	*33%*	*33%*	*34%*	*32%*	*34%*	*34%*	*34%*	*31%*	*35%*	*37%*	*33%*	*34%*	*33%*	*35%*	*34%*	*30%*	*32%*
3-4	513	-	513	194	318	42	47	70	67	112	83	91	90	136	286	174	456	54	479
	10%	-	*10%*	*8%*	12%c	*6%*	*7%*	*7%*	*9%*	12%efg	13%efg	17%efghl	*6%*	*8%*	14%lm	15%lm	11%q	*7%*	*9%*
5-10	315	-	315	140	175	38	47	50	40	53	37	50	85	90	139	86	265	45	325
	6%	-	*6%*	*6%*	*7%*	*5%*	*7%*	*5%*	*5%*	*6%*	*6%*	9%eghl	*6%*	*5%*	*7%*	*7%*	*6%*	*6%*	*6%*
11-20	87	-	87	40	47	1	3	10	11	24	31	6	4	21	62	38	81	6	90
	2%	-	*2%*	*2%*	*2%*	*	*	*1%*	2%e	3%efg	5%efghk	*1%*	*	1%l	3%lm	3%lm	*2%*	*1%*	*2%*
21+	86	-	86	41	45	4	5	5	12	23	26	11	9	18	60	37	79	8	98
	2%	-	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	3%efg	4%efgh	2%g	*1%*	*1%*	3%lm	3%lm	*2%*	*1%*	*2%*
Any Sent (non-zero entry)	2720	-	2720	1233	1485	308	344	455	378	488	396	349	652	833	1233	745	2351	343	2626
	53%	-	*53%*	*49%*	56%c	*45%*	*48%*	*48%*	*52%*	54%eg	63%efghi	67%efghi	*47%*	*50%*	60%lm	64%lm	55%q	*44%*	*51%*
Total Mean (including those not Sending any)																			
Mean	2.13	-	2.13	2.00	2.27	1.25	1.37	1.43	2.23efg	2.71efg	3.58efgh	2.73efg	1.31	1.78l	2.98lm	3.20lm	2.25q	1.61	2.27
Std Dev.	5.71	-	5.71	5.75	5.67	3.06	3.50	3.33	7.13	7.05	7.79	5.88	3.29	5.34	7.03	7.00	5.82	5.24	6.74
Std Error	0.08	-	0.08	0.12	0.11	0.12	0.13	0.11	0.27	0.23	0.29	0.27	0.09	0.13	0.15	0.20	0.09	0.22	0.09
Sending Mean (excluding those not Sending any)																			
Mean	4.03	-	4.03	4.06	4.01	2.78	2.84	2.98	4.32efg	5.02efg	5.73efgk	4.09efg	2.81	3.59	4.99lm	4.96lm	4.11	3.61	4.44
Std Dev.	7.34	-	7.34	7.68	7.06	4.08	4.60	4.30	9.47	8.98	9.22	6.81	4.36	7.15	8.52	8.21	7.37	7.38	8.91
Std Error	0.14	-	0.14	0.22	0.19	0.25	0.26	0.21	0.50	0.38	0.45	0.38	0.18	0.26	0.24	0.30	0.15	0.49	0.17

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	2427	499	779	483	665	1279	1148	1476	918	331	330	634	557	329	1850	339	1892
	47%	*42%*	*45%*	*45%*	**58%abc**	*44%*	**52%e**	*48%*	*46%*	**55%jklmn**	*47%*	*46%*	*44%*	*44%*	*45%*	**56%p**	*45%*
1-2	1719	394	616	398	312	1009	710	1049	656	171	241	481	435	273	1430	171	1465
	33%	**33%d**	**35%d**	**37%d**	*27%*	*34%*	*32%*	*34%*	*33%*	*28%*	*34%*	**35%l**	**35%l**	**36%l**	**35%l**	*28%*	**35%o**
3-4	513	122	195	100	96	317	196	281	225	40	79	129	151	62	421	40	430
	10%	*10%*	*11%*	*9%*	*8%*	*11%*	*9%*	*9%*	*11%*	*7%*	**11%l**	*9%*	**12%lm**	*8%*	**10%l**	*7%*	**10%o**
5-10	315	93	113	59	50	206	109	182	132	40	28	78	84	55	245	40	250
	6%	**8%d**	*6%*	*5%*	*4%*	**7%f**	*5%*	*6%*	*7%*	*7%*	*4%*	*6%*	*7%*	**7%j**	*6%*	*7%*	*6%*
11-20	87	30	27	20	10	57	30	42	43	12	12	20	18	20	70	12	70
	2%	**3%d**	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*
21+	86	48	20	8	11	67	19	49	38	7	11	28	16	14	69	7	72
	2%	**4%bcd**	*1%*	*1%*	*1%*	**2%f**	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*
Any Sent (non-zero entry)	2720	686	970	584	479	1656	1064	1603	1093	270	371	736	703	425	2235	270	2287
	53%	**58%d**	**55%d**	**55%d**	*42%*	**56%f**	*48%*	*52%*	*54%*	*45%*	**53%l**	**54%l**	**56%l**	**56%l**	**55%l**	*44%*	**55%o**
Total Mean (including those not Sending any)																	
Mean	2.13	**3.25bcd**	**2.03d**	1.83	1.41	**2.53f**	1.61	2.02	2.32	1.91	1.98	2.07	2.07	2.60	2.15	1.88	2.16
Std Dev.	5.71	8.33	4.91	4.57	4.05	6.54	4.31	5.57	5.97	6.15	4.80	5.24	5.13	7.21	5.56	6.11	5.60
Std Error	0.08	0.24	0.12	0.14	0.11	0.12	0.09	0.11	0.12	0.24	0.18	0.14	0.15	0.28	0.09	0.23	0.09
Sending Mean (excluding those not Sending any)																	
Mean	4.03	**5.61bcd**	3.67	3.34	3.37	**4.47f**	3.35	3.88	4.27	4.25	3.73	3.86	3.70	4.61	3.93	4.24	3.94
Std Dev.	7.34	10.33	6.12	5.76	5.71	8.18	5.73	7.23	7.56	8.64	6.08	6.65	6.41	9.11	7.03	8.63	7.09
Std Error	0.14	0.38	0.21	0.25	0.25	0.21	0.18	0.20	0.21	0.51	0.32	0.25	0.25	0.46	0.15	0.51	0.15

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	2427	2121	306	111	1999	224	125	79	97	272	187	169	189	224	338	318	204	37	187
	47%	**48%b**	*42%*	*46%*	*46%*	*51%*	*50%*	**54%d**	*47%*	*48%*	*44%*	*45%*	*42%*	*47%*	*50%*	*45%*	*46%*	*48%*	**52%l**
1-2	1719	1488	231	66	1455	151	72	41	65	188	156	145	168	156	219	225	135	27	124
	33%	*34%*	*31%*	*27%*	**34%f**	*34%*	*29%*	*28%*	*31%*	*33%*	*37%*	*39%*	*37%*	*33%*	*32%*	*32%*	*31%*	*34%*	*34%*
3-4	513	414	99	27	447	28	25	13	26	54	47	31	41	56	52	90	49	6	22
	10%	*9%*	**14%a**	*11%*	**10%e**	*6%*	**10%e**	*9%*	**12%r**	*10%*	**11%r**	*8%*	*9%*	**12%r**	*8%*	**13%nr**	**11%r**	*8%*	*6%*
5-10	315	255	60	22	268	18	22	7	15	27	23	13	36	25	48	46	35	4	14
	6%	*6%*	**8%a**	*9%*	*6%*	*4%*	**9%deg**	*5%*	*7%*	*5%*	*5%*	*3%*	**8%kr**	*5%*	*7%*	*7%*	**8%kr**	*6%*	*4%*
11-20	87	65	22	12	72	11	3	1	2	10	8	4	6	7	10	14	11	2	10
	2%	*1%*	**3%a**	**5%a**	*2%*	*3%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*
21+	86	70	17	4	71	7	4	5	3	11	3	10	11	7	10	10	6	1	6
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**3%d**	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*
Any Sent (non-zero entry)	2720	2292	428	132	2312	216	125	67	110	290	236	203	263	252	339	384	236	40	176
	53%	*52%*	**58%a**	*54%*	**54%g**	*49%*	*50%*	*46%*	*53%*	*52%*	*56%*	*55%*	**58%r**	*53%*	*50%*	*55%*	*54%*	*52%*	*48%*
Total Mean (including those not Sending any)																			
Mean	2.13	2.03	**2.73a**	2.86	2.12	2.08	2.37	2.38	2.03	2.08	1.85	2.33	2.28	1.99	2.04	2.22	2.19	2.40	2.02
Std Dev.	5.71	5.60	6.26	6.67	5.42	6.14	8.12	7.34	5.34	5.47	4.18	7.36	5.21	4.78	5.98	5.35	4.58	7.00	5.95
Std Error	0.08	0.09	0.16	0.27	0.10	0.20	0.29	0.31	0.32	0.31	0.24	0.43	0.28	0.27	0.32	0.29	0.26	0.51	0.21
Sending Mean (excluding those not Sending any)																			
Mean	4.03	3.91	4.68	5.26	3.94	4.24	4.72	**5.20d**	3.83	4.04	3.32	4.28	3.92	3.75	4.08	4.06	4.07	4.61	4.16
Std Dev.	7.34	7.29	7.62	8.33	6.90	8.24	10.99	10.18	6.86	7.09	5.15	9.54	6.35	6.04	7.95	6.70	5.61	9.21	8.02
Std Error	0.14	0.17	0.27	0.45	0.18	0.37	0.55	0.64	0.58	0.56	0.41	0.78	0.47	0.48	0.60	0.49	0.45	0.89	0.41

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**2427**	712	928	404	246	105	1640	351	884	946	377	135	60	1830	195
	47%	*38%*	**46%af**	**58%abf**	**64%abf**	**77%abcdf**	**42%a**	**67%abcf**	*45%*	*46%*	**53%him**	*49%*	**59%him**	*46%*	*52%*
1-2	**1719**	660	730	198	106	24	1391	130	630	729	233	93	29	1358	121
	33%	**35%cdeg**	**36%cdeg**	**29%e**	*27%*	*17%*	**36%cdeg**	*25%*	*32%*	*35%*	*33%*	*34%*	*28%*	*34%*	*32%*
3-4	**513**	236	208	50	14	5	443	19	230	200	51	20	9	430	29
	10%	**13%cdeg**	**10%dg**	**7%g**	*4%*	*4%*	**11%cdeg**	*4%*	**12%j**	*10%*	*7%*	*7%*	*9%*	**11%j**	*8%*
5-10	**315**	161	106	27	18	3	267	21	132	128	34	17	2	261	19
	6%	**9%bcdeg**	*5%*	*4%*	*5%*	*2%*	**7%cg**	*4%*	*7%*	*6%*	*5%*	*6%*	*2%*	*6%*	*5%*
11-20	**87**	61	18	7	2	-	78	2	46	23	11	6	1	69	7
	2%	**3%bcdfg**	*1%*	*1%*	*	-	**2%bg**	*	**2%l**	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*
21+	**86**	51	29	6	1	-	80	1	41	33	8	3	1	74	4
	2%	**3%bcdg**	**1%g**	*1%*	*	-	**2%dg**	*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Any Sent (non-zero entry)	**2720**	1169	1091	288	140	31	2259	171	1079	1112	338	139	42	2191	181
	53%	**62%bcdefg**	**54%cdeg**	**42%eg**	**36%e**	*23%*	**58%bcdeg**	*33%*	**55%jl**	**54%jl**	*47%*	*51%*	*41%*	**54%jl**	*48%*
Total Mean (including those not Sending any)															
Mean	**2.13**	**3.09bcdefg**	**1.89cdeg**	**1.32g**	0.94	0.50	**2.47bcdeg**	0.83	**2.47j**	2.06	1.63	1.98	1.50	**2.26j**	1.85
Std Dev.	**5.71**	7.29	5.09	3.78	2.28	1.11	6.28	2.05	6.28	5.49	4.34	5.38	7.85	5.89	6.14
Std Error	**0.08**	0.17	0.11	0.15	0.12	0.09	0.10	0.09	0.14	0.12	0.17	0.34	0.77	0.09	0.32
Sending Mean (excluding those not Sending any)															
Mean	**4.03**	**4.97bcdg**	3.50	3.18	2.60	2.19	**4.26bg**	2.52	4.50	3.81	3.45	3.90	3.66	4.15	3.84
Std Dev.	**7.34**	8.73	6.50	5.34	3.18	1.30	7.77	2.93	7.91	7.01	5.80	7.06	12.01	7.47	8.42
Std Error	**0.14**	0.25	0.20	0.33	0.28	0.25	0.17	0.23	0.24	0.22	0.32	0.65	1.95	0.16	0.67

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**2427**	98	2293	36	667	1614	146	2381	18	15	2	2414	11
	47%	*38%*	**48%a**	*39%*	*46%*	*48%*	*47%*	*47%*	*32%*	*41%*	*67%*	*47%*	*48%*
1-2	**1719**	104	1575	40	465	1155	99	1671	30	9	1	1710	8
	33%	**40%b**	*33%*	*43%*	*32%*	*34%*	*32%*	*33%*	**53%gk**	*24%*	*33%*	*33%*	*36%*
3-4	**513**	29	472	12	156	326	31	503	3	7	-	513	1
	10%	*11%*	*10%*	*13%*	*11%*	*10%*	*10%*	*10%*	*5%*	*19%*	-	*10%*	*3%*
5-10	**315**	14	297	4	93	202	20	308	6	1	-	314	*
	6%	*6%*	*6%*	*4%*	*6%*	*6%*	*6%*	*6%*	*10%*	*2%*	-	*6%*	*2%*
11-20	**87**	6	81	-	29	53	5	86	-	1	-	87	-
	2%	*2%*	*2%*	-	*2%*	*2%*	*2%*	*2%*	-	*2%*	-	*2%*	-
21+	**86**	9	76	1	34	46	6	80	-	4	-	84	2
	2%	*4%*	*2%*	*1%*	**2%e**	*1%*	*2%*	*2%*	-	*12%*	-	*2%*	*10%*
Any Sent (non-zero entry)	**2720**	162	2502	56	777	1781	162	2648	39	21	1	2707	11
	53%	**62%b**	*52%*	*61%*	*54%*	*52%*	*53%*	*53%*	*68%*	*59%*	*33%*	*53%*	*52%*
Total Mean (including those not Sending any)													
Mean	**2.13**	2.83	2.10	1.62	**2.54e**	1.95	2.25	2.10	1.75	7.20	0.33	2.13	3.04
Std Dev.	**5.71**	7.39	5.64	3.16	7.19	4.91	5.88	5.56	2.52	16.61	0.56	5.70	6.70
Std Error	**0.08**	0.41	0.08	0.32	0.18	0.09	0.33	0.08	0.36	2.66	0.28	0.08	1.34
Sending Mean (excluding those not Sending any)													
Mean	**4.03**	4.53	4.03	2.65	**4.72e**	3.71	4.28	3.98	2.57	12.28	1.00	4.03	5.90
Std Dev.	**7.34**	8.94	7.29	3.70	9.27	6.28	7.56	7.16	2.69	20.36	-	7.34	8.53
Std Error	**0.14**	0.67	0.15	0.51	0.33	0.15	0.59	0.14	0.49	4.55	-	0.14	2.70

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 73

QD1_1. Approximately how many of the following have you sent in the last month?
Invitations/ greetings cards/ postcards

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**2427**	664	614	590	559	225	234	205	232	215	168	184	204	202	163	218	178
	47%	***52%cd***	*48%*	*46%*	*43%*	***53%jknp***	***52%jnp***	***50%jnp***	***54%jknp***	***53%jknp***	*36%*	*44%*	***47%jn***	***47%jn***	*38%*	***52%jnp***	*40%*
1-2	**1719**	443	370	427	479	150	143	149	124	130	116	100	174	154	164	150	165
	33%	***35%b***	*29%*	*33%*	***37%b***	***35%jk***	***32%k***	***37%jk***	*29%*	***32%k***	*25%*	*24%*	***40%hjk***	***36%jk***	***38%hjk***	***36%jk***	***37%jk***
3-4	**513**	108	117	125	164	33	40	35	39	30	48	44	37	44	54	32	78
	10%	*8%*	*9%*	*10%*	***13%ab***	*8%*	*9%*	*9%*	*9%*	*8%*	*11%*	*10%*	*9%*	*10%*	*13%*	*8%*	***17%efghijklmo***
5-10	**315**	61	112	75	67	14	33	14	27	24	61	37	14	24	32	14	21
	6%	*5%*	***9%acd***	*6%*	*5%*	*3%*	***7%elo***	*4%*	*6%*	*6%*	***13%efghilmnop***	***9%eglo***	*3%*	*6%*	***7%elo***	*3%*	*5%*
11-20	**87**	4	40	26	16	2	1	2	2	3	36	20	3	3	9	2	5
	2%	*	***3%ad***	***2%a***	***1%a***	*	*	*	*	*1%*	***8%efghilmnop***	***5%efghilmop***	*1%*	*1%*	***2%f***	*	*1%*
21+	**86**	2	35	41	8	1	-	1	2	2	31	37	3	1	7	1	-
	2%	*	***3%ad***	***3%ad***	*1%*	*	-	*	*1%*	*	***7%efghilmnop***	***9%efghilmnop***	*1%*	*	***2%fp***	*	-
Any Sent (non-zero entry)	**2720**	618	675	694	733	200	217	201	194	188	293	237	231	226	267	197	268
	53%	*48%*	*52%*	***54%a***	***57%a***	*47%*	*48%*	*50%*	*46%*	*47%*	***64%efghilmo***	***56%ehl***	*53%*	*53%*	***62%efghilmo***	*48%*	***60%efghio***
Total Mean (including those not Sending any)																	
Mean	**2.13**	1.18	**2.88ad**	**2.71ad**	**1.76a**	1.07	1.20	1.27	1.32	1.36	**5.65efghilmnop**	**5.10efghilmnop**	1.67	1.41	**2.52efghimop**	1.16	**1.58efo**
Std Dev.	**5.71**	2.44	7.35	7.09	4.25	1.97	1.78	3.35	2.48	3.14	11.19	10.24	5.75	2.39	6.51	2.56	2.12
Std Error	**0.08**	0.07	0.20	0.20	0.12	0.10	0.09	0.16	0.12	0.16	0.53	0.49	0.28	0.12	0.31	0.12	0.10
Sending Mean (excluding those not Sending any)																	
Mean	**4.03**	2.45	**5.50ad**	**5.01ad**	**3.10a**	2.28	2.50	2.57	2.90	2.92	**8.88efghilmnop**	**9.07efghilmnop**	3.14	2.66	**4.06efop**	2.44	2.64
Std Dev.	**7.34**	3.05	9.42	9.03	5.26	2.35	1.83	4.41	2.99	4.07	12.97	12.27	7.61	2.74	7.88	3.27	2.18
Std Error	**0.14**	0.12	0.37	0.35	0.20	0.17	0.13	0.32	0.21	0.31	0.78	0.77	0.51	0.19	0.48	0.23	0.14

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**3599**	-	3599	1673	1920	430	444	657	555	687	468	352	874	1212	1507	820	3014	519	3656
	70%	-	*70%*	*67%*	**73%c**	*63%*	*62%*	**69%ef**	**76%efgk**	**76%efgk**	**74%ef**	*67%*	*63%*	**72%l**	**73%l**	**71%l**	*70%*	*67%*	*71%*
1-2	**1223**	-	1223	642	579	187	206	223	136	191	144	138	392	359	473	282	1042	174	1174
	24%	-	*24%*	**26%d**	*22%*	**27%hi**	**29%ghi**	*23%*	*19%*	*21%*	*23%*	**26%h**	**28%mn**	*21%*	*23%*	*24%*	*24%*	*23%*	*23%*
3-4	**193**	-	193	114	78	41	37	41	20	11	17	26	78	61	54	43	147	44	191
	4%	-	*4%*	**5%d**	*3%*	**6%hij**	**5%i**	**4%i**	*3%*	*1%*	*3%*	**5%i**	**6%mn**	*4%*	*3%*	*4%*	*3%*	**6%p**	*4%*
5-10	**120**	-	120	75	45	28	21	28	18	15	5	7	48	45	27	12	91	29	116
	2%	-	*2%*	**3%d**	*2%*	**4%ijk**	**3%j**	**3%j**	*2%*	*2%*	*1%*	*1%*	**3%no**	**3%no**	*1%*	*1%*	*2%*	**4%p**	*2%*
11-20	**7**	-	7	5	2	1	3	*	1	1	-	-	4	2	1	-	5	2	7
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	*	*
21+	**4**	-	4	-	4	-	-	*	4	-	-	-	-	4	-	-	1	3	3
	*	-	*	-	*	-	-	*	*	-	-	-	-	*	-	-	*	*p	*
Any Sent (non-zero entry)	**1547**	-	1547	836	709	257	267	292	178	217	166	171	523	469	554	337	1286	252	1491
	30%	-	*30%*	**33%d**	*27%*	**37%ghij**	**38%ghij**	**31%hi**	*24%*	*24%*	*26%*	**33%hi**	**37%mno**	*28%*	*27%*	*29%*	*30%*	*33%*	*29%*
Total Mean (including those not Sending any)																			
Mean	**0.66**	-	0.66	0.72	0.61	**0.86ijk**	**0.83ij**	**0.68ij**	0.79	0.45	0.47	**0.61i**	**0.84no**	**0.72n**	0.50	0.53	0.60	**1.08p**	0.63
Std Dev.	**2.13**	-	2.13	1.51	2.59	1.71	1.74	1.55	4.44	1.13	0.95	1.15	1.72	3.15	1.08	1.05	1.37	4.41	1.85
Std Error	**0.03**	-	0.03	0.03	0.05	0.07	0.07	0.05	0.17	0.04	0.04	0.05	0.05	0.08	0.02	0.03	0.02	0.19	0.03
Sending Mean (excluding those not Sending any)																			
Mean	**2.21**	-	2.21	2.17	2.26	**2.30j**	2.20	2.20	3.24	1.87	1.78	1.87	**2.25no**	**2.60n**	1.84	1.83	1.99	**3.30p**	2.17
Std Dev.	**3.42**	-	3.42	1.93	4.60	2.12	2.25	2.12	8.57	1.62	1.05	1.30	2.19	5.55	1.37	1.18	1.88	7.24	2.92
Std Error	**0.09**	-	0.09	0.07	0.17	0.14	0.15	0.13	0.66	0.10	0.08	0.10	0.10	0.27	0.06	0.06	0.05	0.54	0.08

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	**3599**	746	1276	698	879	2022	1578	2074	1487	419	493	989	853	525	2859	426	2918
	70%	*63%*	**73%ac**	*65%*	**77%ac**	*69%*	*71%*	*67%*	**74%g**	*70%*	*70%*	**72%l**	*68%*	*70%*	*70%*	*70%*	*70%*
1-2	**1223**	329	392	287	215	722	502	761	446	143	161	303	316	178	958	145	990
	24%	**28%bd**	*22%*	**27%bd**	*19%*	*25%*	*23%*	*25%*	*22%*	*24%*	*23%*	*22%*	*25%*	*24%*	*23%*	*24%*	*24%*
3-4	**193**	62	58	46	28	119	74	138	53	17	30	48	59	27	164	17	167
	4%	**5%bd**	*3%*	*4%*	*2%*	*4%*	*3%*	**4%h**	*3%*	*3%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*4%*
5-10	**120**	44	22	34	20	66	54	97	22	17	12	29	30	25	97	17	97
	2%	**4%bd**	*1%*	**3%b**	*2%*	*2%*	*2%*	**3%h**	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*
11-20	**7**	1	2	3	1	3	4	5	2	*	4	1	1	-	7	*	7
	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	-	*	*	*
21+	**4**	3	-	-	1	3	1	3	1	4	-	*	-	-	*	4	*
	*	*	-	-	*	*	*	*	*	**1%kln**	-	*	-	-	*	**1%p**	*
Any Sent (non-zero entry)	**1547**	439	474	369	265	913	634	1004	524	181	208	380	407	230	1225	184	1261
	30%	**37%bd**	*27%*	**35%bd**	*23%*	*31%*	*29%*	**33%h**	*26%*	*30%*	*30%*	*28%*	**32%k**	*30%*	*30%*	*30%*	*30%*
Total Mean (including those not Sending any)																	
Mean	**0.66**	**0.98bd**	0.54	**0.72bd**	0.48	0.72	0.60	**0.78h**	0.49	**0.96kn**	0.65	0.56	0.68	0.68	0.64	**0.95p**	0.63
Std Dev.	**2.13**	3.58	1.29	1.52	1.51	2.49	1.52	2.54	1.29	4.86	1.65	1.32	1.43	1.45	1.44	4.83	1.43
Std Error	**0.03**	0.10	0.03	0.05	0.04	0.05	0.03	0.05	0.03	0.19	0.06	0.04	0.04	0.06	0.02	0.18	0.02
Sending Mean (excluding those not Sending any)																	
Mean	**2.21**	2.65	1.98	2.08	2.08	2.30	2.08	**2.39h**	1.87	**3.19kln**	2.18	2.03	2.11	2.22	2.12	**3.17p**	2.10
Std Dev.	**3.42**	5.50	1.81	1.96	2.56	4.05	2.23	3.99	1.96	8.46	2.43	1.83	1.81	1.88	1.94	8.41	1.93
Std Error	**0.09**	0.26	0.09	0.11	0.15	0.14	0.09	0.14	0.08	0.61	0.17	0.10	0.09	0.13	0.06	0.59	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	3599	3093	506	153	3000	315	183	102	153	374	305	279	296	354	429	501	308	52	262
	70%	70%c	*69%*	*63%*	*70%*	*72%*	*73%*	*70%*	73%n	*67%*	72%n	75%lln	*66%*	74%lln	*63%*	71%n	*70%*	*68%*	72%n
1-2	1223	1036	188	71	1033	104	54	32	41	140	96	77	120	107	191	153	108	20	84
	24%	*23%*	*26%*	*29%*	*24%*	*24%*	*22%*	*22%*	*20%*	*25%*	*23%*	*21%*	*27%*	*23%*	28%hk	*22%*	*25%*	*26%*	*23%*
3-4	193	166	27	10	164	13	8	8	11	31	13	9	20	10	30	30	10	2	10
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*	6%e	5%m	*5%*	*3%*	*2%*	*4%*	*2%*	*4%*	*4%*	*2%*	*3%*	*3%*
5-10	120	109	12	9	104	8	6	3	2	14	8	4	15	4	27	18	12	2	6
	2%	*2%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*1%*	3%m	*1%*	4%km	*3%*	*3%*	*3%*	*2%*
11-20	7	7	*	*	7	*	-	*	1	3	-	-	1	-	-	-	1	-	*
	*	*	*	*	*	*	-	*	*	*1%*	-	-	*	-	-	-	*	-	*
21+	4	3	1	*	4	*	-	-	-	-	-	4	-	-	-	-	-	*	-
	*	*	*	*	*	*	-	-	-	-	-	1%o	-	-	-	-	-	*	-
Any Sent (non-zero entry)	1547	1320	228	90	1311	125	67	43	55	188	118	93	156	121	248	201	132	25	100
	30%	*30%*	*31%*	37%a	*30%*	*28%*	*27%*	*30%*	*27%*	33%km	*28%*	*25%*	34%km	*26%*	37%hjkmor	*29%*	*30%*	*32%*	*28%*
Total Mean (including those not Sending any)																			
Mean	0.66	0.67	0.64	0.77	0.68	0.54	0.55	0.62	0.62m	0.74m	0.55	0.96	0.74mr	0.40	0.87jmor	0.61m	0.62m	0.64	0.52
Std Dev.	2.13	2.21	1.61	1.52	2.26	1.26	1.31	1.29	1.63	1.60	1.32	6.00	1.48	0.85	1.79	1.45	1.39	1.79	1.12
Std Error	0.03	0.04	0.04	0.06	0.04	0.04	0.05	0.06	0.10	0.09	0.08	0.35	0.08	0.05	0.09	0.08	0.08	0.13	0.04
Sending Mean (excluding those not Sending any)																			
Mean	2.21	2.24	2.06	2.09	2.25	1.89	2.05	2.07	2.34m	2.21m	1.98	3.85	2.18m	1.58	2.38m	2.13m	2.06m	2.00	1.87
Std Dev.	3.42	3.57	2.34	1.87	3.64	1.74	1.83	1.61	2.47	2.09	1.86	11.56	1.84	1.00	2.26	2.04	1.86	2.72	1.42
Std Error	0.09	0.11	0.11	0.13	0.12	0.11	0.13	0.13	0.29	0.20	0.20	1.33	0.17	0.11	0.20	0.20	0.19	0.35	0.10

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**3599**	1233	1443	486	288	122	2676	410	1370	1406	496	216	82	2776	298
	70%	*66%*	**71%a**	*70%*	**75%a**	**89%abcdfg**	*69%*	**78%abcf**	*70%*	*68%*	*69%*	**79%hijm**	**81%ilm**	*69%*	**79%hijm**
1-2	**1223**	521	459	151	78	11	980	89	468	515	176	44	16	983	60
	24%	**28%bcdeg**	**23%eg**	**22%e**	**20%e**	*8%*	**25%eg**	**17%e**	**24%kn**	**25%kn**	**25%kn**	*16%*	*16%*	**24%kn**	*16%*
3-4	**193**	69	76	32	13	2	144	14	73	77	29	9	3	150	12
	4%	*4%*	*4%*	*5%*	*3%*	*1%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*3%*	*4%*	*3%*
5-10	**120**	52	38	21	7	2	90	9	47	56	12	5	*	103	5
	2%	*3%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*	*3%*	*1%*
11-20	**7**	5	2	*	-	-	7	-	2	4	*	-	-	7	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
21+	**4**	3	-	1	-	-	3	-	3	-	1	-	-	3	-
	*	*	-	*	-	-	*	-	*	-	*	-	-	*	-
Any Sent (non-zero entry)	**1547**	648	575	206	98	15	1224	113	593	652	219	58	20	1245	78
	30%	**34%bdeg**	**29%eg**	**30%eg**	**25%e**	*11%*	**31%eg**	**22%e**	**30%kn**	**32%kln**	**31%kn**	*21%*	*19%*	**31%kln**	*21%*
Total Mean (including those not Sending any)															
Mean	**0.66**	**0.80bg**	**0.58e**	**0.71eg**	0.53	0.24	0.69	0.45	0.71	**0.68ln**	0.62	0.49	0.28	0.70	0.44
Std Dev.	**2.13**	2.95	1.33	1.90	1.34	0.93	2.26	1.26	2.85	1.51	1.73	1.33	0.68	2.27	1.19
Std Error	**0.03**	0.07	0.03	0.07	0.07	0.08	0.04	0.05	0.06	0.03	0.07	0.08	0.07	0.04	0.06
Sending Mean (excluding those not Sending any)															
Mean	**2.21**	2.34	2.02	2.39	2.08	2.29	2.19	2.11	2.37	2.14	2.04	2.33	1.44	2.25	2.11
Std Dev.	**3.42**	4.66	1.81	2.86	1.98	1.91	3.61	1.96	4.80	2.01	2.62	2.03	0.87	3.62	1.84
Std Error	**0.09**	0.18	0.08	0.22	0.20	0.41	0.10	0.18	0.19	0.08	0.19	0.26	0.19	0.10	0.20

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**3599**	147	3396	56	937	2472	190	3546	21	19	*	3587	13
	70%	*57%*	**71%a**	*61%*	*65%*	**73%df**	*62%*	**71%h**	*38%*	*54%*	*7%*	**70%h**	*57%*
1-2	**1223**	81	1109	33	383	760	81	1177	27	11	3	1215	5
	24%	**31%b**	*23%*	**36%b**	**26%e**	*22%*	*26%*	*23%*	**48%gk**	*30%*	*93%*	*24%*	*24%*
3-4	**193**	11	180	2	72	102	19	187	3	2	-	191	2
	4%	*4%*	*4%*	*2%*	**5%e**	*3%*	**6%e**	*4%*	*5%*	*5%*	-	*4%*	*7%*
5-10	**120**	19	100	1	49	57	14	108	5	4	-	118	3
	2%	**7%b**	*2%*	*1%*	**3%e**	*2%*	**4%e**	*2%*	**9%gk**	*11%*	-	*2%*	*11%*
11-20	**7**	1	6	-	1	2	4	7	-	-	-	7	-
	*	*	*	-	*	*	**1%de**	*	-	-	-	*	-
21+	**4**	-	4	-	3	1	-	4	-	-	-	4	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	**1547**	112	1399	36	507	922	118	1483	35	17	3	1535	9
	30%	**43%b**	*29%*	*39%*	**35%e**	*27%*	**38%e**	*29%*	**62%gk**	*46%*	*93%*	*30%*	*43%*
Total Mean (including those not Sending any)													
Mean	**0.66**	**1.05b**	0.64	0.59	**0.86e**	0.54	**1.12e**	0.65	**1.59gk**	1.46	1.25	0.66	1.13
Std Dev.	**2.13**	2.02	2.15	0.96	3.24	1.36	2.43	2.13	2.30	2.35	0.69	2.13	1.82
Std Error	**0.03**	0.11	0.03	0.10	0.08	0.02	0.14	0.03	0.33	0.38	0.35	0.03	0.36
Sending Mean (excluding those not Sending any)													
Mean	**2.21**	2.42	2.21	1.51	2.45	1.99	**2.92e**	2.19	2.54	3.15	1.35	2.21	2.63
Std Dev.	**3.42**	2.48	3.52	0.98	5.10	1.97	3.19	3.46	2.46	2.59	0.58	3.43	1.95
Std Error	**0.09**	0.22	0.10	0.17	0.22	0.07	0.30	0.09	0.46	0.69	0.41	0.09	0.62

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_2. Approximately how many of the following have you sent in the last month?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**3599**	918	861	912	909	291	337	290	293	262	306	310	332	270	314	306	289
	70%	**72%b**	*67%*	*71%*	*70%*	*68%*	**75%ijmp**	*71%*	*69%*	*65%*	*67%*	**74%imp**	**76%eijmp**	*63%*	**73%imp**	**74%imp**	*65%*
1-2	**1223**	302	318	294	309	108	95	100	92	108	118	91	86	117	93	102	114
	24%	*24%*	*25%*	*23%*	*24%*	*25%*	*21%*	*25%*	*22%*	*27%*	*26%*	*22%*	*20%*	*27%*	*22%*	*24%*	*26%*
3-4	**193**	41	56	53	43	19	12	10	21	15	20	13	13	28	11	3	28
	4%	*3%*	*4%*	*4%*	*3%*	**4%o**	*3%*	*3%*	**5%o**	**4%o**	**4%o**	*3%*	*3%*	**6%fgno**	*3%*	*1%*	**6%fgno**
5-10	**120**	20	52	20	27	7	7	7	20	18	14	6	1	13	9	3	15
	2%	*2%*	**4%acd**	*2%*	*2%*	*2%*	*1%*	*2%*	**5%efgklo**	**5%efklo**	**3%l**	*1%*	*	**3%l**	*2%*	*1%*	**3%lo**
11-20	**7**	*	2	2	2	*	-	-	-	-	2	1	*	1	2	-	-
	*	*	*	*	*	*	-	-	-	-	*	*	*	*	*1%*	-	-
21+	**4**	-	-	3	1	-	-	-	-	-	-	*	3	-	-	1	-
	*	-	-	*	*	-	-	-	-	-	-	*	*1%*	-	-	*	-
Any Sent (non-zero entry)	**1547**	364	428	372	383	134	113	117	133	141	154	112	103	158	116	109	157
	30%	*28%*	**33%a**	*29%*	*30%*	**32%l**	*25%*	*29%*	*31%*	**35%fklno**	**33%fl**	*26%*	*24%*	**37%fklno**	*27%*	*26%*	**35%fklno**
Total Mean (including those not Sending any)																	
Mean	**0.66**	0.52	**0.76a**	0.74	0.63	0.57	0.46	0.53	**0.78fo**	**0.76fo**	**0.75fo**	0.55	0.80	**0.86efgko**	0.63	0.47	**0.79fgo**
Std Dev.	**2.13**	1.11	1.62	3.42	1.62	1.14	1.04	1.16	1.69	1.59	1.58	1.44	5.38	1.88	1.68	1.64	1.54
Std Error	**0.03**	0.03	0.04	0.10	0.05	0.06	0.05	0.06	0.08	0.08	0.07	0.07	0.26	0.09	0.08	0.08	0.07
Sending Mean (excluding those not Sending any)																	
Mean	**2.21**	1.84	**2.30a**	2.55	2.13	1.82	1.85	1.86	**2.49efg**	2.17	2.25	2.07	3.37	2.34	2.32	1.79	2.23
Std Dev.	**3.42**	1.40	2.08	5.98	2.39	1.37	1.33	1.50	2.21	2.03	2.02	2.16	10.70	2.47	2.56	2.80	1.88
Std Error	**0.09**	0.07	0.10	0.30	0.13	0.12	0.13	0.14	0.19	0.18	0.17	0.19	0.97	0.21	0.25	0.27	0.16

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**3459**	-	3459	1612	1840	434	479	640	516	620	437	329	913	1156	1386	766	2923	479	3473
	67%	-	*67%*	*64%*	**70%c**	*63%*	*67%*	*68%*	**70%ek**	*68%*	*69%*	*63%*	*65%*	*69%*	*67%*	*66%*	**68%q**	*62%*	*67%*
1-2	**1287**	-	1287	650	635	175	176	230	162	227	160	156	350	392	543	316	1089	181	1282
	25%	-	*25%*	*26%*	*24%*	*25%*	*25%*	*24%*	*22%*	*25%*	*25%*	**30%h**	*25%*	*23%*	*26%*	*27%*	*25%*	*23%*	*25%*
3-4	**243**	-	243	142	101	57	34	40	32	31	25	25	91	71	81	50	175	66	239
	5%	-	*5%*	**6%d**	*4%*	**8%fghij**	*5%*	*4%*	*4%*	*3%*	*4%*	*5%*	**6%mn**	*4%*	*4%*	*4%*	*4%*	**9%p**	*5%*
5-10	**130**	-	130	85	45	19	22	32	16	19	11	11	41	48	41	21	93	37	129
	3%	-	*3%*	**3%d**	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	**5%p**	*3%*
11-20	**14**	-	14	8	6	2	-	3	3	5	*	1	2	6	6	1	8	6	12
	*	-	*	*	*	*	-	*	*	*1%*	*	*	*	*	*	*	*	**1%p**	*
21+	**14**	-	14	11	3	-	1	2	5	2	1	2	1	8	5	3	11	2	12
	*	-	*	*	*	-	*	*	*1%*	*	*	*	*	*	*	*	*	*	*
Any Sent (non-zero entry)	**1688**	-	1688	896	789	252	232	308	217	285	197	194	485	525	676	391	1377	292	1674
	33%	-	*33%*	**36%d**	*30%*	**37%h**	*33%*	*32%*	*30%*	*32%*	*31%*	**37%h**	*35%*	*31%*	*33%*	*34%*	*32%*	**38%p**	*33%*
Total Mean (including those not Sending any)																			
Mean	**0.77**	-	0.77	**0.91d**	0.64	0.82	0.69	0.79	0.86	0.75	0.67	0.81	0.75	0.82	0.74	0.73	0.72	**1.11p**	0.77
Std Dev.	**2.16**	-	2.16	2.31	2.00	1.61	1.53	2.04	2.85	1.99	2.84	1.93	1.57	2.43	2.27	2.47	2.11	2.45	2.71
Std Error	**0.03**	-	0.03	0.05	0.04	0.06	0.06	0.07	0.11	0.06	0.11	0.09	0.04	0.06	0.05	0.07	0.03	0.10	0.04
Sending Mean (excluding those not Sending any)																			
Mean	**2.35**	-	2.35	**2.55d**	2.13	2.22	2.12	2.44	2.91	2.38	2.16	2.18	2.17	2.64	2.26	2.17	2.24	**2.94p**	2.37
Std Dev.	**3.24**	-	3.24	3.27	3.19	1.97	2.03	2.97	4.63	2.95	4.78	2.65	2.00	3.75	3.51	3.87	3.25	3.24	4.33
Std Error	**0.08**	-	0.08	0.11	0.11	0.13	0.14	0.18	0.33	0.16	0.31	0.20	0.10	0.17	0.13	0.19	0.09	0.22	0.11

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	3459	699	1234	701	826	1933	1527	2014	1406	438	478	902	808	482	2670	443	2737
	67%	*59%*	**71%ac**	**66%a**	**72%ac**	*66%*	*69%*	*65%*	**70%g**	**73%klmn**	*68%*	*66%*	*64%*	*64%*	*65%*	**73%p**	*65%*
1-2	1287	345	395	285	262	740	547	799	477	126	174	375	324	199	1071	129	1093
	25%	**29%bd**	*23%*	*27%*	*23%*	*25%*	*25%*	*26%*	*24%*	*21%*	*25%*	**27%l**	*26%*	*26%*	**26%l**	*21%*	**26%o**
3-4	243	86	78	42	37	164	79	146	96	24	33	53	81	41	207	25	211
	5%	**7%bcd**	*4%*	*4%*	*3%*	**6%f**	*4%*	*5%*	*5%*	*4%*	*5%*	*4%*	**6%k**	*5%*	*5%*	*4%*	*5%*
5-10	130	45	36	34	15	81	49	101	25	7	14	36	40	28	118	7	118
	3%	**4%bd**	*2%*	**3%d**	*1%*	*3%*	*2%*	**3%h**	*1%*	*1%*	*2%*	*3%*	**3%l**	**4%l**	**3%l**	*1%*	**3%o**
11-20	14	3	3	4	5	5	8	8	5	5	1	2	3	-	7	5	7
	*	*	*	*	*	*	*	*	*	**1%mn**	*	*	*	-	*	**1%p**	*
21+	14	8	3	2	*	12	2	11	3	1	1	1	4	5	12	1	13
	*	**1%d**	*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*
Any Sent (non-zero entry)	1688	487	516	367	319	1002	685	1064	606	163	222	468	452	272	1414	167	1442
	33%	**41%bcd**	*29%*	**34%bd**	*28%*	*34%*	*31%*	**35%h**	*30%*	*27%*	*32%*	**34%l**	**36%l**	**36%l**	**35%l**	*27%*	**35%o**
Total Mean (including those not Sending any)																	
Mean	0.77	**1.16bcd**	0.64	**0.79d**	0.55	**0.85f**	0.67	**0.85h**	0.64	0.66	0.65	0.74	**0.90j**	**0.97j**	0.81	0.66	0.81
Std Dev.	2.16	3.25	1.70	1.93	1.36	2.46	1.66	2.19	2.09	2.07	1.56	2.25	2.15	2.64	2.20	2.06	2.22
Std Error	0.03	0.09	0.04	0.06	0.04	0.05	0.03	0.04	0.04	0.08	0.06	0.06	0.06	0.10	0.03	0.08	0.03
Sending Mean (excluding those not Sending any)																	
Mean	2.35	**2.82bd**	2.19	2.31	1.96	2.49	2.15	2.46	2.14	2.44	2.04	2.16	2.50	2.68	2.35	2.42	2.35
Std Dev.	3.24	4.60	2.54	2.72	1.96	3.70	2.40	3.15	3.36	3.39	2.19	3.44	2.98	3.84	3.22	3.36	3.27
Std Error	0.08	0.20	0.12	0.15	0.11	0.12	0.09	0.11	0.12	0.25	0.15	0.16	0.14	0.24	0.09	0.24	0.09

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	3459	2985	474	150	2888	309	162	99	143	372	282	247	318	341	420	434	332	55	254
	67%	68%	65%	62%	67%	70%	65%	68%	69%	66%	67%	66%	70%no	72%no	62%	62%	76%ijkno	71%	70%no
1-2	1287	1071	216	73	1074	111	70	33	55	157	101	97	93	107	156	218	90	20	91
	25%	24%	29%a	30%	25%	25%	28%	23%	26%	28%lp	24%	26%	21%	23%	23%	31%lmnp	20%	25%	25%
3-4	243	216	28	12	211	14	11	7	6	19	23	18	21	17	69	25	14	2	12
	5%	5%	4%	5%	5%	3%	4%	5%	3%	3%	5%	5%	5%	4%	10%hijklmopqr	4%	3%	3%	3%
5-10	130	114	16	8	114	4	7	5	1	15	11	7	18	8	27	23	3	1	3
	3%	3%	2%	3%	3%e	1%	3%e	4%e	1%	3%	3%	2%	4%hpr	2%	4%hpr	3%pr	1%	1%	1%
11-20	14	13	*	*	13	*	1	*	1	-	5	4	-	-	-	3	1	-	*
	*	*	*	*	*	*	*	*	*	-	1%in	1%n	-	-	-	*	*	-	*
21+	14	13	*	*	11	2	-	*	2	-	-	-	2	2	5	-	-	-	2
	*	*	*	*	*	*	-	*	1%lo	-	-	-	*	*	1%	-	-	-	1%
Any Sent (non-zero entry)	1688	1427	260	93	1423	131	88	46	65	190	141	125	134	135	257	268	108	23	108
	33%	32%	35%	38%	33%	30%	35%	32%	31%	34%p	33%p	34%p	30%	28%	38%lmpr	38%lmpr	24%	29%	30%
Total Mean (including those not Sending any)																			
Mean	0.77	0.78	0.73	0.95	0.78	0.67	0.76	0.76	0.82p	0.67p	0.86p	0.82p	0.77p	0.66	1.11imp	0.80p	0.42	0.57	0.69
Std Dev.	2.16	2.08	2.58	4.16	2.03	3.38	1.61	1.86	2.93	1.36	1.99	2.30	2.08	1.99	2.77	1.58	1.02	1.16	3.68
Std Error	0.03	0.03	0.07	0.17	0.04	0.11	0.06	0.08	0.18	0.08	0.11	0.13	0.11	0.11	0.15	0.08	0.06	0.09	0.13
Sending Mean (excluding those not Sending any)																			
Mean	2.35	2.41	2.06	2.48	2.37	2.25	2.17	2.40	2.61	1.98	2.59p	2.44	2.60p	2.33	2.94iop	2.08	1.70	1.96	2.31
Std Dev.	3.24	3.07	4.01	6.46	2.96	5.92	2.08	2.66	4.80	1.70	2.73	3.43	3.13	3.19	3.86	1.95	1.43	1.39	6.48
Std Error	0.08	0.09	0.18	0.45	0.10	0.35	0.13	0.19	0.51	0.16	0.27	0.34	0.31	0.34	0.33	0.17	0.16	0.18	0.43

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**3459**	1222	1339	488	263	117	2560	380	1321	1347	515	167	79	2668	245
	67%	*65%*	*66%*	**71%a**	*68%*	**86%abcdfg**	*66%*	**73%abf**	*67%*	*65%*	**72%ikm**	*61%*	**77%k**	*66%*	*65%*
1-2	**1287**	504	514	165	89	13	1018	102	493	535	159	81	16	1028	96
	25%	**27%eg**	**25%eg**	**24%e**	**23%e**	*10%*	**26%eg**	**20%e**	*25%*	*26%*	*22%*	**29%l**	*15%*	*26%*	*26%*
3-4	**243**	93	101	25	20	4	194	24	90	104	32	12	5	194	17
	5%	*5%*	*5%*	*4%*	*5%*	*3%*	*5%*	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*5%*
5-10	**130**	49	55	12	11	2	104	13	52	58	7	11	2	109	13
	3%	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	**3%j**	**3%j**	*1%*	**4%j**	*2%*	**3%j**	**4%j**
11-20	**14**	8	4	2	-	-	12	-	5	6	1	1	*	11	2
	*	*	*	*	-	-	*	-	*	*	*	*1%*	*	*	*
21+	**14**	6	6	-	2	-	11	2	3	8	1	2	-	10	2
	*	*	*	-	*1%*	-	*	*	*	*	*	**1%h**	-	*	*1%*
Any Sent (non-zero entry)	**1688**	659	680	204	123	19	1339	142	642	711	200	108	23	1353	131
	33%	**35%eg**	**34%eg**	**29%e**	**32%e**	*14%*	**34%eg**	**27%e**	*33%*	**35%j**	*28%*	**39%jl**	*23%*	**34%j**	*35%*
Total Mean (including those not Sending any)															
Mean	**0.77**	**0.86c**	0.79	0.60	0.75	0.36	**0.82c**	0.65	0.76	**0.85j**	0.56	**1.06j**	0.48	**0.80j**	**0.91j**
Std Dev.	**2.16**	2.59	2.01	1.30	2.06	1.37	2.31	1.91	2.22	2.27	1.40	2.69	1.27	2.25	2.40
Std Error	**0.03**	0.06	0.04	0.05	0.10	0.12	0.04	0.08	0.05	0.05	0.05	0.17	0.12	0.04	0.13
Sending Mean (excluding those not Sending any)															
Mean	**2.35**	2.46	2.34	2.02	2.36	2.56	2.40	2.38	2.31	2.45	2.00	2.71	2.13	2.38	2.61
Std Dev.	**3.24**	3.91	2.90	1.70	3.11	2.80	3.43	3.06	3.40	3.32	2.04	3.75	1.92	3.36	3.49
Std Error	**0.08**	0.15	0.11	0.13	0.30	0.58	0.09	0.26	0.13	0.13	0.15	0.40	0.37	0.09	0.33

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**3459**	145	3253	61	887	2378	194	3400	25	24	*	3449	10
	67%	*56%*	**68%a**	*66%*	*61%*	**70%d**	*63%*	**68%h**	*44%*	*67%*	*7%*	**67%h**	*44%*
1-2	**1287**	81	1184	21	422	785	80	1252	21	4	3	1278	6
	25%	**31%b**	*25%*	*23%*	**29%e**	*23%*	*26%*	*25%*	*38%*	*11%*	*93%*	*25%*	*28%*
3-4	**243**	13	222	9	87	138	19	231	7	3	-	240	3
	5%	*5%*	*5%*	*9%*	**6%e**	*4%*	*6%*	*5%*	**12%gk**	*7%*	-	*5%*	*14%*
5-10	**130**	15	113	1	36	81	12	121	3	2	-	127	3
	3%	**6%b**	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*	*6%*	*7%*	-	*2%*	*13%*
11-20	**14**	2	12	-	5	6	3	14	-	-	-	14	-
	*	*1%*	*	-	*	*	*1%*	*	-	-	-	*	-
21+	**14**	2	11	-	8	6	-	11	-	3	-	14	-
	*	*1%*	*	-	*1%*	*	-	*	-	*8%*	-	*	-
Any Sent (non-zero entry)	**1688**	114	1542	31	558	1017	113	1628	32	12	3	1672	12
	33%	**44%b**	*32%*	*34%*	**39%e**	*30%*	*37%*	*32%*	**56%gk**	*33%*	*93%*	*33%*	*56%*
Total Mean (including those not Sending any)													
Mean	**0.77**	**1.20b**	0.75	0.64	**0.95e**	0.69	0.87	0.74	**1.52gk**	3.12	0.93	0.77	1.43
Std Dev.	**2.16**	2.73	2.14	1.10	2.88	1.80	1.75	2.04	2.41	8.20	0.31	2.16	1.83
Std Error	**0.03**	0.15	0.03	0.11	0.07	0.03	0.10	0.03	0.34	1.31	0.16	0.03	0.37
Sending Mean (excluding those not Sending any)													
Mean	**2.35**	2.72	2.33	1.88	2.45	2.30	2.35	2.29	2.70	9.44	1.00	2.35	2.58
Std Dev.	**3.24**	3.58	3.24	1.11	4.22	2.67	2.21	3.05	2.68	12.29	0.00	3.25	1.74
Std Error	**0.08**	0.31	0.08	0.18	0.17	0.09	0.21	0.08	0.54	4.10	0.00	0.08	0.55

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_3. Approximately how many of the following have you sent in the last month?
Formal letters to organisations or individuals

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**3459**	864	851	882	862	307	284	273	263	272	316	309	295	278	284	294	285
	67%	*67%*	*66%*	*69%*	*67%*	**72%fhp**	*63%*	*67%*	*62%*	*67%*	*69%*	**73%fhp**	*68%*	*65%*	*66%*	**71%h**	*64%*
1-2	**1287**	336	333	295	323	96	127	113	122	95	115	85	113	97	114	95	114
	25%	*26%*	*26%*	*23%*	*25%*	*23%*	**28%k**	**28%k**	**29%k**	*24%*	*25%*	*20%*	*26%*	*23%*	*26%*	*23%*	*26%*
3-4	**243**	45	62	64	72	11	21	13	25	21	16	24	12	28	19	17	36
	5%	*3%*	*5%*	*5%*	**6%a**	*3%*	*5%*	*3%*	*6%*	*5%*	*3%*	*6%*	*3%*	**6%e**	*4%*	*4%*	**8%egl**
5-10	**130**	31	39	32	27	7	18	7	15	11	13	4	8	19	10	8	9
	3%	*2%*	*3%*	*2%*	*2%*	*2%*	**4%k**	*2%*	**4%k**	*3%*	*3%*	*1%*	*2%*	**5%k**	*2%*	*2%*	*2%*
11-20	**14**	2	1	8	3	-	1	1	-	1	-	*	6	2	1	-	2
	*	*	*	*1%*	*	-	*	*	-	*	-	*	*1%*	*	*	-	*
21+	**14**	4	2	4	4	4	-	-	-	2	-	-	-	4	3	1	-
	*	*	*	*	*	*1%*	-	-	-	*	-	-	-	*1%*	*1%*	*	-
Any Sent (non-zero entry)	**1688**	418	438	402	430	118	167	134	163	131	144	113	140	150	146	122	162
	33%	*33%*	*34%*	*31%*	*33%*	*28%*	**37%ek**	*33%*	**38%eko**	*33%*	*31%*	*27%*	*32%*	*35%*	*34%*	*29%*	**36%ek**
Total Mean (including those not Sending any)																	
Mean	**0.77**	0.73	0.75	0.82	0.78	0.70	**0.83k**	0.67	**0.79k**	**0.87k**	0.62	0.51	0.78	**1.17jk**	0.87	0.63	**0.82k**
Std Dev.	**2.16**	1.89	1.73	2.78	2.08	2.30	1.63	1.66	1.37	2.38	1.30	1.07	2.16	4.14	2.78	1.69	1.56
Std Error	**0.03**	0.05	0.05	0.08	0.06	0.11	0.08	0.08	0.07	0.12	0.06	0.05	0.11	0.20	0.13	0.08	0.08
Sending Mean (excluding those not Sending any)																	
Mean	**2.35**	2.25	2.22	2.62	2.34	2.54	2.23	2.03	2.05	2.68	1.98	1.89	2.42	3.36	2.55	2.16	2.28
Std Dev.	**3.24**	2.74	2.36	4.48	3.07	3.82	2.01	2.36	1.52	3.54	1.64	1.30	3.26	6.48	4.31	2.55	1.85
Std Error	**0.08**	0.13	0.11	0.23	0.15	0.34	0.16	0.20	0.12	0.31	0.14	0.12	0.28	0.56	0.35	0.23	0.15

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**4070**	-	4070	1907	2158	463	502	738	603	782	542	436	964	1341	1760	978	3476	527	4100
	79%	-	*79%*	*76%*	**82%c**	*67%*	*71%*	**78%ef**	**82%ef**	**86%efg**	**86%efg**	**83%efg**	*69%*	**80%l**	**85%lm**	**85%lm**	**81%q**	*68%*	*80%*
1-2	**750**	-	750	411	337	147	144	137	96	89	77	59	290	234	225	136	585	157	739
	15%	-	*15%*	**16%d**	*13%*	**21%ghijk**	**20%ghijk**	**14%l**	*13%*	*10%*	*12%*	*11%*	**21%mno**	**14%n**	*11%*	*12%*	*14%*	**20%p**	*14%*
3-4	**179**	-	179	96	81	41	35	35	16	20	10	21	76	51	52	32	131	47	166
	3%	-	*3%*	*4%*	*3%*	**6%hij**	**5%hij**	*4%*	*2%*	*2%*	*2%*	*4%*	**5%mno**	*3%*	*3%*	*3%*	*3%*	**6%p**	*3%*
5-10	**133**	-	133	84	49	30	25	37	17	13	4	6	56	54	23	10	98	35	128
	3%	-	*3%*	**3%d**	*2%*	**4%ijk**	**4%ijk**	**4%ijk**	*2%*	*1%*	*1%*	*1%*	**4%no**	**3%no**	*1%*	*1%*	*2%*	**4%p**	*2%*
11-20	**13**	-	13	10	3	6	4	2	-	*	*	-	10	2	1	*	7	5	12
	*	-	*	*	*	**1%i**	*1%*	*	-	*	*	-	**1%mno**	*	*	*	*	**1%p**	*
21+	**2**	-	2	-	2	*	2	-	-	-	-	-	2	-	-	-	2	-	2
	*	-	*	-	*	*	*	-	-	-	-	-	*	-	-	-	*	-	*
Any Sent (non-zero entry)	**1077**	-	1077	602	471	224	210	211	129	123	92	87	433	340	302	178	823	243	1047
	21%	-	*21%*	**24%d**	*18%*	**33%ghijk**	**29%ghijk**	**22%ijk**	*18%*	*14%*	*14%*	*17%*	**31%mno**	**20%no**	*15%*	*15%*	*19%*	**32%p**	*20%*
Total Mean (including those not Sending any)																			
Mean	**0.53**	-	0.53	**0.65d**	0.42	**0.92ghijk**	**0.83hijk**	**0.60hijk**	0.41	0.32	0.27	0.39	**0.88mno**	**0.52no**	0.32	0.32	0.48	**0.90p**	0.52
Std Dev.	**1.60**	-	1.60	1.76	1.42	2.17	2.39	1.58	1.17	1.13	0.86	1.09	2.29	1.42	1.05	0.97	1.48	2.18	1.56
Std Error	**0.02**	-	0.02	0.04	0.03	0.08	0.09	0.05	0.04	0.04	0.03	0.05	0.06	0.04	0.02	0.03	0.02	0.09	0.02
Sending Mean (excluding those not Sending any)																			
Mean	**2.56**	-	2.56	2.71	2.36	**2.81j**	2.83	**2.69j**	2.32	2.32	1.84	2.33	**2.82no**	**2.55o**	2.18	2.08	2.49	2.84	2.53
Std Dev.	**2.66**	-	2.66	2.71	2.60	3.03	3.71	2.35	1.83	2.19	1.48	1.64	3.37	2.17	1.85	1.58	2.53	3.10	2.63
Std Error	**0.08**	-	0.08	0.12	0.12	0.22	0.27	0.18	0.17	0.17	0.13	0.18	0.17	0.13	0.10	0.11	0.09	0.24	0.08

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 76

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	4070	870	1433	794	973	2303	1767	2308	1724	490	541	1109	963	576	3189	494	3264
	79%	*73%*	**82%ac**	*74%*	**85%ac**	*78%*	*80%*	*75%*	**86%g**	**82%l**	*77%*	**81%l**	*76%*	*76%*	*78%*	*81%*	*78%*
1-2	750	197	237	192	124	434	316	527	212	72	121	189	188	127	626	76	641
	15%	**17%d**	*14%*	**18%bd**	*11%*	*15%*	*14%*	**17%h**	*11%*	*12%*	**17%i**	*14%*	*15%*	**17%i**	*15%*	*12%*	*15%*
3-4	179	68	48	34	29	116	63	124	49	20	19	49	59	21	148	20	151
	3%	**6%bcd**	*3%*	*3%*	*3%*	*4%*	*3%*	**4%h**	*2%*	*3%*	*3%*	*4%*	*5%*	*3%*	*4%*	*3%*	*4%*
5-10	133	46	28	42	16	75	58	106	26	18	16	17	46	30	108	18	110
	3%	**4%bd**	*2%*	**4%bd**	*1%*	*3%*	*3%*	**3%h**	*1%*	**3%k**	*2%*	*1%*	**4%k**	**4%k**	**3%k**	*3%*	*3%*
11-20	13	3	2	5	3	5	8	12	1	2	3	3	4	-	11	2	11
	*	*	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*
21+	2	*	2	-	-	2	-	2	-	-	-	2	-	*	2	-	2
	*	*	*	-	-	*	-	*	-	-	-	*	-	*	*	-	*
Any Sent (non-zero entry)	1077	315	317	274	171	632	445	770	287	111	159	260	297	179	895	116	914
	21%	**27%bd**	*18%*	**26%bd**	*15%*	*22%*	*20%*	**25%h**	*14%*	*18%*	*23%*	*19%*	**24%ik**	*24%*	*22%*	*19%*	*22%*
Total Mean (including those not Sending any)																	
Mean	0.53	**0.73bd**	0.44	**0.66bd**	0.37	0.56	0.51	**0.67h**	0.32	0.52	0.57	0.46	**0.66k**	0.58	0.56	0.53	0.56
Std Dev.	1.60	1.70	1.60	1.71	1.33	1.65	1.53	1.85	1.09	1.66	1.78	1.56	1.73	1.51	1.65	1.66	1.63
Std Error	0.02	0.05	0.04	0.05	0.04	0.03	0.03	0.04	0.02	0.06	0.07	0.04	0.05	0.06	0.03	0.06	0.03
Sending Mean (excluding those not Sending any)																	
Mean	2.56	2.73	2.44	2.56	2.44	2.58	2.52	**2.67h**	2.24	2.82	2.49	2.40	2.79	2.46	2.56	2.77	2.54
Std Dev.	2.66	2.33	3.06	2.56	2.61	2.72	2.58	2.88	2.00	2.91	3.03	2.85	2.61	2.25	2.70	2.88	2.68
Std Error	0.08	0.13	0.18	0.17	0.18	0.11	0.12	0.12	0.10	0.26	0.24	0.18	0.16	0.18	0.09	0.25	0.09

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 76

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	**4070**	3470	600	195	3409	350	205	106	162	405	333	309	359	411	475	581	374	60	291
	79%	*79%*	*82%*	*80%*	**79%g**	**80%g**	**82%g**	*73%*	**78%n**	*72%*	**79%n**	**83%in**	**79%in**	**86%hijlnqr**	*70%*	**83%in**	**85%hin**	*77%*	**80%in**
1-2	**750**	654	96	32	621	70	31	28	31	106	61	42	63	51	123	98	45	13	57
	15%	*15%*	*13%*	*13%*	*14%*	*16%*	*12%*	**19%df**	*15%*	**19%kmp**	*14%*	*11%*	*14%*	*11%*	**18%kmp**	*14%*	*10%*	*17%*	**16%p**
3-4	**179**	159	20	7	154	12	7	6	6	23	15	10	18	8	51	8	15	2	10
	3%	*4%*	*3%*	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	**4%o**	**4%o**	*3%*	**4%o**	*2%*	**8%hkmopr**	*1%*	*3%*	*3%*	*3%*
5-10	**133**	116	17	8	114	7	6	6	7	25	12	10	11	6	26	15	3	3	4
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	**4%e**	**3%p**	**4%mpr**	*3%*	*3%*	*2%*	*1%*	**4%pr**	*2%*	*1%*	**3%p**	*1%*
11-20	**13**	11	1	1	11	-	1	*	2	2	2	1	1	-	2	-	2	-	-
	*	*	*	*	*	-	*	*	**1%o**	*	*	*	*	-	*	-	*	-	-
21+	**2**	2	*	*	2	*	-	-	-	-	-	-	-	-	-	-	2	-	*
	*	*	*	*	*	*	-	-	-	-	-	-	-	-	-	-	*	-	*
Any Sent (non-zero entry)	**1077**	943	134	48	903	90	45	40	45	157	90	63	93	65	202	121	66	18	72
	21%	*21%*	*18%*	*20%*	*21%*	*20%*	*18%*	**27%def**	**22%mp**	**28%klmopr**	**21%m**	*17%*	**21%m**	*14%*	**30%hjklmopr**	*17%*	*15%*	**23%m**	**20%m**
Total Mean (including those not Sending any)																			
Mean	**0.53**	0.55	0.45	0.60	0.54	0.44	0.49	**0.69e**	**0.60m**	**0.74kmor**	**0.57m**	0.44	0.53	0.30	**0.80klmopr**	0.38	0.46	0.56	0.41
Std Dev.	**1.60**	1.61	1.52	2.04	1.63	1.29	1.57	1.62	1.61	1.90	1.68	1.42	1.55	1.09	1.70	1.25	2.21	1.32	1.28
Std Error	**0.02**	0.03	0.04	0.08	0.03	0.04	0.06	0.07	0.10	0.11	0.10	0.08	0.08	0.06	0.09	0.07	0.12	0.10	0.05
Sending Mean (excluding those not Sending any)																			
Mean	**2.56**	2.57	2.49	3.03	2.59	2.14	2.73	2.53	2.75	2.64	2.67	2.58	2.56	2.22	2.69	2.21	3.07	2.47	2.06
Std Dev.	**2.66**	2.65	2.75	3.72	2.72	2.12	2.79	2.23	2.46	2.82	2.79	2.53	2.56	2.10	2.16	2.24	4.97	1.72	2.22
Std Error	**0.08**	0.10	0.16	0.34	0.11	0.16	0.23	0.19	0.32	0.31	0.33	0.37	0.31	0.31	0.22	0.29	0.71	0.28	0.19

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**4070**	1518	1568	527	308	119	3085	426	1586	1588	570	212	86	3173	298
	79%	*81%*	*78%*	*76%*	*80%*	**87%c**	*79%*	*82%*	**81%l**	*77%*	*80%*	*77%*	*84%*	*79%*	*79%*
1-2	**750**	262	302	117	54	14	563	68	261	324	113	41	5	585	47
	15%	*14%*	*15%*	*17%*	*14%*	*10%*	*14%*	*13%*	*13%*	**16%l**	**16%l**	**15%l**	*5%*	**15%l**	*12%*
3-4	**179**	58	77	27	17	*	135	17	75	74	13	14	2	150	16
	3%	*3%*	*4%*	*4%*	*4%*	*	*3%*	*3%*	**4%j**	*4%*	*2%*	**5%j**	*2%*	**4%j**	*4%*
5-10	**133**	40	66	19	6	2	106	8	40	64	17	5	8	103	13
	3%	*2%*	*3%*	*3%*	*1%*	*1%*	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*	**8%hijkm**	*3%*	*3%*
11-20	**13**	4	4	1	2	2	8	3	2	6	2	3	-	8	3
	*	*	*	*	*	**1%f**	*	*1%*	*	*	*	**1%h**	-	*	*1%*
21+	**2**	-	2	-	*	-	2	*	*	2	-	-	-	2	-
	*	-	*	-	*	-	*	*	*	*	-	-	-	*	-
Any Sent (non-zero entry)	**1077**	363	451	165	78	18	814	96	378	470	145	63	16	848	78
	21%	*19%*	*22%*	**24%e**	*20%*	*13%*	*21%*	*18%*	*19%*	**23%h**	*20%*	*23%*	*16%*	*21%*	*21%*
Total Mean (including those not Sending any)															
Mean	**0.53**	0.48	0.60	0.57	0.49	0.44	0.54	0.48	0.47	**0.61h**	0.46	0.62	0.64	0.54	0.63
Std Dev.	**1.60**	1.46	1.76	1.36	1.67	2.00	1.62	1.76	1.35	1.85	1.39	1.72	1.87	1.63	1.76
Std Error	**0.02**	0.03	0.04	0.05	0.08	0.17	0.03	0.08	0.03	0.04	0.05	0.11	0.18	0.03	0.09
Sending Mean (excluding those not Sending any)															
Mean	**2.56**	2.48	2.67	2.40	2.43	3.42	2.58	2.61	2.46	2.66	2.27	2.72	4.14	2.57	3.01
Std Dev.	**2.66**	2.48	2.88	1.86	3.01	4.65	2.71	3.37	2.15	3.08	2.32	2.70	2.89	2.71	2.78
Std Error	**0.08**	0.12	0.14	0.16	0.35	1.04	0.09	0.35	0.11	0.15	0.20	0.38	0.72	0.09	0.34

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**4070**	182	3825	63	1102	2764	204	4024	16	20	1	4060	9
	79%	*70%*	**80%ac**	*68%*	**76%f**	**81%df**	*66%*	**80%h**	*28%*	*55%*	*40%*	**79%h**	*41%*
1-2	**750**	48	676	26	240	442	68	710	23	6	2	740	8
	15%	*18%*	*14%*	**29%b**	**17%e**	*13%*	**22%e**	*14%*	**41%gk**	*17%*	*60%*	*14%*	*38%*
3-4	**179**	12	167	*	59	100	20	165	8	2	-	175	4
	3%	*5%*	*3%*	*	*4%*	*3%*	**7%e**	*3%*	**13%gk**	*7%*	-	*3%*	*17%*
5-10	**133**	16	116	1	42	78	13	116	9	7	-	132	1
	3%	**6%b**	*2%*	*1%*	*3%*	*2%*	*4%*	*2%*	**16%gk**	*19%*	-	*3%*	*3%*
11-20	**13**	1	11	1	1	8	3	11	1	1	-	13	-
	*	*	*	*1%*	*	*	**1%d**	*	*2%*	*2%*	-	*	-
21+	**2**	-	*	2	-	2	-	2	-	-	-	2	-
	*	-	*	**2%b**	-	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	**1077**	77	970	30	342	631	104	1005	41	16	2	1062	13
	21%	**30%b**	*20%*	**32%b**	**24%e**	*19%*	**34%de**	*20%*	**72%gk**	*45%*	*60%*	*21%*	*59%*
Total Mean (including those not Sending any)													
Mean	**0.53**	**0.84b**	0.51	**1.17b**	0.57	0.48	**1.02de**	0.50	**2.81gk**	1.86	0.60	0.53	1.29
Std Dev.	**1.60**	1.70	1.49	4.42	1.41	1.57	2.48	1.53	3.76	2.84	0.58	1.60	1.59
Std Error	**0.02**	0.09	0.02	0.45	0.03	0.03	0.14	0.02	0.54	0.46	0.29	0.02	0.32
Sending Mean (excluding those not Sending any)													
Mean	**2.56**	2.81	2.50	3.65	2.41	2.56	3.00	2.48	3.92	4.14	1.00	2.56	2.19
Std Dev.	**2.66**	2.04	2.44	7.27	1.98	2.82	3.50	2.59	3.92	2.93	0.00	2.67	1.52
Std Error	**0.08**	0.22	0.08	1.31	0.10	0.12	0.35	0.08	0.69	0.85	0.00	0.08	0.41

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 76

QD1_4. Approximately how many of the following have you sent in the last month?
Payments for Bills/ invoices/ statements

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**4070**	1042	998	1025	1004	343	364	335	321	316	361	348	342	335	358	322	324
	79%	***81%b***	*77%*	*80%*	*78%*	***81%p***	***81%p***	***82%hp***	*76%*	*78%*	*78%*	***83%hp***	*79%*	*78%*	***83%hp***	*78%*	*73%*
1-2	**750**	180	190	184	196	59	60	61	61	52	77	52	71	62	50	60	85
	15%	*14%*	*15%*	*14%*	*15%*	*14%*	*13%*	*15%*	*14%*	*13%*	*17%*	*12%*	*16%*	*14%*	*12%*	*14%*	***19%kn***
3-4	**179**	31	49	45	54	12	16	3	17	17	14	16	12	17	11	23	21
	3%	*2%*	*4%*	*4%*	*4%*	*3%*	***4%g***	*1%*	***4%g***	***4%g***	***3%g***	***4%g***	*3%*	***4%g***	*2%*	***5%g***	***5%g***
5-10	**133**	26	50	26	32	10	10	6	25	17	8	5	8	12	6	11	15
	3%	*2%*	***4%ac***	*2%*	*2%*	*2%*	*2%*	*2%*	***6%efgjkln***	***4%k***	*2%*	*1%*	*2%*	*3%*	*1%*	*3%*	*3%*
11-20	**13**	2	*	4	6	1	-	1	*	-	-	-	1	3	5	-	2
	*	*	*	*	*	*	-	*	*	-	-	-	*	*1%*	*1%*	-	*
21+	**2**	-	2	-	*	-	-	-	-	2	-	-	-	-	-	*	-
	*	-	*	-	*	-	-	-	-	*	-	-	-	-	-	*	-
Any Sent (non-zero entry)	**1077**	240	291	259	288	82	87	72	104	87	100	73	93	93	72	93	122
	21%	*19%*	***23%a***	*20%*	*22%*	*19%*	*19%*	*18%*	***24%gkn***	*22%*	*22%*	*17%*	*21%*	*22%*	*17%*	*22%*	***27%efgkn***
Total Mean (including those not Sending any)																	
Mean	**0.53**	0.42	**0.61a**	0.51	**0.60a**	0.44	0.43	0.38	**0.73efgjk**	0.69	0.43	0.39	0.50	0.65	0.55	0.54	**0.69fgjk**
Std Dev.	**1.60**	1.30	1.76	1.49	1.79	1.29	1.12	1.50	1.71	2.37	1.03	1.13	1.31	1.92	2.16	1.47	1.64
Std Error	**0.02**	0.04	0.05	0.04	0.05	0.06	0.05	0.07	0.08	0.12	0.05	0.05	0.06	0.09	0.10	0.07	0.08
Sending Mean (excluding those not Sending any)																	
Mean	**2.56**	2.24	2.70	2.55	2.68	2.32	2.25	2.14	**2.96j**	**3.21j**	1.99	2.27	2.34	**2.98j**	**3.27j**	2.42	2.52
Std Dev.	**2.66**	2.24	2.85	2.43	2.96	2.10	1.55	3.00	2.33	4.24	1.33	1.77	1.93	3.17	4.39	2.27	2.29
Std Error	**0.08**	0.14	0.17	0.15	0.18	0.23	0.17	0.35	0.23	0.47	0.14	0.20	0.20	0.33	0.48	0.25	0.22

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	2897	-	2897	1454	1436	320	354	471	405	562	417	362	674	876	1340	778	2494	353	2900
	56%	-	*56%*	*58%*	*55%*	*47%*	*50%*	*50%*	**55%e**	**62%efgh**	**66%efgh**	**69%efghi**	*48%*	*52%*	**65%lm**	**67%lm**	**58%q**	*46%*	*56%*
1-2	1647	-	1647	765	878	242	260	337	238	261	165	143	502	575	568	307	1334	289	1648
	32%	-	*32%*	*31%*	*33%*	**35%ijk**	**37%ijk**	**36%ijk**	*33%*	*29%*	*26%*	*27%*	**36%no**	**34%no**	*28%*	*27%*	*31%*	**38%p**	*32%*
3-4	331	-	331	150	181	63	51	72	58	41	38	8	114	130	87	47	254	75	316
	6%	-	*6%*	*6%*	*7%*	**9%ik**	**7%k**	**8%ik**	**8%ik**	**5%k**	**6%k**	*2%*	**8%no**	**8%no**	*4%*	*4%*	*6%*	**10%p**	*6%*
5-10	218	-	218	110	108	48	44	56	23	31	9	7	92	79	47	16	174	42	233
	4%	-	*4%*	*4%*	*4%*	**7%hijk**	**6%hijk**	**6%hijk**	*3%*	*3%*	*1%*	*1%*	**7%no**	**5%no**	*2%*	*1%*	*4%*	*5%*	*5%*
11-20	43	-	43	27	16	10	1	12	3	7	5	3	12	16	15	8	34	9	40
	1%	-	*1%*	*1%*	*1%*	**2%f**	*	**1%f**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
21+	11	-	11	2	10	2	1	*	5	3	-	-	3	5	3	-	9	3	10
	*	-	*	*	*	*	*	*	*1%*	*	-	-	*	*	*	-	*	*	*
Any Sent (non-zero entry)	2250	-	2250	1054	1193	366	357	478	327	343	217	161	723	805	721	378	1805	417	2247
	44%	-	*44%*	*42%*	*45%*	**53%hijk**	**50%ijk**	**50%ijk**	**45%ijk**	**38%k**	*34%*	*31%*	**52%no**	**48%no**	*35%*	*33%*	*42%*	**54%p**	*44%*
Total Mean (including those not Sending any)																			
Mean	1.14	-	1.14	1.09	1.19	**1.53ijk**	**1.24jk**	**1.35ijk**	**1.30jk**	**1.02k**	0.77	0.57	**1.38no**	**1.33no**	0.83	0.68	1.08	**1.56p**	1.14
Std Dev.	2.78	-	2.78	2.49	3.04	2.93	2.73	2.65	3.86	2.85	1.75	1.60	2.83	3.23	2.28	1.69	2.59	3.73	2.76
Std Error	0.04	-	0.04	0.05	0.06	0.11	0.10	0.09	0.15	0.09	0.07	0.07	0.08	0.08	0.05	0.05	0.04	0.16	0.04
Sending Mean (excluding those not Sending any)																			
Mean	2.61	-	2.61	2.60	2.62	**2.86k**	2.46	**2.68k**	2.91	2.70	2.24	1.85	**2.66o**	**2.78o**	2.37	2.07	2.56	2.88	2.60
Std Dev.	3.73	-	3.73	3.29	4.08	3.51	3.45	3.22	5.36	4.12	2.39	2.43	3.48	4.22	3.35	2.41	3.49	4.69	3.69
Std Error	0.08	-	0.08	0.10	0.12	0.19	0.19	0.15	0.30	0.21	0.15	0.19	0.13	0.15	0.12	0.12	0.08	0.28	0.08

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	2897	573	1009	589	726	1582	1315	1549	1315	372	422	780	668	360	2230	375	2285
	56%	*48%*	**58%a**	**55%a**	**63%abc**	*54%*	**59%e**	*50%*	**65%g**	**62%lmn**	**60%lmn**	**57%m**	*53%*	*48%*	**55%m**	**62%p**	*55%*
1-2	1647	426	558	345	317	984	662	1095	533	170	214	437	413	299	1363	176	1388
	32%	**36%d**	*32%*	*32%*	*28%*	**34%f**	*30%*	**36%h**	*26%*	*28%*	*31%*	*32%*	*33%*	**40%ijkln**	**33%i**	*29%*	*33%*
3-4	331	93	111	61	66	204	128	230	98	22	36	91	104	51	281	22	293
	6%	*8%*	*6%*	*6%*	*6%*	*7%*	*6%*	**7%h**	*5%*	*4%*	*5%*	**7%i**	**8%ij**	**7%i**	**7%i**	*4%*	**7%o**
5-10	218	77	60	56	25	136	81	167	49	25	23	48	63	37	170	25	173
	4%	**6%bd**	*3%*	**5%d**	*2%*	*5%*	*4%*	**5%h**	*2%*	*4%*	*3%*	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*
11-20	43	14	5	16	7	19	23	26	17	8	3	11	12	7	33	8	33
	1%	**1%b**	*	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
21+	11	3	6	-	2	9	2	11	-	4	4	2	1	*	7	4	7
	*	*	*	-	*	*	*	*h	-	**1%ln**	*1%*	*	*	*	*	**1%p**	*
Any Sent (non-zero entry)	2250	612	741	479	418	1353	897	1529	697	229	279	589	592	395	1854	235	1893
	44%	**52%bcd**	**42%d**	**45%d**	*37%*	**46%f**	*41%*	**50%h**	*35%*	*38%*	*40%*	*43%*	**47%ij**	**52%ijkn**	**45%ij**	*38%*	**45%o**
Total Mean (including those not Sending any)																	
Mean	1.14	**1.43bd**	1.04	**1.27d**	0.88	1.20	1.06	**1.36h**	0.81	1.22	1.04	1.09	1.20	1.29	1.15	1.22	1.15
Std Dev.	2.78	3.26	2.68	2.66	2.47	2.93	2.57	3.21	1.95	4.17	2.95	2.43	2.50	2.75	2.61	4.14	2.59
Std Error	0.04	0.09	0.07	0.08	0.07	0.05	0.05	0.06	0.04	0.16	0.11	0.07	0.07	0.11	0.04	0.16	0.04
Sending Mean (excluding those not Sending any)																	
Mean	2.61	2.77	2.46	2.82	2.40	2.60	2.62	2.74	2.34	**3.21n**	2.61	2.53	2.55	2.47	2.54	**3.16p**	2.53
Std Dev.	3.73	4.11	3.67	3.38	3.61	3.87	3.49	4.11	2.73	6.27	4.22	3.17	3.14	3.40	3.38	6.20	3.36
Std Error	0.08	0.16	0.14	0.16	0.17	0.11	0.12	0.12	0.09	0.39	0.24	0.13	0.13	0.18	0.08	0.38	0.08

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	**2897**	2484	413	126	2430	249	139	79	117	327	241	225	237	290	335	379	280	43	206
	56%	*56%*	*56%*	*52%*	*56%*	*57%*	*56%*	*54%*	*56%*	**58%n**	*57%*	**60%n**	*52%*	**61%ln**	*49%*	*54%*	**64%lno**	*55%*	*57%*
1-2	**1647**	1401	246	91	1370	145	81	50	66	183	138	105	156	156	213	232	121	20	125
	32%	*32%*	*33%*	*38%*	*32%*	*33%*	*32%*	*34%*	*32%*	*33%*	*33%*	*28%*	*34%*	*33%*	*32%*	*33%*	*28%*	*26%*	*35%*
3-4	**331**	294	38	13	282	27	15	8	11	33	17	12	33	19	77	58	24	8	19
	6%	*7%*	*5%*	*5%*	*7%*	*6%*	*6%*	*5%*	*5%*	*6%*	*4%*	*3%*	**7%k**	*4%*	**11%hijkmpr**	**8%jkm**	*5%*	**10%jkm**	*5%*
5-10	**218**	186	32	10	181	16	14	8	11	14	19	19	22	8	46	30	12	6	10
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*5%*	**5%m**	*2%*	*4%*	**5%m**	**5%m**	*2%*	**7%impr**	*4%*	*3%*	**7%impr**	*3%*
11-20	**43**	37	5	2	40	1	1	1	1	6	8	9	5	1	5	2	3	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	**2%o**	**2%mor**	*1%*	*	*1%*	*	*1%*	-	*
21+	**11**	10	1	1	9	1	1	*	2	-	-	3	-	2	-	2	-	*	1
	*	*	*	*	*	*	*	*	**1%jlnp**	-	-	*1%*	-	*1%*	-	*	-	**1%n**	*
Any Sent (non-zero entry)	**2250**	1929	321	117	1882	191	111	66	91	235	182	147	215	186	342	324	160	35	156
	44%	*44%*	*44%*	*48%*	*44%*	*43%*	*44%*	*46%*	*44%*	*42%*	*43%*	*40%*	**48%mp**	*39%*	**51%lkmp**	**46%p**	*36%*	*45%*	*43%*
Total Mean (including those not Sending any)																			
Mean	**1.14**	1.15	1.07	1.27	1.15	1.04	1.14	1.14	**1.39mp**	0.95	1.19	**1.61impr**	**1.24p**	0.84	**1.34impr**	1.16	0.82	**1.53p**	0.93
Std Dev.	**2.78**	2.84	2.43	3.08	2.77	3.10	2.49	2.73	3.94	2.08	2.65	5.09	2.54	2.48	2.06	2.46	1.91	5.00	2.52
Std Error	**0.04**	0.05	0.06	0.12	0.05	0.10	0.09	0.12	0.24	0.12	0.15	0.29	0.14	0.14	0.11	0.13	0.11	0.37	0.09
Sending Mean (excluding those not Sending any)																			
Mean	**2.61**	2.64	2.46	2.62	2.64	2.39	2.57	2.51	3.18	2.26	2.78	**4.07ilmnopr**	2.60	2.16	2.65	2.52	2.24	3.43	2.16
Std Dev.	**3.73**	3.81	3.19	4.01	3.69	4.36	3.21	3.60	5.46	2.71	3.46	7.47	3.17	3.60	2.22	3.11	2.62	7.09	3.48
Std Error	**0.08**	0.10	0.12	0.23	0.11	0.21	0.17	0.22	0.49	0.24	0.30	0.69	0.26	0.33	0.17	0.25	0.24	0.77	0.19

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**2897**	1049	1089	409	236	89	2137	326	1060	1102	461	171	74	2162	246
	56%	*56%*	*54%*	*59%*	**61%b**	**65%b**	*55%*	**62%abf**	*54%*	*54%*	**65%him**	**62%him**	**73%him**	*54%*	**65%him**
1-2	**1647**	612	673	210	113	33	1285	146	635	702	213	71	20	1337	91
	32%	*33%*	*33%*	*30%*	*29%*	*24%*	*33%*	*28%*	**32%ln**	**34%kln**	*30%*	*26%*	*20%*	**33%kln**	*24%*
3-4	**331**	116	139	48	18	10	255	27	152	134	18	22	5	286	27
	6%	*6%*	*7%*	*7%*	*5%*	*7%*	*7%*	*5%*	**8%j**	**7%j**	*3%*	**8%j**	*4%*	**7%j**	**7%j**
5-10	**218**	83	94	21	16	2	177	18	83	106	20	7	1	189	8
	4%	*4%*	*5%*	*3%*	*4%*	*2%*	*5%*	*4%*	*4%*	**5%jn**	*3%*	*3%*	*1%*	*5%*	*2%*
11-20	**43**	16	20	2	3	2	36	5	24	13	1	3	2	37	5
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**1%j**	*1%*	*	*1%*	**2%j**	*1%*	**1%j**
21+	**11**	6	4	1	-	1	9	1	10	1	1	-	-	11	-
	*	*	*	*	-	*	*	*	*i	*	*	-	-	*	-
Any Sent (non-zero entry)	**2250**	832	930	283	150	47	1762	197	904	956	253	103	28	1860	131
	44%	**44%g**	**46%deg**	*41%*	*39%*	*35%*	**45%g**	*38%*	**46%jkln**	**46%jkln**	*35%*	*38%*	*27%*	**46%jkln**	*35%*
Total Mean (including those not Sending any)															
Mean	**1.14**	1.19	1.22	0.96	0.93	0.98	1.20	0.95	**1.36jn**	**1.14j**	0.73	0.96	0.68	**1.25j**	0.88
Std Dev.	**2.78**	3.06	2.78	2.22	1.98	3.56	2.91	2.48	3.54	2.27	1.97	2.15	1.80	2.96	2.06
Std Error	**0.04**	0.07	0.06	0.09	0.10	0.30	0.05	0.11	0.08	0.05	0.08	0.13	0.18	0.05	0.11
Sending Mean (excluding those not Sending any)															
Mean	**2.61**	2.69	2.65	2.34	2.41	2.83	2.67	2.51	**2.96ij**	2.45	2.05	2.55	2.50	**2.70j**	2.54
Std Dev.	**3.73**	4.13	3.60	2.96	2.56	5.63	3.86	3.54	4.75	2.80	2.87	2.89	2.74	3.88	2.85
Std Error	**0.08**	0.14	0.12	0.18	0.20	0.84	0.09	0.25	0.15	0.09	0.18	0.31	0.53	0.09	0.27

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**2897**	137	2707	53	816	1941	139	2848	16	22	3	2886	8
	56%	*53%*	*56%*	*57%*	**56%f**	**57%f**	*45%*	**57%h**	*29%*	*60%*	*100%*	**56%h**	*34%*
1-2	**1647**	88	1523	35	458	1068	121	1604	28	9	-	1640	6
	32%	*34%*	*32%*	*38%*	*32%*	*31%*	**39%de**	*32%*	**49%gk**	*24%*	-	*32%*	*28%*
3-4	**331**	17	311	4	88	216	28	322	4	3	-	329	2
	6%	*6%*	*6%*	*4%*	*6%*	*6%*	*9%*	*6%*	*8%*	*8%*	-	*6%*	*10%*
5-10	**218**	17	200	*	65	138	15	202	7	3	-	212	6
	4%	*7%*	*4%*	*	*5%*	*4%*	*5%*	*4%*	**12%gk**	*7%*	-	*4%*	*28%*
11-20	**43**	-	43	*	13	27	3	41	2	-	-	43	-
	1%	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	*3%*	-	-	*1%*	-
21+	**11**	-	11	-	5	4	2	11	-	-	-	11	-
	*	-	*	-	*	*	*1%*	*	-	-	-	*	-
Any Sent (non-zero entry)	**2250**	122	2088	39	629	1453	168	2181	40	14	-	2235	15
	44%	*47%*	*44%*	*43%*	*44%*	*43%*	**55%de**	*43%*	**71%gk**	*40%*	-	*44%*	*66%*
Total Mean (including those not Sending any)													
Mean	**1.14**	1.11	1.15	0.70	1.23	1.08	**1.47e**	1.13	**2.22gk**	0.97	0.00	1.14	2.15
Std Dev.	**2.78**	1.79	2.85	1.10	3.40	2.43	3.13	2.78	3.24	1.57	0.00	2.79	2.24
Std Error	**0.04**	0.10	0.04	0.11	0.08	0.04	0.18	0.04	0.46	0.25	0.00	0.04	0.45
Sending Mean (excluding those not Sending any)													
Mean	**2.61**	2.35	2.64	1.63	2.82	2.51	2.69	2.60	3.12	2.43	-	2.61	3.27
Std Dev.	**3.73**	1.97	3.83	1.15	4.71	3.19	3.83	3.75	3.46	1.64	-	3.73	1.97
Std Error	**0.08**	0.16	0.08	0.19	0.18	0.09	0.30	0.08	0.61	0.44	-	0.08	0.55

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_5. Approximately how many of the following have you sent in the last month?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**2897**	732	713	723	728	249	249	234	239	212	263	229	253	241	242	247	239
	56%	*57%*	*55%*	*56%*	*56%*	*59%*	*55%*	*58%*	*56%*	*53%*	*57%*	*54%*	*58%*	*56%*	*56%*	*59%*	*54%*
1-2	**1647**	428	425	403	391	129	159	140	135	143	148	143	130	130	120	123	147
	32%	*33%*	*33%*	*31%*	*30%*	*30%*	*35%*	*34%*	*32%*	*35%*	*32%*	*34%*	*30%*	*30%*	*28%*	*30%*	*33%*
3-4	**331**	64	73	88	106	24	23	18	27	21	26	26	32	30	41	30	36
	6%	*5%*	*6%*	*7%*	***8%ab***	*6%*	*5%*	*4%*	*6%*	*5%*	*6%*	*6%*	*7%*	*7%*	***9%g***	*7%*	*8%*
5-10	**218**	47	59	61	51	18	17	12	22	22	15	21	15	24	14	13	24
	4%	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*	*3%*	*5%*	*6%*	*3%*	*5%*	*3%*	*6%*	*3%*	*3%*	*5%*
11-20	**43**	10	16	6	10	5	2	3	3	5	9	2	2	2	7	3	*
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	***2%p***	*1%*	*	*1%*	***2%p***	*1%*	*
21+	**11**	1	2	3	5	-	1	-	1	*	1	-	3	-	5	*	-
	*	*	*	*	*	-	*	-	*	*	*	-	*1%*	-	*1%*	*	-
Any Sent (non-zero entry)	**2250**	550	576	561	564	175	202	173	187	191	198	192	182	187	188	169	207
	44%	*43%*	*45%*	*44%*	*44%*	*41%*	*45%*	*42%*	*44%*	*47%*	*43%*	*46%*	*42%*	*44%*	*44%*	*41%*	*46%*
Total Mean (including those not Sending any)																	
Mean	**1.14**	1.03	1.20	1.15	1.19	1.08	1.04	0.97	1.14	1.24	1.21	1.08	1.26	1.10	**1.54go**	0.95	1.09
Std Dev.	**2.78**	2.40	2.90	2.97	2.82	2.48	2.57	2.11	2.75	3.06	2.90	1.93	4.20	2.19	3.98	2.17	1.80
Std Error	**0.04**	0.07	0.08	0.08	0.08	0.12	0.12	0.10	0.13	0.15	0.14	0.09	0.20	0.11	0.19	0.10	0.09
Sending Mean (excluding those not Sending any)																	
Mean	**2.61**	2.40	2.68	2.62	2.74	2.61	2.31	2.28	2.59	2.62	2.81	2.36	3.01	2.52	**3.53fgkp**	2.33	2.35
Std Dev.	**3.73**	3.19	3.86	4.03	3.75	3.31	3.44	2.74	3.68	4.02	3.89	2.26	6.10	2.72	5.42	2.90	2.02
Std Error	**0.08**	0.14	0.16	0.17	0.16	0.25	0.25	0.21	0.27	0.29	0.28	0.16	0.44	0.20	0.38	0.22	0.15

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**3160**	-	3160	1555	1599	331	372	569	465	604	415	400	703	1034	1419	815	2670	435	3170
	61%	-	*61%*	*62%*	*61%*	*48%*	*52%*	**60%ef**	**64%ef**	**67%efg**	**65%ef**	**77%efghij**	*50%*	**62%l**	**69%lm**	**70%lm**	**62%q**	*56%*	*62%*
1-2	**1476**	-	1476	721	753	237	258	279	198	231	171	100	495	477	501	270	1225	232	1411
	29%	-	*29%*	*29%*	*29%*	**34%hijk**	**36%ghijk**	**29%k**	**27%k**	**26%k**	**27%k**	*19%*	**35%mno**	**28%no**	*24%*	*23%*	*29%*	*30%*	*27%*
3-4	**282**	-	282	134	148	66	45	47	37	35	35	17	111	84	87	52	227	54	318
	5%	-	*5%*	*5%*	*6%*	**10%ghijk**	**6%k**	*5%*	*5%*	*4%*	*6%*	*3%*	**8%mno**	*5%*	*4%*	*4%*	*5%*	*7%*	*6%*
5-10	**193**	-	193	85	107	45	34	46	26	27	11	3	79	72	42	15	151	42	208
	4%	-	*4%*	*3%*	*4%*	**7%hijk**	**5%jk**	**5%jk**	**4%k**	**3%k**	*2%*	*1%*	**6%no**	**4%no**	*2%*	*1%*	*4%*	*5%*	*4%*
11-20	**21**	-	21	8	12	4	1	4	2	7	2	1	5	6	10	3	18	1	27
	*	-	*	*	*	*1%*	*	*	*	*1%*	*	*	*	*	*	*	*	*	*1%*
21+	**15**	-	15	6	10	4	1	3	5	-	-	2	5	8	2	2	9	7	13
	*	-	*	*	*	*1%*	*	*	*1%*	-	-	*	*	*	*	*	*	**1%p**	*
Any Sent (non-zero entry)	**1987**	-	1987	954	1030	356	339	380	267	301	219	123	694	647	642	342	1630	336	1977
	39%	-	*39%*	*38%*	*39%*	**52%ghijk**	**48%ghijk**	**40%ik**	**36%k**	**33%k**	**35%k**	*23%*	**50%mno**	**38%no**	*31%*	*30%*	*38%*	**44%p**	*38%*
Total Mean (including those not Sending any)																			
Mean	**0.96**	-	0.96	0.88	1.04	**1.44fgijk**	**1.06ijk**	**1.04ijk**	**1.13k**	0.76	0.66	0.53	**1.25no**	**1.08no**	0.67	0.60	0.90	**1.30p**	1.06
Std Dev.	**2.80**	-	2.80	2.75	2.84	2.76	2.08	2.59	5.11	1.86	1.30	1.92	2.45	3.89	1.72	1.61	2.56	3.85	4.88
Std Error	**0.04**	-	0.04	0.06	0.05	0.11	0.08	0.09	0.19	0.06	0.05	0.09	0.07	0.10	0.04	0.05	0.04	0.16	0.07
Sending Mean (excluding those not Sending any)																			
Mean	**2.49**	-	2.49	2.32	2.65	**2.78j**	2.23	2.61	3.09	2.30	1.90	2.24	2.51	2.80	2.15	2.03	2.38	2.99	2.75
Std Dev.	**4.06**	-	4.06	4.07	4.04	3.32	2.54	3.56	8.10	2.62	1.59	3.45	2.98	5.88	2.52	2.43	3.71	5.38	7.57
Std Error	**0.09**	-	0.09	0.14	0.12	0.19	0.14	0.19	0.49	0.14	0.10	0.32	0.12	0.23	0.09	0.13	0.09	0.34	0.17

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	**3160**	658	1104	603	795	1762	1398	1723	1396	429	466	864	722	419	2471	435	2523
	61%	*56%*	**63%ac**	*56%*	**70%abc**	*60%*	*63%*	*56%*	**69%g**	**71%klmn**	**67%lmn**	**63%lm**	*57%*	*56%*	*61%*	**71%p**	*60%*
1-2	**1476**	389	480	348	259	869	607	1012	453	118	171	384	390	256	1201	121	1235
	29%	**33%bd**	**27%d**	**33%bd**	*23%*	*30%*	*27%*	**33%h**	*23%*	*20%*	*24%*	**28%i**	**31%ij**	**34%ijk**	**29%ij**	*20%*	**30%o**
3-4	**282**	76	94	52	60	170	112	182	98	27	37	72	77	42	227	28	234
	5%	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*	*5%*	*5%*	*5%*	*6%*	*6%*	*6%*	*5%*	*6%*
5-10	**193**	53	55	58	27	108	85	136	56	18	20	44	63	33	160	19	161
	4%	**4%d**	*3%*	**5%bd**	*2%*	*4%*	*4%*	**4%h**	*3%*	*3%*	*3%*	*3%*	*5%*	*4%*	*4%*	*3%*	*4%*
11-20	**21**	4	10	5	2	14	7	12	6	3	3	2	7	3	15	3	15
	*	*	*1%*	*	*	*	*	*	*	*1%*	*	*	*1%*	*	*	*	*
21+	**15**	5	7	1	2	12	3	13	2	5	4	3	2	2	11	5	11
	*	*	*	*	*	*	*	*	*	*1%*	*1%*	*	*	*	*	*1%*	*
Any Sent (non-zero entry)	**1987**	527	646	465	349	1173	814	1356	615	172	234	505	538	335	1613	175	1656
	39%	**44%bd**	**37%d**	**44%bd**	*30%*	*40%*	*37%*	**44%h**	*31%*	*29%*	*33%*	**37%i**	**43%ijk**	**44%ijk**	**39%ij**	*29%*	**40%o**
Total Mean (including those not Sending any)																	
Mean	**0.96**	**1.20d**	0.90	**1.06d**	0.72	1.02	0.88	**1.11h**	0.72	1.00	0.90	0.82	**1.06k**	**1.07k**	0.95	1.00	0.95
Std Dev.	**2.80**	4.23	2.37	2.20	1.86	3.25	2.03	2.78	1.78	4.02	2.49	1.96	2.13	2.44	2.20	4.00	2.19
Std Error	**0.04**	0.12	0.06	0.07	0.05	0.06	0.04	0.06	0.04	0.15	0.09	0.05	0.06	0.09	0.03	0.15	0.03
Sending Mean (excluding those not Sending any)																	
Mean	**2.49**	2.70	2.43	2.44	2.35	2.55	2.40	2.52	2.34	**3.51kln**	2.68	2.23	2.47	2.41	2.41	**3.47p**	2.40
Std Dev.	**4.06**	6.01	3.40	2.78	2.74	4.75	2.76	3.74	2.57	6.93	3.72	2.70	2.67	3.18	2.96	6.88	2.94
Std Error	**0.09**	0.26	0.14	0.13	0.14	0.14	0.10	0.11	0.09	0.49	0.23	0.12	0.12	0.18	0.07	0.48	0.07

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 78

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	**3160**	2717	443	141	2633	287	151	89	134	343	253	245	269	302	390	414	281	42	245
	61%	*62%*	*60%*	*58%*	*61%*	*65%*	*60%*	*61%*	*65%*	*61%*	*60%*	**66%nq**	*60%*	*64%*	*58%*	*59%*	*64%*	*54%*	**68%lnoq**
1-2	**1476**	1263	213	71	1251	121	63	41	51	182	132	85	134	135	200	213	118	29	92
	29%	*29%*	*29%*	*29%*	*29%*	*28%*	*25%*	*28%*	*24%*	**32%hk**	**31%k**	*23%*	*30%*	*28%*	*30%*	**30%k**	*27%*	**38%hkr**	*25%*
3-4	**282**	232	50	19	233	20	19	10	12	18	16	19	26	26	41	50	24	4	16
	5%	*5%*	*7%*	*8%*	*5%*	*5%*	*7%*	*7%*	*6%*	*3%*	*4%*	*5%*	*6%*	*5%*	*6%*	**7%l**	*5%*	*5%*	*5%*
5-10	**193**	171	22	8	163	10	15	5	9	15	18	16	21	8	42	20	14	2	8
	4%	*4%*	*3%*	*3%*	*4%*	*2%*	**6%de**	*3%*	**5%m**	*3%*	*4%*	*4%*	*5%*	*2%*	**6%imor**	*3%*	*3%*	*2%*	*2%*
11-20	**21**	16	5	3	17	1	3	1	-	4	2	3	2	-	4	-	2	*	*
	*	*	*1%*	*1%*	*	*	*1%*	*	-	*1%*	*	*1%*	*	-	*1%*	-	*1%*	**1%o**	*
21+	**15**	13	2	1	14	1	-	*	1	-	2	4	-	4	-	4	-	*	1
	*	*	*	*	*	*	-	*	*	-	*	**1%n**	-	*1%*	-	*1%*	-	*	*
Any Sent (non-zero entry)	**1987**	1695	291	101	1679	153	99	56	73	219	170	127	183	173	286	288	159	36	117
	39%	*38%*	*40%*	*42%*	*39%*	*35%*	*40%*	*39%*	*35%*	*39%*	**40%r**	*34%*	**40%r**	*36%*	**42%kr**	**41%r**	*36%*	**46%kr**	*32%*
Total Mean (including those not Sending any)																			
Mean	**0.96**	0.95	1.03	1.27	0.97	0.75	**1.10e**	1.14	0.92	0.82	0.97	**1.25r**	0.94	0.84	**1.08r**	**1.05r**	0.80	1.16	0.67
Std Dev.	**2.80**	2.47	4.28	6.83	2.50	2.12	2.20	8.39	2.20	1.89	2.24	4.64	1.86	2.39	2.05	2.76	1.68	3.64	1.63
Std Error	**0.04**	0.04	0.11	0.28	0.05	0.07	0.08	0.36	0.13	0.11	0.13	0.27	0.10	0.13	0.11	0.15	0.09	0.27	0.06
Sending Mean (excluding those not Sending any)																			
Mean	**2.49**	2.47	2.61	3.03	2.49	2.17	2.77	2.94	2.60	2.11	2.41	**3.66ir**	2.33	2.31	2.56	2.57	2.23	2.51	2.07
Std Dev.	**4.06**	3.47	6.49	10.33	3.50	3.15	2.75	13.36	3.07	2.55	3.00	7.39	2.31	3.51	2.48	3.83	2.15	5.05	2.30
Std Error	**0.09**	0.09	0.26	0.63	0.11	0.16	0.16	0.90	0.31	0.24	0.27	0.74	0.20	0.33	0.20	0.33	0.20	0.54	0.14

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**3160**	1144	1238	404	250	100	2381	350	1159	1243	468	179	81	2403	260
	61%	*61%*	*61%*	*58%*	*65%*	**73%abcf**	*61%*	**67%acf**	*59%*	*60%*	**65%hm**	*65%*	**80%hijkm**	*60%*	**69%him**
1-2	**1476**	547	577	222	101	25	1123	126	575	613	210	63	10	1188	73
	29%	**29%e**	*29%*	**32%eg**	*26%*	*18%*	**29%e**	*24%*	**29%ln**	**30%ln**	**29%ln**	**23%l**	*10%*	**30%ln**	*19%*
3-4	**282**	109	108	42	14	6	217	20	116	114	23	21	8	230	29
	5%	*6%*	*5%*	*6%*	*4%*	*4%*	*6%*	*4%*	**6%j**	*6%*	*3%*	**8%j**	*8%*	**6%j**	**8%j**
5-10	**193**	62	83	23	20	5	145	24	87	80	12	12	3	167	14
	4%	*3%*	*4%*	*3%*	*5%*	*3%*	*4%*	*5%*	**4%j**	**4%j**	*2%*	*4%*	*3%*	**4%j**	*4%*
11-20	**21**	15	5	*	*	-	20	*	14	5	1	-	-	20	-
	*	*1%*	*	*	*	-	*1%*	*	*1%*	*	*	-	-	*	-
21+	**15**	5	9	*	1	1	14	1	11	3	1	-	-	15	-
	*	*	*	*	*	*	*	*	*1%*	*	*	-	-	*	-
Any Sent (non-zero entry)	**1987**	737	781	288	136	36	1518	172	804	815	247	95	20	1619	116
	39%	**39%eg**	**39%e**	**42%eg**	*35%*	*27%*	**39%eg**	*33%*	**41%ln**	**40%ln**	**35%l**	**35%l**	*20%*	**40%ln**	*31%*
Total Mean (including those not Sending any)															
Mean	**0.96**	1.01	1.01	0.82	0.86	0.66	1.01	0.81	**1.18ij**	**0.92j**	0.62	0.79	0.58	**1.05j**	0.74
Std Dev.	**2.80**	3.52	2.54	1.59	2.01	1.96	3.05	2.00	3.85	2.04	1.47	1.51	1.45	3.06	1.50
Std Error	**0.04**	0.08	0.06	0.06	0.10	0.17	0.05	0.09	0.09	0.05	0.06	0.09	0.14	0.05	0.08
Sending Mean (excluding those not Sending any)															
Mean	**2.49**	2.58	**2.60c**	1.96	2.45	2.49	2.59	2.46	**2.89ij**	**2.32j**	1.80	2.29	2.90	**2.61j**	**2.39j**
Std Dev.	**4.06**	5.25	3.54	1.95	2.77	3.18	4.45	2.85	5.59	2.68	2.03	1.78	1.97	4.39	1.82
Std Error	**0.09**	0.19	0.13	0.12	0.23	0.52	0.11	0.21	0.19	0.10	0.14	0.19	0.44	0.11	0.18

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**3160**	150	2953	58	906	2079	175	3101	20	27	3	3149	8
	61%	*58%*	*62%*	*62%*	*63%*	*61%*	*57%*	**62%h**	*36%*	*76%*	*100%*	**61%h**	*36%*
1-2	**1476**	77	1372	27	391	994	90	1442	27	2	-	1471	5
	29%	*30%*	*29%*	*29%*	*27%*	*29%*	*29%*	*29%*	**47%gk**	*5%*	-	*29%*	*24%*
3-4	**282**	23	255	4	74	178	30	271	3	3	-	277	5
	5%	**9%b**	*5%*	*4%*	*5%*	*5%*	**10%de**	*5%*	*5%*	*9%*	-	*5%*	*23%*
5-10	**193**	9	180	4	57	125	10	179	7	4	-	189	4
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	**12%gk**	*10%*	-	*4%*	*17%*
11-20	**21**	-	21	-	10	10	*	21	-	-	-	21	-
	*	-	*	-	*1%*	*	*	*	-	-	-	*	-
21+	**15**	-	15	-	6	7	2	15	-	-	-	15	-
	*	-	*	-	*	*	*1%*	*	-	-	-	*	-
Any Sent (non-zero entry)	**1987**	110	1842	35	539	1315	132	1927	36	9	-	1972	14
	39%	*42%*	*38%*	*38%*	*37%*	*39%*	*43%*	*38%*	**64%gk**	*24%*	-	*39%*	*64%*
Total Mean (including those not Sending any)													
Mean	**0.96**	0.90	0.97	0.75	1.07	0.90	1.12	0.95	1.65	0.89	0.00	0.96	1.99
Std Dev.	**2.80**	1.45	2.87	1.25	3.96	2.12	2.75	2.81	2.46	1.82	0.00	2.80	2.08
Std Error	**0.04**	0.08	0.04	0.13	0.10	0.04	0.16	0.04	0.35	0.29	0.00	0.04	0.42
Sending Mean (excluding those not Sending any)													
Mean	**2.49**	2.14	2.52	1.99	**2.86e**	2.33	2.59	2.48	2.57	3.73	-	2.49	3.12
Std Dev.	**4.06**	1.52	4.19	1.29	6.09	2.87	3.72	4.10	2.67	1.80	-	4.07	1.79
Std Error	**0.09**	0.13	0.10	0.22	0.25	0.08	0.32	0.09	0.48	0.54	-	0.09	0.50

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_6. Approximately how many of the following have you sent in the last month?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**3160**	826	761	767	807	270	295	260	252	238	270	226	277	264	266	280	261
	61%	***64%b***	*59%*	*60%*	*62%*	***64%k***	***65%k***	***64%k***	*59%*	*59%*	*59%*	*54%*	***64%k***	*62%*	*62%*	***67%jkp***	*58%*
1-2	**1476**	348	386	363	379	122	115	111	130	127	129	126	122	116	132	113	135
	29%	*27%*	*30%*	*28%*	*29%*	*29%*	*25%*	*27%*	*31%*	*31%*	*28%*	*30%*	*28%*	*27%*	*31%*	*27%*	*30%*
3-4	**282**	65	79	80	58	18	27	20	30	10	39	45	13	21	14	12	32
	5%	*5%*	*6%*	*6%*	*4%*	*4%*	***6%l***	*5%*	***7%ilno***	*2%*	***9%eilno***	***11%egilmno***	*3%*	*5%*	*3%*	*3%*	***7%ilo***
5-10	**193**	38	54	64	38	9	14	15	10	27	17	22	16	26	12	10	16
	4%	*3%*	*4%*	***5%ad***	*3%*	*2%*	*3%*	*4%*	*2%*	***7%efhno***	*4%*	*5%*	*4%*	***6%eh***	*3%*	*2%*	*4%*
11-20	**21**	3	9	6	3	3	*	-	3	1	5	2	3	1	*	*	2
	*	*	*1%*	*	*	*1%*	*	-	*1%*	*	*1%*	*	*1%*	*	*	*	*1%*
21+	**15**	2	1	4	8	2	-	-	1	-	*	*	4	-	7	*	1
	*	*	*	*	***1%b***	*1%*	-	-	*	-	*	*	*1%*	-	***2%fgijm***	*	*
Any Sent (non-zero entry)	**1987**	456	528	517	485	155	156	146	174	165	190	195	158	164	164	135	186
	39%	*36%*	***41%a***	*40%*	*38%*	*36%*	*35%*	*36%*	*41%*	*41%*	***41%o***	***46%efgio***	*36%*	*38%*	*38%*	*33%*	***42%o***
Total Mean (including those not Sending any)																	
Mean	**0.96**	0.81	0.99	**1.10a**	0.94	0.91	0.73	0.81	0.90	0.97	**1.09f**	**1.17fg**	1.18	0.95	1.12	0.69	1.00
Std Dev.	**2.80**	1.99	2.19	2.98	3.69	2.64	1.44	1.69	2.08	2.00	2.43	2.05	4.31	1.89	3.46	5.01	2.13
Std Error	**0.04**	0.06	0.06	0.08	0.10	0.13	0.07	0.08	0.10	0.10	0.12	0.10	0.21	0.09	0.17	0.24	0.10
Sending Mean (excluding those not Sending any)																	
Mean	**2.49**	2.28	2.42	2.74	2.50	2.48	2.11	2.26	2.20	2.38	2.65	2.54	3.26	2.48	2.92	2.12	2.39
Std Dev.	**4.06**	2.78	2.87	4.19	5.70	3.91	1.76	2.17	2.78	2.53	3.19	2.37	6.67	2.36	5.12	8.62	2.76
Std Error	**0.09**	0.13	0.13	0.18	0.26	0.32	0.15	0.17	0.21	0.20	0.23	0.16	0.52	0.19	0.39	0.73	0.21

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	3832	-	3832	1804	2023	450	461	670	538	731	514	464	912	1208	1709	978	3272	491	3844
	74%	-	*74%*	*72%*	**77%c**	*66%*	*65%*	**71%f**	**73%ef**	**81%efgh**	**81%efgh**	**89%efghij**	*65%*	**72%l**	**83%lm**	**85%lm**	**76%q**	*64%*	*75%*
1-2	1018	-	1018	521	493	180	197	195	146	146	100	51	377	341	298	151	812	201	997
	20%	-	*20%*	*21%*	*19%*	**26%ghijk**	**28%ghijk**	**21%k**	**20%k**	**16%k**	**16%k**	*10%*	**27%mno**	**20%no**	*14%*	*13%*	*19%*	**26%p**	*19%*
3-4	154	-	154	93	60	34	30	35	21	17	13	4	64	56	33	17	111	40	157
	3%	-	*3%*	**4%d**	*2%*	**5%ijk**	**4%ik**	**4%k**	**3%k**	*2%*	*2%*	*1%*	**5%no**	**3%no**	*2%*	*1%*	*3%*	**5%p**	*3%*
5-10	118	-	118	73	45	17	19	42	24	9	5	3	36	66	17	8	89	29	121
	2%	-	*2%*	**3%d**	*2%*	**2%k**	**3%k**	**4%ijk**	**3%ijk**	*1%*	*1%*	*1%*	**3%no**	**4%no**	*1%*	*1%*	*2%*	**4%p**	*2%*
11-20	17	-	17	12	5	5	4	4	1	2	*	1	9	5	3	1	11	6	20
	*	-	*	*	*	*1%*	*1%*	*	*	*	*	*	*1%*	*	*	*	*	*1%*	*
21+	8	-	8	5	3	-	1	3	3	-	2	-	1	6	2	2	5	3	8
	*	-	*	*	*	-	*	*	*	-	*	-	*	*	*	*	*	*	*
Any Sent (non-zero entry)	1315	-	1315	705	607	236	250	279	195	174	120	59	486	474	352	179	1028	279	1303
	26%	-	*26%*	**28%d**	*23%*	**34%hijk**	**35%ghijk**	**29%ijk**	**27%ijk**	**19%k**	**19%k**	*11%*	**35%mno**	**28%no**	*17%*	*15%*	*24%*	**36%p**	*25%*
Total Mean (including those not Sending any)																			
Mean	0.60	-	0.60	**0.71d**	0.50	**0.78ijk**	**0.74ijk**	**0.80ijk**	**0.81ik**	0.33	0.41	0.22	**0.76no**	**0.80no**	0.33	0.32	0.53	**1.06p**	0.65
Std Dev.	2.35	-	2.35	2.81	1.81	1.93	1.67	2.24	4.57	1.01	1.80	1.06	1.81	3.45	1.32	1.52	2.17	3.22	4.56
Std Error	0.03	-	0.03	0.06	0.03	0.07	0.06	0.07	0.17	0.03	0.07	0.05	0.05	0.09	0.03	0.04	0.03	0.14	0.06
Sending Mean (excluding those not Sending any)																			
Mean	2.36	-	2.36	2.51	2.18	2.28	2.10	**2.71l**	3.06	1.74	2.16	1.98	2.18	**2.86n**	1.92	2.10	2.20	2.93	2.58
Std Dev.	4.19	-	4.19	4.86	3.25	2.74	2.27	3.45	8.48	1.70	3.68	2.55	2.51	6.05	2.66	3.34	4.00	4.81	8.79
Std Error	0.12	-	0.12	0.19	0.13	0.19	0.15	0.22	0.60	0.11	0.33	0.33	0.12	0.29	0.13	0.25	0.12	0.34	0.24

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	3832	816	1335	754	927	2152	1681	2155	1629	482	541	1026	895	513	2975	491	3043
	74%	*69%*	**76%ac**	*71%*	**81%abc**	*73%*	*76%*	*70%*	**81%g**	**80%klmn**	**77%lm**	**75%m**	*71%*	*68%*	**73%m**	**80%p**	*73%*
1-2	1018	281	339	230	168	619	398	705	308	80	124	278	273	187	863	80	888
	20%	**24%bd**	**19%d**	**22%d**	*15%*	**21%f**	*18%*	**23%h**	*15%*	*13%*	*18%*	**20%l**	**22%l**	**25%ij**	**21%l**	*13%*	**21%o**
3-4	154	48	34	41	30	82	71	108	45	23	22	34	41	29	125	23	126
	3%	**4%b**	*2%*	**4%b**	*3%*	*3%*	*3%*	**4%h**	*2%*	*4%*	*3%*	*2%*	*3%*	*4%*	*3%*	*4%*	*3%*
5-10	118	33	38	31	15	71	47	90	25	11	12	25	41	23	101	12	101
	2%	*3%*	*2%*	**3%d**	*1%*	*2%*	*2%*	**3%h**	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*
11-20	17	2	2	9	4	5	13	12	5	1	1	6	7	1	16	1	16
	*	*	*	**1%b**	*	*	**1%e**	*	*	*	*	*	*1%*	*	*	*	*
21+	8	4	1	2	*	6	2	8	-	3	*	1	2	2	5	3	5
	*	*	*	*	*	*	*	*	-	**1%n**	*	*	*	*	*	**1%p**	*
Any Sent (non-zero entry)	1315	369	415	314	218	783	531	924	383	119	159	344	364	242	1109	119	1135
	26%	**31%bd**	**24%d**	**29%bd**	*19%*	*27%*	*24%*	**30%h**	*19%*	*20%*	*23%*	**25%l**	**29%lj**	**32%ijkn**	**27%l**	*20%*	**27%o**
Total Mean (including those not Sending any)																	
Mean	0.60	**0.80bd**	0.49	**0.75bd**	0.43	0.62	0.58	**0.73h**	0.39	0.67	0.49	0.55	**0.71j**	0.70	0.62	0.66	0.61
Std Dev.	2.35	3.82	1.48	2.14	1.41	2.69	1.81	2.23	1.28	3.12	1.40	1.61	1.98	1.98	1.78	3.10	1.76
Std Error	0.03	0.11	0.04	0.07	0.04	0.05	0.04	0.04	0.03	0.12	0.05	0.04	0.06	0.08	0.03	0.12	0.03
Sending Mean (excluding those not Sending any)																	
Mean	2.36	2.57	2.08	2.54	2.25	2.31	2.42	2.43	2.04	**3.37kn**	2.16	2.21	2.44	2.18	2.27	**3.38p**	2.25
Std Dev.	4.19	6.52	2.44	3.33	2.52	4.82	3.03	3.53	2.29	6.34	2.23	2.59	3.06	3.02	2.80	6.34	2.78
Std Error	0.12	0.33	0.13	0.19	0.16	0.18	0.13	0.13	0.10	0.54	0.17	0.14	0.17	0.21	0.09	0.53	0.08

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	**3832**	3280	553	181	3195	336	192	109	153	395	327	288	329	378	443	523	358	55	281
	74%	*74%*	*75%*	*74%*	*74%*	*76%*	*77%*	*75%*	**74%n**	*70%*	**77%n**	**77%n**	*73%*	**80%ln**	*66%*	**75%n**	**81%hilnq**	*71%*	**77%ln**
1-2	**1018**	875	142	47	868	78	41	31	40	143	71	64	99	76	172	144	58	17	60
	20%	*20%*	*19%*	*19%*	*20%*	*18%*	*16%*	*21%*	*19%*	**25%jkmpr**	*17%*	*17%*	**22%p**	*16%*	**25%jkmpr**	**21%p**	*13%*	**22%p**	*17%*
3-4	**154**	134	20	5	127	14	10	2	4	10	9	6	9	17	39	15	18	3	11
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**6%hijklo**	*2%*	*4%*	*4%*	*3%*
5-10	**118**	105	13	7	100	10	6	2	8	11	13	9	12	2	21	20	4	2	8
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	**4%mp**	*2%*	**3%m**	*2%*	**3%m**	*	**3%m**	**3%m**	*1%*	*2%*	**2%m**
11-20	**17**	13	4	3	15	2	1	*	2	4	1	1	1	2	2	-	1	*	1
	*	*	*1%*	**1%a**	*	*	*	*	**1%o**	*1%*	*	*	*	*1%*	*	-	*	**1%o**	*
21+	**8**	6	2	1	7	1	-	*	1	-	2	4	1	-	-	-	-	-	1
	*	*	*	*	*	*	-	*	*	-	*	**1%no**	*	-	-	-	-	-	*
Any Sent (non-zero entry)	**1315**	1133	182	62	1116	104	58	36	54	168	96	84	123	97	233	179	82	22	82
	26%	*26%*	*25%*	*26%*	*26%*	*24%*	*23%*	*25%*	**26%p**	**30%mpr**	*23%*	*23%*	**27%p**	*20%*	**34%hjkmopr**	*25%*	*19%*	**29%p**	*23%*
Total Mean (including those not Sending any)																			
Mean	**0.60**	0.59	0.66	0.82	0.61	0.55	0.53	0.70	**0.77mp**	0.56	0.68	0.86	0.59	0.44	**0.76mop**	0.52	0.41	0.65	0.53
Std Dev.	**2.35**	1.88	4.18	6.59	1.98	1.77	1.41	8.16	2.39	1.43	2.57	3.85	1.85	1.51	1.54	1.38	1.26	1.91	1.75
Std Error	**0.03**	0.03	0.11	0.27	0.04	0.06	0.05	0.35	0.14	0.08	0.15	0.22	0.10	0.09	0.08	0.07	0.07	0.14	0.06
Sending Mean (excluding those not Sending any)																			
Mean	**2.36**	2.31	2.66	3.21	2.35	2.31	2.29	2.80	**2.94lo**	1.86	2.97	**3.79ino**	2.19	2.16	2.21	2.06	2.22	2.23	2.34
Std Dev.	**4.19**	3.13	8.11	12.80	3.33	3.04	2.16	16.33	3.95	2.10	4.73	7.41	3.04	2.73	1.91	2.08	2.14	3.06	3.06
Std Error	**0.12**	0.10	0.41	0.99	0.12	0.20	0.15	1.34	0.46	0.22	0.56	0.89	0.32	0.34	0.17	0.22	0.28	0.45	0.23

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**3832**	1408	1496	507	283	108	2904	391	1435	1496	574	207	87	2931	294
	74%	*75%*	*74%*	*73%*	*73%*	*79%*	*74%*	*75%*	*73%*	*73%*	**80%him**	*76%*	**85%him**	*73%*	*78%*
1-2	**1018**	366	386	150	94	20	752	114	398	436	115	56	11	834	67
	20%	*19%*	*19%*	*22%*	*24%*	*15%*	*19%*	*22%*	*20%*	**21%jl**	*16%*	*20%*	*11%*	**21%j**	*18%*
3-4	**154**	48	72	21	7	5	120	12	64	69	12	5	3	133	8
	3%	*3%*	*4%*	*3%*	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*
5-10	**118**	46	55	13	*	2	101	3	50	52	12	3	1	102	4
	2%	**2%dg**	**3%dg**	**2%d**	*	*2%*	**3%dg**	*1%*	*3%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*
11-20	**17**	10	5	1	*	-	16	*	12	2	-	3	-	15	3
	*	*1%*	*	*	*	-	*	*	**1%l**	*	-	**1%lj**	-	*	*1%*
21+	**8**	3	4	*	1	1	7	1	5	3	1	-	-	8	-
	*	*	*	*	*	*	*	*	*	*	*	-	-	*	-
Any Sent (non-zero entry)	**1315**	473	523	186	103	28	996	131	528	562	140	67	15	1090	82
	26%	*25%*	*26%*	*27%*	*27%*	*21%*	*26%*	*25%*	**27%jl**	**27%jl**	*20%*	*24%*	*15%*	**27%jl**	*22%*
Total Mean (including those not Sending any)															
Mean	**0.60**	0.63	0.65	0.53	0.43	0.47	0.64	0.44	**0.71j**	**0.60j**	0.36	0.57	0.33	**0.66j**	0.50
Std Dev.	**2.35**	3.10	1.95	1.47	1.38	1.86	2.57	1.52	3.21	1.70	1.17	1.96	1.05	2.55	1.76
Std Error	**0.03**	0.07	0.04	0.06	0.07	0.16	0.04	0.07	0.07	0.04	0.04	0.12	0.10	0.04	0.09
Sending Mean (excluding those not Sending any)															
Mean	**2.36**	2.51	**2.49d**	1.98	1.62	2.28	2.50	1.76	2.66	2.21	1.86	2.32	2.18	2.43	2.30
Std Dev.	**4.19**	5.79	3.17	2.27	2.29	3.61	4.60	2.63	5.76	2.66	2.07	3.43	1.89	4.45	3.19
Std Error	**0.12**	0.26	0.14	0.17	0.22	0.72	0.15	0.23	0.24	0.12	0.17	0.47	0.44	0.14	0.38

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 79

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	3832	170	3589	72	1052	2569	211	3770	21	25	2	3816	14
	74%	*66%*	**75%a**	*78%*	*73%*	**76%f**	*69%*	**75%h**	*37%*	*68%*	*67%*	**75%h**	*65%*
1-2	1018	63	936	18	295	653	70	982	28	4	1	1014	3
	20%	*24%*	*20%*	*20%*	*20%*	*19%*	*23%*	*20%*	**49%gk**	*11%*	*33%*	*20%*	*13%*
3-4	154	12	140	1	50	87	17	148	1	*	-	149	5
	3%	*5%*	*3%*	*2%*	*3%*	*3%*	**6%e**	*3%*	*1%*	*1%*	-	*3%*	*22%*
5-10	118	14	104	1	37	71	10	104	7	7	-	118	*
	2%	**5%b**	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	**12%gk**	*19%*	-	*2%*	*1%*
11-20	17	*	17	-	7	10	-	17	-	-	-	17	-
	*	*	*	-	*1%*	*	-	*	-	-	-	*	-
21+	8	-	8	-	3	5	-	8	-	-	-	8	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	1315	89	1205	20	392	825	97	1259	35	11	1	1306	8
	26%	**34%b**	*25%*	*22%*	*27%*	*24%*	**31%e**	*25%*	**63%gk**	*32%*	*33%*	*25%*	*35%*
Total Mean (including those not Sending any)													
Mean	0.60	**0.81c**	0.60	0.28	**0.74e**	0.54	0.65	0.58	**1.63gk**	1.57	0.33	0.60	0.95
Std Dev.	2.35	1.65	2.40	0.67	3.51	1.72	1.40	2.35	2.41	2.92	0.56	2.35	1.63
Std Error	0.03	0.09	0.03	0.07	0.09	0.03	0.08	0.03	0.34	0.47	0.28	0.03	0.33
Sending Mean (excluding those not Sending any)													
Mean	2.36	2.37	2.37	1.29	2.73	2.21	2.08	2.32	2.60	4.94	1.00	2.35	2.70
Std Dev.	4.19	2.06	4.33	0.88	6.32	2.91	1.81	4.24	2.61	3.22	-	4.20	1.70
Std Error	0.12	0.20	0.13	0.17	0.31	0.10	0.18	0.12	0.49	0.97	-	0.12	0.70

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_7. Approximately how many of the following have you sent in the last month?
Items requiring a signature

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**3832**	954	933	961	984	330	329	296	309	308	316	312	337	312	331	326	327
	74%	*74%*	*72%*	*75%*	*76%*	**78%j**	*73%*	*73%*	*73%*	**76%j**	*69%*	*74%*	**77%j**	*73%*	**77%j**	**79%j**	*73%*
1-2	**1018**	262	266	246	243	71	107	84	76	74	116	74	82	90	75	77	91
	20%	*20%*	*21%*	*19%*	*19%*	*17%*	**24%e**	*21%*	*18%*	*18%*	**25%ehikn**	*17%*	*19%*	*21%*	*17%*	*19%*	*20%*
3-4	**154**	34	45	42	33	14	8	11	22	8	15	23	10	9	10	3	20
	3%	*3%*	*3%*	*3%*	*3%*	**3%o**	*2%*	*3%*	**5%fio**	*2%*	**3%o**	**5%fio**	*2%*	*2%*	*2%*	*1%*	**5%o**
5-10	**118**	31	39	25	24	9	7	14	18	10	11	10	2	12	11	7	6
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	**3%l**	**4%lp**	*3%*	*2%*	*2%*	*1%*	**3%l**	*2%*	*2%*	*1%*
11-20	**17**	*	6	7	4	*	-	-	*	3	3	3	1	3	-	2	2
	*	*	*	*1%*	*	*	-	-	*	*1%*	*1%*	*1%*	*	*1%*	-	*	*1%*
21+	**8**	1	1	3	3	-	-	1	1	-	-	-	3	1	3	*	-
	*	*	*	*	*	-	-	*	*	-	-	-	*1%*	*	*1%*	*	-
Any Sent (non-zero entry)	**1315**	328	356	323	308	94	122	111	117	95	144	109	98	116	99	89	120
	26%	*26%*	*28%*	*25%*	*24%*	*22%*	*27%*	*27%*	*27%*	*24%*	**31%eilno**	*26%*	*23%*	*27%*	*23%*	*21%*	*27%*
Total Mean (including those not Sending any)																	
Mean	**0.60**	0.51	0.65	0.67	0.57	0.47	0.45	0.64	**0.71f**	0.58	**0.65f**	0.67	0.62	0.74	0.65	0.50	0.55
Std Dev.	**2.35**	1.38	1.74	2.55	3.26	1.22	0.93	1.87	1.81	1.89	1.54	1.73	3.27	2.39	2.52	4.95	1.38
Std Error	**0.03**	0.04	0.05	0.07	0.09	0.06	0.04	0.09	0.09	0.09	0.07	0.08	0.16	0.12	0.12	0.24	0.07
Sending Mean (excluding those not Sending any)																	
Mean	**2.36**	2.01	2.35	2.68	2.39	2.10	1.65	2.34	**2.58f**	**2.46f**	2.09	**2.58f**	2.73	**2.73f**	**2.82f**	2.35	2.06
Std Dev.	**4.19**	2.11	2.65	4.52	6.36	1.81	1.10	2.97	2.68	3.25	2.14	2.57	6.47	3.96	4.66	10.53	2.00
Std Error	**0.12**	0.12	0.14	0.24	0.36	0.19	0.11	0.29	0.24	0.34	0.19	0.23	0.60	0.38	0.45	1.09	0.20

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**4498**	-	4498	2152	2337	551	611	842	641	819	562	467	1161	1482	1848	1029	3795	630	4487
	87%	-	*87%*	*86%*	**89%c**	*80%*	**86%e**	**89%e**	**87%e**	**91%ef**	**89%e**	**89%e**	*83%*	**88%l**	**90%l**	**89%l**	**88%q**	*82%*	*87%*
1-2	**486**	-	486	261	225	100	77	72	60	69	59	48	177	132	177	107	388	95	500
	9%	-	*9%*	*10%*	*9%*	**15%ghijk**	*11%*	*8%*	*8%*	*8%*	*9%*	*9%*	**13%mno**	*8%*	*9%*	*9%*	*9%*	**12%p**	*10%*
3-4	**83**	-	83	52	31	22	9	24	10	5	8	6	31	33	18	14	66	16	81
	2%	-	*2%*	**2%d**	*1%*	**3%fi**	*1%*	**2%i**	*1%*	*1%*	*1%*	*1%*	**2%n**	**2%n**	*1%*	*1%*	*2%*	*2%*	*2%*
5-10	**60**	-	60	38	22	12	9	11	15	9	2	1	21	26	13	4	39	21	61
	1%	-	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	**2%jk**	*1%*	*	*	**2%no**	**2%no**	*1%*	*	*1%*	**3%p**	*1%*
11-20	**14**	-	14	5	9	1	4	*	5	*	3	1	5	5	4	3	8	6	11
	*	-	*	*	*	*	*1%*	*	*1%*	*	*	*	*	*	*	*	*	**1%p**	*
21+	**6**	-	6	1	5	*	1	*	3	2	-	-	1	3	2	-	4	3	7
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	*	*
Any Sent (non-zero entry)	**649**	-	649	357	292	136	100	107	92	86	72	56	236	199	214	128	504	141	660
	13%	-	*13%*	**14%d**	*11%*	**20%fghijk**	**14%i**	*11%*	*13%*	*9%*	*11%*	*11%*	**17%mno**	*12%*	*10%*	*11%*	*12%*	**18%p**	*13%*
Total Mean (including those not Sending any)																			
Mean	**0.35**	-	0.35	0.36	0.34	**0.46gjk**	0.40	0.27	**0.60g**	0.28	0.24	0.21	**0.43no**	**0.41n**	0.25	0.23	0.29	**0.72p**	0.36
Std Dev.	**1.95**	-	1.95	1.60	2.24	1.68	2.33	1.08	3.47	1.74	1.00	0.94	2.04	2.43	1.36	0.97	1.53	3.48	2.27
Std Error	**0.03**	-	0.03	0.03	0.04	0.07	0.09	0.04	0.13	0.06	0.04	0.04	0.06	0.06	0.03	0.03	0.02	0.15	0.03
Sending Mean (excluding those not Sending any)																			
Mean	**2.78**	-	2.78	2.52	3.10	2.35	2.81	2.38	**4.74eg**	2.90	2.12	1.97	2.54	3.48	2.39	2.06	2.46	**3.96p**	2.80
Std Dev.	**4.85**	-	4.85	3.56	6.05	3.15	5.67	2.30	8.75	4.94	2.19	2.21	4.40	6.28	3.58	2.19	3.84	7.34	5.78
Std Error	**0.19**	-	0.19	0.20	0.33	0.29	0.56	0.23	0.97	0.47	0.24	0.28	0.30	0.46	0.22	0.18	0.16	0.71	0.23

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	**4498**	989	1563	896	1050	2552	1946	2679	1774	530	607	1188	1100	651	3545	539	3630
	87%	*83%*	**89%ac**	*84%*	**92%ac**	*87%*	*88%*	*87%*	*88%*	*88%*	*87%*	*87%*	*87%*	*86%*	*87%*	*88%*	*87%*
1-2	**486**	149	144	121	73	293	193	283	193	54	68	132	124	76	401	54	409
	9%	**13%bd**	*8%*	**11%bd**	*6%*	*10%*	*9%*	*9%*	*10%*	*9%*	*10%*	*10%*	*10%*	*10%*	*10%*	*9%*	*10%*
3-4	**83**	25	25	21	11	50	33	62	20	4	11	31	19	14	75	4	75
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	**2%h**	*1%*	*1%*	*2%*	**2%l**	*1%*	*2%*	*2%*	*1%*	*2%*
5-10	**60**	19	11	21	9	29	30	42	16	10	11	9	17	10	46	10	47
	1%	**2%b**	*1%*	**2%bd**	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
11-20	**14**	1	7	6	*	7	7	9	5	-	*	9	1	4	14	-	14
	*	*	*	*1%*	*	*	*	*	*	-	*	*1%*	*	*	*	-	*
21+	**6**	3	1	2	*	3	3	3	3	3	3	-	-	-	3	3	3
	*	*	*	*	*	*	*	*	*	**1%klm**	*	-	-	-	*	*p	*
Any Sent (non-zero entry)	**649**	196	187	172	94	383	266	400	237	71	94	181	160	104	539	71	549
	13%	**17%bd**	*11%*	**16%bd**	*8%*	*13%*	*12%*	*13%*	*12%*	*12%*	*13%*	*13%*	*13%*	*14%*	*13%*	*12%*	*13%*
Total Mean (including those not Sending any)																	
Mean	**0.35**	**0.47d**	0.29	**0.48bd**	0.20	0.36	0.33	0.37	0.31	0.49	0.44	0.35	0.28	0.38	0.35	0.49	0.34
Std Dev.	**1.95**	2.59	1.71	2.02	1.36	2.11	1.72	2.00	1.89	3.67	2.66	1.56	1.02	1.38	1.64	3.64	1.63
Std Error	**0.03**	0.07	0.04	0.06	0.04	0.04	0.04	0.04	0.04	0.14	0.10	0.04	0.03	0.05	0.03	0.14	0.03
Sending Mean (excluding those not Sending any)																	
Mean	**2.78**	2.83	2.73	2.98	2.41	2.78	2.78	2.87	2.67	**4.17n**	3.27	2.62	2.19	2.74	2.63	**4.16p**	2.62
Std Dev.	**4.85**	5.83	4.58	4.23	4.17	5.25	4.21	4.86	4.92	10.00	6.64	3.54	2.00	2.71	3.81	9.97	3.78
Std Error	**0.19**	0.42	0.33	0.34	0.38	0.27	0.25	0.27	0.28	1.09	0.68	0.27	0.16	0.29	0.17	1.07	0.16

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 80

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	**4498**	3864	634	195	3771	380	221	126	183	496	369	329	390	427	559	624	394	66	314
	87%	*88%c*	*86%c*	*80%*	*87%*	*86%*	*88%*	*87%*	*88%*	*88%*	*87%*	*89%n*	*86%*	*90%n*	*83%*	*89%n*	*90%n*	*85%*	*87%*
1-2	**486**	408	78	38	401	48	22	15	23	50	40	30	46	38	79	62	35	9	38
	9%	*9%*	*11%*	*16%a*	*9%*	*11%*	*9%*	*11%*	*11%*	*9%*	*10%*	*8%*	*10%*	*8%*	*12%*	*9%*	*8%*	*12%*	*11%*
3-4	**83**	71	12	5	72	5	4	2	1	8	6	2	7	6	25	7	9	1	4
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*4%hko*	*1%*	*2%*	*1%*	*1%*
5-10	**60**	54	6	5	50	6	2	1	2	4	4	7	9	1	15	6	1	1	5
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*	*2%*	*1%*	*	*1%*	*1%*
11-20	**14**	10	4	-	13	*	*	1	-	2	5	1	-	1	*	3	1	-	*
	*	*	*1%*	-	*	*	*	*	-	*	*1%*	*	-	*	*	*	*	-	*
21+	**6**	6	*	-	5	1	*	*	-	2	-	3	-	1	-	-	-	-	1
	*	*	*	-	*	*	*	*	-	*	-	*1%*	-	*	-	-	-	-	*
Any Sent (non-zero entry)	**649**	548	101	48	541	60	29	19	25	66	54	43	62	48	118	78	46	11	48
	13%	*12%*	*14%*	*20%ab*	*13%*	*14%*	*12%*	*13%*	*12%*	*12%*	*13%*	*11%*	*14%*	*10%*	*17%kmop*	*11%*	*10%*	*15%*	*13%*
Total Mean (including those not Sending any)																			
Mean	**0.35**	0.35	0.33	0.41	0.35	0.30	0.34	0.39	0.20	0.38	0.38	0.61	0.29	0.32	0.44hp	0.31	0.21	0.27	0.31
Std Dev.	**1.95**	2.01	1.57	1.12	1.97	1.43	2.05	2.63	0.74	1.99	1.64	4.27	0.98	2.46	1.25	1.56	0.85	0.81	1.53
Std Error	**0.03**	0.03	0.04	0.05	0.04	0.05	0.07	0.11	0.05	0.11	0.09	0.25	0.05	0.14	0.07	0.08	0.05	0.06	0.06
Sending Mean (excluding those not Sending any)																			
Mean	**2.78**	2.85	2.39	2.07	2.83	2.25	2.89	2.92	1.62	3.23	2.96	5.34	2.14	3.16	2.49	2.76	1.98	1.83	2.35
Std Dev.	**4.85**	5.04	3.63	1.71	4.89	3.28	5.40	6.87	1.52	4.97	3.66	11.68	1.76	7.20	1.94	3.93	1.86	1.27	3.60
Std Error	**0.19**	0.24	0.25	0.18	0.26	0.29	0.56	0.78	0.27	0.78	0.59	2.07	0.25	1.25	0.25	0.65	0.32	0.24	0.36

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**4498**	1627	1764	612	328	133	3391	461	1707	1782	645	235	97	3488	332
	87%	*87%*	*87%*	*88%*	*85%*	**98%abcdfg**	*87%*	*88%*	*87%*	*87%*	**90%im**	*86%*	**95%ik**	*87%*	*88%*
1-2	**486**	192	190	61	41	3	382	44	191	196	64	31	3	388	34
	9%	**10%e**	**9%e**	**9%e**	**11%e**	*2%*	**10%e**	*8%*	*10%*	*10%*	*9%*	*11%*	*3%*	*10%*	*9%*
3-4	**83**	24	38	8	12	-	62	12	35	37	3	7	*	72	8
	2%	*1%*	*2%*	*1%*	**3%a**	-	*2%*	*2%*	**2%j**	**2%j**	*	**3%j**	*	**2%j**	**2%j**
5-10	**60**	27	23	6	3	1	49	4	17	37	3	2	1	54	3
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	**2%hj**	*	*1%*	*1%*	*1%*	*1%*
11-20	**14**	7	3	4	-	-	10	-	8	6	-	-	-	14	-
	*	*	*	*1%*	-	-	*	-	*	*	-	-	-	*	-
21+	**6**	5	*	*	1	-	5	1	6	*	1	-	-	6	-
	*	*	*	*	*	-	*	*	*	*	*	-	-	*	-
Any Sent (non-zero entry)	**649**	254	255	80	58	3	508	61	257	276	70	40	5	533	45
	13%	**13%e**	**13%e**	**12%e**	**15%e**	*2%*	**13%e**	**12%e**	*13%*	**13%jl**	*10%*	**14%l**	*5%*	**13%j**	*12%*
Total Mean (including those not Sending any)															
Mean	**0.35**	0.44	0.29	0.33	0.42	0.05	0.36	0.32	**0.44j**	**0.36j**	0.17	0.25	0.15	**0.40j**	0.23
Std Dev.	**1.95**	2.47	1.20	1.93	2.59	0.46	1.92	2.24	2.63	1.52	1.16	0.76	0.94	2.14	0.81
Std Error	**0.03**	0.06	0.03	0.08	0.13	0.04	0.03	0.10	0.06	0.03	0.04	0.05	0.09	0.03	0.04
Sending Mean (excluding those not Sending any)															
Mean	**2.78**	3.24	2.29	2.91	2.83	2.02	2.76	2.78	3.33	2.66	1.78	1.76	3.10	2.99	1.91
Std Dev.	**4.85**	6.03	2.62	5.00	6.21	2.46	4.67	6.06	6.59	3.33	3.31	1.18	3.29	5.17	1.55
Std Error	**0.19**	0.37	0.17	0.57	0.83	0.87	0.21	0.76	0.40	0.20	0.38	0.20	1.10	0.22	0.24

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**4498**	210	4212	77	1213	3037	248	4420	34	27	3	4480	14
	87%	*81%*	**88%a**	*83%*	*84%*	**89%df**	*81%*	**88%h**	*60%*	*74%*	*100%*	**87%h**	*64%*
1-2	**486**	40	432	15	169	273	45	461	15	6	-	483	4
	9%	**15%b**	*9%*	*16%*	**12%e**	*8%*	**15%e**	*9%*	**27%gk**	*18%*	-	*9%*	*18%*
3-4	**83**	6	75	1	30	45	8	77	3	-	-	80	2
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*3%*	*2%*	**6%gk**	-	-	*2%*	*10%*
5-10	**60**	3	56	-	26	31	3	50	4	3	-	58	2
	1%	*1%*	*1%*	-	**2%e**	*1%*	*1%*	*1%*	**8%gk**	*9%*	-	*1%*	*8%*
11-20	**14**	-	14	-	4	7	3	14	-	-	-	14	-
	*	-	*	-	*	*	*1%*	*	-	-	-	*	-
21+	**6**	-	6	-	3	2	2	6	-	-	-	6	-
	*	-	*	-	*	*	**1%e**	*	-	-	-	*	-
Any Sent (non-zero entry)	**649**	50	583	16	231	358	60	609	23	9	-	641	8
	13%	**19%b**	*12%*	*17%*	**16%e**	*11%*	**19%e**	*12%*	**40%gk**	*26%*	-	*13%*	*36%*
Total Mean (including those not Sending any)													
Mean	**0.35**	0.36	0.35	0.24	**0.48e**	0.27	**0.65e**	0.33	**1.17gk**	0.99	0.00	0.35	0.90
Std Dev.	**1.95**	0.96	2.01	0.60	2.56	1.48	2.92	1.94	2.37	2.50	0.00	1.95	1.58
Std Error	**0.03**	0.05	0.03	0.06	0.06	0.03	0.17	0.03	0.34	0.40	0.00	0.03	0.32
Sending Mean (excluding those not Sending any)													
Mean	**2.78**	1.89	2.89	1.42	2.97	2.56	3.36	2.76	2.91	3.80	-	2.78	2.49
Std Dev.	**4.85**	1.40	5.08	0.67	5.81	3.86	5.92	4.95	3.01	3.74	-	4.87	1.72
Std Error	**0.19**	0.19	0.21	0.15	0.36	0.21	0.81	0.20	0.75	1.41	-	0.19	0.65

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 80

QD1_8. Approximately how many of the following have you sent in the last month?
Other important items which involve postal or delivery services

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**4498**	1155	1105	1135	1102	383	402	370	361	354	390	377	375	384	363	369	370
	87%	***90%bd***	*86%*	*88%*	*85%*	***90%jp***	***89%p***	***91%hjnp***	*85%*	*88%*	*85%*	***89%p***	*86%*	***90%p***	*85%*	*89%*	*83%*
1-2	**486**	101	140	106	140	33	38	30	46	41	54	35	49	21	49	38	53
	9%	*8%*	***11%a***	*8%*	***11%a***	*8%*	*8%*	*7%*	***11%m***	***10%m***	***12%m***	*8%*	***11%m***	*5%*	***11%m***	*9%*	***12%m***
3-4	**83**	14	18	18	33	7	4	4	8	3	7	6	3	9	12	2	19
	2%	*1%*	*1%*	*1%*	***3%a***	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	***4%fgilo***
5-10	**60**	11	18	20	10	1	7	3	8	5	5	2	6	12	4	5	2
	1%	*1%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	***3%ekp***	*1%*	*1%*	*
11-20	**14**	1	6	2	5	*	-	*	3	-	3	1	-	1	3	*	2
	*	*	*	*	*	*	-	*	*1%*	-	*1%*	*	-	*	*1%*	*	*1%*
21+	**6**	-	1	3	2	-	-	-	1	-	1	*	3	-	-	2	-
	*	-	*	*	*	-	-	-	*	-	*	*	*1%*	-	-	*	-
Any Sent (non-zero entry)	**649**	127	184	149	190	41	49	37	65	49	70	44	60	44	67	47	76
	13%	*10%*	***14%a***	*12%*	***15%a***	*10%*	*11%*	*9%*	***15%g***	*12%*	***15%eg***	*11%*	*14%*	*10%*	***15%g***	*11%*	***17%efgkm***
Total Mean (including those not Sending any)																	
Mean	**0.35**	0.20	**0.41a**	**0.41a**	**0.39a**	0.20	0.23	0.17	**0.56g**	0.23	**0.43g**	0.26	0.54	**0.41g**	**0.42eg**	0.35	**0.39eg**
Std Dev.	**1.95**	0.87	2.12	2.72	1.60	0.93	0.89	0.76	2.93	0.91	1.96	1.92	3.91	1.77	1.42	2.08	1.21
Std Error	**0.03**	0.02	0.06	0.08	0.04	0.04	0.04	0.04	0.14	0.05	0.09	0.09	0.19	0.09	0.07	0.10	0.06
Sending Mean (excluding those not Sending any)																	
Mean	**2.78**	2.01	2.88	3.50	2.63	2.03	2.10	1.86	3.67	1.92	2.82	2.47	3.92	3.96	2.70	3.06	2.31
Std Dev.	**4.85**	1.99	4.94	7.32	3.40	2.29	1.86	1.83	6.75	1.93	4.33	5.49	9.93	4.06	2.65	5.51	2.04
Std Error	**0.19**	0.17	0.37	0.59	0.25	0.35	0.26	0.29	0.87	0.26	0.53	0.79	1.21	0.63	0.32	0.83	0.23

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 81

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**804**	-	804	456	347	123	102	192	111	138	83	55	224	303	276	138	654	130	838
	16%	-	*16%*	**18%d**	*13%*	**18%k**	*14%*	**20%fhijk**	*15%*	**15%k**	*13%*	*10%*	**16%o**	**18%no**	*13%*	*12%*	*15%*	*17%*	*16%*
1-2	**1260**	-	1260	602	656	127	181	214	208	225	155	148	309	421	529	304	1066	168	1174
	24%	-	*24%*	*24%*	*25%*	*19%*	**26%e**	*23%*	**28%eg**	**25%e**	**25%e**	**28%eg**	*22%*	*25%*	*26%*	*26%*	*25%*	*22%*	*23%*
3-4	**853**	-	853	378	471	80	106	140	130	179	121	94	186	270	394	215	749	89	837
	17%	-	*17%*	*15%*	**18%c**	*12%*	*15%*	*15%*	**18%e**	**20%efg**	**19%e**	**18%e**	*13%*	*16%*	**19%l**	**19%l**	**17%q**	*12%*	*16%*
5-10	**1249**	-	1249	566	681	188	177	228	156	204	153	141	365	384	498	295	1056	183	1296
	24%	-	*24%*	*23%*	**26%c**	**27%h**	*25%*	*24%*	*21%*	*23%*	*24%*	*27%*	*26%*	*23%*	*24%*	*25%*	*25%*	*24%*	*25%*
11-20	**591**	-	591	293	298	109	89	96	77	93	70	56	199	173	219	126	464	124	612
	11%	-	*11%*	*12%*	*11%*	**16%ghik**	*13%*	*10%*	*10%*	*10%*	*11%*	*11%*	**14%mn**	*10%*	*11%*	*11%*	*11%*	**16%p**	*12%*
21+	**389**	-	389	212	177	59	56	78	51	66	50	28	115	130	144	79	311	76	390
	8%	-	*8%*	*8%*	*7%*	*9%*	*8%*	*8%*	*7%*	*7%*	*8%*	*5%*	*8%*	*8%*	*7%*	*7%*	*7%*	*10%*	*8%*
Any Post Sent (non-zero entry)	**4343**	-	4343	2052	2283	564	610	756	622	767	550	468	1174	1378	1786	1019	3646	641	4309
	84%	-	*84%*	*82%*	**87%c**	*82%*	**86%g**	*80%*	**85%g**	**85%g**	**87%g**	**90%egl**	*84%*	*82%*	**87%m**	**88%lm**	*85%*	*83%*	*84%*
Total Mean (including those not Sending any)																			
Mean	**7.16**	-	7.16	7.32	7.01	**8.06ik**	7.16	6.96	8.12	6.62	7.06	6.07	**7.60n**	7.47	6.62	6.61	6.83	**9.34p**	7.39
Std Dev.	**13.30**	-	13.30	12.19	14.29	11.48	10.05	10.86	24.64	9.96	10.11	8.19	10.78	18.20	9.59	9.30	10.80	22.83	14.85
Std Error	**0.19**	-	0.19	0.25	0.28	0.44	0.38	0.36	0.93	0.32	0.38	0.37	0.29	0.45	0.21	0.27	0.16	0.96	0.21
Sending Mean (excluding those not Sending any)																			
Mean	**8.48**	-	8.48	8.95	8.08	**9.80ik**	**8.35k**	**8.73k**	9.57	7.81	8.13	6.78	**9.05no**	**9.11n**	7.64	7.51	8.06	**11.23p**	8.82
Std Dev.	**14.08**	-	14.08	12.92	15.06	11.97	10.39	11.51	26.49	10.38	10.44	8.38	11.20	19.73	9.92	9.57	11.30	24.60	15.83
Std Error	**0.21**	-	0.21	0.29	0.31	0.51	0.44	0.43	1.10	0.36	0.42	0.40	0.34	0.55	0.23	0.30	0.18	1.14	0.24

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	804	120	263	151	270	383	421	445	342	139	103	231	172	77	583	139	597
	16%	*10%*	**15%a**	**14%a**	**24%abc**	*13%*	**19%e**	*14%*	**17%g**	**23%jklmn**	*15%*	**17%m**	*14%*	*10%*	**14%m**	**23%p**	*14%*
1-2	1260	257	438	276	289	695	566	724	531	140	185	346	278	187	996	144	1018
	24%	*22%*	*25%*	*26%*	*25%*	*24%*	*26%*	*24%*	*26%*	*23%*	*26%*	*25%*	*22%*	*25%*	*24%*	*24%*	*24%*
3-4	853	194	317	151	191	511	342	496	350	97	124	211	211	127	674	99	695
	17%	*16%*	**18%c**	*14%*	*17%*	*17%*	*15%*	*16%*	*17%*	*16%*	*18%*	*15%*	*17%*	*17%*	*17%*	*16%*	*17%*
5-10	1249	307	436	253	254	742	506	763	473	122	169	338	339	172	1017	124	1041
	24%	*26%*	*25%*	*24%*	*22%*	*25%*	*23%*	*25%*	*24%*	*20%*	*24%*	*25%*	**27%i**	*23%*	**25%i**	*20%*	**25%o**
11-20	591	162	188	140	101	350	242	383	200	69	67	143	156	121	487	70	493
	11%	**14%d**	*11%*	**13%d**	*9%*	*12%*	*11%*	**12%h**	*10%*	*12%*	*10%*	*10%*	*12%*	**16%jkn**	*12%*	*11%*	*12%*
21+	389	146	109	95	39	254	135	268	115	33	52	100	104	71	327	34	335
	8%	**12%bd**	**6%d**	**9%bd**	*3%*	**9%f**	*6%*	**9%h**	*6%*	*6%*	*7%*	*7%*	*8%*	**9%l**	*8%*	*5%*	*8%*
Any Post Sent (non-zero entry)	4343	1066	1487	916	875	2552	1791	2634	1669	461	598	1138	1088	678	3501	471	3582
	84%	**90%bcd**	**85%d**	**86%d**	*76%*	**87%f**	*81%*	**86%h**	*83%*	*77%*	**85%l**	**83%l**	**86%l**	**90%lkn**	**86%l**	*77%*	**86%o**
Total Mean (including those not Sending any)																	
Mean	7.16	10.01bcd	6.38d	7.55bd	5.02	7.85f	6.24	7.89h	6.00	7.43	6.70	6.64	7.54	8.27jk	7.23	7.38	7.22
Std Dev.	13.30	21.21	9.57	10.77	8.22	15.47	9.62	15.06	9.08	24.36	9.93	10.06	10.90	12.32	10.77	24.19	10.76
Std Error	0.19	0.60	0.24	0.34	0.23	0.29	0.20	0.30	0.18	0.94	0.37	0.27	0.31	0.47	0.17	0.92	0.17
Sending Mean (excluding those not Sending any)																	
Mean	8.48	11.13bcd	7.51	8.80bd	6.57	9.02f	7.71	9.22h	7.23	9.68	7.85	7.99	8.73	9.21	8.43	9.57	8.42
Std Dev.	14.08	22.08	9.97	11.14	8.85	16.27	10.15	15.90	9.51	27.41	10.32	10.54	11.28	12.67	11.18	27.17	11.18
Std Error	0.21	0.66	0.27	0.38	0.28	0.33	0.24	0.34	0.21	1.21	0.42	0.31	0.35	0.51	0.19	1.18	0.19

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	804	710	94	32	671	71	34	28	35	87	63	58	74	72	102	102	78	12	59
	16%	*16%*	*13%*	*13%*	*16%*	*16%*	*14%*	*19%*	*17%*	*16%*	*15%*	*16%*	*16%*	*15%*	*15%*	*14%*	*18%*	*16%*	*16%*
1-2	1260	1113	147	46	1054	121	59	26	42	140	113	109	106	117	165	156	105	19	101
	24%	**25%b**	*20%*	*19%*	**24%g**	**27%g**	*24%*	*18%*	*20%*	*25%*	*27%*	**29%ho**	*23%*	*25%*	*24%*	*22%*	*24%*	*25%*	**28%h**
3-4	853	723	130	32	713	78	40	22	33	97	69	51	58	113	82	132	77	7	71
	17%	*16%*	*18%*	*13%*	*17%*	*18%*	*16%*	*15%*	*16%*	*17%*	*16%*	*14%*	*13%*	**24%hjklnq**	*12%*	**19%nq**	*18%*	*9%*	**20%lnq**
5-10	1249	1049	200	66	1048	96	65	39	56	140	97	92	119	103	148	178	115	22	74
	24%	*24%*	*27%*	*27%*	*24%*	*22%*	*26%*	*27%*	*27%*	*25%*	*23%*	*25%*	*26%*	*22%*	*22%*	*25%*	*26%*	*28%*	*20%*
11-20	591	487	105	42	486	51	34	21	21	52	49	30	58	47	98	87	43	12	39
	11%	*11%*	**14%a**	**17%a**	*11%*	*11%*	*13%*	*15%*	*10%*	*9%*	*12%*	*8%*	*13%*	*10%*	**15%k**	*12%*	*10%*	**15%k**	*11%*
21+	389	331	58	24	339	24	17	9	20	44	32	31	37	23	81	48	22	5	19
	8%	*8%*	*8%*	*10%*	*8%*	*5%*	*7%*	*6%*	**10%mpr**	*8%*	*8%*	*8%*	*8%*	*5%*	**12%mopr**	*7%*	*5%*	*6%*	*5%*
Any Post Sent (non-zero entry)	4343	3702	640	211	3641	369	216	118	173	475	360	314	378	404	575	601	362	65	304
	84%	*84%*	*87%*	*87%*	*84%*	*84%*	*86%*	*81%*	*83%*	*84%*	*85%*	*84%*	*84%*	*85%*	*85%*	*86%*	*82%*	*84%*	*84%*
Total Mean (including those not Sending any)																			
Mean	7.16	7.08	7.65	8.94	7.21	6.37	7.27	7.82	7.35	6.93	7.05	8.89	7.38	5.80	**8.45mpr**	7.05	5.92	7.79	6.07
Std Dev.	13.30	13.41	12.60	17.58	13.37	10.64	11.31	20.00	10.10	10.30	10.86	29.97	10.51	8.63	12.26	11.08	8.23	13.00	10.06
Std Error	0.19	0.22	0.33	0.71	0.25	0.34	0.41	0.85	0.61	0.58	0.62	1.73	0.57	0.49	0.65	0.59	0.46	0.95	0.36
Sending Mean (excluding those not Sending any)																			
Mean	8.48	8.43	8.77	10.29	8.54	7.60	8.43	9.67	**8.82m**	8.20	8.28	10.54	**8.82m**	6.84	**9.94mpr**	8.24	7.21	9.25	7.25
Std Dev.	14.08	14.24	13.13	18.49	14.15	11.21	11.77	21.86	10.46	10.73	11.33	32.38	10.92	8.98	12.73	11.56	8.55	13.69	10.60
Std Error	0.21	0.26	0.37	0.80	0.29	0.39	0.46	1.03	0.69	0.66	0.70	2.07	0.65	0.55	0.73	0.67	0.54	1.06	0.42

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	804	188	311	150	94	48	498	142	265	287	156	56	28	552	84
	16%	*10%*	**15%af**	**22%abf**	**24%abf**	**36%abcf**	**13%a**	**27%abf**	*13%*	*14%*	**22%him**	**20%him**	**28%him**	*14%*	**22%him**
1-2	1260	421	492	197	103	35	913	138	398	509	232	72	34	907	107
	24%	*22%*	*24%*	**28%af**	*27%*	*26%*	*23%*	*26%*	*20%*	**25%h**	**32%him**	*26%*	**34%hm**	*23%*	**28%hm**
3-4	853	367	329	80	49	23	696	72	369	345	86	35	13	714	47
	17%	**20%bcdg**	**16%c**	*12%*	*13%*	*17%*	**18%cd**	*14%*	**19%jn**	**17%j**	*12%*	*13%*	*13%*	**18%jn**	*13%*
5-10	1249	490	494	156	86	22	983	109	517	505	147	64	14	1023	78
	24%	*26%*	*24%*	*23%*	*22%*	*16%*	*25%*	*21%*	**26%jl**	**25%jl**	*21%*	*23%*	*14%*	**25%jl**	*21%*
11-20	591	239	249	67	34	3	488	36	242	257	62	22	6	499	28
	11%	**13%eg**	**12%eg**	**10%e**	**9%e**	*2%*	**13%eg**	*7%*	**12%jn**	**13%jn**	*9%*	*8%*	*6%*	**12%jn**	*8%*
21+	389	177	144	42	20	5	320	25	172	154	32	25	6	327	31
	8%	**9%bcdg**	*7%*	*6%*	*5%*	*4%*	**8%g**	*5%*	**9%j**	**8%j**	*4%*	**9%j**	*6%*	**8%j**	**8%j**
Any Post Sent (non-zero entry)	4343	1693	1708	542	292	88	3401	380	1699	1771	559	218	73	3470	292
	84%	**90%bcdefg**	**85%cdeg**	**78%e**	*76%*	*64%*	**87%bcdeg**	*73%*	**87%jkln**	**86%jkln**	*78%*	*80%*	*72%*	**86%jkln**	*78%*
Total Mean (including those not Sending any)															
Mean	7.16	**8.50bcdeg**	**7.01cdeg**	5.84	5.36	3.72	**7.73cdeg**	4.93	**8.11j**	**7.21j**	5.16	**6.72j**	4.65	**7.65j**	6.16
Std Dev.	13.30	17.59	10.65	8.96	8.04	8.60	14.44	8.21	17.03	10.95	8.15	10.45	10.11	14.25	10.38
Std Error	0.19	0.40	0.24	0.35	0.41	0.72	0.23	0.36	0.38	0.24	0.31	0.65	0.99	0.22	0.55
Sending Mean (excluding those not Sending any)															
Mean	8.48	**9.44g**	8.29	7.46	7.08	5.77	**8.86g**	6.78	**9.37j**	**8.38j**	6.59	8.45	6.44	**8.87j**	7.94
Std Dev.	14.08	18.30	11.11	9.52	8.55	10.15	15.13	8.95	17.98	11.38	8.69	11.07	11.42	14.99	11.18
Std Error	0.21	0.44	0.27	0.42	0.50	1.06	0.26	0.46	0.43	0.27	0.38	0.78	1.33	0.25	0.68

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**804**	38	749	16	239	523	42	791	*	10	*	802	2
	16%	*15%*	*16%*	*18%*	*17%*	*15%*	*14%*	**16%h**	*	*28%*	*7%*	**16%h**	*11%*
1-2	**1260**	42	1200	18	291	898	71	1244	9	3	-	1255	5
	24%	*16%*	**25%a**	*19%*	*20%*	**26%d**	*23%*	*25%*	*16%*	*8%*	-	*25%*	*23%*
3-4	**853**	41	797	15	227	586	40	841	3	4	2	848	3
	17%	*16%*	*17%*	*16%*	*16%*	*17%*	*13%*	*17%*	*6%*	*11%*	*60%*	*17%*	*14%*
5-10	**1249**	77	1142	30	384	794	71	1218	22	6	1	1246	2
	24%	*30%*	*24%*	*32%*	*27%*	*23%*	*23%*	*24%*	*38%*	*16%*	*33%*	*24%*	*9%*
11-20	**591**	30	551	10	171	373	47	570	12	4	-	586	5
	11%	*12%*	*11%*	*11%*	*12%*	*11%*	*15%*	*11%*	*21%*	*12%*	-	*11%*	*24%*
21+	**389**	31	355	3	132	220	37	365	11	9	-	385	4
	8%	**12%b**	*7%*	*4%*	**9%e**	*6%*	**12%e**	*7%*	**19%gk**	*25%*	-	*8%*	*20%*
Any Post Sent (non-zero entry)	**4343**	221	4045	76	1206	2871	266	4237	56	26	3	4320	20
	84%	*85%*	*84%*	*82%*	*83%*	*85%*	*86%*	*84%*	**100%gk**	*72%*	*93%*	*84%*	*89%*
Total Mean (including those not Sending any)													
Mean	**7.16**	9.10	7.07	5.99	**8.43e**	6.44	**9.15e**	6.98	**14.33gk**	18.07	3.44	7.13	12.87
Std Dev.	**13.30**	12.91	13.40	6.93	19.35	9.51	13.65	12.96	16.93	31.93	1.59	13.29	15.41
Std Error	**0.19**	0.72	0.19	0.71	0.48	0.17	0.78	0.18	2.42	5.11	0.80	0.19	3.08
Sending Mean (excluding those not Sending any)													
Mean	**8.48**	10.68	8.39	7.27	**10.10e**	7.61	**10.59e**	8.28	**14.38gk**	25.10	3.71	8.46	14.39
Std Dev.	**14.08**	13.37	14.21	7.00	20.78	9.90	14.16	13.73	16.94	35.34	1.16	14.08	15.62
Std Error	**0.21**	0.81	0.23	0.78	0.57	0.19	0.87	0.21	2.47	6.93	0.82	0.21	3.41

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Post. Approximately how many of the following have you sent in the last month?
All Post

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**804**	225	200	172	207	74	99	52	75	55	69	48	74	51	68	70	69
	16%	***18%c***	*15%*	*13%*	*16%*	*18%*	***22%gijkm***	*13%*	***18%k***	*14%*	*15%*	*11%*	*17%*	*12%*	*16%*	*17%*	*15%*
1-2	**1260**	310	293	314	342	103	92	115	115	105	73	87	112	116	105	131	107
	24%	*24%*	*23%*	*24%*	*26%*	***24%j***	*20%*	***28%fjk***	***27%j***	***26%j***	*16%*	*21%*	***26%j***	***27%j***	***24%j***	***31%fjk***	***24%j***
3-4	**853**	239	188	229	198	81	76	82	58	77	53	79	70	79	64	71	63
	17%	***19%b***	*15%*	*18%*	*15%*	***19%j***	*17%*	***20%hj***	*14%*	***19%j***	*12%*	***19%j***	*16%*	***18%j***	*15%*	*17%*	*14%*
5-10	**1249**	337	296	303	312	113	110	114	98	99	100	79	112	112	102	89	121
	24%	*26%*	*23%*	*24%*	*24%*	***27%k***	*24%*	***28%k***	*23%*	*25%*	*22%*	*19%*	*26%*	*26%*	*24%*	*21%*	***27%k***
11-20	**591**	123	183	148	137	33	62	29	48	35	101	60	54	33	51	37	49
	11%	*10%*	***14%ad***	*12%*	*11%*	*8%*	***14%egm***	*7%*	*11%*	*9%*	***22%efghiklmnop***	***14%egim***	***12%g***	*8%*	*12%*	*9%*	*11%*
21+	**389**	47	128	118	96	20	13	14	32	31	65	68	13	37	39	18	38
	8%	*4%*	***10%a***	***9%a***	***7%a***	*5%*	*3%*	*4%*	***8%fgl***	***8%fgl***	***14%efghilmop***	***16%efghilmnop***	*3%*	***9%fgl***	***9%fglo***	*4%*	***9%fgl***
Any Post Sent (non-zero entry)	**4343**	1057	1089	1112	1085	350	352	354	350	348	391	373	361	377	362	346	377
	84%	*82%*	*85%*	***87%a***	*84%*	*82%*	*78%*	***87%f***	*82%*	***86%f***	***85%f***	***89%fh***	*83%*	***88%f***	*84%*	*83%*	*85%*
Total Mean (including those not Sending any)																	
Mean	**7.16**	5.41	**8.25ad**	**8.11a**	**6.85a**	5.44	5.36	5.44	**6.91f**	6.72	**10.83efghimnop**	**9.73efghimop**	7.34	**7.29efg**	**8.29efgo**	5.29	**6.92f**
Std Dev.	**13.30**	7.61	11.94	18.53	12.58	7.77	6.78	8.30	10.41	10.14	14.13	12.27	27.00	11.79	15.18	12.54	9.30
Std Error	**0.19**	0.21	0.33	0.52	0.35	0.38	0.33	0.40	0.50	0.50	0.67	0.59	1.31	0.57	0.73	0.60	0.45
Sending Mean (excluding those not Sending any)																	
Mean	**8.48**	6.57	**9.76ad**	**9.36a**	**8.16a**	6.60	6.87	6.24	**8.39eg**	7.79	**12.74efghimnop**	**10.98efghimop**	8.83	**8.28g**	**9.85efgo**	6.36	**8.19g**
Std Dev.	**14.08**	7.92	12.41	19.62	13.34	8.10	6.97	8.61	10.92	10.53	14.51	12.50	29.41	12.23	16.08	13.50	9.59
Std Error	**0.21**	0.24	0.38	0.59	0.41	0.43	0.38	0.45	0.57	0.57	0.75	0.64	1.56	0.64	0.84	0.72	0.51

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**1390**	-	1390	709	679	226	197	314	214	226	125	84	424	528	435	209	1101	256	1443
	27%	-	*27%*	*28%*	*26%*	**33%ijk**	**28%jk**	**33%ijk**	**29%jk**	**25%k**	*20%*	*16%*	**30%no**	**31%no**	*21%*	*18%*	*26%*	**33%p**	*28%*
1-2	**1581**	-	1581	736	840	174	219	277	251	287	216	157	393	528	660	373	1370	187	1530
	31%	-	*31%*	*29%*	*32%*	*25%*	*31%*	*29%*	**34%e**	**32%e**	**34%e**	*30%*	*28%*	*31%*	*32%*	*32%*	**32%q**	*24%*	*30%*
3-4	**851**	-	851	394	457	87	98	143	120	171	119	112	185	263	402	231	746	94	866
	17%	-	*17%*	*16%*	*17%*	*13%*	*14%*	*15%*	*16%*	**19%ef**	**19%e**	**21%efg**	*13%*	*16%*	**19%lm**	**20%lm**	**17%q**	*12%*	*17%*
5-10	**886**	-	886	435	450	138	146	144	94	140	101	123	284	237	364	224	724	156	881
	17%	-	*17%*	*17%*	*17%*	**20%gh**	**21%ghi**	*15%*	*13%*	*15%*	*16%*	**23%ghij**	**20%m**	*14%*	**18%m**	**19%m**	*17%*	*20%*	*17%*
11-20	**284**	-	284	149	134	51	32	49	33	47	42	30	83	81	119	72	226	56	259
	6%	-	*6%*	*6%*	*5%*	*7%*	*5%*	*5%*	*4%*	*5%*	*7%*	*6%*	*6%*	*5%*	*6%*	*6%*	*5%*	*7%*	*5%*
21+	**154**	-	154	86	68	10	18	22	21	34	30	18	29	43	82	48	133	21	168
	3%	-	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	**4%e**	**5%eg**	*3%*	*2%*	*3%*	**4%l**	**4%l**	*3%*	*3%*	*3%*
Any Letters Sent (non-zero entry)	**3757**	-	3757	1799	1950	460	514	635	519	679	508	439	974	1153	1627	948	3199	515	3704
	73%	-	*73%*	*72%*	*74%*	*67%*	*72%*	*67%*	*71%*	**75%eg**	**80%efgh**	**84%efghi**	*70%*	*69%*	**79%lm**	**82%lm**	**74%q**	*67%*	*72%*
Total Mean (including those not Sending any)																			
Mean	**4.10**	-	4.10	4.28	3.94	3.84	3.73	3.50	4.29	4.23	**4.99efg**	**4.54g**	3.78	3.84	**4.54l**	**4.78lm**	4.04	4.70	4.18
Std Dev.	**7.93**	-	7.93	7.83	8.03	5.82	6.06	6.06	12.48	7.67	8.68	6.74	5.94	9.42	7.78	7.86	7.25	11.18	8.47
Std Error	**0.11**	-	0.11	0.16	0.16	0.23	0.23	0.20	0.47	0.25	0.33	0.30	0.16	0.23	0.17	0.23	0.11	0.47	0.12
Sending Mean (excluding those not Sending any)																			
Mean	**5.62**	-	5.62	5.97	5.31	5.73	5.16	5.23	6.05	5.63	6.22	5.40	5.43	5.60	5.75	5.84	5.43	**7.03p**	5.81
Std Dev.	**8.81**	-	8.81	8.69	8.93	6.30	6.59	6.77	14.47	8.39	9.28	7.03	6.46	10.93	8.35	8.32	7.95	13.07	9.50
Std Error	**0.14**	-	0.14	0.21	0.20	0.31	0.30	0.28	0.66	0.31	0.39	0.35	0.22	0.33	0.20	0.27	0.14	0.68	0.16

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	1390	246	478	253	413	723	666	818	550	206	172	371	318	176	1037	209	1063
	27%	*21%*	**27%a**	*24%*	**36%abc**	*25%*	**30%e**	*27%*	*27%*	**34%jklmn**	*25%*	*27%*	*25%*	*23%*	*25%*	**34%p**	*25%*
1-2	1581	347	541	359	335	888	694	938	637	163	230	456	359	238	1283	167	1313
	31%	*29%*	*31%*	*34%*	*29%*	*30%*	*31%*	*30%*	*32%*	*27%*	*33%*	**33%ll**	*29%*	*31%*	*31%*	*27%*	*31%*
3-4	851	182	307	177	186	488	363	486	358	90	137	210	226	118	690	91	703
	17%	*15%*	*18%*	*17%*	*16%*	*17%*	*16%*	*16%*	*18%*	*15%*	*20%*	*15%*	*18%*	*16%*	*17%*	*15%*	*17%*
5-10	886	238	298	188	162	536	350	552	318	90	110	217	241	148	716	91	734
	17%	**20%d**	*17%*	*18%*	*14%*	*18%*	*16%*	*18%*	*16%*	*15%*	*16%*	*16%*	*19%*	*20%*	*18%*	*15%*	*18%*
11-20	284	107	88	58	31	194	90	188	93	38	30	77	73	52	231	38	235
	6%	**9%bcd**	**5%d**	**5%d**	*3%*	**7%f**	*4%*	*6%*	*5%*	*6%*	*4%*	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*
21+	154	67	38	32	17	105	49	98	56	14	22	39	42	24	127	14	130
	3%	**6%bcd**	*2%*	*3%*	*1%*	**4%f**	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*
Any Letters Sent (non-zero entry)	3757	940	1272	814	731	2212	1546	2261	1461	395	528	999	942	579	3048	401	3116
	73%	**79%bd**	**73%d**	**76%d**	*64%*	**75%f**	*70%*	*73%*	*73%*	*66%*	**75%l**	**73%l**	**75%l**	**77%l**	**75%l**	*66%*	**75%o**
Total Mean (including those not Sending any)																	
Mean	4.10	**6.11bcd**	**3.66d**	**3.99d**	2.80	**4.65f**	3.38	4.32	3.77	4.05	3.84	3.83	4.30	**4.83k**	4.16	4.02	4.16
Std Dev.	7.93	12.08	6.17	6.61	5.17	9.11	5.94	8.53	6.96	11.79	6.43	6.65	7.10	9.06	7.26	11.70	7.29
Std Error	0.11	0.34	0.15	0.21	0.14	0.17	0.12	0.17	0.14	0.45	0.24	0.18	0.20	0.35	0.12	0.45	0.11
Sending Mean (excluding those not Sending any)																	
Mean	5.62	**7.71bcd**	5.03	**5.24d**	4.39	**6.17f**	4.84	5.88	5.20	6.17	5.09	5.25	5.75	6.29	5.58	6.11	5.58
Std Dev.	8.81	13.11	6.74	7.12	5.91	10.04	6.59	9.48	7.70	14.09	6.97	7.29	7.68	9.89	7.92	13.98	7.96
Std Error	0.14	0.42	0.20	0.26	0.21	0.22	0.17	0.22	0.18	0.67	0.30	0.23	0.25	0.43	0.15	0.66	0.14

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	1390	1221	169	58	1144	131	70	45	57	151	105	96	121	138	174	173	128	23	109
	27%	28%b	23%	24%	27%	30%	28%	31%	27%	27%	25%	26%	27%	29%	26%	25%	29%	29%	30%
1-2	1581	1373	208	62	1323	146	76	35	57	170	139	132	130	145	204	215	131	23	123
	31%	31%	28%	25%	31%g	33%g	31%	24%	27%	30%	33%	35%	29%	31%	30%	31%	30%	30%	34%
3-4	851	711	140	36	726	64	39	23	36	94	78	58	73	89	80	139	78	9	55
	17%	16%	19%	15%	17%	15%	16%	15%	17%	17%	18%n	16%	16%	19%n	12%	20%n	18%n	11%	15%
5-10	886	746	140	58	739	69	49	29	41	97	63	60	85	76	140	112	64	18	51
	17%	17%	19%	24%a	17%	16%	20%	20%	20%	17%	15%	16%	19%	16%	21%r	16%	14%	23%r	14%
11-20	284	233	51	19	250	19	8	7	9	31	30	13	24	17	54	46	27	3	16
	6%	5%	7%	8%	6%f	4%	3%	5%	4%	5%	7%	3%	5%	3%	8%km	7%	6%	4%	4%
21+	154	129	25	10	130	11	7	6	7	19	8	13	18	11	25	17	11	2	9
	3%	3%	3%	4%	3%	2%	3%	4%	3%	3%	2%	4%	4%	2%	4%	2%	3%	3%	2%
Any Letters Sent (non-zero entry)	3757	3192	565	185	3168	309	180	100	151	411	318	277	331	337	503	529	311	55	254
	73%	72%	77%a	76%	73%	70%	72%	69%	73%	73%	75%	74%	73%	71%	74%	75%	71%	71%	70%
Total Mean (including those not Sending any)																			
Mean	4.10	4.03	4.55	5.18	4.13	3.73	4.17	4.45	4.07	4.23	3.83	4.56	4.32	3.35	4.83m	4.00	3.68	4.19	3.63
Std Dev.	7.93	7.99	7.53	8.80	7.86	7.69	9.05	8.64	7.04	7.22	6.20	14.24	7.10	5.39	8.76	6.53	6.10	8.29	7.56
Std Error	0.11	0.13	0.20	0.36	0.15	0.25	0.33	0.37	0.43	0.41	0.35	0.82	0.39	0.30	0.46	0.35	0.34	0.61	0.27
Sending Mean (excluding those not Sending any)																			
Mean	5.62	5.57	5.91	6.81	5.61	5.31	5.77	6.47	5.61	5.78	5.10	6.14	5.90	4.73	6.50m	5.31	5.20	5.91	5.18
Std Dev.	8.81	8.93	8.10	9.53	8.70	8.71	10.21	9.78	7.73	7.90	6.69	16.23	7.71	5.87	9.62	7.05	6.69	9.34	8.58
Std Error	0.14	0.17	0.25	0.44	0.19	0.33	0.43	0.50	0.55	0.52	0.45	1.11	0.50	0.40	0.59	0.44	0.45	0.78	0.37

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	1390	356	534	240	156	78	891	234	506	529	216	81	39	1035	120
	27%	19%	26%af	35%abf	40%abf	58%abcdfg	23%a	45%abcf	26%	26%	30%m	30%	39%him	26%	32%him
1-2	1581	584	632	211	111	40	1215	151	559	640	255	81	37	1199	117
	31%	31%	31%	31%	29%	29%	31%	29%	28%	31%	36%hm	29%	36%	30%	31%
3-4	851	365	336	91	47	9	701	56	359	342	94	41	11	701	52
	17%	19%cdeg	17%eg	13%	12%	7%	18%cdeg	11%	18%j	17%	13%	15%	10%	17%j	14%
5-10	886	371	358	101	52	4	729	56	371	361	102	44	8	732	51
	17%	20%cdeg	18%eg	15%e	13%e	3%	19%cdeg	11%e	19%jl	18%l	14%	16%	7%	18%jl	14%
11-20	284	126	105	38	11	3	231	14	106	124	31	15	7	230	23
	6%	7%dg	5%	6%	3%	2%	6%g	3%	5%	6%	4%	6%	7%	6%	6%
21+	154	78	53	11	9	2	132	11	62	62	17	12	1	124	13
	3%	4%bc	3%	2%	2%	1%	3%c	2%	3%	3%	2%	5%	1%	3%	3%
Any Letters Sent (non-zero entry)	3757	1525	1484	452	230	58	3009	288	1457	1529	498	193	63	2986	256
	73%	81%bcdefg	74%cdeg	65%eg	60%e	42%	77%bcdeg	55%e	74%ln	74%ln	70%	70%	61%	74%jln	68%
Total Mean (including those not Sending any)															
Mean	4.10	5.23bcdefg	3.85deg	3.20eg	2.71	1.56	4.52bcdeg	2.41	4.42j	4.19j	3.27	4.15	2.91	4.30j	3.82
Std Dev.	7.93	10.31	6.54	5.43	4.89	4.25	8.60	4.76	9.06	7.52	5.80	7.13	8.52	8.30	7.54
Std Error	0.11	0.24	0.15	0.21	0.25	0.36	0.14	0.21	0.20	0.17	0.22	0.45	0.84	0.13	0.40
Sending Mean (excluding those not Sending any)															
Mean	5.62	6.46bcdg	5.24	4.90	4.55	3.67	5.86g	4.37	5.95j	5.64	4.69	5.90	4.73	5.79j	5.61
Std Dev.	8.81	11.11	7.14	6.08	5.64	5.92	9.38	5.70	10.07	8.24	6.45	7.88	10.49	9.18	8.58
Std Error	0.14	0.28	0.19	0.30	0.38	0.75	0.17	0.34	0.26	0.21	0.30	0.60	1.31	0.17	0.56

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 82

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	1390	58	1313	20	371	941	78	1370	3	11	*	1383	6
	27%	22%	27%	21%	26%	28%	25%	27%h	5%	30%	7%	27%h	29%
1-2	1581	63	1495	23	386	1120	76	1562	12	3	-	1578	4
	31%	24%	31%	25%	27%	33%df	25%	31%	22%	8%	-	31%	18%
3-4	851	56	771	25	265	535	52	830	9	6	3	845	3
	17%	22%	16%	27%b	18%	16%	17%	16%	17%	18%	93%	17%	13%
5-10	886	51	817	18	288	541	57	856	21	4	-	881	5
	17%	19%	17%	20%	20%e	16%	18%	17%	37%gk	10%	-	17%	24%
11-20	284	15	266	3	78	170	36	268	8	7	-	283	1
	6%	6%	6%	3%	5%	5%	12%de	5%	13%gk	19%	-	6%	5%
21+	154	18	133	3	58	87	9	142	3	6	-	152	2
	3%	7%b	3%	4%	4%e	3%	3%	3%	6%	16%	-	3%	10%
Any Letters Sent (non-zero entry)	3757	202	3482	73	1074	2453	230	3659	54	25	3	3738	16
	73%	78%	73%	79%	74%	72%	75%	73%	95%gk	70%	93%	73%	71%
Total Mean (including those not Sending any)													
Mean	4.10	5.91b	4.01	4.03	4.92e	3.65	5.26e	3.98	7.67gk	13.65	3.11	4.09	6.88
Std Dev.	7.93	9.94	7.83	5.83	10.82	6.26	8.03	7.61	8.69	25.03	1.18	7.92	10.55
Std Error	0.11	0.55	0.11	0.60	0.27	0.11	0.46	0.11	1.24	4.01	0.59	0.11	2.11
Sending Mean (excluding those not Sending any)													
Mean	5.62	7.60b	5.52	5.11	6.62e	5.05	7.03e	5.47	8.05	19.49	3.35	5.60	9.68
Std Dev.	8.81	10.68	8.73	6.14	12.10	6.86	8.59	8.45	8.73	28.06	0.58	8.80	11.43
Std Error	0.14	0.69	0.15	0.70	0.35	0.14	0.57	0.14	1.30	5.85	0.41	0.14	2.77

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Services. Approximately how many of the following have you sent in the last month?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**1390**	375	349	329	337	128	146	101	125	109	115	104	127	98	105	120	112
	27%	*29%*	*27%*	*26%*	*26%*	*30%*	**32%jmn**	*25%*	*29%*	*27%*	*25%*	*25%*	*29%*	*23%*	*24%*	*29%*	*25%*
1-2	**1581**	437	330	396	418	143	128	166	135	124	72	111	142	143	139	152	128
	31%	**34%b**	*26%*	**31%b**	**32%b**	**34%j**	**28%j**	**41%fhijknp**	**32%j**	**31%j**	*16%*	**26%j**	**33%j**	**33%j**	**32%j**	**37%fjk**	**29%j**
3-4	**851**	213	209	211	218	81	65	67	61	75	73	59	72	80	74	72	72
	17%	*17%*	*16%*	*16%*	*17%*	*19%*	*14%*	*16%*	*14%*	*19%*	*16%*	*14%*	*17%*	*19%*	*17%*	*17%*	*16%*
5-10	**886**	200	238	218	230	55	84	61	67	63	108	75	73	70	73	52	105
	17%	*16%*	*18%*	*17%*	*18%*	*13%*	*19%*	*15%*	*16%*	*16%*	**24%eghilmo**	*18%*	*17%*	*16%*	*17%*	*13%*	**23%eghio**
11-20	**284**	44	105	68	67	11	25	7	31	20	55	31	17	20	28	16	23
	6%	*3%*	**8%acd**	*5%*	*5%*	*3%*	**6%g**	*2%*	**7%eg**	**5%g**	**12%efgilmnop**	**7%eg**	*4%*	*5%*	**7%eg**	*4%*	**5%g**
21+	**154**	13	57	62	23	6	3	4	8	11	37	41	4	17	11	3	8
	3%	*1%*	**4%ad**	**5%ad**	*2%*	*1%*	*1%*	*1%*	*2%*	**3%f**	**8%efghilmnop**	**10%efghilmnop**	*1%*	**4%fglo**	*3%*	*1%*	*2%*
Any Letters Sent (non-zero entry)	**3757**	907	940	955	955	296	305	305	301	294	345	317	308	330	325	296	334
	73%	*71%*	*73%*	*74%*	*74%*	*70%*	*68%*	*75%*	*71%*	*73%*	**75%f**	*75%*	*71%*	**77%f**	**76%f**	*71%*	*75%*
Total Mean (including those not Sending any)																	
Mean	**4.10**	2.86	**5.01ad**	**4.78ad**	**3.76a**	2.79	2.92	2.85	3.61	**3.69e**	**7.45efghilmnop**	**6.55efghilmnop**	3.74	**4.09efgo**	**4.56efgo**	2.80	**3.89efgo**
Std Dev.	**7.93**	4.42	8.54	10.32	7.06	4.34	3.83	5.08	5.42	5.88	11.73	10.50	12.54	6.86	9.83	4.74	5.39
Std Error	**0.11**	0.12	0.24	0.29	0.20	0.21	0.18	0.25	0.26	0.29	0.56	0.50	0.61	0.33	0.47	0.23	0.26
Sending Mean (excluding those not Sending any)																	
Mean	**5.62**	4.04	**6.87ad**	**6.42ad**	**5.09a**	4.00	4.32	3.79	**5.11ego**	**5.06g**	**9.93efghilmnop**	**8.71efghilmnop**	5.28	**5.31g**	**6.03efgo**	3.94	**5.19ego**
Std Dev.	**8.81**	4.78	9.34	11.51	7.79	4.70	3.96	5.54	5.83	6.36	12.61	11.30	14.62	7.39	10.91	5.21	5.66
Std Error	**0.14**	0.16	0.31	0.37	0.25	0.27	0.23	0.32	0.33	0.38	0.70	0.62	0.84	0.42	0.60	0.30	0.32

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**2265**	-	2265	1166	1094	236	241	383	310	454	327	311	477	693	1092	638	1953	272	2267
	44%	-	*44%*	**46%d**	*42%*	*34%*	*34%*	**40%ef**	**42%ef**	**50%efgh**	**52%efgh**	**60%efghij**	*34%*	**41%l**	**53%lm**	**55%lm**	**45%q**	*35%*	*44%*
1-2	**1656**	-	1656	770	883	208	269	315	238	269	189	167	477	553	624	356	1364	266	1612
	32%	-	*32%*	*31%*	*34%*	*30%*	**38%eij**	*33%*	*32%*	*30%*	*30%*	*32%*	*34%*	*33%*	*30%*	*31%*	*32%*	*35%*	*31%*
3-4	**592**	-	592	278	315	91	103	99	109	102	67	21	194	208	190	88	485	101	603
	12%	-	*12%*	*11%*	*12%*	**13%k**	**14%gk**	**10%k**	**15%gk**	**11%k**	**11%k**	*4%*	**14%no**	**12%no**	*9%*	*8%*	*11%*	*13%*	*12%*
5-10	**481**	-	481	219	263	122	78	113	55	54	41	17	201	168	112	58	375	106	495
	9%	-	*9%*	*9%*	*10%*	**18%fghijk**	**11%ijk**	**12%hijk**	**7%k**	*6%*	*6%*	*3%*	**14%mno**	**10%no**	*5%*	*5%*	*9%*	**14%p**	*10%*
11-20	**113**	-	113	58	55	23	18	32	11	17	9	2	40	44	29	11	95	17	129
	2%	-	*2%*	*2%*	*2%*	**3%k**	**2%k**	**3%k**	*2%*	**2%k**	*1%*	*	**3%no**	**3%no**	*1%*	*1%*	*2%*	*2%*	*3%*
21+	**38**	-	38	18	20	6	2	6	10	9	*	5	9	16	14	5	29	9	41
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	**1%j**	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Any Parcels Sent (non-zero entry)	**2881**	-	2881	1342	1536	450	470	566	423	451	307	212	921	989	969	518	2347	498	2880
	56%	-	*56%*	*54%*	**58%c**	**66%ghijk**	**66%ghijk**	**60%ijk**	**58%ijk**	**50%k**	**48%k**	*40%*	**66%mno**	**59%no**	*47%*	*45%*	*55%*	**65%p**	*56%*
Total Mean (including those not Sending any)																			
Mean	**2.10**	-	2.10	1.97	2.23	**2.97fjk**	**2.30jk**	**2.39ijk**	**2.43jk**	**1.79k**	1.42	1.10	**2.63no**	**2.41no**	1.50	1.28	1.98	**2.86p**	2.19
Std Dev.	**4.94**	-	4.94	4.34	5.45	5.20	4.26	4.55	8.09	4.20	2.53	3.04	4.76	6.34	3.48	2.78	4.39	7.28	6.24
Std Error	**0.07**	-	0.07	0.09	0.11	0.20	0.16	0.15	0.31	0.14	0.10	0.14	0.13	0.16	0.07	0.08	0.07	0.31	0.09
Sending Mean (excluding those not Sending any)																			
Mean	**3.76**	-	3.76	3.69	3.82	**4.52fjk**	3.47	**4.01jk**	4.20	3.59	2.94	2.71	**3.99no**	**4.10no**	3.19	2.85	3.62	**4.42p**	3.92
Std Dev.	**6.11**	-	6.11	5.38	6.69	5.85	4.84	5.31	10.29	5.39	2.96	4.31	5.38	7.83	4.52	3.57	5.42	8.66	7.92
Std Error	**0.11**	-	0.11	0.15	0.17	0.28	0.23	0.23	0.51	0.24	0.16	0.30	0.18	0.26	0.14	0.15	0.11	0.46	0.15

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	2265	434	788	448	595	1222	1043	1156	1080	326	351	622	503	267	1744	329	1779
	44%	*37%*	**45%a**	**42%a**	**52%abc**	*42%*	**47%e**	*38%*	**54%g**	**54%klmn**	**50%lmn**	**45%lm**	*40%*	*35%*	**43%m**	**54%p**	*43%*
1-2	1656	409	574	348	326	983	673	1070	569	158	204	437	429	271	1341	163	1376
	32%	**35%d**	**33%d**	*33%*	*28%*	*33%*	*30%*	**35%h**	*28%*	*26%*	*29%*	**32%i**	**34%i**	**36%ij**	**33%i**	*27%*	**33%o**
3-4	592	150	195	122	125	345	247	412	177	57	71	148	143	123	485	58	494
	12%	*13%*	*11%*	*11%*	*11%*	*12%*	*11%*	**13%h**	*9%*	*9%*	*10%*	*11%*	*11%*	**16%ijkln**	*12%*	*10%*	*12%*
5-10	481	149	155	98	79	304	177	334	144	35	58	125	148	70	402	36	414
	9%	**13%bcd**	*9%*	*9%*	*7%*	**10%f**	*8%*	**11%h**	*7%*	*6%*	*8%*	**9%i**	**12%i**	*9%*	**10%i**	*6%*	**10%o**
11-20	113	34	27	39	12	61	52	80	32	17	11	27	28	19	85	17	86
	2%	**3%d**	*2%*	**4%bd**	*1%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
21+	38	8	11	12	7	19	19	27	10	8	6	9	9	5	29	8	29
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Any Parcels Sent (non-zero entry)	2881	751	962	619	549	1713	1168	1923	931	275	350	747	756	488	2341	281	2399
	56%	**63%bcd**	**55%d**	**58%d**	*48%*	**58%f**	*53%*	**62%h**	*46%*	*46%*	*50%*	**55%i**	**60%ijk**	**65%ijkn**	**57%ij**	*46%*	**57%o**
Total Mean (including those not Sending any)																	
Mean	2.10	**2.63bd**	1.94	**2.33d**	1.59	2.22	1.95	**2.47h**	1.53	2.22	1.93	1.91	2.25	2.37	2.10	2.21	2.10
Std Dev.	4.94	6.71	4.55	4.21	3.75	5.54	4.00	5.50	3.23	7.79	4.97	3.87	4.02	4.75	4.29	7.74	4.26
Std Error	0.07	0.19	0.11	0.13	0.10	0.10	0.08	0.11	0.06	0.30	0.19	0.11	0.12	0.18	0.07	0.29	0.07
Sending Mean (excluding those not Sending any)																	
Mean	3.76	4.15	3.53	4.01	3.32	3.80	3.69	**3.96h**	3.30	**4.86kn**	3.87	3.50	3.75	3.66	3.67	**4.80p**	3.66
Std Dev.	6.11	8.05	5.67	4.88	4.86	6.82	4.88	6.53	4.09	10.96	6.47	4.68	4.62	5.49	5.14	10.85	5.09
Std Error	0.11	0.29	0.19	0.20	0.20	0.17	0.14	0.16	0.12	0.61	0.33	0.17	0.17	0.26	0.11	0.59	0.10

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 83

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	2265	1949	316	100	1909	191	105	60	95	253	182	183	183	222	280	290	221	29	162
	44%	*44%*	*43%*	*41%*	*44%*	*43%*	*42%*	*41%*	*46%*	*45%*	*43%*	**49%lq**	*40%*	*47%*	*41%*	*41%*	**50%lnoq**	*37%*	*45%*
1-2	1656	1416	240	74	1365	164	77	50	63	213	141	107	147	157	174	232	131	26	138
	32%	*32%*	*33%*	*31%*	*32%*	**37%df**	*31%*	*35%*	*30%*	**38%knp**	**33%n**	*29%*	*33%*	*33%*	*26%*	**33%n**	*30%*	*33%*	**38%knp**
3-4	592	504	88	35	507	39	29	17	22	33	54	33	70	62	101	89	42	10	29
	12%	*11%*	*12%*	*15%*	*12%*	*9%*	*12%*	*12%*	**11%l**	*6%*	**13%l**	*9%*	**16%lkpr**	**13%lr**	**15%lkr**	**13%l**	*10%*	**13%l**	*8%*
5-10	481	417	65	23	402	38	29	13	19	53	31	30	37	26	95	73	37	11	27
	9%	*9%*	*9%*	*10%*	*9%*	*9%*	*12%*	*9%*	*9%*	*9%*	*7%*	*8%*	*8%*	*6%*	**14%jklmpr**	**10%m**	*8%*	**14%jmr**	*7%*
11-20	113	92	20	9	94	6	9	4	6	8	10	12	10	4	25	13	7	1	5
	2%	*2%*	*3%*	*4%*	*2%*	*1%*	**3%e**	*3%*	*3%*	*1%*	*2%*	*3%*	*2%*	*1%*	**4%m**	*2%*	*2%*	*2%*	*1%*
21+	38	34	4	1	33	2	2	1	3	3	5	8	5	4	1	4	2	1	2
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**1%n**	*	*1%*	**2%n**	*1%*	*1%*	*	*1%*	*	*1%*	*
Any Parcels Sent (non-zero entry)	2881	2463	418	143	2402	249	145	85	113	309	241	189	269	253	397	412	219	49	200
	56%	*56%*	*57%*	*59%*	*56%*	*57%*	*58%*	*59%*	*54%*	*55%*	*57%*	*51%*	**60%kp**	*53%*	**59%p**	**59%p**	*50%*	**63%kp**	*55%*
Total Mean (including those not Sending any)																			
Mean	2.10	2.10	2.11	2.53	2.12	1.79	2.24	2.28	**2.31pr**	1.77	2.16	**2.86pr**	2.18	1.69	**2.42impr**	2.21	1.62	**2.69pr**	1.60
Std Dev.	4.94	4.85	5.43	8.03	4.81	4.61	3.98	9.29	5.11	3.50	4.39	9.37	3.87	4.46	3.52	4.98	3.08	7.28	3.79
Std Error	0.07	0.08	0.14	0.33	0.09	0.15	0.14	0.40	0.31	0.20	0.25	0.54	0.21	0.25	0.19	0.27	0.17	0.53	0.14
Sending Mean (excluding those not Sending any)																			
Mean	3.76	3.76	3.70	4.30	3.81	3.17	3.85	3.89	**4.26r**	3.22	3.79	**5.62impr**	3.65	3.16	**4.13ipr**	3.78	3.25	4.26	2.90
Std Dev.	6.11	5.99	6.78	10.11	5.92	5.76	4.59	11.90	6.31	4.19	5.27	12.56	4.44	5.72	3.75	6.04	3.70	8.82	4.72
Std Error	0.11	0.13	0.23	0.51	0.15	0.24	0.22	0.66	0.51	0.33	0.40	1.03	0.32	0.45	0.26	0.43	0.30	0.79	0.23

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 83

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**2265**	805	872	302	193	75	1677	268	799	866	359	149	68	1665	217
	44%	*43%*	*43%*	*44%*	**50%af**	**55%abf**	*43%*	**51%abcf**	*41%*	*42%*	**50%him**	**54%him**	**67%hijm**	*41%*	**58%him**
1-2	**1656**	626	636	237	112	35	1262	147	637	685	243	66	17	1322	83
	32%	*33%*	*32%*	*34%*	*29%*	*26%*	*32%*	*28%*	**32%kln**	**33%kln**	**34%kln**	*24%*	*17%*	**33%kln**	*22%*
3-4	**592**	222	239	81	39	10	461	48	244	242	78	19	8	486	27
	12%	*12%*	*12%*	*12%*	*10%*	*7%*	*12%*	*9%*	**12%kn**	**12%n**	*11%*	*7%*	*8%*	**12%kn**	*7%*
5-10	**481**	164	208	61	33	14	373	47	207	208	25	35	7	415	41
	9%	*9%*	*10%*	*9%*	*9%*	*10%*	*10%*	*9%*	**11%j**	**10%j**	*3%*	**13%j**	*7%*	**10%j**	**11%j**
11-20	**113**	50	43	9	8	2	93	10	49	49	9	4	2	98	6
	2%	*3%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
21+	**38**	15	19	2	2	1	34	2	27	9	1	1	-	36	1
	1%	*1%*	*1%*	*	*	*	*1%*	*	**1%ij**	*	*	*1%*	-	*1%*	*
Any Parcels Sent (non-zero entry)	**2881**	1076	1146	390	193	61	2222	255	1164	1192	356	125	34	2357	159
	56%	**57%deg**	**57%eg**	**56%g**	*50%*	*45%*	**57%deg**	*49%*	**59%jkln**	**58%jkln**	**50%l**	*46%*	*33%*	**59%jkln**	*42%*
Total Mean (including those not Sending any)															
Mean	**2.10**	2.20	2.23	1.78	1.80	1.64	2.21	1.76	**2.54ijn**	**2.06j**	1.35	1.75	1.26	**2.30j**	1.62
Std Dev.	**4.94**	5.81	4.79	3.30	3.25	5.19	5.30	3.85	6.54	3.77	3.19	3.38	2.53	5.32	3.18
Std Error	**0.07**	0.13	0.11	0.13	0.17	0.44	0.08	0.17	0.15	0.08	0.12	0.21	0.25	0.08	0.17
Sending Mean (excluding those not Sending any)															
Mean	**3.76**	3.85	3.92	3.15	3.58	3.66	3.89	3.60	**4.29ij**	**3.55j**	2.71	**3.83j**	3.81	**3.92j**	**3.83j**
Std Dev.	**6.11**	7.26	5.81	3.87	3.84	7.29	6.55	4.88	8.05	4.39	4.10	4.13	3.13	6.47	3.93
Std Error	**0.11**	0.22	0.17	0.21	0.27	0.95	0.14	0.30	0.23	0.13	0.22	0.39	0.55	0.13	0.33

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**2265**	105	2115	45	655	1498	113	2226	10	21	3	2256	6
	44%	*40%*	*44%*	*49%*	**45%f**	*44%*	*37%*	**44%h**	*18%*	*57%*	*100%*	**44%h**	*27%*
1-2	**1656**	83	1544	29	458	1106	93	1619	25	7	-	1652	5
	32%	*32%*	*32%*	*31%*	*32%*	*33%*	*30%*	*32%*	*45%*	*21%*	-	*32%*	*22%*
3-4	**592**	42	540	11	142	399	52	580	7	2	-	589	3
	12%	**16%b**	*11%*	*11%*	*10%*	*12%*	**17%de**	*12%*	*13%*	*5%*	-	*12%*	*14%*
5-10	**481**	23	452	7	142	297	42	458	9	6	-	473	8
	9%	*9%*	*9%*	*8%*	*10%*	*9%*	**14%e**	*9%*	*16%*	*17%*	-	*9%*	*37%*
11-20	**113**	7	106	*	35	73	5	108	5	*	-	113	*
	2%	*3%*	*2%*	*	*2%*	*2%*	*2%*	*2%*	**8%gk**	*1%*	-	*2%*	*1%*
21+	**38**	-	38	-	13	22	3	38	-	-	-	38	-
	1%	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
Any Parcels Sent (non-zero entry)	**2881**	155	2680	47	789	1897	195	2803	47	15	-	2865	16
	56%	*60%*	*56%*	*51%*	*55%*	*56%*	**63%d**	*56%*	**82%gk**	*43%*	-	*56%*	*73%*
Total Mean (including those not Sending any)													
Mean	**2.10**	2.01	2.12	1.44	2.29	1.98	2.58	2.08	**3.87gk**	1.86	0.00	2.10	4.14
Std Dev.	**4.94**	2.85	5.06	2.00	6.56	3.97	5.61	4.95	4.94	3.21	0.00	4.94	4.24
Std Error	**0.07**	0.16	0.07	0.20	0.16	0.07	0.32	0.07	0.71	0.51	0.00	0.07	0.85
Sending Mean (excluding those not Sending any)													
Mean	**3.76**	3.37	3.79	2.83	**4.19e**	3.54	4.08	3.73	4.69	4.33	-	3.74	5.65
Std Dev.	**6.11**	3.01	6.29	1.98	8.41	4.76	6.60	6.14	5.07	3.67	-	6.12	3.98
Std Error	**0.11**	0.22	0.12	0.29	0.28	0.11	0.47	0.12	0.82	0.89	-	0.11	1.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Parcels. Approximately how many of the following have you sent in the last month?
Small & Large Parcels Combined

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**2265**	593	530	549	593	193	214	186	176	149	205	159	208	182	193	211	189
	44%	***46%b***	*41%*	*43%*	*46%*	***45%l***	***48%ik***	***46%l***	*41%*	*37%*	*45%*	*38%*	***48%ik***	*42%*	*45%*	***51%hik***	*42%*
1-2	**1656**	413	450	398	396	139	139	134	156	165	129	135	117	146	127	118	150
	32%	*32%*	*35%*	*31%*	*31%*	*33%*	*31%*	*33%*	***37%jlo***	***41%fjklno***	*28%*	*32%*	*27%*	*34%*	*30%*	*29%*	*34%*
3-4	**592**	139	147	160	147	48	44	47	41	39	66	64	54	41	50	51	46
	12%	*11%*	*11%*	*12%*	*11%*	*11%*	*10%*	*12%*	*10%*	*10%*	*14%*	*15%*	*12%*	*10%*	*12%*	*12%*	*10%*
5-10	**481**	113	116	132	121	37	49	27	42	34	41	49	41	42	42	28	50
	9%	*9%*	*9%*	*10%*	*9%*	*9%*	*11%*	*7%*	*10%*	*8%*	*9%*	*12%*	*9%*	*10%*	*10%*	*7%*	*11%*
11-20	**113**	15	36	39	22	3	3	9	8	14	14	12	11	17	9	5	9
	2%	*1%*	***3%a***	***3%a***	*2%*	*1%*	*1%*	*2%*	*2%*	***4%ef***	***3%f***	***3%f***	*2%*	***4%efc***	*2%*	*1%*	*2%*
21+	**38**	9	9	6	14	4	2	3	2	2	5	2	4	-	8	2	3
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	-	***2%m***	*	*1%*
Any Parcels Sent (non-zero entry)	**2881**	689	758	735	699	232	236	220	250	254	255	262	227	246	237	205	258
	56%	*54%*	***59%a***	*57%*	*54%*	*55%*	*52%*	*54%*	***59%o***	***63%efglo***	*55%*	***62%flo***	*52%*	*58%*	*55%*	*49%*	*58%*
Total Mean (including those not Sending any)																	
Mean	**2.10**	1.84	2.19	2.25	2.13	1.98	1.77	1.78	2.04	2.22	2.30	2.25	2.44	2.05	2.66	1.64	2.09
Std Dev.	**4.94**	3.93	4.46	5.52	5.61	4.76	3.59	3.28	4.54	4.48	4.38	3.35	8.20	3.51	6.95	5.81	3.59
Std Error	**0.07**	0.11	0.12	0.15	0.16	0.23	0.17	0.16	0.22	0.22	0.21	0.16	0.40	0.17	0.33	0.28	0.17
Sending Mean (excluding those not Sending any)																	
Mean	**3.76**	3.43	3.72	3.93	3.94	3.63	3.37	3.28	3.47	3.52	4.15	3.62	4.68	3.56	4.82	3.33	3.61
Std Dev.	**6.11**	4.83	5.31	6.84	7.15	5.97	4.39	3.86	5.50	5.23	5.19	3.62	10.89	4.00	8.79	7.95	4.11
Std Error	**0.11**	0.19	0.20	0.25	0.27	0.40	0.29	0.26	0.35	0.34	0.33	0.22	0.71	0.25	0.56	0.54	0.26

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Invitations/ greetings cards/ postcards	**2720** *53%*	- -	2720 *53%*	1233 *49%*	1485 **56%c**	308 *45%*	344 *48%*	455 *48%*	378 *52%*	488 **54%eg**	396 **63%efghi**	349 **67%efghi**	652 *47%*	833 *50%*	1233 **60%lm**	745 **64%lm**	2351 **55%q**	343 *44%*	2626 *51%*
Personal letters (e.g. to a friend or relative)	**1547** *30%*	- -	1547 *30%*	836 **33%d**	709 *27%*	257 **37%ghij**	267 **38%ghij**	292 **31%hi**	178 *24%*	217 *24%*	166 *26%*	171 **33%hi**	523 **37%mno**	469 *28%*	554 *27%*	337 *29%*	1286 *30%*	252 *33%*	1491 *29%*
Formal letters to organisations or individuals	**1688** *33%*	- -	1688 *33%*	896 **36%d**	789 *30%*	252 **37%h**	232 *33%*	308 *32%*	217 *30%*	285 *32%*	197 *31%*	194 **37%h**	485 *35%*	525 *31%*	676 *33%*	391 *34%*	1377 *32%*	292 **38%p**	1674 *33%*
Payments for Bills/ invoices/ statements	**1077** *21%*	- -	1077 *21%*	602 **24%d**	471 *18%*	224 **33%ghijk**	210 **29%ghijk**	211 **22%ijk**	129 *18%*	123 *14%*	92 *14%*	87 *17%*	433 **31%mno**	340 **20%no**	302 *15%*	178 *15%*	823 *19%*	243 **32%p**	1047 *20%*
Smaller parcels - that will fit through a letterbox	**2250** *44%*	- -	2250 *44%*	1054 *42%*	1193 *45%*	366 **53%hijk**	357 **50%ijk**	478 **50%ijk**	327 **45%ijk**	343 **38%k**	217 *34%*	161 *31%*	723 **52%no**	805 **48%no**	721 *35%*	378 *33%*	1805 *42%*	417 **54%p**	2247 *44%*
Larger parcels - that will not fit through a letterbox	**1987** *39%*	- -	1987 *39%*	954 *38%*	1030 *39%*	356 **52%ghijk**	339 **48%ghijk**	380 **40%ik**	267 **36%k**	301 **33%k**	219 **35%k**	123 *23%*	694 **50%mno**	647 **38%no**	642 *31%*	342 *30%*	1630 *38%*	336 **44%p**	1977 *38%*
Items requiring a signature	**1315** *26%*	- -	1315 *26%*	705 **28%d**	607 *23%*	236 **34%hijk**	250 **35%ghijk**	279 **29%ijk**	195 **27%ijk**	174 **19%k**	120 **19%k**	59 *11%*	486 **35%mno**	474 **28%no**	352 *17%*	179 *15%*	1028 *24%*	279 **36%p**	1303 *25%*
Other important items which involve postal or delivery services	**649** *13%*	- -	649 *13%*	357 **14%d**	292 *11%*	136 **20%fghijk**	100 **14%i**	107 *11%*	92 *13%*	86 *9%*	72 *11%*	56 *11%*	236 **17%mno**	199 *12%*	214 *10%*	128 *11%*	504 *12%*	141 **18%p**	660 *13%*
Any Post sent	**4343** *84%*	- -	4343 *84%*	2052 *82%*	2283 **87%c**	564 *82%*	610 **86%g**	756 *80%*	622 **85%g**	767 **85%g**	550 **87%g**	468 **90%egl**	1174 *84%*	1378 *82%*	1786 **87%m**	1019 **88%lm**	3646 *85%*	641 *83%*	4309 *84%*
Any Letter Post sent	**3757** *73%*	- -	3757 *73%*	1799 *72%*	1950 *74%*	460 *67%*	514 *72%*	635 *67%*	519 *71%*	679 **75%eg**	508 **80%efgh**	439 **84%efghl**	974 *70%*	1153 *69%*	1627 **79%lm**	948 **82%lm**	3199 **74%q**	515 *67%*	3704 *72%*
Any Parcels sent	**2881** *56%*	- -	2881 *56%*	1342 *54%*	1536 **58%c**	450 **66%ghijk**	470 **66%ghijk**	566 **60%ijk**	423 **58%ijk**	451 **50%k**	307 **48%k**	212 *40%*	921 **66%mno**	989 **59%no**	969 *47%*	518 *45%*	2347 *55%*	498 **65%p**	2880 *56%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Invitations/ greetings cards/ postcards	**2720**	686	970	584	479	1656	1064	1603	1093	270	371	736	703	425	2235	270	2287
	53%	**58%d**	**55%d**	**55%d**	*42%*	**56%f**	*48%*	*52%*	*54%*	*45%*	**53%i**	**54%i**	**56%i**	**56%i**	**55%i**	*44%*	**55%o**
Personal letters (e.g. to a friend or relative)	**1547**	439	474	369	265	913	634	1004	524	181	208	380	407	230	1225	184	1261
	30%	**37%bd**	*27%*	**35%bd**	*23%*	*31%*	*29%*	**33%h**	*26%*	*30%*	*30%*	*28%*	**32%k**	*30%*	*30%*	*30%*	*30%*
Formal letters to organisations or individuals	**1688**	487	516	367	319	1002	685	1064	606	163	222	468	452	272	1414	167	1442
	33%	**41%bcd**	*29%*	**34%bd**	*28%*	*34%*	*31%*	**35%h**	*30%*	*27%*	*32%*	**34%i**	**36%i**	**36%i**	**35%i**	*27%*	**35%o**
Payments for Bills/ invoices/ statements	**1077**	315	317	274	171	632	445	770	287	111	159	260	297	179	895	116	914
	21%	**27%bd**	*18%*	**26%bd**	*15%*	*22%*	*20%*	**25%h**	*14%*	*18%*	*23%*	*19%*	**24%ik**	*24%*	*22%*	*19%*	*22%*
Smaller parcels - that will fit through a letterbox	**2250**	612	741	479	418	1353	897	1529	697	229	279	589	592	395	1854	235	1893
	44%	**52%bcd**	**42%d**	**45%d**	*37%*	**46%f**	*41%*	**50%h**	*35%*	*38%*	*40%*	*43%*	**47%ij**	**52%ijkn**	**45%ij**	*38%*	**45%o**
Larger parcels - that will not fit through a letterbox	**1987**	527	646	465	349	1173	814	1356	615	172	234	505	538	335	1613	175	1656
	39%	**44%bd**	**37%d**	**44%bd**	*30%*	*40%*	*37%*	**44%h**	*31%*	*29%*	*33%*	**37%i**	**43%ijk**	**44%ijk**	**39%ij**	*29%*	**40%o**
Items requiring a signature	**1315**	369	415	314	218	783	531	924	383	119	159	344	364	242	1109	119	1135
	26%	**31%bd**	**24%d**	**29%bd**	*19%*	*27%*	*24%*	**30%h**	*19%*	*20%*	*23%*	**25%i**	**29%ij**	**32%ijkn**	**27%i**	*20%*	**27%o**
Other important items which involve postal or delivery services	**649**	196	187	172	94	383	266	400	237	71	94	181	160	104	539	71	549
	13%	**17%bd**	*11%*	**16%bd**	*8%*	*13%*	*12%*	*13%*	*12%*	*12%*	*13%*	*13%*	*13%*	*14%*	*13%*	*12%*	*13%*
Any Post sent	**4343**	1066	1487	916	875	2552	1791	2634	1669	461	598	1138	1088	678	3501	471	3582
	84%	**90%bcd**	**85%d**	**86%d**	*76%*	**87%f**	*81%*	**86%h**	*83%*	*77%*	**85%i**	**83%i**	**86%i**	**90%ikn**	**86%i**	*77%*	**86%o**
Any Letter Post sent	**3757**	940	1272	814	731	2212	1546	2261	1461	395	528	999	942	579	3048	401	3116
	73%	**79%bd**	**73%d**	**76%d**	*64%*	**75%f**	*70%*	*73%*	*73%*	*66%*	**75%i**	**73%i**	**75%i**	**77%i**	**75%i**	*66%*	**75%o**
Any Parcels sent	**2881**	751	962	619	549	1713	1168	1923	931	275	350	747	756	488	2341	281	2399
	56%	**63%bcd**	**55%d**	**58%d**	*48%*	**58%f**	*53%*	**62%h**	*46%*	*46%*	*50%*	**55%i**	**60%ijk**	**65%ijkn**	**57%ij**	*46%*	**57%o**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Invitations/ greetings cards/ postcards	2720 53%	2292 52%	428 58%a	132 54%	2312 54%g	216 49%	125 50%	67 46%	110 53%	290 52%	236 56%	203 55%	263 58%r	252 53%	339 50%	384 55%	236 54%	40 52%	176 48%
Personal letters (e.g. to a friend or relative)	1547 30%	1320 30%	228 31%	90 37%a	1311 30%	125 28%	67 27%	43 30%	55 27%	188 33%km	118 28%	93 25%	156 34%km	121 26%	248 37%hjkmor	201 29%	132 30%	25 32%	100 28%
Formal letters to organisations or individuals	1688 33%	1427 32%	260 35%	93 38%	1423 33%	131 30%	88 35%	46 32%	65 31%	190 34%p	141 33%p	125 34%p	134 30%	135 28%	257 38%lmpr	268 38%lmpr	108 24%	23 29%	108 30%
Payments for Bills/ invoices/ statements	1077 21%	943 21%	134 18%	48 20%	903 21%	90 20%	45 18%	40 27%def	45 22%mp	157 28%klmopr	90 21%m	63 17%	93 21%m	65 14%	202 30%hjklmopr	121 17%	66 15%	18 23%m	72 20%m
Smaller parcels - that will fit through a letterbox	2250 44%	1929 44%	321 44%	117 48%	1882 44%	191 43%	111 44%	66 46%	91 44%	235 42%	182 43%	147 40%	215 48%mp	186 39%	342 51%ikmp	324 46%p	160 36%	35 45%	156 43%
Larger parcels - that will not fit through a letterbox	1987 39%	1695 38%	291 40%	101 42%	1679 39%	153 35%	99 40%	56 39%	73 35%	219 39%	170 40%r	127 34%	183 40%r	173 36%	286 42%kr	288 41%r	159 36%	36 46%kr	117 32%
Items requiring a signature	1315 26%	1133 26%	182 25%	62 26%	1116 26%	104 24%	58 23%	36 25%	54 26%p	168 30%mpr	96 23%	84 23%	123 27%p	97 20%	233 34%hjkmopr	179 25%	82 19%	22 29%p	82 23%
Other important items which involve postal or delivery services	649 13%	548 12%	101 14%	48 20%ab	541 13%	60 14%	29 12%	19 13%	25 12%	66 12%	54 13%	43 11%	62 14%	48 10%	118 17%kmop	78 11%	46 10%	11 15%	48 13%
Any Post sent	4343 84%	3702 84%	640 87%	211 87%	3641 84%	369 84%	216 86%	118 81%	173 83%	475 84%	360 85%	314 84%	378 84%	404 85%	575 85%	601 86%	362 82%	65 84%	304 84%
Any Letter Post sent	3757 73%	3192 72%	565 77%a	185 76%	3168 73%	309 70%	180 72%	100 69%	151 73%	411 73%	318 75%	277 74%	331 73%	337 71%	503 74%	529 75%	311 71%	55 71%	254 70%
Any Parcels sent	2881 56%	2463 56%	418 57%	143 59%	2402 56%	249 57%	145 58%	85 59%	113 54%	309 55%	241 57%	189 51%	269 60%kp	253 53%	397 59%p	412 59%p	219 50%	49 63%kp	200 55%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Invitations/ greetings cards/ postcards	2720	1169	1091	288	140	31	2259	171	1079	1112	338	139	42	2191	181
	53%	**62%bcdefg**	**54%cdeg**	**42%eg**	**36%e**	*23%*	**58%bcdeg**	*33%*	**55%jl**	**54%jl**	*47%*	*51%*	*41%*	**54%jl**	*48%*
Personal letters (e.g. to a friend or relative)	1547	648	575	206	98	15	1224	113	593	652	219	58	20	1245	78
	30%	**34%bdeg**	**29%eg**	**30%eg**	**25%e**	*11%*	**31%eg**	**22%e**	**30%kn**	**32%kln**	**31%kn**	*21%*	*19%*	**31%kln**	*21%*
Formal letters to organisations or individuals	1688	659	680	204	123	19	1339	142	642	711	200	108	23	1353	131
	33%	**35%ceg**	**34%eg**	**29%e**	**32%e**	*14%*	**34%eg**	**27%e**	*33%*	**35%j**	*28%*	**39%jl**	*23%*	**34%j**	*35%*
Payments for Bills/ invoices/ statements	1077	363	451	165	78	18	814	96	378	470	145	63	16	848	78
	21%	*19%*	*22%*	**24%e**	*20%*	*13%*	*21%*	*18%*	*19%*	**23%h**	*20%*	*23%*	*16%*	*21%*	*21%*
Smaller parcels - that will fit through a letterbox	2250	832	930	283	150	47	1762	197	904	956	253	103	28	1860	131
	44%	**44%g**	**46%deg**	*41%*	*39%*	*35%*	**45%g**	*38%*	**46%jkln**	**46%jkln**	*35%*	*38%*	*27%*	**46%jkln**	*35%*
Larger parcels - that will not fit through a letterbox	1987	737	781	288	136	36	1518	172	804	815	247	95	20	1619	116
	39%	**39%eg**	**39%e**	**42%eg**	*35%*	*27%*	**39%eg**	*33%*	**41%jln**	**40%ln**	**35%l**	**35%l**	*20%*	**40%jln**	*31%*
Items requiring a signature	1315	473	523	186	103	28	996	131	528	562	140	67	15	1090	82
	26%	*25%*	*26%*	*27%*	*27%*	*21%*	*26%*	*25%*	**27%jl**	**27%jl**	*20%*	*24%*	*15%*	**27%jl**	*22%*
Other important items which involve postal or delivery services	649	254	255	80	58	3	508	61	257	276	70	40	5	533	45
	13%	**13%e**	**13%e**	**12%e**	**15%e**	*2%*	**13%e**	**12%e**	*13%*	**13%jl**	*10%*	**14%l**	*5%*	**13%j**	*12%*
Any Post sent	4343	1693	1708	542	292	88	3401	380	1699	1771	559	218	73	3470	292
	84%	**90%bcdefg**	**85%cdeg**	**78%e**	*76%*	*64%*	**87%bcdeg**	*73%*	**87%jkln**	**86%jkln**	*78%*	*80%*	*72%*	**86%jkln**	*78%*
Any Letter Post sent	3757	1525	1484	452	230	58	3009	288	1457	1529	498	193	63	2986	256
	73%	**81%bcdefg**	**74%cdeg**	**65%eg**	**60%e**	*42%*	**77%bcdeg**	**55%e**	**74%ln**	**74%ln**	*70%*	*70%*	*61%*	**74%jln**	*68%*
Any Parcels sent	2881	1076	1146	390	193	61	2222	255	1164	1192	356	125	34	2357	159
	56%	**57%deg**	**57%eg**	**56%g**	*50%*	*45%*	**57%deg**	*49%*	**59%jkln**	**58%jkln**	**50%l**	*46%*	*33%*	**59%jkln**	*42%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Invitations/ greetings cards/ postcards	2720 *53%*	162 62%b	2502 *52%*	56 *61%*	777 *54%*	1781 *52%*	162 *53%*	2648 *53%*	39 *68%*	21 *59%*	1 *33%*	2707 *53%*	11 *52%*
Personal letters (e.g. to a friend or relative)	1547 *30%*	112 43%b	1399 *29%*	36 *39%*	507 35%e	922 *27%*	118 38%e	1483 *29%*	35 62%gk	17 *46%*	3 *93%*	1535 *30%*	9 *43%*
Formal letters to organisations or individuals	1688 *33%*	114 44%b	1542 *32%*	31 *34%*	558 39%e	1017 *30%*	113 *37%*	1628 *32%*	32 56%gk	12 *33%*	3 *93%*	1672 *33%*	12 *56%*
Payments for Bills/ invoices/ statements	1077 *21%*	77 30%b	970 *20%*	30 32%b	342 24%e	631 *19%*	104 34%de	1005 *20%*	41 72%gk	16 *45%*	2 *60%*	1062 *21%*	13 *59%*
Smaller parcels - that will fit through a letterbox	2250 *44%*	122 *47%*	2088 *44%*	39 *43%*	629 *44%*	1453 *43%*	168 55%de	2181 *43%*	40 71%gk	14 *40%*	- -	2235 *44%*	15 *66%*
Larger parcels - that will not fit through a letterbox	1987 *39%*	110 *42%*	1842 *38%*	35 *38%*	539 *37%*	1315 *39%*	132 *43%*	1927 *38%*	36 64%gk	9 *24%*	- -	1972 *39%*	14 *64%*
Items requiring a signature	1315 *26%*	89 34%b	1205 *25%*	20 *22%*	392 *27%*	825 *24%*	97 31%e	1259 *25%*	35 63%gk	11 *32%*	1 *33%*	1306 *25%*	8 *35%*
Other important items which involve postal or delivery services	649 *13%*	50 19%b	583 *12%*	16 *17%*	231 16%e	358 *11%*	60 19%e	609 *12%*	23 40%gk	9 *26%*	- -	641 *13%*	8 *36%*
Any Post sent	4343 *84%*	221 *85%*	4045 *84%*	76 *82%*	1206 *83%*	2871 *85%*	266 *86%*	4237 *84%*	56 100%gk	26 *72%*	3 *93%*	4320 *84%*	20 *89%*
Any Letter Post sent	3757 *73%*	202 *78%*	3482 *73%*	73 *79%*	1074 *74%*	2453 *72%*	230 *75%*	3659 *73%*	54 95%gk	25 *70%*	3 *93%*	3738 *73%*	16 *71%*
Any Parcels sent	2881 *56%*	155 *60%*	2680 *56%*	47 *51%*	789 *55%*	1897 *56%*	195 63%d	2803 *56%*	47 82%gk	15 *43%*	- -	2865 *56%*	16 *73%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 84

QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Invitations/ greetings cards/ postcards	2720 53%	618 48%	675 52%	694 54%a	733 57%a	200 47%	217 48%	201 50%	194 46%	188 47%	293 64%efghilmo	237 56%ehi	231 53%	226 53%	267 62%efghilmo	197 48%	268 60%efghio
Personal letters (e.g. to a friend or relative)	1547 30%	364 28%	428 33%a	372 29%	383 30%	134 32%l	113 25%	117 29%	133 31%	141 35%fklno	154 33%fl	112 26%	103 24%	158 37%fklno	116 27%	109 26%	157 35%fklno
Formal letters to organisations or individuals	1688 33%	418 33%	438 34%	402 31%	430 33%	118 28%	167 37%ek	134 33%	163 38%eko	131 33%	144 31%	113 27%	140 32%	150 35%	146 34%	122 29%	162 36%ek
Payments for Bills/ invoices/ statements	1077 21%	240 19%	291 23%a	259 20%	288 22%	82 19%	87 19%	72 18%	104 24%gkn	87 22%	100 22%	73 17%	93 21%	93 22%	72 17%	93 22%	122 27%efgkn
Smaller parcels - that will fit through a letterbox	2250 44%	550 43%	576 45%	561 44%	564 44%	175 41%	202 45%	173 42%	187 44%	191 47%	198 43%	192 46%	182 42%	187 44%	188 44%	169 41%	207 46%
Larger parcels - that will not fit through a letterbox	1987 39%	456 36%	528 41%a	517 40%	485 38%	155 36%	156 35%	146 36%	174 41%	165 41%	190 41%o	195 46%efglo	158 36%	164 38%	164 38%	135 33%	186 42%o
Items requiring a signature	1315 26%	328 26%	356 28%	323 25%	308 24%	94 22%	122 27%	111 27%	117 27%	95 24%	144 31%eilno	109 26%	98 23%	116 27%	99 23%	89 21%	120 27%
Other important items which involve postal or delivery services	649 13%	127 10%	184 14%a	149 12%	190 15%a	41 10%	49 11%	37 9%	65 15%g	49 12%	70 15%eg	44 11%	60 14%	44 10%	67 15%g	47 11%	76 17%efgkm
Any Post sent	4343 84%	1057 82%	1089 85%	1112 87%a	1085 84%	350 82%	352 78%	354 87%f	350 82%	348 86%f	391 85%f	373 89%fh	361 83%	377 88%f	362 84%	346 83%	377 85%
Any Letter Post sent	3757 73%	907 71%	940 73%	955 74%	955 74%	296 70%	305 68%	305 75%	301 71%	294 73%	345 75%f	317 75%	308 71%	330 77%f	325 76%f	296 71%	334 75%
Any Parcels sent	2881 56%	689 54%	758 59%a	735 57%	699 54%	232 55%	236 52%	220 54%	250 59%o	254 63%eglo	255 55%	262 62%flo	227 52%	246 58%	237 55%	205 49%	258 58%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Invitations/ greetings cards/ postcards	**2.13**	-	2.13	2.00	**2.27c**	1.25	1.37	1.43	**2.23efg**	**2.71efg**	**3.58efghik**	**2.73efg**	1.31	**1.78l**	**2.98lm**	**3.20lm**	**2.25q**	1.61	2.27
Personal letters (e.g. to a friend or relative)	**0.66**	-	0.66	**0.72d**	0.61	**0.86gijk**	**0.83gijk**	**0.68ij**	**0.79ij**	0.45	0.47	**0.61ij**	**0.84no**	**0.72no**	0.50	0.53	0.60	**1.08p**	0.63
Formal letters to organisations or individuals	**0.77**	-	0.77	**0.91d**	0.64	0.82	0.69	0.79	0.86	0.75	0.67	0.81	0.75	0.82	0.74	0.73	0.72	**1.11p**	0.77
Payments for Bills/ invoices/ statements	**0.53**	-	0.53	**0.65d**	0.42	**0.92ghijk**	**0.83hijk**	**0.60hijk**	0.41	0.32	0.27	0.39	**0.88mno**	**0.52no**	0.32	0.32	0.48	**0.90p**	0.52
Smaller parcels - that will fit through a letterbox	**1.14**	-	1.14	1.09	1.19	**1.53ijk**	**1.24jk**	**1.35ijk**	**1.30jk**	**1.02k**	0.77	0.57	**1.38no**	**1.33no**	0.83	0.68	1.08	**1.56p**	1.14
Larger parcels - that will not fit through a letterbox	**0.96**	-	0.96	0.88	1.04	**1.44fgijk**	**1.06ijk**	**1.04ijk**	**1.13k**	0.76	0.66	0.53	**1.25no**	**1.08no**	0.67	0.60	0.90	**1.30p**	1.06
Items requiring a signature	**0.60**	-	0.60	**0.71d**	0.50	**0.78ijk**	**0.74ijk**	**0.80ijk**	**0.81ik**	0.33	0.41	0.22	**0.76no**	**0.80no**	0.33	0.32	0.53	**1.06p**	0.65
Other important items which involve postal or delivery services	**0.35**	-	0.35	0.36	0.34	**0.46gjk**	0.40	0.27	**0.60g**	0.28	0.24	0.21	**0.43no**	**0.41n**	0.25	0.23	0.29	**0.72p**	0.36
Any Post sent	**7.16**	-	7.16	7.32	7.01	**8.06ik**	7.16	6.96	8.12	6.62	7.06	6.07	**7.60n**	7.47	6.62	6.61	6.83	**9.34p**	7.39
Any Letter Post sent	**4.10**	-	4.10	4.28	3.94	3.84	3.73	3.50	4.29	4.23	**4.99efg**	**4.54g**	3.78	3.84	**4.54l**	**4.78lm**	4.04	4.70	4.18
Any Parcels sent	**2.10**	-	2.10	1.97	2.23	**2.97fijk**	**2.30jk**	**2.39ijk**	**2.43jk**	**1.79k**	1.42	1.10	**2.63no**	**2.41no**	1.50	1.28	1.98	**2.86p**	2.19

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 85

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Invitations/ greetings cards/ postcards	2.13	3.25bcd	2.03d	1.83d	1.41	2.53f	1.61	2.02	2.32g	1.91	1.98	2.07	2.07	2.60ijkln	2.15	1.88	2.16
Personal letters (e.g. to a friend or relative)	0.66	0.98bcd	0.54	0.72bd	0.48	0.72f	0.60	0.78h	0.49	0.96jkln	0.65	0.56	0.68k	0.68k	0.64k	0.95p	0.63
Formal letters to organisations or individuals	0.77	1.16bcd	0.64	0.79d	0.55	0.85f	0.67	0.85h	0.64	0.66	0.65	0.74	0.90j	0.97j	0.81	0.66	0.81
Payments for Bills/ invoices/ statements	0.53	0.73bd	0.44	0.66bd	0.37	0.56	0.51	0.67h	0.32	0.52	0.57	0.46	0.66k	0.58	0.56	0.53	0.56
Smaller parcels - that will fit through a letterbox	1.14	1.43bd	1.04	1.27d	0.88	1.20	1.06	1.36h	0.81	1.22	1.04	1.09	1.20	1.29	1.15	1.22	1.15
Larger parcels - that will not fit through a letterbox	0.96	1.20d	0.90	1.06d	0.72	1.02	0.88	1.11h	0.72	1.00	0.90	0.82	1.06k	1.07k	0.95	1.00	0.95
Items requiring a signature	0.60	0.80bd	0.49	0.75bd	0.43	0.62	0.58	0.73h	0.39	0.67	0.49	0.55	0.71j	0.70	0.62	0.66	0.61
Other important items which involve postal or delivery services	0.35	0.47d	0.29	0.48bd	0.20	0.36	0.33	0.37	0.31	0.49	0.44	0.35	0.28	0.38	0.35	0.49	0.34
Any Post sent	7.16	10.01bcd	6.38d	7.55bd	5.02	7.85f	6.24	7.89h	6.00	7.43	6.70	6.64	7.54	8.27jk	7.23	7.38	7.22
Any Letter Post sent	4.10	6.11bcd	3.66d	3.99d	2.80	4.65f	3.38	4.32	3.77	4.05	3.84	3.83	4.30	4.83k	4.16	4.02	4.16
Any Parcels sent	2.10	2.63bd	1.94	2.33d	1.59	2.22	1.95	2.47h	1.53	2.22	1.93	1.91	2.25	2.37	2.10	2.21	2.10

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 85

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Invitations/ greetings cards/ postcards	**2.13**	2.03	**2.73a**	**2.86a**	2.12	2.08	2.37	2.38	2.03	2.08	1.85	2.33	2.28	1.99	2.04	2.22	2.19	2.40	2.02
Personal letters (e.g. to a friend or relative)	**0.66**	0.67	0.64	0.77	0.68	0.54	0.55	0.62	**0.62m**	**0.74jmor**	**0.55m**	**0.96m**	**0.74jmor**	0.40	**0.87ijmopr**	**0.61m**	**0.62m**	0.64	0.52
Formal letters to organisations or individuals	**0.77**	0.78	0.73	0.95	0.78	0.67	0.76	0.76	**0.82p**	**0.67p**	**0.86p**	**0.82p**	**0.77p**	0.66	**1.11imp**	**0.80p**	0.42	0.57	0.69
Payments for Bills/ invoices/ statements	**0.53**	0.55	0.45	0.60	0.54	0.44	0.49	**0.69e**	**0.60m**	**0.74kmor**	**0.57m**	0.44	0.53	0.30	**0.80klmopr**	0.38	0.46	0.56	0.41
Smaller parcels - that will fit through a letterbox	**1.14**	1.15	1.07	1.27	1.15	1.04	1.14	1.14	**1.39mp**	0.95	1.19	**1.61impr**	**1.24p**	0.84	**1.34impr**	1.16	0.82	**1.53p**	0.93
Larger parcels - that will not fit through a letterbox	**0.96**	0.95	1.03	1.27	0.97	0.75	**1.10e**	1.14	0.92	0.82	0.97	**1.25r**	0.94	0.84	**1.08r**	**1.05r**	0.80	1.16	0.67
Items requiring a signature	**0.60**	0.59	0.66	0.82	0.61	0.55	0.53	0.70	**0.77mp**	0.56	0.68	0.86	0.59	0.44	**0.76mop**	0.52	0.41	0.65	0.53
Other important items which involve postal or delivery services	**0.35**	0.35	0.33	0.41	0.35	0.30	0.34	0.39	0.20	0.38	0.38	0.61	0.29	0.32	**0.44hp**	0.31	0.21	0.27	0.31
Any Post sent	**7.16**	7.08	7.65	8.94	7.21	6.37	7.27	7.82	7.35	6.93	7.05	8.89	7.38	5.80	**8.45mpr**	7.05	5.92	7.79	6.07
Any Letter Post sent	**4.10**	4.03	4.55	5.18	4.13	3.73	4.17	4.45	4.07	4.23	3.83	4.56	4.32	3.35	**4.83m**	4.00	3.68	4.19	3.63
Any Parcels sent	**2.10**	2.10	2.11	2.53	2.12	1.79	2.24	2.28	**2.31pr**	1.77	2.16	**2.86pr**	2.18	1.69	**2.42impr**	2.21	1.62	**2.69pr**	1.60

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Invitations/ greetings cards/ postcards	2.13	3.09bcdefg	1.89cdeg	1.32deg	0.94e	0.50	2.47bcdeg	0.83e	2.47ijn	2.06j	1.63	1.98	1.50	2.26j	1.85
Personal letters (e.g. to a friend or relative)	0.66	0.80bdefg	0.58eg	0.71bdeg	0.53e	0.24	0.69beg	0.45e	0.71n	0.68kln	0.62ln	0.49l	0.28	0.70ln	0.44
Formal letters to organisations or individuals	0.77	0.86c	0.79	0.60	0.75	0.36	0.82c	0.65	0.76	0.85j	0.56	1.06j	0.48	0.80j	0.91j
Payments for Bills/ invoices/ statements	0.53	0.48	0.60	0.57	0.49	0.44	0.54	0.48	0.47	0.61h	0.46	0.62	0.64	0.54	0.63
Smaller parcels - that will fit through a letterbox	1.14	1.19	1.22	0.96	0.93	0.98	1.20	0.95	1.36jn	1.14j	0.73	0.96	0.68	1.25j	0.88
Larger parcels - that will not fit through a letterbox	0.96	1.01	1.01	0.82	0.86	0.66	1.01	0.81	1.18ij	0.92j	0.62	0.79	0.58	1.05j	0.74
Items requiring a signature	0.60	0.63	0.65	0.53	0.43	0.47	0.64	0.44	0.71j	0.60j	0.36	0.57	0.33	0.66j	0.50
Other important items which involve postal or delivery services	0.35	0.44	0.29	0.33	0.42	0.05	0.36	0.32	0.44j	0.36j	0.17	0.25	0.15	0.40j	0.23
Any Post sent	7.16	8.50bcdeg	7.01cdeg	5.84	5.36	3.72	7.73cdeg	4.93	8.11j	7.21j	5.16	6.72j	4.65	7.65j	6.16
Any Letter Post sent	4.10	5.23bcdefg	3.85deg	3.20eg	2.71	1.56	4.52bcdeg	2.41	4.42j	4.19j	3.27	4.15	2.91	4.30j	3.82
Any Parcels sent	2.10	2.20	2.23	1.78	1.80	1.64	2.21	1.76	2.54ijn	2.06j	1.35	1.75	1.26	2.30j	1.62

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Invitations/ greetings cards/ postcards	2.13	2.83b	2.10	1.62	2.54e	1.95	2.25	2.10	1.75	7.20ghk	0.33	2.13	3.04
Personal letters (e.g. to a friend or relative)	0.66	1.05bc	0.64	0.59	0.86e	0.54	1.12e	0.65	1.59gk	1.46gk	1.25	0.66	1.13
Formal letters to organisations or individuals	0.77	1.20b	0.75	0.64	0.95e	0.69	0.87	0.74	1.52gk	3.12	0.93	0.77	1.43
Payments for Bills/ invoices/ statements	0.53	0.84b	0.51	1.17b	0.57	0.48	1.02de	0.50	2.81gk	1.86	0.60	0.53	1.29
Smaller parcels - that will fit through a letterbox	1.14	1.11	1.15	0.70	1.23	1.08	1.47e	1.13	2.22gk	0.97	0.00	1.14	2.15
Larger parcels - that will not fit through a letterbox	0.96	0.90	0.97	0.75	1.07	0.90	1.12	0.95	1.65	0.89	0.00	0.96	1.99
Items requiring a signature	0.60	0.81c	0.60	0.28	0.74e	0.54	0.65	0.58	1.63gk	1.57	0.33	0.60	0.95
Other important items which involve postal or delivery services	0.35	0.36	0.35	0.24	0.48e	0.27	0.65e	0.33	1.17gk	0.99	0.00	0.35	0.90
Any Post sent	7.16	9.10	7.07	5.99	8.43e	6.44	9.15e	6.98	14.33gk	18.07	3.44	7.13	12.87
Any Letter Post sent	4.10	5.91b	4.01	4.03	4.92e	3.65	5.26e	3.98	7.67gk	13.65	3.11	4.09	6.88
Any Parcels sent	2.10	2.01	2.12	1.44	2.29	1.98	2.58	2.08	3.87gk	1.86	0.00	2.10	4.14

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 85

QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Invitations/ greetings cards/ postcards	2.13	1.18	2.88ad	2.71ad	1.76a	1.07	1.20	1.27	1.32e	1.36e	5.65efghilmnop	5.10efghilmnop	1.67efo	1.41e	2.52efghilmop	1.16	1.58efgho
Personal letters (e.g. to a friend or relative)	0.66	0.52	0.76ad	0.74a	0.63a	0.57	0.46	0.53	0.78efgko	0.76efgko	0.75efgko	0.55	0.80	0.86efgkno	0.63f	0.47	0.79efgkno
Formal letters to organisations or individuals	0.77	0.73	0.75	0.82	0.78	0.70	0.83k	0.67	0.79k	0.87k	0.62	0.51	0.78	1.17jk	0.87	0.63	0.82k
Payments for Bills/ invoices/ statements	0.53	0.42	0.61a	0.51	0.60a	0.44	0.43	0.38	0.73efgjk	0.69	0.43	0.39	0.50	0.65	0.55	0.54	0.69fgjk
Smaller parcels - that will fit through a letterbox	1.14	1.03	1.20	1.15	1.19	1.08	1.04	0.97	1.14	1.24	1.21	1.08	1.26	1.10	1.54go	0.95	1.09
Larger parcels - that will not fit through a letterbox	0.96	0.81	0.99	1.10a	0.94	0.91	0.73	0.81	0.90	0.97	1.09f	1.17fg	1.18	0.95	1.12	0.69	1.00
Items requiring a signature	0.60	0.51	0.65	0.67	0.57	0.47	0.45	0.64	0.71f	0.58	0.65f	0.67	0.62	0.74	0.65	0.50	0.55
Other important items which involve postal or delivery services	0.35	0.20	0.41a	0.41a	0.39a	0.20	0.23	0.17	0.56g	0.23	0.43g	0.26	0.54	0.41g	0.42eg	0.35	0.39eg
Any Post sent	7.16	5.41	8.25ad	8.11a	6.85a	5.44	5.36	5.44	6.91f	6.72	10.83efghlmnop	9.73efghlmop	7.34	7.29efg	8.29efgo	5.29	6.92f
Any Letter Post sent	4.10	2.86	5.01ad	4.78ad	3.76a	2.79	2.92	2.85	3.61	3.69e	7.45efghilmnop	6.55efghilmnop	3.74	4.09efgo	4.56efgo	2.80	3.89efgo
Any Parcels sent	2.10	1.84	2.19	2.25	2.13	1.98	1.77	1.78	2.04	2.22	2.30	2.25	2.44	2.05	2.66	1.64	2.09

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Invitations/ greetings cards/ postcards	**4.03**	-	4.03	4.06	4.01	2.78	2.84	2.98	**4.32efg**	**5.02efg**	**5.73efghk**	**4.09efg**	2.81	**3.59l**	**4.99lm**	**4.96lm**	4.11	3.61	4.44
Personal letters (e.g. to a friend or relative)	**2.21**	-	2.21	2.17	2.26	**2.30j**	2.20	2.20	3.24	1.87	1.78	1.87	**2.25no**	**2.60n**	1.84	1.83	1.99	**3.30p**	2.17
Formal letters to organisations or individuals	**2.35**	-	2.35	**2.55d**	2.13	2.22	2.12	2.44	2.91	2.38	2.16	2.18	2.17	2.64	2.26	2.17	2.24	**2.94p**	2.37
Payments for Bills/ invoices/ statements	**2.56**	-	2.56	2.71	2.36	**2.81j**	2.83	**2.69j**	2.32	2.32	1.84	2.33	**2.82no**	**2.55o**	2.18	2.08	2.49	2.84	2.53
Smaller parcels - that will fit through a letterbox	**2.61**	-	2.61	2.60	2.62	**2.86k**	2.46	**2.68k**	2.91	2.70	2.24	1.85	**2.66o**	**2.78o**	2.37	2.07	2.56	2.88	2.60
Larger parcels - that will not fit through a letterbox	**2.49**	-	2.49	2.32	2.65	**2.78j**	2.23	2.61	3.09	2.30	1.90	2.24	2.51	2.80	2.15	2.03	2.38	2.99	2.75
Items requiring a signature	**2.36**	-	2.36	2.51	2.18	2.28	2.10	**2.71l**	3.06	1.74	2.16	1.98	2.18	**2.86n**	1.92	2.10	2.20	2.93	2.58
Other important items which involve postal or delivery services	**2.78**	-	2.78	2.52	3.10	2.35	2.81	2.38	**4.74eg**	2.90	2.12	1.97	2.54	3.48	2.39	2.06	2.46	**3.96p**	2.80
Any Post sent	**8.48**	-	8.48	8.95	8.08	**9.80ijk**	**8.35k**	**8.73k**	9.57	7.81	8.13	6.78	**9.05no**	**9.11n**	7.64	7.51	8.06	**11.23p**	8.82
Any Letter Post sent	**5.62**	-	5.62	5.97	5.31	5.73	5.16	5.23	6.05	5.63	6.22	5.40	5.43	5.60	5.75	5.84	5.43	**7.03p**	5.81
Any Parcels sent	**3.76**	-	3.76	3.69	3.82	**4.52fjk**	3.47	**4.01jk**	4.20	3.59	2.94	2.71	**3.99no**	**4.10no**	3.19	2.85	3.62	**4.42p**	3.92

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 86

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Invitations/ greetings cards/ postcards	4.03	5.61bcd	3.67	3.34	3.37	4.47f	3.35	3.88	4.27	4.25	3.73	3.86	3.70	4.61	3.93	4.24	3.94
Personal letters (e.g. to a friend or relative)	2.21	2.65	1.98	2.08	2.08	2.30	2.08	2.39	1.87	3.19n	2.18	2.03	2.11	2.22	2.12	3.17p	2.10
Formal letters to organisations or individuals	2.35	2.82bd	2.19	2.31	1.96	2.49	2.15	2.46	2.14	2.44	2.04	2.16	2.50	2.68	2.35	2.42	2.35
Payments for Bills/ invoices/ statements	2.56	2.73	2.44	2.56	2.44	2.58	2.52	2.67h	2.24	2.82	2.49	2.40	2.79	2.46	2.56	2.77	2.54
Smaller parcels - that will fit through a letterbox	2.61	2.77	2.46	2.82	2.40	2.60	2.62	2.74	2.34	3.21n	2.61	2.53	2.55	2.47	2.54	3.16p	2.53
Larger parcels - that will not fit through a letterbox	2.49	2.70	2.43	2.44	2.35	2.55	2.40	2.52	2.34	3.51kln	2.68	2.23	2.47	2.41	2.41	3.47p	2.40
Items requiring a signature	2.36	2.57	2.08	2.54	2.25	2.31	2.42	2.43	2.04	3.37kn	2.16	2.21	2.44	2.18	2.27	3.38p	2.25
Other important items which involve postal or delivery services	2.78	2.83	2.73	2.98	2.41	2.78	2.78	2.87	2.67	4.17n	3.27	2.62	2.19	2.74	2.63	4.16p	2.62
Any Post sent	8.48	11.13bcd	7.51	8.80bd	6.57	9.02f	7.71	9.22h	7.23	9.68	7.85	7.99	8.73	9.21	8.43	9.57	8.42
Any Letter Post sent	5.62	7.71bcd	5.03	5.24d	4.39	6.17f	4.84	5.88	5.20	6.17	5.09	5.25	5.75	6.29	5.58	6.11	5.58
Any Parcels sent	3.76	4.15	3.53	4.01	3.32	3.80	3.69	3.96h	3.30	4.86kn	3.87	3.50	3.75	3.66	3.67	4.80p	3.66

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Invitations/ greetings cards/ postcards	**4.03**	3.91	4.68	5.26	3.94	4.24	4.72	5.20	3.83	4.04	3.32	4.28	3.92	3.75	4.08	4.06	4.07	4.61	4.16
Personal letters (e.g. to a friend or relative)	**2.21**	2.24	2.06	2.09	2.25	1.89	2.05	2.07	2.34	**2.21m**	1.98	3.85	**2.15m**	1.58	**2.38m**	2.13	2.06	2.00	1.87
Formal letters to organisations or individuals	**2.35**	2.41	2.06	2.48	2.37	2.25	2.17	2.40	2.61	1.98	**2.59p**	2.44	**2.60p**	2.33	**2.94iop**	2.08	1.70	1.96	2.31
Payments for Bills/ invoices/ statements	**2.56**	2.57	2.49	3.03	2.59	2.14	2.73	2.53	2.75	2.64	2.67	2.58	2.56	2.22	2.69	2.21	3.07	2.47	2.06
Smaller parcels - that will fit through a letterbox	**2.61**	2.64	2.46	2.62	2.64	2.39	2.57	2.51	3.18	2.26	2.78	**4.07ilmnopr**	2.60	2.16	2.65	2.52	2.24	3.43	2.16
Larger parcels - that will not fit through a letterbox	**2.49**	2.47	2.61	3.03	2.49	2.17	2.77	2.94	2.60	2.11	2.41	**3.66ir**	2.33	2.31	2.56	2.57	2.23	2.51	2.07
Items requiring a signature	**2.36**	2.31	2.66	3.21	2.35	2.31	2.29	2.80	**2.94lo**	1.86	2.97	**3.79ino**	2.19	2.16	2.21	2.06	2.22	2.23	2.34
Other important items which involve postal or delivery services	**2.78**	2.85	2.39	2.07	2.83	2.25	2.89	2.92	1.62	3.23	2.96	5.34	2.14	3.16	2.49	2.76	1.98	1.83	2.35
Any Post sent	**8.48**	8.43	8.77	10.29	8.54	7.60	8.43	9.67	**8.82m**	8.20	8.28	10.54	**8.82m**	6.84	**9.94mpr**	8.24	7.21	9.25	7.25
Any Letter Post sent	**5.62**	5.57	5.91	6.81	5.61	5.31	5.77	6.47	5.61	5.78	5.10	6.14	5.90	4.73	**6.50m**	5.31	5.20	5.91	5.18
Any Parcels sent	**3.76**	3.76	3.70	4.30	3.81	3.17	3.85	3.89	**4.26r**	3.22	3.79	**5.62impr**	3.65	3.16	**4.13ipr**	3.78	3.25	4.26	2.90

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 86

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Invitations/ greetings cards/ postcards	4.03	4.97bcdfg	3.50	3.18	2.60	2.19	4.26bg	2.52	4.50ij	3.81	3.45	3.90	3.66	4.15	3.84
Personal letters (e.g. to a friend or relative)	2.21	2.34	2.02	2.39	2.08	2.29	2.19	2.11	2.37	2.14	2.04	2.33	1.44	2.25	2.11
Formal letters to organisations or individuals	2.35	2.46	2.34	2.02	2.36	2.56	2.40	2.38	2.31	2.45	2.00	2.71	2.13	2.38	2.61
Payments for Bills/ invoices/ statements	2.56	2.48	2.67	2.40	2.43	3.42	2.58	2.61	2.46	2.66	2.27	2.72	4.14	2.57	3.01
Smaller parcels - that will fit through a letterbox	2.61	2.69	2.65	2.34	2.41	2.83	2.67	2.51	2.96ij	2.45	2.05	2.55	2.50	2.70j	2.54
Larger parcels - that will not fit through a letterbox	2.49	2.58	2.60c	1.96	2.45	2.49	2.59	2.46	2.89ij	2.32j	1.80	2.29	2.90	2.61j	2.39j
Items requiring a signature	2.36	2.51	2.49d	1.98	1.62	2.28	2.50	1.76	2.66	2.21	1.86	2.32	2.18	2.43	2.30
Other important items which involve postal or delivery services	2.78	3.24	2.29	2.91	2.83	2.02	2.76	2.78	3.33	2.66	1.78	1.76	3.10	2.99	1.91
Any Post sent	8.48	9.44g	8.29	7.46	7.08	5.77	8.86g	6.78	9.37j	8.38j	6.59	8.45	6.44	8.87j	7.94
Any Letter Post sent	5.62	6.46bcdg	5.24	4.90	4.55	3.67	5.86g	4.37	5.95j	5.64	4.69	5.90	4.73	5.79j	5.61
Any Parcels sent	3.76	3.85	3.92	3.15	3.58	3.66	3.89	3.60	4.29ij	3.55j	2.71	3.83j	3.81	3.92j	3.83j

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 86

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Invitations/ greetings cards/ postcards	**4.03**	4.53	4.03	2.65	**4.72e**	3.71	4.28	3.98	2.57	12.28	1.00	4.03	5.90
Personal letters (e.g. to a friend or relative)	**2.21**	2.42	2.21	1.51	2.45	1.99	**2.92e**	2.19	2.54	3.15	1.35	2.21	2.63
Formal letters to organisations or individuals	**2.35**	2.72	2.33	1.88	2.45	2.30	2.35	2.29	2.70	9.44	1.00	2.35	2.58
Payments for Bills/ invoices/ statements	**2.56**	2.81	2.50	3.65	2.41	2.56	3.00	2.48	3.92	4.14	1.00	2.56	2.19
Smaller parcels - that will fit through a letterbox	**2.61**	2.35	2.64	1.63	2.82	2.51	2.69	2.60	3.12	2.43	-	2.61	3.27
Larger parcels - that will not fit through a letterbox	**2.49**	2.14	2.52	1.99	**2.86e**	2.33	2.59	2.48	2.57	3.73	-	2.49	3.12
Items requiring a signature	**2.36**	2.37	2.37	1.29	2.73	2.21	2.08	2.32	2.60	4.94	1.00	2.35	2.70
Other important items which involve postal or delivery services	**2.78**	1.89	2.89	1.42	2.97	2.56	3.36	2.76	2.91	3.80	-	2.78	2.49
Any Post sent	**8.48**	10.68	8.39	7.27	**10.10e**	7.61	**10.59e**	8.28	**14.38gk**	25.10	3.71	8.46	14.39
Any Letter Post sent	**5.62**	**7.60b**	5.52	5.11	**6.62e**	5.05	**7.03e**	5.47	8.05	19.49	3.35	5.60	9.68
Any Parcels sent	**3.76**	3.37	3.79	2.83	**4.19e**	3.54	4.08	3.73	4.69	4.33	-	3.74	5.65

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 86

QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Invitations/ greetings cards/ postcards	4.03	2.45	5.50ad	5.01ad	3.10a	2.28	2.50	2.57	2.90	2.92	8.88efghilmnop	9.07efghilmnop	3.14	2.66	4.06efgmop	2.44	2.64
Personal letters (e.g. to a friend or relative)	2.21	1.84	2.30a	2.55	2.13	1.82	1.85	1.86	2.49e	2.17	2.25	2.07	3.37	2.34	2.32	1.79	2.23
Formal letters to organisations or individuals	2.35	2.25	2.22	2.62	2.34	2.54	2.23	2.03	2.05	2.68	1.98	1.89	2.42	3.36	2.55	2.16	2.28
Payments for Bills/ invoices/ statements	2.56	2.24	2.70	2.55	2.68	2.32	2.25	2.14	2.96j	3.21j	1.99	2.27	2.34	2.98j	3.27j	2.42	2.52
Smaller parcels - that will fit through a letterbox	2.61	2.40	2.68	2.62	2.74	2.61	2.31	2.28	2.59	2.62	2.81	2.36	3.01	2.52	3.53fgkp	2.33	2.35
Larger parcels - that will not fit through a letterbox	2.49	2.28	2.42	2.74	2.50	2.48	2.11	2.26	2.20	2.38	2.65	2.54	3.26	2.48	2.92	2.12	2.39
Items requiring a signature	2.36	2.01	2.35	2.68	2.39	2.10	1.65	2.34	2.58f	2.46f	2.09	2.58f	2.73	2.73f	2.82f	2.35	2.06
Other important items which involve postal or delivery services	2.78	2.01	2.88	3.50	2.63	2.03	2.10	1.86	3.67	1.92	2.82	2.47	3.92	3.96	2.70	3.06	2.31
Any Post sent	8.48	6.57	9.76ad	9.36a	8.16a	6.60	6.87	6.24	8.39eg	7.79	12.74efghlmnop	10.98efghimop	8.83	8.28g	9.85efgo	6.36	8.19g
Any Letter Post sent	5.62	4.04	6.87ad	6.42ad	5.09a	4.00	4.32	3.79	5.11ego	5.06g	9.93efghilmnop	8.71efghilmnop	5.28	5.31g	6.03efgo	3.94	5.19ego
Any Parcels sent	3.76	3.43	3.72	3.93	3.94	3.63	3.37	3.28	3.47	3.52	4.15	3.62	4.68	3.56	4.82	3.33	3.61

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2246	-	2246	1009	1231	339	335	446	315	391	261	155	674	761	807	416	1934	288	2246
Weighted Base	2248	-**	2248	1054	1191	366	357	478	327	343	217	160	723	805	719	376	1803	417	2246
Effective Base	1326	-	1326	625	698	222	219	298	181	204	105	106	441	477	409	205	1081	230	2246
0%	772	-	772	321	450	54	57	126	117	180	136	101	111	243	417	238	664	97	850
	34%	-	*34%*	*30%*	**38%c**	*15%*	*16%*	**26%ef**	**36%efg**	**52%efgh**	**63%efgh**	**64%efgh**	*15%*	**30%l**	**58%lm**	**63%lm**	**37%q**	*23%*	*38%*
10%	181	-	181	87	94	25	21	35	35	27	17	20	47	71	64	37	125	54	171
	8%	-	*8%*	*8%*	*8%*	*7%*	*6%*	*7%*	*11%*	*8%*	*8%*	**13%f**	*6%*	*9%*	*9%*	*10%*	*7%*	**13%p**	*8%*
20%	89	-	89	47	42	18	22	21	13	9	4	3	41	34	15	6	59	27	78
	4%	-	*4%*	*4%*	*4%*	*5%*	*6%*	*4%*	*4%*	*2%*	*2%*	*2%*	**6%no**	*4%*	*2%*	*2%*	*3%*	**7%p**	*3%*
30%	107	-	107	52	55	17	21	38	18	5	7	-	38	56	12	7	71	36	85
	5%	-	*5%*	*5%*	*5%*	**5%k**	**6%lk**	**8%ilk**	**6%lk**	*1%*	*3%*	-	**5%no**	**7%no**	*2%*	*2%*	*4%*	**9%p**	*4%*
40%	80	-	80	42	39	25	19	15	8	5	3	5	45	23	13	8	66	14	62
	4%	-	*4%*	*4%*	*3%*	**7%ghij**	**5%i**	*3%*	*2%*	*1%*	*1%*	*3%*	**6%mno**	*3%*	*2%*	*2%*	*4%*	*3%*	*3%*
50%	141	-	141	79	62	47	30	31	16	9	7	2	77	47	17	8	108	33	124
	6%	-	*6%*	*8%*	*5%*	**13%ghijk**	**8%lk**	**7%ilk**	*5%*	*3%*	*3%*	*1%*	**11%mno**	**6%no**	*2%*	*2%*	*6%*	*8%*	*6%*
60%	97	-	97	53	44	31	28	24	10	1	3	*	58	34	5	4	70	27	71
	4%	-	*4%*	*5%*	*4%*	**8%hijk**	**8%hijk**	**5%ilk**	*3%*	*	*2%*	*	**8%mno**	**4%no**	*1%*	*1%*	*4%*	*6%*	*3%*
70%	62	-	62	38	23	14	22	16	5	4	-	-	37	21	4	-	49	11	52
	3%	-	*3%*	*4%*	*2%*	**4%jk**	**6%hijk**	*3%*	*2%*	*1%*	-	-	**5%no**	**3%no**	*1%*	-	*3%*	*3%*	*2%*
80%	84	-	84	44	39	19	33	13	9	7	3	1	51	22	11	4	64	20	71
	4%	-	*4%*	*4%*	*3%*	*5%*	**9%ghijk**	*3%*	*3%*	*2%*	*1%*	*1%*	**7%mno**	*3%*	*2%*	*1%*	*4%*	*5%*	*3%*
90%	71	-	71	37	35	18	22	10	13	4	*	5	40	23	8	5	62	9	75
	3%	-	*3%*	*3%*	*3%*	**5%ij**	**6%ijl**	*2%*	**4%j**	*1%*	*	*3%*	**6%mno**	*3%*	*1%*	*1%*	*3%*	*2%*	*3%*
100%	510	-	510	225	284	86	75	140	71	87	34	17	161	210	138	51	428	76	541
	23%	-	*23%*	*21%*	*24%*	**24%k**	**21%k**	**29%ijk**	**22%k**	**25%k**	*16%*	*11%*	**22%o**	**26%no**	*19%*	*14%*	*24%*	*18%*	*24%*
Don't know	53	-	53	28	24	11	7	9	13	5	3	5	18	22	14	8	37	14	66
	2%	-	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*
Mean	41.62	-	41.62	43.07	40.28	**53.79hijk**	**53.81hijk**	**48.06hijk**	**38.46jk**	**33.25jk**	22.36	17.93	**53.80mno**	**44.21no**	26.60	20.50	41.78	41.46	40.79
Std Dev.	41.04	-	41.04	40.03	41.88	36.29	36.52	41.11	41.36	43.60	37.51	34.35	36.37	41.45	40.40	36.24	41.78	37.55	42.24

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2248**	-**	2248	1054	1191	366	357	478	327	343	217	160	723	805	719	376	1803	417	2246
Std Error	**0.88**	-	0.88	1.28	1.21	2.02	2.02	1.97	2.37	2.22	2.35	2.81	1.43	1.52	1.44	1.81	0.96	2.26	0.90

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2246	639	689	455	463	1328	918	1275	937	262	297	576	579	351	1803	270	1851
Weighted Base	2248	610	741	479	418	1351	897	1529	695	229	279	587	592	395	1852	235	1892
Effective Base	1326	332	436	282	284	767	562	806	546	155	168	338	354	213	1070	159	1096
0%	772	211	279	125	157	490	282	436	327	69	84	219	203	131	637	71	655
	34%	**35%c**	**38%c**	*26%*	**38%c**	*36%*	*31%*	*28%*	**47%g**	*30%*	*30%*	*37%*	*34%*	*33%*	*34%*	*30%*	*35%*
10%	181	46	56	40	39	102	79	119	60	25	26	44	52	19	141	27	143
	8%	*8%*	*8%*	*8%*	*9%*	*8%*	*9%*	*8%*	*9%*	**11%m**	*9%*	*8%*	*9%*	*5%*	*8%*	*12%*	*8%*
20%	89	20	31	29	10	50	39	68	21	6	15	24	14	21	74	6	76
	4%	*3%*	*4%*	**6%d**	*2%*	*4%*	*4%*	*4%*	*3%*	*2%*	*5%*	*4%*	*2%*	*5%*	*4%*	*2%*	*4%*
30%	107	30	32	27	17	63	44	92	14	7	16	27	27	25	95	7	95
	5%	*5%*	*4%*	*6%*	*4%*	*5%*	*5%*	**6%h**	*2%*	*3%*	*6%*	*5%*	*5%*	*6%*	*5%*	*3%*	*5%*
40%	80	32	21	19	9	52	28	64	14	13	8	20	31	6	65	13	65
	4%	*5%*	*3%*	*4%*	*2%*	*4%*	*3%*	**4%h**	*2%*	**5%m**	*3%*	*3%*	**5%m**	*2%*	*4%*	*5%*	*3%*
50%	141	30	36	48	27	66	75	110	29	18	20	26	32	34	113	18	116
	6%	*5%*	*5%*	**10%ab**	*6%*	*5%*	**8%e**	**7%h**	*4%*	*8%*	*7%*	*4%*	*5%*	**9%k**	*6%*	*8%*	*6%*
60%	97	28	30	24	15	58	39	85	12	4	22	32	18	21	93	4	93
	4%	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	**6%h**	*2%*	*2%*	**8%il**	*5%*	*3%*	*5%*	*5%*	*2%*	*5%*
70%	62	17	22	8	14	39	23	52	10	13	3	15	20	8	46	13	46
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	**3%h**	*1%*	**6%jn**	*1%*	*2%*	*3%*	*2%*	*2%*	**6%p**	*2%*
80%	84	28	29	13	15	56	28	68	15	3	11	24	20	19	74	3	75
	4%	*5%*	*4%*	*3%*	*4%*	*4%*	*3%*	**4%h**	*2%*	*1%*	*4%*	*4%*	*3%*	*5%*	*4%*	*1%*	*4%*
90%	71	23	19	20	10	42	30	52	19	5	10	17	22	13	62	5	64
	3%	*4%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*
100%	510	131	170	118	91	301	209	351	154	62	52	131	145	88	417	64	424
	23%	*21%*	*23%*	*25%*	*22%*	*22%*	*23%*	*23%*	*22%*	*27%*	*19%*	*22%*	*25%*	*22%*	*23%*	*27%*	*22%*
Don't know	53	15	17	7	13	32	21	32	20	5	12	7	8	9	36	5	40
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	**4%kln**	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*
Mean	41.62	41.58	40.22	45.86	39.27	40.83	42.82	**45.01h**	34.31	44.78	40.85	40.28	42.92	43.10	41.81	44.52	41.66
Std Dev.	41.04	40.82	41.63	40.00	41.31	41.26	40.72	40.04	42.35	41.64	39.25	41.23	41.70	40.60	40.95	41.72	40.98

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2248**	610	741	479	418	1351	897	1529	695	229	279	587	592	395	1852	235	1892
Std Error	**0.88**	1.64	1.61	1.90	1.96	1.15	1.37	1.13	1.41	2.61	2.32	1.74	1.75	2.19	0.98	2.58	0.96

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 87

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2246**	1559	687	301	1218	417	348	263	122	127	132	115	154	116	177	160	115	84	333
Weighted Base	**2248**	1927	321	117*	1880	191	111	66	91	235	182	145	215	186*	342	324	160	35*	156
Effective Base	**1326**	1123	204	90	1007	171	192	170	112	116	117	101	122	95	159	142	102	37	135
0%	**772**	649	123	49	624	80	43	25	28	77	76	41	70	85	60	126	59	19	61
	34%	*34%*	*38%*	*42%*	*33%*	**42%d**	*39%*	*38%*	**31%n**	**33%n**	**42%kn**	**28%n**	**32%n**	**46%hkln**	*18%*	**39%n**	**37%n**	**56%hiklnp**	**39%n**
10%	**181**	154	27	7	148	16	13	4	7	30	18	16	19	4	36	8	10	2	15
	8%	*8%*	*8%*	*6%*	*8%*	*9%*	*12%*	*6%*	**7%o**	**13%mo**	**10%mo**	**11%mo**	**9%mo**	*2%*	**10%mo**	*3%*	*6%*	*5%*	**9%mo**
20%	**89**	82	7	3	79	5	3	2	3	4	9	6	15	7	23	11	1	1	4
	4%	*4%*	*2%*	*3%*	*4%*	*3%*	*2%*	*4%*	*4%*	*2%*	*5%*	*4%*	**7%lp**	*4%*	**7%p**	*3%*	*1%*	*2%*	*3%*
30%	**107**	95	12	3	100	3	3	2	3	16	8	9	9	17	14	17	6	1	2
	5%	*5%*	*4%*	*2%*	**5%e**	*1%*	*2%*	*3%*	*3%*	**7%r**	*4%*	**6%r**	*4%*	**9%r**	*4%*	*5%*	*4%*	*2%*	*1%*
40%	**80**	64	17	3	66	10	2	2	4	10	3	4	8	1	18	12	5	2	8
	4%	*3%*	*5%*	*3%*	*4%*	*5%*	*2%*	*3%*	**4%m**	*4%*	*2%*	*3%*	*4%*	*	**5%m**	*4%*	*3%*	**6%m**	**5%m**
50%	**141**	123	18	6	125	9	5	3	6	21	13	7	15	5	18	31	8	1	8
	6%	*6%*	*6%*	*5%*	*7%*	*4%*	*4%*	*4%*	*6%*	*9%*	*7%*	*5%*	*7%*	*3%*	*5%*	**10%m**	*5%*	*2%*	*5%*
60%	**97**	89	8	2	89	4	2	1	2	9	5	6	8	6	32	18	5	1	3
	4%	*5%*	*2%*	*1%*	*5%*	*2%*	*2%*	*2%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	**9%hjr**	*6%*	*3%*	*3%*	*2%*
70%	**62**	59	3	2	53	6	1	2	3	9	8	-	6	2	17	5	3	1	5
	3%	*3%*	*1%*	*1%*	*3%*	*3%*	*1%*	*3%*	**3%k**	*4%*	**4%k**	-	*3%*	*1%*	**5%k**	*1%*	*2%*	*3%*	*3%*
80%	**84**	76	8	1	76	4	1	3	3	-	9	2	12	2	31	6	10	*	4
	4%	*4%*	*3%*	*1%*	**4%f**	*2%*	*1%*	**5%f**	**4%l**	-	**5%l**	*2%*	**6%l**	*1%*	**9%lkmor**	*2%*	**6%l**	*	**3%l**
90%	**71**	58	13	2	63	4	3	2	4	6	4	5	6	-	21	15	2	1	3
	3%	*3%*	*4%*	*2%*	*3%*	*2%*	*3%*	*2%*	**5%m**	*3%*	*2%*	*3%*	*3%*	-	**6%m**	**5%m**	*1%*	*2%*	*2%*
100%	**510**	431	79	37	417	44	31	19	25	52	28	45	41	51	60	69	46	6	38
	23%	*22%*	*24%*	*31%*	*22%*	*23%*	*28%*	*28%*	**27%jn**	*22%*	*15%*	**31%jln**	*19%*	**28%j**	*18%*	*21%*	**29%jn**	*16%*	*25%*
Don't know	**53**	46	6	3	41	5	4	3	2	1	1	4	7	4	11	6	5	1	4
	2%	*2%*	*2%*	*3%*	*2%*	*3%*	*4%*	*4%*	*2%*	*	*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*
Mean	**41.62**	41.82	40.46	42.14	42.08	37.37	39.95	43.62	**46.97jq**	39.25	33.89	**46.18jq**	39.73	37.38	**49.59jlmqr**	40.73	**44.80q**	27.01	39.65

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2248**	1927	321	117*	1880	191	111	66	91	235	182	145	215	186*	342	324	160	35*	156
Std Dev.	**41.04**	40.83	42.32	44.87	40.66	42.11	43.95	44.06	42.44	39.82	38.88	42.93	39.58	43.20	37.23	40.69	43.57	39.45	42.45
Std Error	**0.88**	1.05	1.64	2.63	1.18	2.10	2.39	2.76	3.87	3.55	3.40	4.09	3.24	4.06	2.86	3.26	4.15	4.38	2.37

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2246	867	905	260	158	45	1772	203	953	919	250	88	27	1872	115
Weighted Base	2248	831	930	283	150*	47**	1761	197	902	956	253	103*	28**	1858	131*
Effective Base	1326	500	544	167	92	20	1044	109	543	544	159	61	16	1086	77
0%	772	360	302	65	36	8	662	44	340	311	88	29	4	650	33
	34%	**43%bcdfg**	**32%cg**	*23%*	*24%*	*17%*	**38%bcdg**	*22%*	**38%n**	*32%*	*35%*	*28%*	*15%*	*35%*	*26%*
10%	181	55	95	17	11	3	150	14	61	87	22	8	3	149	11
	8%	*7%*	**10%a**	*6%*	*7%*	*7%*	*9%*	*7%*	*7%*	*9%*	*9%*	*7%*	*11%*	*8%*	*8%*
20%	89	25	38	19	3	4	63	7	30	37	13	5	4	67	10
	4%	*3%*	*4%*	**7%a**	*2%*	*9%*	*4%*	*4%*	*3%*	*4%*	*5%*	*5%*	*16%*	*4%*	*7%*
30%	107	28	54	14	9	2	82	11	45	50	6	5	*	95	6
	5%	*3%*	*6%*	*5%*	*6%*	*3%*	*5%*	*5%*	*5%*	*5%*	*2%*	*5%*	*1%*	*5%*	*4%*
40%	80	21	28	15	10	7	48	17	20	49	7	3	*	69	3
	4%	*2%*	*3%*	*5%*	**7%af**	*15%*	*3%*	**9%abf**	*2%*	**5%h**	*3%*	*3%*	*1%*	*4%*	*3%*
50%	141	36	58	28	16	3	93	19	40	57	35	7	2	97	9
	6%	*4%*	*6%*	**10%af**	**11%af**	*6%*	*5%*	**10%a**	*4%*	*6%*	**14%hlm**	*7%*	*8%*	*5%*	*7%*
60%	97	11	48	24	12	2	59	14	18	48	14	16	*	66	17
	4%	*1%*	**5%a**	**9%af**	**8%af**	*5%*	**3%a**	**7%af**	*2%*	**5%h**	**6%h**	**16%hijm**	*1%*	*4%*	**13%hlm**
70%	62	15	23	16	7	1	38	8	17	27	9	7	1	45	8
	3%	*2%*	*2%*	**6%abf**	*5%*	*2%*	*2%*	*4%*	*2%*	*3%*	*4%*	**7%hm**	*2%*	*2%*	**6%h**
80%	84	29	41	8	3	3	70	6	36	37	7	2	2	73	4
	4%	*4%*	*4%*	*3%*	*2%*	*6%*	*4%*	*3%*	*4%*	*4%*	*3%*	*2%*	*9%*	*4%*	*3%*
90%	71	27	32	8	2	3	58	5	27	38	3	3	-	65	3
	3%	*3%*	*3%*	*3%*	*1%*	*7%*	*3%*	*3%*	*3%*	*4%*	*1%*	*3%*	-	*4%*	*3%*
100%	510	205	194	61	38	8	399	46	251	194	39	17	7	445	24
	23%	*25%*	*21%*	*22%*	*25%*	*17%*	*23%*	*23%*	**28%ij**	*20%*	*15%*	*16%*	*25%*	**24%j**	*18%*
Don't know	53	19	18	8	3	2	38	5	18	20	11	*	3	37	3
	2%	*2%*	*2%*	*3%*	*2%*	*5%*	*2%*	*3%*	*2%*	*2%*	*4%*	*	*11%*	*2%*	*2%*
Mean	41.62	38.76	40.89	**47.44af**	47.78	47.84	39.89	**47.80a**	42.98	41.20	36.70	42.84	48.79	42.07	43.98
Std Dev.	41.04	43.18	40.26	37.80	38.72	36.68	41.66	38.15	43.37	40.02	37.44	37.12	40.80	41.68	37.76

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2248**	831	930	283	150*	47**	1761	197	902	956	253	103*	28**	1858	131*
Std Error	**0.88**	1.49	1.36	2.39	3.13	5.53	1.00	2.72	1.42	1.34	2.42	3.98	8.16	0.98	3.57

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2246**	145	2063	38	699	1381	166	2187	32	14	-	2233	13
Weighted Base	**2248**	122*	2087	39**	627	1453	168*	2179	40**	14**	-**	2234	15**
Effective Base	**1326**	78	1224	25	402	828	99	1284	23	8	-	1316	10
0%	**772**	37	730	6	212	515	45	765	3	3	-	771	1
	34%	*30%*	*35%*	*15%*	*34%*	*35%*	*27%*	*35%*	*7%*	*21%*	-	*35%*	*7%*
10%	**181**	13	162	6	57	114	10	177	4	-	-	181	-
	8%	*10%*	*8%*	*15%*	*9%*	*8%*	*6%*	*8%*	*10%*	-	-	*8%*	-
20%	**89**	5	81	2	32	52	6	82	5	-	-	87	2
	4%	*4%*	*4%*	*6%*	*5%*	*4%*	*3%*	*4%*	*13%*	-	-	*4%*	*16%*
30%	**107**	12	93	2	22	69	16	98	4	4	-	106	1
	5%	***10%b***	*4%*	*4%*	*3%*	*5%*	***10%de***	*4%*	*9%*	*29%*	-	*5%*	*9%*
40%	**80**	2	70	8	27	45	8	80	-	-	-	80	-
	4%	*2%*	*3%*	*20%*	*4%*	*3%*	*5%*	*4%*	-	-	-	*4%*	-
50%	**141**	7	128	6	37	89	15	132	3	2	-	137	4
	6%	*6%*	*6%*	*15%*	*6%*	*6%*	*9%*	*6%*	*8%*	*13%*	-	*6%*	*29%*
60%	**97**	3	92	2	32	54	11	87	8	-	-	95	2
	4%	*3%*	*4%*	*5%*	*5%*	*4%*	*7%*	*4%*	*20%*	-	-	*4%*	*12%*
70%	**62**	6	53	3	16	37	9	54	8	-	-	62	-
	3%	*5%*	*3%*	*7%*	*3%*	*3%*	*5%*	*2%*	*19%*	-	-	*3%*	-
80%	**84**	9	73	2	19	55	10	80	2	1	-	83	2
	4%	*8%*	*4%*	*4%*	*3%*	*4%*	*6%*	*4%*	*4%*	*6%*	-	*4%*	*12%*
90%	**71**	3	68	-	17	47	7	67	*	3	-	70	1
	3%	*3%*	*3%*	-	*3%*	*3%*	*4%*	*3%*	*1%*	*20%*	-	*3%*	*10%*
100%	**510**	22	487	*	141	348	20	504	3	2	-	509	1
	23%	*18%*	*23%*	*	***23%f***	***24%f***	*12%*	*23%*	*8%*	*11%*	-	*23%*	*6%*
Don't know	**53**	1	48	3	15	28	9	52	1	-	-	53	-
	2%	*1%*	*2%*	*8%*	*2%*	*2%*	***6%e***	*2%*	*2%*	-	-	*2%*	-
Mean	**41.62**	40.95	41.80	33.85	40.84	41.97	41.55	41.38	48.27	49.37	-	41.56	51.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2248**	122*	2087	39**	627	1453	168*	2179	40**	14**	-**	2234	15**
Std Dev.	**41.04**	39.21	41.38	24.77	40.81	41.67	36.21	41.32	29.24	37.24	-	41.11	28.95
Std Error	**0.88**	3.30	0.92	4.25	1.57	1.13	2.92	0.90	5.25	9.95	-	0.88	8.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 87

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2246**	530	564	582	570	172	187	171	179	187	198	207	191	184	203	177	190
Weighted Base	**2248**	548	576	561	564	175*	200	173	187	191	198	192*	182	187	188	169	207
Effective Base	**1326**	341	372	315	305	99	127	116	114	124	134	99	111	106	102	101	104
0%	**772**	180	220	204	168	56	65	59	64	77	79	73	62	69	67	49	52
	34%	*33%*	**38%d**	*36%*	*30%*	*32%*	*33%*	*34%*	*34%*	**40%p**	**40%p**	**38%p**	*34%*	*37%*	*36%*	*29%*	*25%*
10%	**181**	56	53	46	27	13	26	16	16	17	20	11	19	16	6	10	11
	8%	**10%d**	**9%d**	*8%*	*5%*	*8%*	**13%np**	*9%*	*8%*	*9%*	**10%n**	*6%*	**11%n**	*8%*	*3%*	*6%*	*5%*
20%	**89**	29	29	13	18	14	10	5	6	6	17	8	2	3	4	7	6
	4%	*5%*	*5%*	*2%*	*3%*	**8%lm**	*5%*	*3%*	*3%*	*3%*	**9%lmn**	*4%*	*1%*	*2%*	*2%*	*4%*	*3%*
30%	**107**	23	34	25	24	9	10	5	18	8	8	9	10	7	13	7	4
	5%	*4%*	*6%*	*4%*	*4%*	*5%*	*5%*	*3%*	**10%gp**	*4%*	*4%*	*5%*	*5%*	*4%*	*7%*	*4%*	*2%*
40%	**80**	19	20	16	25	9	3	8	8	5	6	6	6	4	4	5	16
	4%	*3%*	*3%*	*3%*	*4%*	*5%*	*1%*	*4%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	**8%f**
50%	**141**	30	33	40	38	4	10	16	11	12	11	10	9	21	19	6	13
	6%	*6%*	*6%*	*7%*	*7%*	*3%*	*5%*	**9%e**	*6%*	*6%*	*5%*	*5%*	*5%*	**11%eo**	**10%e**	*4%*	*6%*
60%	**97**	27	15	25	30	15	8	4	5	3	6	6	11	8	9	7	14
	4%	*5%*	*3%*	*4%*	*5%*	**9%gl**	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	*6%*	*4%*	*5%*	*4%*	*7%*
70%	**62**	9	8	19	25	6	2	1	1	4	3	10	5	4	9	10	6
	3%	*2%*	*1%*	*3%*	**4%ab**	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	**5%h**	*2%*	*2%*	*5%*	**6%fgh**	*3%*
80%	**84**	15	19	28	23	4	5	6	3	9	7	7	8	13	2	2	19
	4%	*3%*	*3%*	*5%*	*4%*	*2%*	*3%*	*3%*	*1%*	*5%*	*4%*	*3%*	*4%*	**7%hnq**	*1%*	*1%*	**9%efhnq**
90%	**71**	13	13	12	33	5	1	8	5	2	6	3	2	7	6	9	18
	3%	*2%*	*2%*	*2%*	**6%abc**	*3%*	*	**4%f**	*3%*	*1%*	*3%*	*1%*	*1%*	*4%*	*3%*	**6%f**	**9%fikl**
100%	**510**	132	122	122	134	39	56	38	49	45	28	47	45	29	43	48	43
	23%	*24%*	*21%*	*22%*	*24%*	*22%*	**28%jm**	*22%*	**26%j**	*23%*	*14%*	*25%*	**25%j**	*16%*	*23%*	**28%jm**	*21%*
Don't know	**53**	14	10	10	19	2	4	8	2	3	5	3	2	5	5	9	6
	2%	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*5%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*3%*	*5%*	*3%*
Mean	**41.62**	41.08	36.94	40.81	**47.84abc**	41.11	41.12	41.01	41.14	37.98	31.91	41.33	**42.22j**	38.87	**43.14j**	**48.82j**	**51.33jm**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels

Base : Send any Smaller parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**2248**	548	576	561	564	175*	200	173	187	191	198	192*	182	187	188	169	207
Std Dev.	**41.04**	41.21	40.50	40.93	40.91	40.01	42.35	41.34	41.45	41.82	37.86	41.88	41.58	39.38	40.75	42.65	39.43
Std Error	**0.88**	1.82	1.72	1.71	1.76	3.07	3.13	3.25	3.12	3.09	2.73	2.94	3.02	2.96	2.94	3.28	2.92

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1977	-	1977	893	1079	320	314	359	270	358	231	118	634	629	707	349	1711	244	1977
Weighted Base	1987	-**	1987	954	1030	356	339	380	267	301	219*	123*	694	647	642	342	1630	336	1977
Effective Base	1162	-	1162	557	603	224	205	234	152	179	98	81	429	385	349	173	955	193	1977
0%	728	-	728	315	413	66	79	97	109	166	135	77	145	206	378	212	644	74	773
	37%	-	37%	33%	40%c	18%	23%	26%	41%efg	55%efgh	61%efgh	63%efgh	21%	32%l	59%lm	62%lm	40%q	22%	39%
10%	107	-	107	48	59	12	13	21	21	13	15	11	26	42	39	26	82	22	110
	5%	-	5%	5%	6%	4%	4%	5%	8%	4%	7%	9%	4%	7%	6%	8%	5%	7%	6%
20%	84	-	84	63	20	31	13	16	6	12	7	*	43	22	19	7	54	30	69
	4%	-	4%	7%d	2%	9%fhk	4%	4%	2%	4%	3%	*	6%no	3%	3%	2%	3%	9%p	3%
30%	92	-	92	42	49	21	22	26	9	7	3	5	43	35	14	7	66	26	76
	5%	-	5%	4%	5%	6%	6%j	7%j	3%	2%	1%	4%	6%no	5%n	2%	2%	4%	8%p	4%
40%	66	-	66	35	31	15	16	18	8	5	1	4	31	26	10	5	49	17	56
	3%	-	3%	4%	3%	4%	5%	5%j	3%	2%	1%	3%	4%n	4%n	2%	1%	3%	5%	3%
50%	103	-	103	52	51	28	20	33	4	10	6	1	48	37	17	7	83	20	97
	5%	-	5%	5%	5%	8%hik	6%h	9%hijk	2%	3%	3%	1%	7%no	6%n	3%	2%	5%	6%	5%
60%	66	-	66	28	38	19	18	9	8	2	7	3	37	17	12	10	48	18	51
	3%	-	3%	3%	4%	5%l	5%l	2%	3%	1%	3%	2%	5%n	3%	2%	3%	3%	5%	3%
70%	86	-	86	45	41	16	38	14	14	3	-	*	55	28	3	*	66	20	65
	4%	-	4%	5%	4%	5%lj	11%eghijk	4%j	5%lj	1%	-	*	8%mno	4%no	1%	*	4%	6%	3%
80%	74	-	74	47	27	36	17	16	4	1	*	-	53	20	1	*	54	20	56
	4%	-	4%	5%d	3%	10%fghijk	5%ijk	4%lj	1%	*	*	-	8%mno	3%no	*	*	3%	6%	3%
90%	62	-	62	35	27	17	20	12	6	2	2	3	37	17	7	5	49	12	62
	3%	-	3%	4%	3%	5%l	6%lj	3%	2%	1%	1%	2%	5%no	3%	1%	1%	3%	4%	3%
100%	474	-	474	219	254	82	78	108	73	74	42	17	160	180	134	59	407	63	507
	24%	-	24%	23%	25%	23%	23%	28%k	27%k	25%	19%	14%	23%	28%no	21%	17%	25%	19%	26%
Don't know	45	-	45	25	19	13	6	10	6	5	2	2	18	17	9	4	29	12	55
	2%	-	2%	3%	2%	4%	2%	3%	2%	2%	1%	1%	3%	3%	1%	1%	2%	4%	3%
Mean	42.32	-	42.32	43.70	41.02	53.19hijk	52.19hijk	49.60hijk	40.78jk	31.58	25.29	22.00	52.69mno	45.95no	27.60	24.12	41.77	45.86	41.74
Std Dev.	41.77	-	41.77	41.16	42.32	37.89	38.69	40.74	43.59	42.90	39.95	37.26	38.26	42.14	40.99	38.98	42.49	37.77	42.83

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1987**	-**	1987	954	1030	356	339	380	267	301	219*	123*	694	647	642	342	1630	336	1977
Std Error	**0.95**	-	0.95	1.40	1.30	2.17	2.21	2.19	2.69	2.29	2.65	3.46	1.55	1.71	1.55	2.10	1.04	2.47	0.98

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1977	552	597	426	402	1149	828	1120	827	201	255	492	511	321	1579	207	1630
Weighted Base	1987	527	646	465	349	1173	814	1356	615	172	234	505	538	335	1613	175	1656
Effective Base	1162	288	371	269	242	659	507	718	462	118	145	285	311	187	926	120	951
0%	728	197	232	169	130	429	299	426	296	58	74	170	198	116	559	59	584
	37%	*37%*	*36%*	*36%*	*37%*	*37%*	*37%*	*31%*	**48%g**	*34%*	*32%*	*34%*	*37%*	*34%*	*35%*	*34%*	*35%*
10%	107	23	32	24	28	55	52	70	37	19	9	29	20	13	71	21	72
	5%	*4%*	*5%*	*5%*	*8%*	*5%*	*6%*	*5%*	*6%*	**11%jlmn**	*4%*	*6%*	*4%*	*4%*	*4%*	**12%p**	*4%*
20%	84	23	24	22	14	48	36	69	15	4	19	18	26	14	78	4	78
	4%	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	**5%h**	*2%*	*3%*	**8%k**	*4%*	*5%*	*4%*	*5%*	*3%*	*5%*
30%	92	29	31	19	13	60	32	73	16	10	17	18	29	16	80	10	80
	5%	*6%*	*5%*	*4%*	*4%*	*5%*	*4%*	**5%h**	*3%*	*6%*	*7%*	*3%*	*5%*	*5%*	*5%*	*6%*	*5%*
40%	66	18	16	24	7	35	31	51	15	3	9	20	14	19	61	3	61
	3%	*3%*	*3%*	*5%*	*2%*	*3%*	*4%*	*4%*	*2%*	*2%*	*4%*	*4%*	*3%*	*6%*	*4%*	*1%*	*4%*
50%	103	30	32	24	18	62	42	84	19	5	14	30	31	18	93	5	95
	5%	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	**6%h**	*3%*	*3%*	*6%*	*6%*	*6%*	*5%*	*6%*	*3%*	*6%*
60%	66	27	12	13	14	39	27	50	15	9	4	13	18	20	55	9	55
	3%	**5%b**	*2%*	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	*5%*	*2%*	*3%*	*3%*	*6%*	*3%*	*5%*	*3%*
70%	86	21	31	25	8	52	34	78	8	3	10	29	24	17	80	3	80
	4%	*4%*	*5%*	*5%*	*2%*	*4%*	*4%*	**6%h**	*1%*	*2%*	*4%*	*6%*	*4%*	*5%*	*5%*	*2%*	*5%*
80%	74	29	24	14	6	53	21	56	18	9	8	20	24	10	62	9	65
	4%	**5%d**	*4%*	*3%*	*2%*	*5%*	*3%*	*4%*	*3%*	*5%*	*3%*	*4%*	*5%*	*3%*	*4%*	*5%*	*4%*
90%	62	14	29	14	4	44	18	44	17	4	8	20	17	7	52	4	53
	3%	*3%*	**5%d**	*3%*	*1%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*
100%	474	105	164	110	94	270	205	329	142	44	54	135	129	79	397	44	402
	24%	*20%*	*25%*	*24%*	*27%*	*23%*	*25%*	*24%*	*23%*	*26%*	*23%*	*27%*	*24%*	*24%*	*25%*	*25%*	*24%*
Don't know	45	9	18	5	12	27	18	27	17	3	8	4	8	6	26	3	30
	2%	*2%*	*3%*	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
Mean	42.32	40.56	44.42	42.27	41.16	42.68	41.80	**45.37h**	35.73	42.77	42.98	46.03	43.09	43.47	44.08	42.23	43.64
Std Dev.	41.77	40.39	42.62	41.41	42.77	41.65	41.97	40.91	42.97	42.55	40.63	42.17	41.75	40.72	41.49	42.42	41.54

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	1987	527	646	465	349	1173	814	1356	615	172	234	505	538	335	1613	175	1656
Std Error	0.95	1.74	1.77	2.02	2.18	1.25	1.48	1.23	1.52	3.06	2.57	1.91	1.87	2.30	1.05	3.01	1.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 88

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1977**	1353	624	268	1081	374	301	221	99	115	121	100	134	110	151	138	113	89	285
Weighted Base	**1987**	1695	291	101*	1679	153	99	56	73*	219	170	127*	183	173*	286	288	159*	36*	117
Effective Base	**1162**	971	195	83	886	189	148	117	91	102	106	88	105	87	135	124	100	39	152
0%	**728**	605	123	42	589	71	45	24	20	70	74	48	60	80	52	118	67	19	52
	37%	*36%*	*42%*	*41%*	*35%*	**47%d**	**45%d**	*42%*	*28%*	**32%n**	**44%hn**	**38%n**	**33%n**	**46%hin**	*18%*	**41%hn**	**42%hn**	**54%hiln**	**44%hin**
10%	**107**	90	16	5	87	9	6	4	3	22	12	6	8	9	11	8	8	2	8
	5%	*5%*	*6%*	*5%*	*5%*	*6%*	*6%*	*7%*	*3%*	**10%o**	*7%*	*5%*	*4%*	*5%*	*4%*	*3%*	*5%*	*5%*	*6%*
20%	**84**	74	10	2	75	6	1	2	2	11	8	5	11	4	20	10	3	1	5
	4%	*4%*	*4%*	*2%*	*4%*	*4%*	*1%*	*3%*	*3%*	*5%*	*5%*	*4%*	*6%*	*2%*	*7%*	*4%*	*2%*	*3%*	*4%*
30%	**92**	78	14	3	84	2	2	2	5	14	7	2	14	5	13	15	9	*	2
	5%	*5%*	*5%*	*3%*	**5%e**	*2%*	*2%*	*4%*	*7%*	*6%*	*4%*	*2%*	*7%*	*3%*	*5%*	*5%*	*6%*	*1%*	*2%*
40%	**66**	63	3	2	60	3	2	1	1	3	9	2	8	3	18	13	5	2	1
	3%	**4%b**	*1%*	*2%*	*4%*	*2%*	*2%*	*1%*	*1%*	*1%*	*5%*	*1%*	*4%*	*2%*	*6%*	*5%*	*3%*	*5%*	*1%*
50%	**103**	95	8	3	85	11	3	4	3	19	11	13	7	5	19	8	2	1	10
	5%	*6%*	*3%*	*3%*	*5%*	*7%*	*3%*	*8%*	*4%*	**9%p**	*7%*	**10%mop**	*4%*	*3%*	*7%*	*3%*	*1%*	*2%*	**8%op**
60%	**66**	54	12	2	61	4	1	*	2	6	2	4	7	9	21	7	3	*	4
	3%	*3%*	*4%*	*2%*	*4%*	*2%*	*1%*	*1%*	*3%*	*3%*	*1%*	*3%*	*4%*	*5%*	**7%j**	*2%*	*2%*	*	*3%*
70%	**86**	82	4	2	79	4	2	1	2	13	3	-	13	5	26	10	5	2	2
	4%	**5%b**	*2%*	*2%*	*5%*	*3%*	*2%*	*2%*	*3%*	**6%k**	*2%*	-	**7%k**	*3%*	**9%jkr**	*4%*	*3%*	**5%k**	*2%*
80%	**74**	72	2	1	69	1	2	1	2	6	6	4	4	3	27	16	1	*	1
	4%	**4%b**	*1%*	*1%*	**4%e**	*1%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	**10%ilmpr**	*5%*	*1%*	*	*1%*
90%	**62**	51	11	3	53	5	2	1	2	2	7	4	4	2	17	12	3	1	4
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	*4%*	*3%*	*2%*	*1%*	*6%*	*4%*	*2%*	*2%*	*4%*
100%	**474**	393	81	34	397	33	31	13	28	51	28	34	46	45	55	65	48	6	27
	24%	*23%*	*28%*	**34%a**	*24%*	*21%*	**31%e**	*23%*	**38%ijlnoqr**	*23%*	*16%*	*27%*	*25%*	*26%*	*19%*	*22%*	**30%j**	*17%*	*23%*
Don't know	**45**	38	6	3	37	3	3	2	3	3	5	5	2	3	7	6	4	2	1
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*4%*	*1%*	*3%*	*4%*	*1%*	*2%*	*2%*	*2%*	*2%*	*6%*	*1%*
Mean	**42.32**	42.60	40.66	44.69	**43.18e**	35.29	41.19	37.49	**55.03ijmopqr**	41.39	33.30	43.00	43.97	38.21	**53.18ijmopqr**	41.10	41.27	28.50	37.26

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**1987**	1695	291	101*	1679	153	99	56	73*	219	170	127*	183	173*	286	288	159*	36*	117
Std Dev.	**41.77**	41.39	43.99	45.81	41.47	41.84	45.68	42.47	43.87	40.33	39.40	43.12	40.97	43.34	36.59	42.24	44.36	40.57	42.17
Std Error	**0.95**	1.14	1.78	2.84	1.28	2.19	2.67	2.91	4.50	3.79	3.66	4.40	3.58	4.17	3.02	3.64	4.25	4.38	2.52

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1977	760	772	252	146	38	1532	184	858	785	221	86	20	1643	106
Weighted Base	1987	737	781	288	136*	36**	1518	172	804	815	247	95*	20**	1619	116*
Effective Base	1162	428	455	164	86	24	883	110	476	467	147	57	12	943	68
0%	728	330	260	93	32	11	590	43	309	284	107	26	1	593	26
	37%	45%bcdfg	33%	32%	23%	30%	39%bdg	25%	38%n	35%	43%kn	27%	4%	37%n	23%
10%	107	35	44	18	5	4	79	10	37	44	17	7	2	81	9
	5%	5%	6%	6%	4%	12%	5%	6%	5%	5%	7%	8%	9%	5%	8%
20%	84	18	42	20	3	1	59	4	14	45	21	3	*	59	3
	4%	2%	5%a	7%a	3%	2%	4%	2%	2%	6%h	9%hm	3%	1%	4%h	3%
30%	92	24	41	17	9	1	65	10	38	37	7	8	1	75	9
	5%	3%	5%	6%	7%	2%	4%	6%	5%	5%	3%	9%	3%	5%	8%
40%	66	17	24	17	8	*	41	8	19	25	11	11	1	44	12
	3%	2%	3%	6%af	6%	*	3%	5%	2%	3%	4%	12%him	3%	3%	10%him
50%	103	33	35	25	9	1	69	10	38	46	15	4	1	84	5
	5%	5%	5%	9%bf	6%	2%	5%	6%	5%	6%	6%	5%	3%	5%	4%
60%	66	14	37	10	5	-	51	5	13	39	5	6	4	52	10
	3%	2%	5%a	4%	4%	-	3%	3%	2%	5%h	2%	6%h	19%	3%	8%hjm
70%	86	22	38	14	11	-	60	11	29	40	10	6	*	69	6
	4%	3%	5%	5%	8%a	-	4%	7%	4%	5%	4%	7%	1%	4%	6%
80%	74	18	35	8	6	7	53	13	21	39	3	6	5	60	11
	4%	2%	4%	3%	4%	19%	4%	7%af	3%	5%	1%	6%j	23%	4%	9%hjm
90%	62	25	33	2	2	-	57	2	31	29	2	*	-	60	*
	3%	3%	4%c	1%	1%	-	4%	1%	4%	4%	1%	*	-	4%	*
100%	474	188	176	57	40	9	364	49	239	170	42	17	5	409	22
	24%	26%	22%	20%	29%	24%	24%	28%	30%lj	21%	17%	18%	25%	25%j	19%
Don't know	45	13	16	6	6	3	28	9	16	18	8	*	2	34	2
	2%	2%	2%	2%	4%	8%	2%	5%af	2%	2%	3%	*	10%	2%	2%
Mean	42.32	39.56	43.71	39.71	52.80acf	47.00	41.69	51.62acf	45.20j	42.10j	31.70	42.55	66.18	43.64j	46.36j
Std Dev.	41.77	43.46	41.07	38.60	40.09	44.13	42.29	40.87	43.99	40.61	38.52	37.04	31.97	42.34	37.18

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1987**	737	781	288	136*	36**	1518	172	804	815	247	95*	20**	1619	116*
Std Error	**0.95**	1.59	1.50	2.47	3.40	7.36	1.09	3.09	1.52	1.47	2.63	4.02	7.33	1.06	3.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1977**	127	1815	35	606	1240	131	1922	31	11	-	1964	13
Weighted Base	**1987**	110*	1842	35**	539	1315	132*	1927	36**	9**	-**	1972	14**
Effective Base	**1162**	69	1073	21	346	741	79	1125	23	5	-	1153	10
0%	**728**	34	690	4	189	500	39	725	2	1	-	727	1
	37%	*31%*	*37%*	*11%*	*35%*	*38%*	*30%*	*38%*	*5%*	*8%*	-	*37%*	*7%*
10%	**107**	8	97	2	29	73	4	107	-	-	-	107	-
	5%	*7%*	*5%*	*6%*	*5%*	*6%*	*3%*	*6%*	-	-	-	*5%*	-
20%	**84**	7	75	3	27	55	2	82	2	*	-	84	-
	4%	*6%*	*4%*	*7%*	*5%*	*4%*	*2%*	*4%*	*5%*	*1%*	-	*4%*	-
30%	**92**	8	76	7	36	42	13	84	4	-	-	89	3
	5%	*8%*	*4%*	*22%*	***7%e***	*3%*	***10%e***	*4%*	*12%*	-	-	*4%*	*23%*
40%	**66**	5	58	3	10	49	7	63	*	3	-	66	-
	3%	*5%*	*3%*	*7%*	*2%*	*4%*	*5%*	*3%*	*1%*	*35%*	-	*3%*	-
50%	**103**	5	97	1	26	69	8	96	3	2	-	100	3
	5%	*4%*	*5%*	*4%*	*5%*	*5%*	*6%*	*5%*	*8%*	*22%*	-	*5%*	*23%*
60%	**66**	3	63	*	28	36	1	57	3	3	-	63	3
	3%	*3%*	*3%*	*1%*	***5%e***	*3%*	*1%*	*3%*	*9%*	*34%*	-	*3%*	*21%*
70%	**86**	8	74	4	22	51	13	77	8	-	-	85	1
	4%	*7%*	*4%*	*12%*	*4%*	*4%*	***10%de***	*4%*	*21%*	-	-	*4%*	*10%*
80%	**74**	3	69	2	18	39	17	64	10	-	-	74	-
	4%	*3%*	*4%*	*5%*	*3%*	*3%*	***13%de***	*3%*	*28%*	-	-	*4%*	-
90%	**62**	5	55	2	13	42	7	62	-	-	-	62	-
	3%	*4%*	*3%*	*7%*	*2%*	*3%*	*6%*	*3%*	-	-	-	*3%*	-
100%	**474**	23	449	2	127	333	14	469	3	*	-	472	2
	24%	*21%*	*24%*	*6%*	***24%f***	***25%f***	*10%*	*24%*	*7%*	*1%*	-	*24%*	*15%*
Don't know	**45**	1	40	4	13	25	6	43	1	-	-	45	-
	2%	*1%*	*2%*	*11%*	*2%*	*2%*	*5%*	*2%*	*4%*	-	-	*2%*	-
Mean	**42.32**	42.36	42.29	43.93	42.19	42.22	43.85	41.87	60.92	46.33	-	42.23	53.37

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1987**	110*	1842	35**	539	1315	132*	1927	36**	9**	-**	1972	14**
Std Dev.	**41.77**	40.10	42.04	31.75	41.24	42.42	37.32	42.10	26.07	18.02	-	41.86	27.25
Std Error	**0.95**	3.62	1.00	5.70	1.70	1.22	3.36	0.97	4.84	5.43	-	0.96	7.56

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 88

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	1977	453	507	536	481	151	146	156	168	154	185	212	166	158	174	141	166
Weighted Base	1987	456	528	517	485	155	156*	146	174	165	190	195*	158*	164*	164*	135*	186*
Effective Base	1162	299	342	278	255	101	96	104	108	104	130	99	95	86	89	77	90
0%	728	156	231	200	142	53	53	50	73	77	81	85	54	60	50	38	55
	37%	34%	44%ad	39%d	29%	34%	34%	34%	42%o	47%nop	42%op	44%op	34%	37%	30%	28%	29%
10%	107	38	26	23	19	16	9	13	6	8	13	6	10	7	7	7	6
	5%	8%cd	5%	4%	4%	10%hkp	6%	9%	3%	5%	7%	3%	6%	4%	4%	5%	3%
20%	84	19	27	28	9	7	8	4	12	6	9	10	3	15	3	2	5
	4%	4%	5%d	6%d	2%	4%	5%	3%	7%	4%	5%	5%	2%	9%lno	2%	1%	3%
30%	92	20	30	19	23	4	7	9	14	6	10	7	3	9	7	7	9
	5%	4%	6%	4%	5%	2%	5%	6%	8%	4%	5%	4%	2%	6%	4%	5%	5%
40%	66	13	15	20	18	4	3	6	8	2	5	3	14	3	4	5	10
	3%	3%	3%	4%	4%	2%	2%	4%	5%	1%	3%	2%	9%iklm	2%	2%	4%	5%
50%	103	24	18	23	38	9	10	6	5	8	6	9	10	4	17	6	16
	5%	5%	3%	4%	8%b	6%	6%	4%	3%	5%	3%	5%	6%	2%	10%hjm	4%	8%
60%	66	6	17	23	19	3	-	3	2	8	7	9	7	7	6	9	4
	3%	1%	3%	4%a	4%	2%	-	2%	1%	5%f	4%f	4%f	5%f	4%	3%	7%fh	2%
70%	86	8	18	22	38	4	2	3	4	5	9	2	8	12	7	8	23
	4%	2%	3%	4%	8%ab	2%	1%	2%	2%	3%	5%	1%	5%	8%k	4%	6%	12%efghijk
80%	74	21	17	14	22	4	10	7	6	4	7	4	2	8	14	2	6
	4%	5%	3%	3%	4%	3%	6%	5%	3%	3%	4%	2%	2%	5%	8%lo	1%	3%
90%	62	9	19	13	21	4	3	2	1	9	8	2	8	3	5	4	13
	3%	2%	4%	3%	4%	2%	2%	1%	1%	6%h	4%	1%	5%	2%	3%	3%	7%hk
100%	474	132	102	122	119	46	48	39	40	32	30	53	38	30	43	38	37
	24%	29%b	19%	24%	24%	29%j	31%j	27%j	23%	19%	16%	27%j	24%	18%	26%	28%j	20%
Don't know	45	10	9	9	17	2	4	4	3	1	5	3	-	6	3	10	4
	2%	2%	2%	2%	3%	2%	2%	3%	2%	1%	3%	1%	-	4%	2%	8%ikl	2%
Mean	42.32	44.17b	35.95	40.90	49.14bc	43.85	46.40	42.13	36.50	36.22	35.19	39.83	44.55	38.56	49.58hij	49.76hij	48.32hij

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels

Base : Send any Larger parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**1987**	456	528	517	485	155	156*	146	174	165	190	195*	158*	164*	164*	135*	186*
Std Dev.	**41.77**	43.12	40.79	41.66	40.63	43.38	43.71	42.40	41.06	41.68	39.93	43.29	41.23	40.03	41.20	41.87	39.46
Std Error	**0.95**	2.05	1.83	1.82	1.89	3.55	3.66	3.47	3.21	3.38	2.98	2.99	3.20	3.27	3.20	3.62	3.11

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2879**	-	2879	1281	1590	425	432	530	405	525	350	204	857	935	1079	554	2494	352	2879
Weighted Base	**2880**	-**	2880	1342	1534	450	470	566	423	451	307	210	921	989	967	516	2345	498	2879
Effective Base	**1703**	-	1703	795	906	281	287	352	237	270	147	140	567	587	548	280	1404	278	2879
Sent any small parcels to people who have bought products online	**2177**	-	2177	1018	1156	348	335	468	314	339	217	155	683	782	711	371	1741	408	2171
	76%	-	*76%*	*76%*	*75%*	*77%*	*71%*	***83%fhijk***	*74%*	*75%*	*71%*	*74%*	*74%*	***79%lno***	*73%*	*72%*	*74%*	***82%p***	*75%*
Sent any large parcels to people who have bought products online	**1925**	-	1925	919	1003	339	318	368	262	298	217	119	657	630	635	337	1581	323	1915
	67%	-	*67%*	*68%*	*65%*	***75%fghik***	***68%k***	*65%*	*62%*	*66%*	***71%k***	*57%*	***71%mn***	*64%*	*66%*	*65%*	*67%*	*65%*	*67%*
Neither	**33**	-	33	13	19	7	13	5	2	3	*	2	20	7	5	2	29	3	36
	1%	-	*1%*	*1%*	*1%*	*2%*	***3%hj***	*1%*	*1%*	*1%*	*	*1%*	***2%mn***	*1%*	*1%*	*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2879**	790	890	588	611	1680	1199	1599	1235	325	375	739	727	447	2288	334	2355
Weighted Base	**2880**	749	962	619	549	1711	1168	1923	929	275	350	745	756	488	2339	281	2397
Effective Base	**1703**	413	557	365	378	970	739	1022	706	193	211	433	445	267	1355	197	1390
Sent any small parcels to people who have bought products online	**2177**	587	722	459	408	1309	867	1477	676	223	269	570	569	382	1790	230	1828
	76%	*78%*	*75%*	*74%*	*74%*	*77%*	*74%*	*77%*	*73%*	*81%*	*77%*	*77%*	*75%*	*78%*	*77%*	*82%*	*76%*
Sent any large parcels to people who have bought products online	**1925**	512	617	450	345	1129	796	1311	598	167	226	485	521	329	1561	171	1602
	67%	*68%*	*64%*	*73%bd*	*63%*	*66%*	*68%*	*68%*	*64%*	*61%*	*65%*	*65%*	*69%*	*67%*	*67%*	*61%*	*67%*
Neither	**33**	6	16	7	4	21	11	23	9	3	6	5	11	3	26	3	26
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2879**	1992	887	386	1554	560	437	328	151	164	172	148	194	160	209	199	157	124	436
Weighted Base	**2880**	2461	418	143	2400	249	145	85	113	309	241	187	269	253	397	412	219	49*	200
Effective Base	**1703**	1434	273	118	1285	243	230	185	139	147	152	131	154	132	187	178	140	57	188
Sent any small parcels to people who have bought products online	**2177**	1868	308	115	1817	187	108	65	87	229	178	141	210	186	321	309	158	34	153
	76%	*76%*	*74%*	*80%*	*76%*	*75%*	*74%*	*76%*	*77%*	*74%*	*74%*	*75%*	*78%*	*73%*	*81%*	*75%*	*72%*	*69%*	*76%*
Sent any large parcels to people who have bought products online	**1925**	1645	280	98	1625	148	97	55	71	217	163	123	178	171	269	276	156	35	113
	67%	*67%*	*67%*	*69%*	**68%o**	*59%*	*67%*	*64%*	*63%*	**70%r**	**68%r**	*66%*	*66%*	**68%r**	**68%r**	**67%r**	**71%r**	**72%r**	*56%*
Neither	**33**	26	6	2	30	1	1	*	2	-	3	2	3	-	10	9	2	1	*
	1%	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	**3%l**	*2%*	*1%*	*1%*	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2879**	1107	1141	351	204	59	2248	263	1227	1156	336	114	32	2383	146
Weighted Base	**2880**	1074	1146	390	193	61**	2220	255	1163	1192	356	125*	34**	2355	159*
Effective Base	**1703**	636	681	229	121	28	1317	147	697	685	219	77	19	1381	95
Sent any small parcels to people who have bought products online	**2177**	804	898	276	148	44	1702	192	875	918	250	100	28	1793	127
	76%	*75%*	**78%c**	*71%*	*76%*	*72%*	**77%c**	*75%*	*75%*	**77%j**	*70%*	*79%*	*82%*	*76%*	*80%*
Sent any large parcels to people who have bought products online	**1925**	713	748	285	134	36	1461	170	773	786	245	95	20	1559	116
	67%	*66%*	*65%*	**73%bf**	*69%*	*59%*	*66%*	*67%*	*66%*	*66%*	*69%*	*76%*	*61%*	*66%*	*73%*
Neither	**33**	11	17	3	2	-	28	2	14	18	*	-	-	32	-
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*2%*	*	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2879**	180	2651	48	885	1800	194	2809	38	17	-	2864	15
Weighted Base	**2880**	155*	2678	47*	788	1897	195	2801	47**	15**	-**	2863	16**
Effective Base	**1703**	98	1576	31	506	1086	116	1655	28	9	-	1692	12
Sent any small parcels to people who have bought products online	**2177**	119	2018	39	610	1406	161	2112	40	11	-	2164	13
	76%	*77%*	*75%*	*84%*	*77%*	*74%*	***83%e***	*75%*	*86%*	*74%*	-	*76%*	*81%*
Sent any large parcels to people who have bought products online	**1925**	105	1788	32	526	1274	125	1866	36	9	-	1911	14
	67%	*68%*	*67%*	*68%*	*67%*	*67%*	*64%*	*67%*	*78%*	*56%*	-	*67%*	*87%*
Neither	**33**	*	32	-	4	26	2	33	-	-	-	33	-
	1%	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels

Base : Send any Parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2879**	679	735	760	705	228	224	227	243	241	251	279	234	247	246	216	243
Weighted Base	**2880**	687	758	735	699	232	235	220	250	254	255	262	227	246	237	205	258
Effective Base	**1703**	434	493	410	377	135	149	152	155	164	173	137	138	136	128	121	130
Sent any small parcels to people who have bought products online	**2177**	535	563	549	530	171	199	165	182	189	191	190	179	180	181	160	189
	76%	*78%*	*74%*	*75%*	*76%*	*74%*	**55%eghijkmp**	*75%*	*73%*	*75%*	*75%*	*72%*	*79%*	*73%*	*77%*	*78%*	*73%*
Sent any large parcels to people who have bought products online	**1925**	448	509	504	464	151	152	144	172	155	182	192	150	161	159	131	173
	67%	*65%*	*67%*	*68%*	*66%*	*65%*	*65%*	*65%*	*69%*	*61%*	*71%*	**73%l**	*66%*	*66%*	*67%*	*64%*	*67%*
Neither	**33**	6	7	7	12	5	1	*	2	2	4	2	3	2	2	4	6
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1631**	-	1631	728	898	325	307	360	232	219	120	64	632	592	403	184	1368	249	1631
Weighted Base	**1723**	-**	1723	840	880	357	347	400	243	195	111*	67*	704	643	373	178*	1349	358	1631
Effective Base	**1013**	-	1013	470	543	214	207	247	132	115	54	46	422	378	211	97	803	201	1631
Yes	**504**	-	504	267	236	162	134	104	64	26	5	7	297	169	39	12	349	154	424
	29%	-	*29%*	*32%*	*27%*	**45%ghijk**	**39%ghijk**	**26%ijk**	**26%ijk**	*13%*	*5%*	*11%*	**42%mno**	**26%no**	*10%*	*7%*	*26%*	**43%p**	*26%*
No	**1198**	-	1198	564	632	189	203	295	174	169	106	60	392	469	335	166	983	201	1184
	70%	-	*70%*	*67%*	*72%*	*53%*	*58%*	**74%ef**	**72%ef**	**87%efgh**	**95%efgh**	**89%efgh**	*56%*	**73%l**	**90%lm**	**93%lm**	**73%q**	*56%*	*73%*
I don't know	**21**	-	21	9	13	6	10	1	4	*	-	-	16	5	*	-	18	3	23
	1%	-	*1%*	*1%*	*1%*	*2%*	**3%g**	*	*2%*	*	-	-	**2%n**	*1%*	*	-	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1631**	442	474	366	349	916	715	1037	570	189	215	435	417	258	1325	195	1352
Weighted Base	**1723**	457	549	395	322	1006	718	1271	438	176	225	447	473	293	1438	181	1459
Effective Base	**1013**	246	313	241	219	559	459	683	348	121	124	272	274	157	825	123	838
Yes	**504**	165	140	132	67	305	199	410	90	44	72	135	135	93	436	44	441
	29%	***36%bd***	*26%*	***33%bd***	*21%*	*30%*	*28%*	***32%h***	*21%*	*25%*	*32%*	*30%*	*29%*	*32%*	*30%*	*24%*	*30%*
No	**1198**	290	400	256	252	690	508	848	340	130	148	308	329	198	983	135	999
	70%	*64%*	***73%ac***	*65%*	***78%ac***	*69%*	*71%*	*67%*	***78%g***	*74%*	*66%*	*69%*	*70%*	*67%*	*68%*	*74%*	*68%*
I don't know	**21**	2	8	8	3	10	11	13	8	2	4	4	8	3	19	2	19
	1%	*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 90

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1631**	1188	443	181	959	265	226	181	99	104	97	89	127	90	155	111	87	43	222
Weighted Base	**1723**	1494	230	79*	1473	126	78	46	74*	200*	128*	112*	175	132*	303	227*	122*	17**	109*
Effective Base	**1013**	879	133	56	800	103	128	103	91	94	86	79	109	74	141	100	79	18	87
Yes	**504**	475	29	11	450	31	13	10	21	61	40	46	54	25	127	57	19	4	27
	29%	**32%bc**	*13%*	*14%*	**31%f**	*24%*	*17%*	*22%*	**29%p**	**31%p**	**31%p**	**41%mopr**	**31%p**	*19%*	**42%hmopr**	*25%*	*15%*	*22%*	*25%*
No	**1198**	1001	197	68	1006	93	63	36	52	136	88	66	120	104	174	165	101	13	80
	70%	*67%*	**86%a**	**86%a**	*68%*	*74%*	**81%d**	*77%*	**71%n**	*68%*	*69%*	*59%*	*69%*	**79%kn**	*57%*	**73%n**	**83%jkln**	*78%*	**73%n**
I don't know	**21**	18	3	*	17	2	2	*	*	3	*	-	1	4	2	5	2	-	2
	1%	*1%*	*1%*	*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*	-	*	*3%*	*1%*	*2%*	*1%*	-	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1631**	554	676	217	134	40	1230	174	683	666	173	74	27	1349	101
Weighted Base	**1723**	564	718	261	133*	40**	1282	173*	677	741	188	86*	26**	1419	112*
Effective Base	**1013**	333	431	148	82	17	764	96	403	425	115	51	14	828	66
Yes	**504**	164	207	72	47	13	371	59	200	218	45	31	9	418	40
	29%	*29%*	*29%*	*28%*	*35%*	*31%*	*29%*	*34%*	*30%*	*29%*	*24%*	*36%*	*34%*	*29%*	*36%*
No	**1198**	397	501	184	83	28	898	111	465	516	142	55	17	981	72
	70%	*70%*	*70%*	*70%*	*62%*	*69%*	*70%*	*64%*	*69%*	*70%*	*75%*	*64%*	*66%*	*69%*	*64%*
I don't know	**21**	3	10	5	3	-	13	3	12	8	2	-	-	20	-
	1%	*1%*	*1%*	*2%*	*2%*	-	*1%*	*2%*	*2%*	*1%*	*1%*	-	-	*1%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1631**	105	1495	31	485	1029	117	1573	34	11	-	1618	13
Weighted Base	**1723**	100*	1588	35**	474	1125	124*	1654	43**	12**	-**	1709	14**
Effective Base	**1013**	64	929	20	298	644	73	971	26	7	-	1003	10
Yes	**504**	37	456	11	176	270	58	471	23	5	-	499	5
	29%	*37%*	*29%*	*31%*	**37%e**	*24%*	**47%e**	*28%*	*53%*	*40%*	-	*29%*	*35%*
No	**1198**	62	1112	24	290	845	63	1165	18	7	-	1191	7
	70%	*62%*	*70%*	*69%*	*61%*	**75%df**	*51%*	*70%*	*43%*	*60%*	-	*70%*	*51%*
I don't know	**21**	1	20	-	8	10	3	17	2	-	-	19	2
	1%	*1%*	*1%*	-	*2%*	*1%*	*3%*	*1%*	*4%*	-	-	*1%*	*14%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 90

QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1631**	397	390	411	433	138	135	124	133	122	135	140	141	130	147	138	148
Weighted Base	**1723**	427	415	428	454	150*	149*	128*	146*	131*	138*	143*	142*	143*	148*	130*	176*
Effective Base	**1013**	262	260	244	250	85	92	86	87	82	91	80	87	78	82	77	91
Yes	**504**	122	121	132	129	33	42	47	30	51	40	42	38	52	39	31	59
	29%	*28%*	*29%*	*31%*	*28%*	*22%*	*28%*	**36%eh**	*21%*	**39%ehc**	*29%*	*30%*	*26%*	**37%eh**	*26%*	*24%*	*33%*
No	**1198**	303	289	288	319	115	106	82	114	79	96	98	101	88	108	94	117
	70%	*71%*	*70%*	*67%*	*70%*	**77%im**	*71%*	*64%*	**78%gim**	*61%*	*70%*	*69%*	*71%*	*62%*	*73%*	*72%*	*66%*
I don't know	**21**	3	4	8	6	1	1	-	2	1	2	3	3	3	1	5	*
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*2%*	*2%*	*2%*	*1%*	*4%*	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**4309**	-	4309	2000	2296	544	567	719	581	842	604	437	1111	1300	1883	1041	3796	462	4309
Weighted Base		**4343**	-**	4343	2052	2283	564	610	756	622	767	550	468	1174	1378	1786	1019	3646	641	4309
Effective Base		**2582**	-	2582	1250	1328	363	374	482	343	464	273	297	736	821	1023	561	2188	362	4309
Up to £1.00	(0.5)	**462**	-	462	221	238	54	56	62	69	90	63	68	110	131	220	131	395	54	428
		11%	-	*11%*	*11%*	*10%*	*10%*	*9%*	*8%*	*11%*	*12%*	*11%*	**14%fg**	*9%*	*10%*	**12%l**	**13%l**	*11%*	*8%*	*10%*
£1.01 to £2.00	(1.5)	**439**	-	439	201	238	41	47	63	65	74	74	76	88	128	224	150	379	54	430
		10%	-	*10%*	*10%*	*10%*	*7%*	*8%*	*8%*	*10%*	*10%*	**13%efg**	**16%efghl**	*7%*	*9%*	**13%lm**	**15%lm**	*10%*	*8%*	*10%*
£2.01 to £4.00	(3)	**633**	-	633	292	341	90	96	102	76	105	76	86	186	178	267	162	521	103	633
		15%	-	*15%*	*14%*	*15%*	*16%*	*16%*	*13%*	*12%*	*14%*	*14%*	**18%h**	*16%*	*13%*	*15%*	*16%*	*14%*	*16%*	*15%*
£4.01 to £6.00	(5)	**537**	-	537	254	281	80	66	103	81	87	56	64	146	183	207	120	471	60	544
		12%	-	*12%*	*12%*	*12%*	*14%*	*11%*	*14%*	*13%*	*11%*	*10%*	*14%*	*12%*	*13%*	*12%*	*12%*	*13%*	*9%*	*13%*
£6.01 to £10.00	(8)	**735**	-	735	309	425	95	98	121	112	140	98	69	193	233	308	168	619	113	675
		17%	-	*17%*	*15%*	**19%c**	*17%*	*16%*	*16%*	*18%*	*18%*	*18%*	*15%*	*16%*	*17%*	*17%*	*16%*	*17%*	*18%*	*16%*
£10.01 to £20.00	(15)	**648**	-	648	314	333	85	98	138	88	108	81	49	183	225	238	130	543	97	661
		15%	-	*15%*	*15%*	*15%*	*15%*	**16%k**	**18%k**	*14%*	*14%*	*15%*	*10%*	*16%*	*16%*	*13%*	*13%*	*15%*	*15%*	*15%*
£20.01 to £30.00	(25)	**291**	-	291	173	118	37	41	54	50	69	29	10	78	104	108	40	231	59	319
		7%	-	*7%*	**8%d**	*5%*	**7%k**	**7%k**	**7%k**	**8%k**	**9%k**	*5%*	*2%*	**7%o**	**8%o**	*6%*	*4%*	*6%*	**9%p**	*7%*
£30.01 to £40.00	(35)	**141**	-	141	51	90	20	22	23	19	24	29	5	42	41	57	33	114	27	152
		3%	-	*3%*	*3%*	**4%c**	**3%k**	**4%k**	*3%*	*3%*	*3%*	**5%k**	*1%*	*4%*	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*
£40.01 to £50.00	(45)	**114**	-	114	54	60	14	28	29	20	15	7	-	42	49	23	7	96	17	99
		3%	-	*3%*	*3%*	*3%*	**2%k**	**5%ijk**	**4%jk**	**3%k**	**2%k**	*1%*	-	**4%no**	**4%no**	*1%*	*1%*	*3%*	*3%*	*2%*
Over £50	(55)	**99**	-	99	59	40	10	16	29	13	17	9	5	26	42	31	14	75	24	123
		2%	-	*2%*	*3%*	*2%*	*2%*	*3%*	**4%k**	*2%*	*2%*	*2%*	*1%*	*2%*	**3%o**	*2%*	*1%*	*2%*	**4%p**	*3%*
I don't know		**222**	-	222	110	111	35	31	29	27	36	27	37	66	56	100	64	183	30	222
		5%	-	*5%*	*5%*	*5%*	*6%*	*5%*	*4%*	*4%*	*5%*	*5%*	**8%g**	*6%*	*4%*	*6%*	*6%*	*5%*	*5%*	*5%*
I prefer not to say		**22**	-	22	14	9	3	10	4	3	1	*	-	13	7	2	*	20	2	23
		1%	-	*1%*	*1%*	*	*1%*	**2%ijk**	*1%*	*1%*	*	*	-	**1%no**	*1%*	*	*	*1%*	*	*1%*
Mean		**10.70**	-	10.70	11.16	10.31	**10.61k**	**12.21jk**	**12.49eijk**	**10.96k**	**10.75k**	**9.97k**	6.30	**11.44no**	**11.80no**	9.37	8.31	10.44	**12.47p**	11.15
Std Dev.		**12.39**	-	12.39	12.84	11.97	11.88	13.62	13.82	12.51	12.15	11.58	8.18	12.83	13.26	11.22	10.34	12.14	13.72	12.80
Std Error		**0.19**	-	0.19	0.30	0.26	0.53	0.59	0.53	0.53	0.43	0.49	0.40	0.40	0.38	0.27	0.33	0.20	0.66	0.20

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		4309	1129	1353	859	968	2482	1827	2158	2083	517	610	1125	1048	618	3401	530	3492
Weighted Base		4343	1066	1487	916	875	2552	1791	2634	1669	461	598	1138	1088	678	3501	471	3582
Effective Base		2582	604	846	538	612	1450	1140	1406	1202	315	350	672	642	377	2038	321	2089
Up to £1.00	(0.5)	462	81	163	93	126	243	219	233	224	78	73	122	92	57	344	78	351
		11%	*8%*	**11%a**	*10%*	**14%abc**	*10%*	**12%e**	*9%*	**13%g**	**17%klmn**	*12%*	*11%*	*8%*	*8%*	*10%*	**17%p**	*10%*
£1.01 to £2.00	(1.5)	439	75	178	90	96	253	186	210	222	50	83	129	89	64	366	51	372
		10%	*7%*	**12%a**	*10%*	**11%a**	*10%*	*10%*	*8%*	**13%g**	*11%*	**14%l**	*11%*	*8%*	*9%*	*10%*	*11%*	*10%*
£2.01 to £4.00	(3)	633	132	209	150	142	340	292	360	268	78	96	191	141	68	497	78	510
		15%	*12%*	*14%*	*16%*	**16%a**	*13%*	**16%e**	*14%*	*16%*	**17%m**	**16%m**	**17%m**	*13%*	*10%*	**14%m**	*17%*	*14%*
£4.01 to £6.00	(5)	537	129	176	101	131	305	232	326	208	56	68	166	122	78	435	60	446
		12%	*12%*	*12%*	*11%*	**15%c**	*12%*	*13%*	*12%*	*12%*	*12%*	*11%*	*15%*	*11%*	*12%*	*12%*	*13%*	*12%*
£6.01 to £10.00	(8)	735	201	243	157	134	444	291	469	260	70	103	191	211	113	618	70	630
		17%	*19%*	*16%*	*17%*	*15%*	*17%*	*16%*	*18%*	*16%*	*15%*	*17%*	*17%*	*19%*	*17%*	*18%*	*15%*	*18%*
£10.01 to £20.00	(15)	648	172	250	134	92	422	226	440	204	61	76	157	196	117	546	61	560
		15%	**16%d**	**17%d**	**15%d**	*11%*	**17%f**	*13%*	**17%h**	*12%*	*13%*	*13%*	*14%*	**18%jk**	*17%*	*16%*	*13%*	*16%*
£20.01 to £30.00	(25)	291	103	91	56	40	194	96	206	83	23	37	60	76	76	249	23	250
		7%	**10%bcd**	*6%*	*6%*	*5%*	**8%f**	*5%*	**8%h**	*5%*	*5%*	*6%*	*5%*	*7%*	**11%ijkln**	*7%*	*5%*	*7%*
£30.01 to £40.00	(35)	141	59	38	24	20	96	45	84	57	5	13	36	48	31	128	5	133
		3%	**5%bcd**	*3%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*1%*	*2%*	**3%i**	**4%i**	**5%i**	**4%i**	*1%*	**4%o**
£40.01 to £50.00	(45)	114	47	21	33	13	68	46	99	14	3	10	29	33	30	101	3	102
		3%	**4%bd**	*1%*	**4%bd**	*2%*	*3%*	*3%*	**4%h**	*1%*	*1%*	*2%*	*3%*	**3%i**	**4%ij**	**3%i**	*1%*	**3%o**
Over £50	(55)	99	25	35	25	15	59	40	73	26	13	14	17	33	18	83	13	84
		2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	**3%h**	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*
I don't know		222	40	80	42	60	120	102	118	98	24	24	38	45	24	131	27	138
		5%	*4%*	*5%*	*5%*	**7%a**	*5%*	*6%*	*4%*	*6%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*6%*	*4%*
I prefer not to say		22	2	4	13	3	6	16	15	6	1	1	*	1	3	5	1	5
		1%	*	*	**1%ab**	*	*	**1%e**	*1%*	*	*	*	*	*	*	*	*	*
Mean		10.70	**13.19bcd**	**9.98d**	**11.02d**	8.48	**11.33f**	9.79	**12.02h**	8.64	8.47	9.32	9.62	**12.21ijk**	**13.33ijkn**	**11.09ijk**	8.43	**11.07o**
Std Dev.		12.39	13.44	11.63	13.03	10.96	12.53	12.13	13.16	10.75	11.21	11.69	11.51	13.14	13.60	12.58	11.18	12.55

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	4343	1066	1487	916	875	2552	1791	2634	1669	461	598	1138	1088	678	3501	471	3582
Std Error	0.19	0.41	0.33	0.46	0.37	0.26	0.29	0.29	0.24	0.51	0.48	0.35	0.42	0.56	0.22	0.50	0.22

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		4309	3045	1264	540	2389	812	659	449	227	262	259	244	281	262	303	297	254	167	645
Weighted Base		4343	3702	640	211	3641	369	216	118	173	475	360	314	378	404	575	601	362	65*	304
Effective Base		2582	2168	417	171	1967	363	345	247	204	235	221	211	226	221	265	264	218	75	290
Up to £1.00	(0.5)	462	410	52	19	394	40	19	9	22	49	40	44	35	51	68	43	43	6	33
		11%	*11%*	*8%*	*9%*	*11%*	*11%*	*9%*	*8%*	13%o	*10%*	*11%*	14%o	*9%*	13%o	*12%*	*7%*	*12%*	*9%*	*11%*
£1.01 to £2.00	(1.5)	439	375	64	16	372	40	18	10	17	51	45	36	40	36	52	54	41	8	31
		10%	*10%*	*10%*	*7%*	*10%*	*11%*	*8%*	*8%*	*10%*	*11%*	*13%*	*11%*	*10%*	*9%*	*9%*	*9%*	*11%*	*13%*	*10%*
£2.01 to £4.00	(3)	633	551	82	32	520	56	39	18	16	72	50	61	53	69	73	81	45	6	50
		15%	*15%*	*13%*	*15%*	*14%*	*15%*	*18%*	*16%*	*9%*	*15%*	*14%*	20%hnpq	*14%*	17%h	*13%*	*13%*	*12%*	*9%*	16%h
£4.01 to £6.00	(5)	537	458	79	24	449	53	22	13	27	65	41	32	44	50	49	88	52	5	48
		12%	*12%*	*12%*	*12%*	*12%*	*14%*	*10%*	*11%*	16%n	*14%*	*12%*	*10%*	*12%*	*12%*	*9%*	15%n	14%n	*7%*	16%n
£6.01 to £10.00	(8)	735	603	132	29	632	55	30	18	27	76	55	45	64	89	104	109	63	11	44
		17%	*16%*	21%a	*14%*	*17%*	*15%*	*14%*	*15%*	*15%*	*16%*	*15%*	*14%*	*17%*	22%kr	*18%*	*18%*	*17%*	*16%*	*14%*
£10.01 to £20.00	(15)	648	551	97	36	525	59	41	24	26	81	48	29	71	43	77	93	56	11	48
		15%	*15%*	*15%*	*17%*	*14%*	*16%*	19%d	20%d	*15%*	17%k	*13%*	*9%*	19%km	*11%*	*13%*	16%k	*15%*	17%k	16%k
£20.01 to £30.00	(25)	291	249	42	20	243	20	17	11	14	28	33	15	27	20	44	43	20	4	17
		7%	*7%*	*7%*	*9%*	*7%*	*6%*	*8%*	*9%*	*8%*	*6%*	*9%*	*5%*	*7%*	*5%*	*8%*	*7%*	*5%*	*6%*	*6%*
£30.01 to £40.00	(35)	141	111	30	8	115	15	8	4	8	9	9	6	19	12	28	18	6	3	12
		3%	*3%*	*5%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*2%*	*2%*	*2%*	5%p	*3%*	*5%*	*3%*	*2%*	*5%*	*4%*
£40.01 to £50.00	(45)	114	104	10	9	100	8	4	2	6	13	8	6	8	1	30	22	6	4	5
		3%	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	*2%*	4%m	3%m	*2%*	*2%*	*2%*	*	5%mr	4%m	*2%*	6%mr	*2%*
Over £50	(55)	99	84	15	3	84	7	4	4	5	10	7	14	8	8	18	6	7	1	5
		2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*2%*	5%o	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*
I don't know		222	189	33	12	186	17	13	5	5	19	20	22	5	23	24	44	24	6	11
		5%	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*3%*	*4%*	5%l	7%l	*1%*	6%l	*4%*	7%l	7%l	9%hlr	*4%*
I prefer not to say		22	19	4	3	21	*	1	-	1	*	4	4	5	2	6	-	-	-	*
		1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*	*	*1%*	1%o	1%o	*	*1%*	-	-	-	*
Mean		10.70	10.63	11.08	12.17	10.69	10.25	10.93	12.11	11.87mp	10.16	10.28	9.94	11.31m	8.77	12.86ijkmpr	10.92m	9.43	12.69mp	9.75
Std Dev.		12.39	12.42	12.21	12.81	12.45	11.93	11.79	13.05	13.50	11.86	11.98	13.82	12.27	10.62	14.46	11.69	11.18	13.99	11.43

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**4343**	3702	640	211	3641	369	216	118	173	475	360	314	378	404	575	601	362	65*	304
Std Error	**0.19**	0.23	0.35	0.57	0.26	0.43	0.47	0.63	0.91	0.75	0.78	0.92	0.74	0.68	0.86	0.71	0.73	1.11	0.46

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		4309	1714	1680	504	294	92	3394	386	1754	1720	530	200	74	3474	274
Weighted Base		4343	1693	1708	542	292	88*	3401	380	1699	1771	559	218	73*	3470	292
Effective Base		2582	998	1017	327	180	46	2015	225	1007	1037	344	133	44	2044	177
Up to £1.00	(0.5)	462	173	166	69	35	18	340	53	147	176	83	33	21	323	54
		11%	*10%*	*10%*	*13%*	*12%*	**20%abf**	*10%*	*14%*	*9%*	*10%*	**15%him**	**15%hm**	**28%hijm**	*9%*	**18%him**
£1.01 to £2.00	(1.5)	439	182	175	38	30	14	357	43	147	196	61	23	8	343	31
		10%	**11%c**	*10%*	*7%*	*10%*	**16%c**	*10%*	*11%*	*9%*	*11%*	*11%*	*11%*	*11%*	*10%*	*11%*
£2.01 to £4.00	(3)	633	213	257	99	45	14	470	59	216	269	94	40	7	485	46
		15%	*13%*	*15%*	**18%af**	*16%*	*16%*	*14%*	*16%*	*13%*	*15%*	*17%*	*18%*	*9%*	*14%*	*16%*
£4.01 to £6.00	(5)	537	198	217	80	32	6	414	38	214	212	73	27	10	426	37
		12%	*12%*	*13%*	*15%*	*11%*	*7%*	*12%*	*10%*	*13%*	*12%*	*13%*	*12%*	*14%*	*12%*	*13%*
£6.01 to £10.00	(8)	735	297	300	73	43	19	597	63	318	307	59	33	16	625	49
		17%	*18%*	*18%*	*14%*	*15%*	*22%*	*18%*	*16%*	**19%j**	**17%j**	*11%*	*15%*	**21%j**	**18%j**	**17%j**
£10.01 to £20.00	(15)	648	271	248	76	43	10	520	52	267	276	84	18	3	543	20
		15%	*16%*	*15%*	*14%*	*15%*	*11%*	*15%*	*14%*	**16%kln**	**16%kln**	**15%kln**	*8%*	*4%*	**16%kln**	*7%*
£20.01 to £30.00	(25)	291	127	118	21	20	5	245	25	155	96	20	15	4	251	19
		7%	**7%c**	*7%*	*4%*	*7%*	*5%*	**7%c**	*6%*	**9%ij**	*5%*	*4%*	*7%*	*5%*	**7%j**	*7%*
£30.01 to £40.00	(35)	141	64	61	13	3	1	124	4	73	56	4	5	3	129	8
		3%	**4%g**	**4%g**	*2%*	*1%*	*1%*	**4%g**	*1%*	**4%j**	**3%j**	*1%*	*2%*	**4%j**	**4%j**	*3%*
£40.01 to £50.00	(45)	114	50	37	14	13	-	87	13	47	50	10	7	*	97	7
		3%	*3%*	*2%*	*3%*	*5%*	-	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*	*	*3%*	*2%*
Over £50	(55)	99	46	39	8	5	1	85	6	51	36	9	3	1	86	4
		2%	*3%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*
I don't know		222	69	86	38	21	1	154	22	59	88	53	15	1	147	16
		5%	*4%*	*5%*	**7%a**	*7%*	*1%*	*5%*	*6%*	*3%*	*5%*	**10%him**	*7%*	*2%*	*4%*	*6%*
I prefer not to say		22	3	5	12	2	-	8	2	5	9	8	-	-	14	-
		1%	*	*	**2%abf**	*1%*	-	*	*	*	*	**2%hm**	-	-	*	-
Mean		10.70	**11.48ceg**	**10.64e**	9.30	10.48	6.73	**11.06ce**	9.57	**12.18ijkln**	**10.41j**	8.23	9.10	7.16	**11.29jln**	8.59
Std Dev.		12.39	12.94	12.22	11.42	12.56	8.09	12.59	11.73	13.12	12.15	10.63	11.87	9.94	12.67	11.41

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**4343**	1693	1708	542	292	88*	3401	380	1699	1771	559	218	73*	3470	292
Std Error	**0.19**	0.32	0.31	0.53	0.76	0.86	0.22	0.62	0.32	0.30	0.48	0.87	1.18	0.22	0.71

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		4309	270	3958	81	1344	2700	265	4213	47	26	2	4286	21
Weighted Base		4343	221	4045	76*	1206	2871	266	4237	56*	26**	3**	4320	20**
Effective Base		2582	148	2389	47	777	1658	153	2516	34	16	2	2566	15
Up to £1.00	(0.5)	462	19	438	4	108	332	22	458	-	1	-	459	2
		11%	*9%*	*11%*	*6%*	*9%*	*12%*	*8%*	**11%h**	*-*	*4%*	*-*	**11%h**	*12%*
£1.01 to £2.00	(1.5)	439	23	410	6	148	275	17	432	3	1	-	437	2
		10%	*11%*	*10%*	*8%*	**12%ef**	*10%*	*6%*	*10%*	*6%*	*5%*	*-*	*10%*	*11%*
£2.01 to £4.00	(3)	633	23	592	18	171	421	41	614	13	3	-	630	3
		15%	*10%*	*15%*	**23%a**	*14%*	*15%*	*15%*	*14%*	*23%*	*11%*	*-*	*15%*	*14%*
£4.01 to £6.00	(5)	537	29	500	9	151	357	29	519	7	7	2	532	3
		12%	*13%*	*12%*	*12%*	*13%*	*12%*	*11%*	*12%*	*13%*	*25%*	*65%*	*12%*	*15%*
£6.01 to £10.00	(8)	735	36	686	12	210	478	47	716	13	3	1	732	1
		17%	*17%*	*17%*	*15%*	*17%*	*17%*	*18%*	*17%*	*23%*	*13%*	*35%*	*17%*	*6%*
£10.01 to £20.00	(15)	648	39	595	14	183	441	25	634	11	3	-	647	1
		15%	*18%*	*15%*	*18%*	*15%*	**15%f**	*9%*	*15%*	*19%*	*11%*	*-*	*15%*	*5%*
£20.01 to £30.00	(25)	291	17	271	3	77	191	22	284	4	2	-	291	-
		7%	*8%*	*7%*	*4%*	*6%*	*7%*	*8%*	*7%*	*7%*	*8%*	*-*	*7%*	*-*
£30.01 to £40.00	(35)	141	9	132	1	39	93	9	137	1	1	-	139	2
		3%	*4%*	*3%*	*1%*	*3%*	*3%*	*4%*	*3%*	*2%*	*2%*	*-*	*3%*	*10%*
£40.01 to £50.00	(45)	114	9	105	-	35	65	14	107	2	5	-	114	-
		3%	*4%*	*3%*	*-*	*3%*	*2%*	**5%e**	*3%*	*3%*	*21%*	*-*	*3%*	*-*
Over £50	(55)	99	4	95	*	34	56	8	99	-	-	-	99	*
		2%	*2%*	*2%*	*	*3%*	*2%*	*3%*	*2%*	*-*	*-*	*-*	*2%*	*
I don't know		222	11	201	10	47	146	29	217	1	*	-	218	4
		5%	*5%*	*5%*	**13%b**	*4%*	*5%*	**11%de**	*5%*	*2%*	*	*-*	*5%*	*18%*
I prefer not to say		22	2	19	1	3	16	3	20	1	-	-	21	1
		1%	*1%*	*	*1%*	*	*1%*	*1%*	*	*2%*	*-*	*-*	*	*8%*
Mean		10.70	**11.99c**	10.68	7.61	10.99	10.39	**12.93e**	10.68	10.50	16.44	6.06	10.71	8.75

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 91

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**4343**	221	4045	76*	1206	2871	266	4237	56*	26**	3**	4320	20**
Std Dev.	**12.39**	12.86	12.43	6.76	12.85	11.96	14.60	12.39	9.94	16.63	1.74	12.39	12.26
Std Error	**0.19**	0.81	0.20	0.82	0.36	0.24	0.95	0.20	1.50	3.33	1.23	0.19	3.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		4309	1051	1077	1099	1082	352	339	360	361	340	376	382	355	362	368	354	360
Weighted Base		4343	1057	1089	1112	1085	350	352	354	350	348	391	373	361	377	362	346	377
Effective Base		2582	675	734	600	596	217	224	235	231	235	269	198	201	201	201	195	200
Up to £1.00	(0.5)	462	111	99	123	129	32	32	47	50	34	15	32	45	46	42	49	38
		11%	11%	9%	11%	12%	9%j	9%j	13%j	14%j	10%j	4%	8%j	12%j	12%j	12%j	14%j	10%j
£1.01 to £2.00	(1.5)	439	108	101	120	110	38	26	44	28	43	30	20	46	54	33	46	31
		10%	10%	9%	11%	10%	11%k	7%	13%k	8%	12%k	8%	5%	13%k	14%fhjk	9%	13%fjk	8%
£2.01 to £4.00	(3)	633	147	163	148	174	43	58	46	53	47	63	62	39	47	55	65	54
		15%	14%	15%	13%	16%	12%	17%	13%	15%	14%	16%	17%	11%	12%	15%	19%l	14%
£4.01 to £6.00	(5)	537	157	122	126	133	57	55	45	60	33	30	29	51	46	49	37	47
		12%	15%b	11%	11%	12%	16%ijk	16%jk	13%	17%ijk	9%	8%	8%	14%jk	12%	13%j	11%	12%
£6.01 to £10.00	(8)	735	193	175	206	159	59	77	58	49	66	60	73	72	62	53	40	66
		17%	18%	16%	19%	15%	17%	22%ho	16%	14%	19%o	15%	19%o	20%o	16%	15%	12%	18%
£10.01 to £20.00	(15)	648	156	163	165	164	73	35	48	49	34	80	70	38	57	57	48	59
		15%	15%	15%	15%	15%	21%fgil	10%	14%	14%	10%	20%fgil	19%fil	11%	15%	16%	14%	16%
£20.01 to £30.00	(25)	291	78	76	82	55	19	30	29	16	28	32	30	16	36	18	20	16
		7%	7%	7%	7%	5%	6%	9%	8%	5%	8%	8%	8%	5%	9%p	5%	6%	4%
£30.01 to £40.00	(35)	141	22	38	48	33	5	7	10	10	11	17	31	10	7	15	9	9
		3%	2%	3%	4%a	3%	2%	2%	3%	3%	3%	4%	8%efghilmop	3%	2%	4%	3%	2%
£40.01 to £50.00	(45)	114	18	35	35	27	8	5	4	7	13	15	8	22	5	7	5	15
		3%	2%	3%	3%	2%	2%	1%	1%	2%	4%	4%	2%	6%fghkmno	1%	2%	1%	4%
Over £50	(55)	99	24	35	16	24	6	6	12	10	9	16	5	9	2	12	10	3
		2%	2%	3%c	1%	2%	2%	2%	3%m	3%	3%	4%mp	1%	2%	1%	3%	3%	1%
I don't know		222	41	75	36	70	9	21	11	17	23	34	11	12	14	22	17	31
		5%	4%	7%ac	3%	6%ac	3%	6%	3%	5%	7%e	9%egklm	3%	3%	4%	6%	5%	8%egkl
I prefer not to say		22	*	7	7	8	-	*	*	1	6	*	3	2	2	-	*	8
		1%	*	1%a	1%	1%	-	*	*	*	2%egjn	*	1%	1%	*	-	*	2%egjn
Mean		10.70	10.03	11.77ad	10.88	10.12	10.05	9.65	10.37	9.84	11.24	14.04efghilmnop	12.52efhmo	11.02	9.11	10.88	9.32	10.14
Std Dev.		12.39	11.55	13.48	12.16	12.24	10.98	10.95	12.63	12.38	13.38	14.25	12.34	13.76	9.94	12.97	12.18	11.52

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.

Base : Sent any post in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**4343**	1057	1089	1112	1085	350	352	354	350	348	391	373	361	377	362	346	377
Std Error	**0.19**	0.36	0.42	0.38	0.39	0.59	0.61	0.68	0.67	0.75	0.76	0.65	0.75	0.54	0.70	0.67	0.63

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2880**	-	2880	1281	1591	425	432	530	405	525	350	205	857	935	1080	555	2495	352	2880
Weighted Base	**2881**	-**	2881	1342	1536	450	470	566	423	451	307	212	921	989	969	518	2347	498	2880
Effective Base	**1704**	-	1704	795	907	281	287	352	237	270	147	141	567	587	549	281	1405	278	2880
Royal Mail	**2618**	-	2618	1203	1412	389	427	518	382	417	291	192	815	900	900	483	2141	446	2655
	91%	-	*91%*	*90%*	*92%*	*86%*	*91%*	**92%e**	*90%*	**93%e**	**95%e**	*91%*	*89%*	*91%*	**93%l**	**93%l**	*91%*	*89%*	*92%*
Citipost	**30**	-	30	19	10	8	16	6	-	-	-	-	24	6	-	-	20	10	23
	1%	-	*1%*	*1%*	*1%*	**2%hi**	**3%ghijk**	*1%*	-	-	-	-	**3%mno**	*1%*	-	-	*1%*	*2%*	*1%*
Collect+ (Collect Plus)	**106**	-	106	45	61	32	24	24	14	5	2	5	56	38	11	6	84	21	91
	4%	-	*4%*	*3%*	*4%*	**7%ijk**	**5%ij**	**4%ij**	*3%*	*1%*	*1%*	*2%*	**6%no**	**4%no**	*1%*	*1%*	*4%*	*4%*	*3%*
DHL	**264**	-	264	153	110	62	72	79	32	13	2	3	135	110	19	5	166	98	223
	9%	-	*9%*	**11%d**	*7%*	**14%hijk**	**15%hijk**	**14%hijk**	**8%ijk**	*3%*	*1%*	*1%*	**15%no**	**11%no**	*2%*	*1%*	*7%*	**20%p**	*8%*
FedEx	**180**	-	180	110	70	48	67	39	20	5	1	1	115	59	6	2	134	46	144
	6%	-	*6%*	**8%d**	*5%*	**11%hijk**	**14%ghijk**	**7%ijk**	**5%ijk**	*1%*	*	*	**12%mno**	**6%no**	*1%*	*	*6%*	**9%p**	*5%*
Hermes	**646**	-	646	298	348	147	108	112	114	71	48	46	255	226	164	94	509	132	612
	22%	-	*22%*	*22%*	*23%*	**33%fgijk**	**23%i**	*20%*	**27%gij**	*16%*	*16%*	*22%*	**28%no**	**23%n**	*17%*	*18%*	*22%*	*27%*	*21%*
Interlink	**39**	-	39	21	18	15	10	9	2	-	-	3	25	11	3	3	28	11	28
	1%	-	*1%*	*2%*	*1%*	**3%hij**	**2%i**	**2%i**	*	-	-	*1%*	**3%no**	*1%*	*	*1%*	*1%*	*2%*	*1%*
DPD	**217**	-	217	127	91	44	57	57	40	12	3	3	101	98	19	6	150	65	210
	8%	-	*8%*	**9%d**	*6%*	**10%ijk**	**12%ijk**	**10%ijk**	**10%ijk**	*3%*	*1%*	*1%*	**11%no**	**10%no**	*2%*	*1%*	*6%*	**13%p**	*7%*
Parcelforce	**181**	-	181	121	60	19	40	47	21	24	15	14	59	68	53	30	140	40	191
	6%	-	*6%*	**9%d**	*4%*	*4%*	**9%e**	**8%e**	*5%*	*5%*	*5%*	*7%*	*6%*	*7%*	*6%*	*6%*	*6%*	*8%*	*7%*
TNT Express	**52**	-	52	45	7	11	23	14	2	1	-	-	35	16	1	-	43	8	38
	2%	-	*2%*	**3%d**	*	**3%hij**	**5%hijk**	**2%ij**	*	*	-	-	**4%mno**	**2%no**	*	-	*2%*	*2%*	*1%*
UPS	**119**	-	119	87	32	21	45	28	12	7	4	1	66	41	12	5	86	30	90
	4%	-	*4%*	**6%d**	*2%*	**5%ik**	**10%eghijk**	**5%ijk**	*3%*	*2%*	*1%*	*1%*	**7%mno**	**4%no**	*1%*	*1%*	*4%*	*6%*	*3%*
Yodel	**118**	-	118	68	50	15	39	30	15	12	4	3	54	45	19	7	84	33	101
	4%	-	*4%*	*5%*	*3%*	*3%*	**8%ehijk**	**5%ijk**	*4%*	*3%*	*1%*	*1%*	**6%no**	**5%no**	*2%*	*1%*	*4%*	**7%p**	*4%*
UK Mail (not to be confused with Royal Mail)	**47**	-	47	34	13	12	15	11	2	3	1	3	27	13	7	4	36	11	40
	2%	-	*2%*	**3%d**	*1%*	**3%h**	**3%hi**	*2%*	*	*1%*	*	*1%*	**3%n**	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2881**	-**	2881	1342	1536	450	470	566	423	451	307	212	921	989	969	518	2347	498	2880
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**39**	-	39	15	24	9	11	6	8	4	*	-	20	15	4	*	29	9	35
	1%	-	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*	-	**2%no**	**1%o**	*	*	*1%*	*2%*	*1%*
Other: please specify	**11**	-	11	6	5	-	2	3	1	2	2	1	2	4	5	3	9	2	12
	*	-	*	*	*	-	*	*1%*	*	*	*1%*	*	*	*	*1%*	*1%*	*	*	*
I don't know	**30**	-	30	17	13	8	4	5	1	5	2	5	11	6	12	7	26	3	30
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	**3%h**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1018**	-	1018	519	498	228	205	213	156	101	63	51	432	369	216	115	770	238	950
	35%	-	*35%*	**39%d**	*32%*	**51%ghijk**	**44%ijk**	**38%ijk**	**37%ijk**	*22%*	*21%*	*24%*	**47%mno**	**37%no**	*22%*	*22%*	*33%*	**48%p**	*33%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2880	791	890	588	611	1681	1199	1599	1236	325	375	740	727	447	2289	334	2356
Weighted Base	2881	751	962	619	549	1713	1168	1923	931	275	350	747	756	488	2341	281	2399
Effective Base	1704	414	557	365	378	971	739	1022	707	193	211	434	445	267	1356	197	1391
Royal Mail	2618	667	891	567	493	1558	1061	1732	863	258	307	693	691	430	2121	264	2173
	91%	89%	93%a	92%	90%	91%	91%	90%	93%	94%jm	88%	93%jm	91%	88%	91%	94%	91%
Citipost	30	14	8	8	*	22	8	28	2	*	3	10	10	4	28	*	28
	1%	2%d	1%	1%	*	1%	1%	1%h	*	*	1%	1%	1%	1%	1%	*	1%
Collect+ (Collect Plus)	106	32	31	26	17	62	43	83	21	8	12	22	31	27	92	8	92
	4%	4%	3%	4%	3%	4%	4%	4%h	2%	3%	4%	3%	4%	6%	4%	3%	4%
DHL	264	96	62	80	25	159	105	220	40	20	35	71	70	53	228	20	234
	9%	13%bd	6%	13%bd	5%	9%	9%	11%h	4%	7%	10%	9%	9%	11%	10%	7%	10%
FedEx	180	57	50	52	21	108	73	154	26	11	21	52	52	39	164	11	164
	6%	8%d	5%	8%d	4%	6%	6%	8%h	3%	4%	6%	7%	7%	8%	7%	4%	7%
Hermes	646	168	199	160	119	367	279	445	194	64	82	158	184	109	533	66	548
	22%	22%	21%	26%	22%	21%	24%	23%	21%	23%	23%	21%	24%	22%	23%	24%	23%
Interlink	39	15	10	14	-	25	14	33	6	4	8	13	7	5	33	4	33
	1%	2%d	1%	2%d	-	1%	1%	2%	1%	2%	2%	2%	1%	1%	1%	2%	1%
DPD	217	78	58	51	29	137	81	174	42	16	28	50	61	54	193	17	194
	8%	10%bd	6%	8%	5%	8%	7%	9%h	4%	6%	8%	7%	8%	11%k	8%	6%	8%
Parcelforce	181	69	46	40	26	115	66	146	33	13	21	48	53	42	164	13	165
	6%	9%bd	5%	6%	5%	7%	6%	8%h	4%	5%	6%	6%	7%	9%	7%	5%	7%
TNT Express	52	18	8	24	1	26	25	49	2	2	13	12	16	7	48	2	48
	2%	2%bd	1%	4%bd	*	2%	2%	3%h	*	1%	4%l	2%	2%	2%	2%	1%	2%
UPS	119	47	21	38	13	68	51	99	20	8	15	28	37	27	107	8	107
	4%	6%bd	2%	6%bd	2%	4%	4%	5%h	2%	3%	4%	4%	5%	5%	5%	3%	4%
Yodel	118	32	33	38	15	65	53	102	15	8	17	27	47	18	108	8	109
	4%	4%	3%	6%d	3%	4%	5%	5%h	2%	3%	5%	4%	6%	4%	5%	3%	5%
UK Mail (not to be confused with Royal Mail)	47	14	15	13	6	29	19	35	11	5	8	7	13	11	38	5	38
	2%	2%	2%	2%	1%	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	2%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2881**	751	962	619	549	1713	1168	1923	931	275	350	747	756	488	2341	281	2399
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**39**	12	9	12	6	21	18	32	7	2	6	7	13	9	34	2	34
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Other: please specify	**11**	1	5	*	5	6	5	5	6	1	2	3	4	-	8	1	8
	**	*	*1%*	*	*1%*	*	*	*	*1%*	*	*1%*	*	*1%*	-	*	*	*
I don't know	**30**	3	7	7	13	10	20	12	14	5	3	5	7	1	16	6	18
	1%	*	*1%*	*1%*	**2%ab**	*1%*	**2%e**	*1%*	*1%*	**2%m**	*1%*	*1%*	*1%*	*	*1%*	**2%p**	*1%*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1018**	293	306	247	170	600	418	738	271	87	128	260	279	191	858	90	878
	35%	**39%bd**	*32%*	**40%bd**	*31%*	*35%*	*36%*	**38%h**	*29%*	*32%*	*37%*	*35%*	*37%*	*39%*	*37%*	*32%*	*37%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2880	1993	887	386	1555	560	437	328	151	164	172	149	194	160	209	199	157	124	436
Weighted Base	2881	2463	418	143	2402	249	145	85	113	309	241	189	269	253	397	412	219	49*	200
Effective Base	1704	1435	273	118	1286	243	230	185	139	147	152	132	154	132	187	178	140	57	188
Royal Mail	2618	2236	382	138	2170	234	134	81	109	281	216	167	230	231	348	386	201	46	187
	91%	91%	91%	97%a	90%	94%	92%	95%d	97%jkln	91%	90%	89%	85%	91%	88%	94%l	92%	94%	94%l
Citipost	30	30	-	-	30	-	-	-	6	7	5	3	2	1	4	-	1	-	-
	1%	1%	-	-	1%	-	-	-	6%lmnopr	2%o	2%o	2%o	1%	*	1%	-	*	-	-
Collect+ (Collect Plus)	106	100	6	1	96	5	2	3	8	10	10	9	2	8	22	23	4	2	3
	4%	4%b	1%	1%	4%f	2%	1%	4%	7%lpr	3%	4%l	5%l	1%	3%	6%l	6%l	2%	3%	2%
DHL	264	250	14	8	232	14	10	7	15	28	20	21	20	16	67	31	13	4	10
	9%	10%b	3%	6%	10%e	6%	7%	8%	13%pr	9%	8%	11%r	8%	6%	17%jlmopr	8%	6%	8%	5%
FedEx	180	167	14	5	163	12	1	3	11	8	20	15	18	14	41	27	8	2	10
	6%	7%b	3%	3%	7%f	5%f	1%	4%f	10%ip	3%	8%l	8%l	7%	5%	10%ip	7%	4%	4%	5%
Hermes	646	567	80	32	565	46	20	16	28	57	57	44	75	38	103	113	50	7	39
	22%	23%	19%	22%	24%f	18%	14%	19%	25%m	19%	24%	23%	28%mq	15%	26%m	27%m	23%	14%	19%
Interlink	39	36	3	-	39	*	*	-	5	7	3	8	6	1	5	3	1	-	*
	1%	1%	1%	-	2%	*	*	-	5%mnopr	2%	1%	4%mopr	2%	*	1%	1%	*	-	*
DPD	217	193	24	12	183	16	10	7	11	12	22	11	16	14	58	25	14	1	16
	8%	8%	6%	8%	8%	7%	7%	8%	10%iq	4%	9%	6%	6%	6%	15%iklmopqr	6%	6%	2%	8%
Parcelforce	181	159	22	9	154	12	9	6	17	26	9	5	13	16	27	27	15	2	10
	6%	6%	5%	7%	6%	5%	6%	8%	15%jklmnopr	8%	4%	3%	5%	6%	7%	6%	7%	5%	5%
TNT Express	52	48	3	3	46	5	*	*	5	3	4	7	6	3	15	3	1	1	4
	2%	2%	1%	2%	2%	2%	*	*	5%lmop	1%	2%	4%	2%	1%	4%	1%	*	2%	2%
UPS	119	110	9	1	109	5	3	1	6	8	15	6	9	5	42	12	6	*	5
	4%	4%	2%	1%	5%g	2%	2%	1%	6%	3%	6%	3%	3%	2%	11%iklmopqr	3%	3%	1%	2%
Yodel	118	107	11	2	108	5	1	4	10	5	11	7	20	10	20	22	3	1	4
	4%	4%	3%	1%	4%f	2%	1%	5%ef	9%ipr	2%	5%	4%	7%ipr	4%	5%	5%	1%	2%	2%
UK Mail (not to be confused with Royal Mail)	47	43	4	1	41	2	4	1	4	8	1	6	8	-	9	3	2	1	1
	2%	2%	1%	1%	2%	1%	2%	1%	4%jmor	3%	1%	3%m	3%m	-	2%	1%	1%	2%m	1%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2881**	2463	418	143	2402	249	145	85	113	309	241	189	269	253	397	412	219	49*	200
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**39**	34	4	2	32	2	2	3	-	5	4	3	3	5	5	4	2	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**4%de**	-	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*
Other: please specify	**11**	9	2	-	9	1	*	1	-	1	2	2	1	-	2	-	1	1	*
	*	*	*	-	*	*	*	*1%*	-	*	*1%*	*1%*	*	-	*1%*	-	*1%*	**1%o**	*
I don't know	**30**	20	10	3	22	5	2	1	-	3	3	2	3	4	4	*	3	*	4
	1%	*1%*	**2%a**	*2%*	*1%*	*2%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*	**2%o**
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1018**	903	115	42	883	66	41	27	41	109	95	63	112	64	191	142	65	10	56
	35%	**37%b**	*27%*	*29%*	**37%ef**	*27%*	*29%*	*31%*	**36%mq**	**35%q**	**39%mqr**	*34%*	**42%mpqr**	*25%*	**48%hikmopqr**	**34%q**	*30%*	*20%*	*28%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2880	1108	1141	351	204	59	2249	263	1228	1156	336	114	32	2384	146
Weighted Base	2881	1076	1146	390	193	61**	2222	255	1164	1192	356	125*	34**	2357	159*
Effective Base	1704	637	681	229	121	28	1318	147	698	685	219	77	19	1382	95
Royal Mail	2618	989	1056	347	156	57	2045	214	1089	1066	327	107	22	2155	129
	91%	**92%dg**	**92%dg**	**89%d**	*81%*	*93%*	**92%dg**	*84%*	**93%kn**	**89%n**	**92%n**	*85%*	*66%*	**91%n**	*81%*
Citipost	30	16	8	3	1	2	24	3	10	16	1	1	*	27	2
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Collect+ (Collect Plus)	106	43	44	10	7	2	87	9	51	41	9	2	3	92	5
	4%	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*3%*	*1%*	*9%*	*4%*	*3%*
DHL	264	90	105	38	26	4	195	31	85	122	39	14	3	206	17
	9%	*8%*	*9%*	*10%*	*14%*	*7%*	*9%*	*12%*	*7%*	*10%*	*11%*	*11%*	*8%*	*9%*	*11%*
FedEx	180	63	77	20	17	4	140	21	69	77	18	11	6	146	16
	6%	*6%*	*7%*	*5%*	*9%*	*7%*	*6%*	*8%*	*6%*	*6%*	*5%*	*9%*	*16%*	*6%*	*10%*
Hermes	646	219	259	95	53	19	478	72	223	272	96	38	16	495	54
	22%	*20%*	*23%*	*24%*	*27%*	*31%*	*21%*	**28%a**	*19%*	*23%*	**27%hm**	**30%h**	*49%*	*21%*	**34%him**
Interlink	39	17	12	5	5	-	29	5	6	31	1	1	-	37	1
	1%	*2%*	*1%*	*1%*	*2%*	-	*1%*	*2%*	*1%*	**3%hj**	*	*1%*	-	**2%h**	*1%*
DPD	217	68	91	27	28	3	159	31	72	95	30	20	*	167	20
	8%	*6%*	*8%*	*7%*	**14%abcf**	*6%*	*7%*	**12%af**	*6%*	*8%*	*9%*	**16%him**	*1%*	*7%*	**12%h**
Parcelforce	181	63	86	23	9	-	149	9	66	84	23	5	2	151	7
	6%	*6%*	*7%*	*6%*	*5%*	-	*7%*	*4%*	*6%*	*7%*	*7%*	*4%*	*7%*	*6%*	*5%*
TNT Express	52	24	21	5	1	-	45	1	19	27	2	4	-	46	4
	2%	*2%*	*2%*	*1%*	*1%*	-	*2%*	*	*2%*	*2%*	*1%*	*3%*	-	*2%*	*2%*
UPS	119	35	50	13	16	4	85	20	33	62	11	11	2	95	14
	4%	*3%*	*4%*	*3%*	**9%acf**	*6%*	*4%*	**8%af**	*3%*	**5%h**	*3%*	**9%hjm**	*7%*	*4%*	**9%hjm**
Yodel	118	48	56	6	8	*	104	8	49	52	16	1	*	101	1
	4%	**4%c**	**5%c**	*1%*	*4%*	*	**5%c**	*3%*	*4%*	*4%*	*4%*	*1%*	*	*4%*	*1%*
UK Mail (not to be confused with Royal Mail)	47	22	14	7	5	-	36	5	16	20	8	1	2	36	3
	2%	*2%*	*1%*	*2%*	*2%*	-	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*6%*	*2%*	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2881**	1076	1146	390	193	61**	2222	255	1164	1192	356	125*	34**	2357	159*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**39**	14	17	4	2	2	31	4	10	19	7	2	-	30	2
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	-	*1%*	*1%*
Other: please specify	**11**	5	5	-	*	-	10	*	5	5	*	*	-	10	*
	*	*	*	-	*	-	*	*	*	*	*	*	-	*	*
I don't know	**30**	8	10	6	5	-	18	5	11	12	3	2	1	23	3
	1%	*1%*	*1%*	*1%*	**3%f**	-	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1018**	337	422	144	87	26	759	113	351	440	145	59	20	792	80
	35%	*31%*	**37%a**	*37%*	**45%af**	*42%*	*34%*	**44%af**	*30%*	**37%h**	**41%hm**	**47%hm**	*60%*	*34%*	**50%hijm**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2880	180	2652	48	886	1800	194	2810	38	17	-	2865	15
Weighted Base	2881	155*	2680	47*	789	1897	195	2803	47**	15**	-**	2865	16**
Effective Base	1704	98	1577	31	507	1086	116	1656	28	9	-	1693	12
Royal Mail	2618	134	2443	42	703	1744	171	2559	36	12	-	2607	11
	91%	86%	91%	89%	89%	92%	88%	91%	77%	76%	-	91%	70%
Citipost	30	6	21	3	10	20	1	29	1	-	-	30	-
	1%	4%b	1%	7%b	1%	1%	*	1%	1%	-	-	1%	-
Collect+ (Collect Plus)	106	5	97	3	32	57	17	100	5	2	-	106	-
	4%	4%	4%	6%	4%	3%	9%de	4%	10%	10%	-	4%	-
DHL	264	16	236	11	74	164	26	247	14	1	-	262	2
	9%	11%	9%	24%b	9%	9%	13%	9%	31%	6%	-	9%	10%
FedEx	180	15	164	2	67	91	22	164	10	3	-	177	3
	6%	10%	6%	4%	9%e	5%	11%e	6%	22%	20%	-	6%	19%
Hermes	646	47	589	11	204	384	59	620	18	5	-	643	4
	22%	30%	22%	23%	26%e	20%	30%e	22%	39%	30%	-	22%	23%
Interlink	39	7	27	4	15	19	5	36	1	2	-	39	-
	1%	5%b	1%	9%b	2%	1%	2%	1%	3%	10%	-	1%	-
DPD	217	23	190	4	62	127	28	201	7	5	-	214	3
	8%	15%b	7%	9%	8%	7%	14%de	7%	16%	34%	-	7%	19%
Parcelforce	181	12	169	1	63	107	12	175	3	4	-	181	-
	6%	8%	6%	1%	8%	6%	6%	6%	6%	26%	-	6%	-
TNT Express	52	9	43	-	27	19	6	46	5	*	-	52	-
	2%	6%b	2%	-	3%e	1%	3%	2%	12%	*	-	2%	-
UPS	119	9	109	*	36	76	7	108	8	3	-	119	-
	4%	6%	4%	1%	5%	4%	4%	4%	18%	19%	-	4%	-
Yodel	118	11	105	1	30	71	16	115	2	-	-	117	1
	4%	7%	4%	3%	4%	4%	8%de	4%	4%	-	-	4%	7%
UK Mail (not to be confused with Royal Mail)	47	6	41	1	24	21	2	42	3	1	-	47	-
	2%	4%	2%	2%	3%e	1%	1%	2%	7%	8%	-	2%	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2881**	155*	2680	47*	789	1897	195	2803	47**	15**	-**	2865	16**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**39**	*	38	-	13	25	*	39	-	-	-	39	-
	1%	*	*1%*	-	*2%*	*1%*	*	*1%*	-	-	-	*1%*	-
Other: please specify	**11**	1	10	*	6	5	-	11	-	-	-	11	-
	*	*1%*	*	*	*1%*	*	-	*	-	-	-	*	-
I don't know	**30**	2	28	*	8	19	3	28	-	1	-	29	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*4%*	-	*1%*	*7%*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1018**	72	923	23	304	618	96	961	38	10	-	1009	8
	35%	**46%b**	*34%*	*49%*	**39%e**	*33%*	**49%de**	*34%*	*82%*	*64%*	-	*35%*	*51%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 92

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	2880	680	735	760	705	228	225	227	243	241	251	279	234	247	246	216	243
Weighted Base	2881	689	758	735	699	232	236	220	250	254	255	262	227	246	237	205	258
Effective Base	1704	435	493	410	377	135	150	152	155	164	173	137	138	136	128	121	130
Royal Mail	2618	629	676	670	644	213	215	201	217	238	221	236	213	221	212	195	237
	91%	91%	89%	91%	92%	92%	91%	91%	87%	94%hj	87%	90%	94%hj	90%	90%	95%hj	92%
Citipost	30	6	17	3	4	1	3	2	7	6	4	1	-	1	1	1	3
	1%	1%	2%cd	*	1%	*	1%	1%	3%l	2%	2%	1%	-	1%	*	*	1%
Collect+ (Collect Plus)	106	26	21	28	31	6	10	10	11	4	6	7	11	10	11	9	12
	4%	4%	3%	4%	4%	3%	4%	4%	5%	1%	2%	2%	5%	4%	4%	4%	5%
DHL	264	58	78	70	58	18	22	19	28	24	26	18	23	29	17	16	24
	9%	8%	10%	9%	8%	8%	9%	8%	11%	9%	10%	7%	10%	12%	7%	8%	9%
FedEx	180	51	40	42	47	20	14	17	13	14	14	8	8	26	20	12	14
	6%	7%	5%	6%	7%	9%	6%	8%	5%	5%	6%	3%	4%	10%kl	9%	6%	5%
Hermes	646	155	140	177	174	62	41	52	36	41	62	67	57	53	63	44	68
	22%	23%	18%	24%b	25%b	27%hl	17%	24%h	15%	16%	24%h	25%h	25%h	22%	27%hi	21%	26%hi
Interlink	39	10	15	6	9	5	3	2	9	2	4	1	1	3	3	2	4
	1%	1%	2%	1%	1%	2%	1%	1%	4%	1%	1%	1%	*	1%	1%	1%	2%
DPD	217	50	54	61	53	18	14	18	20	21	13	15	21	25	17	14	22
	8%	7%	7%	8%	8%	8%	6%	8%	8%	8%	5%	6%	9%	10%	7%	7%	8%
Parcelforce	181	41	50	44	47	19	7	14	19	16	15	11	7	26	16	12	19
	6%	6%	7%	6%	7%	8%f	3%	7%	7%	6%	6%	4%	3%	10%fkl	7%	6%	7%
TNT Express	52	14	14	12	13	6	6	2	7	2	5	4	6	1	2	5	5
	2%	2%	2%	2%	2%	2%	3%	1%	3%	1%	2%	2%	3%	1%	1%	3%	2%
UPS	119	29	30	32	27	15	4	10	11	9	11	9	11	12	10	6	11
	4%	4%	4%	4%	4%	6%	2%	5%	4%	3%	4%	4%	5%	5%	4%	3%	4%
Yodel	118	24	29	33	32	11	7	5	11	9	9	9	16	8	9	13	11
	4%	3%	4%	5%	5%	5%	3%	2%	4%	3%	3%	3%	7%g	3%	4%	6%	4%
UK Mail (not to be confused with Royal Mail)	47	12	7	14	15	4	2	6	3	3	1	8	3	3	5	6	4
	2%	2%	1%	2%	2%	2%	1%	3%	1%	1%	1%	3%	1%	1%	2%	3%	2%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD5. Which of the following companies have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**2881**	689	758	735	699	232	236	220	250	254	255	262	227	246	237	205	258
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**39**	24	14	-	-	12	3	10	9	3	2	-	-	-	-	-	-
	1%	***4%cd***	***2%cd***	-	-	***5%ijklmnop***	*1%*	***5%ijklmnop***	***4%klmnop***	*1%*	*1%*	-	-	-	-	-	-
Other: please specify	**11**	1	5	4	1	1	-	-	2	*	2	2	*	2	-	1	-
	*	*	*1%*	*1%*	*	*1%*	-	-	*1%*	*	*1%*	*1%*	*	*1%*	-	*	-
I don't know	**30**	9	10	6	4	1	4	3	3	4	4	-	4	3	4	-	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	-	*2%*	*1%*	*2%*	-	*
NET Used any 'other' provider (not Royal Mail/Parcelforce)	**1018**	253	245	265	256	94	82	77	81	70	94	94	78	92	85	72	98
	35%	*37%*	*32%*	*36%*	*37%*	***41%i***	*35%*	*35%*	*32%*	*28%*	*37%*	*36%*	*34%*	*37%*	*36%*	*35%*	*38%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 93

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2880**	-	2880	1281	1591	425	432	530	405	525	350	205	857	935	1080	555	2495	352	2880
Weighted Base	**2881**	-**	2881	1342	1536	450	470	566	423	451	307	212	921	989	969	518	2347	498	2880
Effective Base	**1704**	-	1704	795	907	281	287	352	237	270	147	141	567	587	549	281	1405	278	2880
Royal Mail postbox (using stamps)	**828**	-	828	404	422	181	187	188	95	84	48	43	368	283	176	92	643	175	781
	29%	-	*29%*	*30%*	*27%*	**40%hijk**	**40%hijk**	**33%hijk**	*23%*	*19%*	*16%*	*21%*	**40%mno**	**29%no**	*18%*	*18%*	*27%*	**35%p**	*27%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2217**	-	2217	1015	1199	318	345	445	335	364	247	161	663	780	772	408	1834	365	2290
	77%	-	*77%*	*76%*	*78%*	*71%*	*73%*	**79%e**	**79%e**	**81%ef**	**81%e**	*76%*	*72%*	**79%l**	**80%l**	**79%l**	*78%*	*73%*	*80%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**376**	-	376	204	172	86	74	63	64	50	23	16	161	127	88	38	296	74	357
	13%	-	*13%*	**15%d**	*11%*	**19%gijk**	**16%jk**	*11%*	**15%jk**	*11%*	*7%*	*7%*	**17%mno**	**13%no**	*9%*	*7%*	*13%*	*15%*	*12%*
Online collection and delivery services, i.e. organised pick-up from home	**377**	-	377	187	188	67	67	74	54	51	43	22	134	128	116	65	302	75	370
	13%	-	*13%*	*14%*	*12%*	*15%*	*14%*	*13%*	*13%*	*11%*	*14%*	*10%*	*15%*	*13%*	*12%*	*13%*	*13%*	*15%*	*13%*
Other method: please specify	**48**	-	48	21	27	2	1	7	3	15	12	8	3	10	35	21	35	10	43
	2%	-	*2%*	*2%*	*2%*	*	*	*1%*	*1%*	**3%efh**	**4%efh**	**4%efh**	*	*1%*	**4%lm**	**4%lm**	*1%*	*2%*	*1%*
I don't know	**25**	-	25	13	12	8	5	3	1	1	1	6	12	4	9	8	19	4	28
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*	*	**3%ghi**	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 93

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2880**	791	890	588	611	1681	1199	1599	1236	325	375	740	727	447	2289	334	2356
Weighted Base	**2881**	751	962	619	549	1713	1168	1923	931	275	350	747	756	488	2341	281	2399
Effective Base	**1704**	414	557	365	378	971	739	1022	707	193	211	434	445	267	1356	197	1391
Royal Mail postbox (using stamps)	**828**	222	274	192	139	496	332	607	209	86	110	230	218	130	689	86	700
	29%	*30%*	*28%*	*31%*	*25%*	*29%*	*28%*	**32%h**	*22%*	*31%*	*31%*	*31%*	*29%*	*27%*	*29%*	*31%*	*29%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2217**	573	748	488	409	1321	896	1469	727	202	249	572	590	385	1797	208	1849
	77%	*76%*	*78%*	*79%*	*74%*	*77%*	*77%*	*76%*	*78%*	*74%*	*71%*	*77%*	*78%*	**79%l**	*77%*	*74%*	*77%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**376**	118	108	91	58	226	150	284	89	27	59	84	104	71	319	27	329
	13%	**16%bd**	*11%*	*15%*	*11%*	*13%*	*13%*	**15%h**	*10%*	*10%*	**17%ik**	*11%*	*14%*	*15%*	*14%*	*10%*	*14%*
Online collection and delivery services, i.e. organised pick-up from home	**377**	117	109	94	57	226	151	260	115	28	40	102	100	81	323	30	330
	13%	**16%d**	*11%*	**15%d**	*10%*	*13%*	*13%*	*14%*	*12%*	*10%*	*12%*	*14%*	*13%*	**17%l**	*14%*	*11%*	*14%*
Other method: please specify	**48**	11	19	7	11	30	18	24	24	5	5	15	15	*	35	6	37
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	**3%g**	**2%m**	**1%m**	**2%m**	**2%m**	*	**1%m**	*2%*	*2%*
I don't know	**25**	3	10	1	12	13	12	10	15	1	5	7	2	3	17	1	17
	1%	*	*1%*	*	**2%ac**	*1%*	*1%*	*	**2%g**	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 93

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2880	1993	887	386	1555	560	437	328	151	164	172	149	194	160	209	199	157	124	436
Weighted Base	2881	2463	418	143	2402	249	145	85	113	309	241	189	269	253	397	412	219	49*	200
Effective Base	1704	1435	273	118	1286	243	230	185	139	147	152	132	154	132	187	178	140	57	188
Royal Mail postbox (using stamps)	828	731	96	37	707	60	36	24	39	98	76	55	80	45	150	128	35	15	45
	29%	30%b	23%	26%	29%	24%	25%	29%	35%mpr	32%mp	31%mp	29%mp	30%mp	18%	38%mpr	31%mp	16%	31%mp	22%
At a Post Office, using Royal Mail or Parcelforce over the counter services	2217	1871	347	127	1822	206	118	71	90	235	188	153	194	188	284	313	178	42	163
	77%	76%	83%a	89%a	76%	83%d	82%	84%d	80%	76%	78%	81%	72%	74%	72%	76%	81%n	86%ln	82%ln
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	376	337	39	13	325	30	14	7	22	41	31	28	38	24	62	47	32	4	26
	13%	14%b	9%	9%	14%g	12%	10%	8%	19%moq	13%	13%	15%	14%	9%	16%	11%	15%	8%	13%
Online collection and delivery services, i.e. organised pick-up from home	377	321	56	21	319	31	14	13	15	26	32	23	39	33	72	57	22	3	28
	13%	13%	13%	15%	13%	12%	10%	16%	13%	8%	13%	12%	14%	13%	18%lp	14%	10%	7%	14%
Other method: please specify	48	40	8	3	41	2	5	*	-	-	2	4	7	8	5	9	6	-	2
	2%	2%	2%	2%	2%	1%	3%g	*	-	-	1%	2%	3%l	3%l	1%	2%	3%l	-	1%
I don't know	25	20	5	1	23	1	*	1	-	5	2	3	3	3	3	3	2	-	1
	1%	1%	1%	1%	1%	*	*	2%	-	1%	1%	2%	1%	1%	1%	1%	1%	-	1%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 93

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2880**	1108	1141	351	204	59	2249	263	1228	1156	336	114	32	2384	146
Weighted Base	**2881**	1076	1146	390	193	61**	2222	255	1164	1192	356	125*	34**	2357	159*
Effective Base	**1704**	637	681	229	121	28	1318	147	698	685	219	77	19	1382	95
Royal Mail postbox (using stamps)	**828**	288	354	109	58	18	642	76	322	347	96	49	12	669	61
	29%	*27%*	*31%*	*28%*	*30%*	*29%*	*29%*	*30%*	*28%*	*29%*	*27%*	**39%hjm**	*35%*	*28%*	**38%hjm**
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2217**	868	879	286	135	41	1747	176	960	896	257	81	16	1856	97
	77%	**81%cdg**	*77%*	*73%*	*70%*	*67%*	**79%dg**	*69%*	**82%ijkmn**	**75%n**	*72%*	*65%*	*48%*	**79%jkn**	*61%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**376**	149	149	36	28	11	299	39	145	160	47	17	7	305	23
	13%	*14%*	*13%*	*9%*	*15%*	*18%*	*13%*	*15%*	*12%*	*13%*	*13%*	*13%*	*20%*	*13%*	*15%*
Online collection and delivery services, i.e. organised pick-up from home	**377**	130	154	46	39	8	284	47	128	158	59	23	10	286	32
	13%	*12%*	*13%*	*12%*	**20%act**	*13%*	*13%*	**19%a**	*11%*	*13%*	**17%h**	*18%*	*28%*	*12%*	**20%hm**
Other method: please specify	**48**	13	27	4	3	1	40	4	13	23	10	1	*	36	2
	2%	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*
I don't know	**25**	5	6	10	2	1	10	3	4	13	6	2	1	16	3
	1%	*	*1%*	**2%abf**	*1%*	*1%*	*	*1%*	*	*1%*	**2%h**	*1%*	*3%*	*1%*	*2%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2880**	180	2652	48	886	1800	194	2810	38	17	-	2865	15
Weighted Base	**2881**	155*	2680	47*	789	1897	195	2803	47**	15**	-**	2865	16**
Effective Base	**1704**	98	1577	31	507	1086	116	1656	28	9	-	1693	12
Royal Mail postbox (using stamps)	**828**	53	758	16	250	505	72	803	17	4	-	824	4
	29%	*35%*	*28%*	*33%*	**32%e**	*27%*	**37%e**	*29%*	*37%*	*25%*	-	*29%*	*23%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2217**	102	2083	33	569	1520	129	2179	20	10	-	2209	8
	77%	*66%*	**78%a**	*70%*	*72%*	**80%df**	*66%*	*78%*	*43%*	*64%*	-	*77%*	*52%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**376**	29	337	10	118	229	29	356	15	2	-	373	3
	13%	*18%*	*13%*	*21%*	*15%*	*12%*	*15%*	*13%*	*32%*	*12%*	-	*13%*	*18%*
Online collection and delivery services, i.e. organised pick-up from home	**377**	25	350	2	118	222	38	359	14	1	-	373	4
	13%	*16%*	*13%*	*4%*	*15%*	*12%*	**19%e**	*13%*	*29%*	*4%*	-	*13%*	*24%*
Other method: please specify	**48**	5	43	*	22	21	5	48	-	*	-	48	-
	2%	*3%*	*2%*	*	**3%e**	*1%*	*3%*	*2%*	-	*1%*	-	*2%*	-
I don't know	**25**	2	22	2	5	15	5	24	-	1	-	24	1
	1%	*2%*	*1%*	*3%*	*1%*	*1%*	*3%*	*1%*	-	*4%*	-	*1%*	*7%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month

Base : Sent any parcels in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2880**	680	735	760	705	228	225	227	243	241	251	279	234	247	246	216	243
Weighted Base	**2881**	689	758	735	699	232	236	220	250	254	255	262	227	246	237	205	258
Effective Base	**1704**	435	493	410	377	135	150	152	155	164	173	137	138	136	128	121	130
Royal Mail postbox (using stamps)	**828**	197	198	209	224	70	66	61	54	70	74	79	60	71	67	72	84
	29%	*29%*	*26%*	*28%*	*32%*	*30%*	*28%*	*28%*	*22%*	*28%*	*29%*	*30%*	*26%*	*29%*	*28%*	**35%h**	**33%h**
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2217**	574	582	545	517	194	197	183	192	207	184	192	169	183	166	167	184
	77%	**83%bcd**	*77%*	*74%*	*74%*	**84%jknp**	**83%jknp**	**83%jnp**	*77%*	**81%jnp**	*72%*	*73%*	*75%*	*74%*	*70%*	**82%n**	*71%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**376**	90	102	86	99	36	29	25	35	23	44	29	25	32	32	24	42
	13%	*13%*	*13%*	*12%*	*14%*	*15%*	*12%*	*11%*	*14%*	*9%*	**17%l**	*11%*	*11%*	*13%*	*14%*	*12%*	*16%*
Online collection and delivery services, i.e. organised pick-up from home	**377**	91	97	106	83	35	23	32	27	38	32	49	31	26	31	32	21
	13%	*13%*	*13%*	*14%*	*12%*	*15%*	*10%*	*15%*	*11%*	*15%*	*12%*	**19%fp**	*14%*	*11%*	*13%*	*15%*	*8%*
Other method: please specify	**48**	8	12	11	17	6	1	2	4	3	5	2	7	2	10	3	4
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	**4%f**	*2%*	*2%*
I don't know	**25**	7	9	5	4	1	3	3	4	2	3	1	3	1	3	1	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*	*1%*	*	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2655**	-	2655	1168	1480	374	402	494	370	493	331	184	776	864	1008	515	2312	315	2655
Weighted Base	**2618**	-**	2618	1203	1412	389	427	518	382	417	291	192	815	900	900	483	2141	446	2655
Effective Base	**1552**	-	1552	717	832	244	262	325	214	251	140	127	506	537	509	260	1285	249	2655
Royal Mail postbox (using stamps)	**828**	-	828	404	422	181	187	188	95	84	48	43	368	283	176	92	643	175	781
	32%	-	*32%*	*34%*	*30%*	**46%ghijk**	**44%hijk**	**36%hijk**	*25%*	*20%*	*17%*	*23%*	**45%mno**	**31%no**	*20%*	*19%*	*30%*	**39%p**	*29%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2135**	-	2135	977	1154	291	327	425	330	359	244	157	618	755	759	400	1766	351	2225
	82%	-	*82%*	*81%*	*82%*	*75%*	*77%*	**82%e**	**86%ef**	**86%ef**	**84%e**	*81%*	*76%*	**84%l**	**84%l**	**83%l**	*82%*	*79%*	*84%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**263**	-	263	135	128	52	59	51	42	32	17	10	111	93	58	26	210	49	264
	10%	-	*10%*	*11%*	*9%*	**13%ijk**	**14%ijk**	*10%*	*11%*	*8%*	*6%*	*5%*	**14%no**	**10%no**	*6%*	*5%*	*10%*	*11%*	*10%*
Online collection and delivery services, i.e. organised pick-up from home	**302**	-	302	144	157	54	52	58	42	40	37	17	106	101	95	54	249	52	307
	12%	-	*12%*	*12%*	*11%*	*14%*	*12%*	*11%*	*11%*	*10%*	*13%*	*9%*	*13%*	*11%*	*11%*	*11%*	*12%*	*12%*	*12%*
Other method: please specify	**39**	-	39	16	23	1	1	3	1	14	12	7	3	3	33	19	28	9	34
	2%	-	*2%*	*1%*	*2%*	*	*	*1%*	*	**3%efgh**	**4%efgh**	**4%efgh**	*	*	**4%lm**	**4%lm**	*1%*	*2%*	*1%*
I don't know	**10**	-	10	7	3	6	1	1	*	-	-	2	7	1	2	2	5	4	8
	*	-	*	*1%*	*	**2%l**	*	*	*	-	-	*1%*	*1%*	*	*	*	*	*1%*	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2655**	723	830	544	558	1553	1102	1470	1144	307	340	692	671	402	2105	314	2164
Weighted Base	**2618**	667	891	567	493	1558	1061	1732	863	258	307	693	691	430	2121	264	2173
Effective Base	**1552**	371	516	333	341	886	670	923	651	182	183	405	407	237	1232	185	1262
Royal Mail postbox (using stamps)	**828**	222	274	192	139	496	332	607	209	86	110	230	218	130	689	86	700
	32%	*33%*	*31%*	*34%*	*28%*	*32%*	*31%*	**35%h**	*24%*	*33%*	*36%*	*33%*	*32%*	*30%*	*32%*	*33%*	*32%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2135**	556	728	463	388	1284	851	1406	709	194	237	558	567	370	1732	200	1783
	82%	*83%*	*82%*	*82%*	*79%*	*82%*	*80%*	*81%*	*82%*	*75%*	*77%*	*81%*	*82%*	**86%ij**	**82%l**	*76%*	**82%o**
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**263**	70	79	74	40	149	114	195	65	20	30	57	81	53	221	20	229
	10%	*10%*	*9%*	**13%bd**	*8%*	*10%*	*11%*	**11%h**	*8%*	*8%*	*10%*	*8%*	*12%*	*12%*	*10%*	*8%*	*11%*
Online collection and delivery services, i.e. organised pick-up from home	**302**	89	89	75	49	178	124	204	95	26	34	94	74	51	253	28	258
	12%	*13%*	*10%*	*13%*	*10%*	*11%*	*12%*	*12%*	*11%*	*10%*	*11%*	*14%*	*11%*	*12%*	*12%*	*11%*	*12%*
Other method: please specify	**39**	11	15	7	6	26	13	19	20	5	3	13	15	*	31	5	32
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	**2%g**	**2%m**	*1%*	**2%m**	**2%m**	*	*1%*	*2%*	*1%*
I don't know	**10**	2	3	-	5	5	5	5	5	*	4	1	-	-	5	*	5
	*	*	*	-	*1%*	*	*	*	*1%*	*	**1%ln**	*	-	-	*	*	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 94

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2655	1825	830	366	1407	524	409	315	146	148	156	133	165	145	184	186	144	117	407
Weighted Base	2618	2236	382	138	2170	234	134	81	109	281	216	167	230	231	348	386	201	46*	187
Effective Base	1552	1302	253	113	1160	227	218	177	135	133	138	118	129	120	164	167	128	53	176
Royal Mail postbox (using stamps)	828	731	96	37	707	60	36	24	39	98	76	55	80	45	150	128	35	15	45
	32%	**33%b**	*25%*	*26%*	**33%e**	*26%*	*27%*	*30%*	**36%mpr**	**35%mpr**	**35%mpr**	**33%mp**	**35%mpr**	*19%*	**43%mpr**	**33%mp**	*17%*	**33%mp**	*24%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	2135	1794	341	124	1752	200	113	70	89	229	178	144	180	185	267	307	172	40	160
	82%	*80%*	**89%a**	**90%a**	*81%*	*86%*	*85%*	*87%*	*82%*	*82%*	*83%*	*86%*	*78%*	*80%*	*77%*	*80%*	*85%*	*87%*	**85%n**
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	263	234	29	12	223	22	12	6	21	26	26	19	19	13	39	34	25	2	20
	10%	*10%*	*7%*	*9%*	*10%*	*10%*	*9%*	*7%*	**19%ilmnoqr**	*9%*	*12%*	*11%*	*8%*	*6%*	*11%*	*9%*	*12%*	*5%*	*11%*
Online collection and delivery services, i.e. organised pick-up from home	302	261	41	21	250	29	11	12	12	21	20	15	31	27	57	49	17	3	26
	12%	*12%*	*11%*	*15%*	*11%*	*12%*	*8%*	**15%f**	*11%*	*7%*	*9%*	*9%*	*13%*	*12%*	**16%ip**	*13%*	*8%*	*7%*	*14%*
Other method: please specify	39	32	8	3	35	2	2	*	-	-	2	4	5	8	4	9	3	-	2
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*	-	-	*1%*	*2%*	*2%*	**3%l**	*1%*	*2%*	*2%*	-	*1%*
I don't know	10	9	1	1	10	-	-	*	-	2	1	1	1	1	3	-	1	-	-
	*	*	*	*1%*	*	-	-	*	-	*1%*	*1%*	*1%*	*	*	*1%*	-	*	-	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2655**	1035	1063	317	172	54	2098	226	1164	1061	304	94	21	2225	115
Weighted Base	**2618**	989	1056	347	156	57**	2045	214	1089	1066	327	107*	22**	2155	129*
Effective Base	**1552**	588	627	206	100	26	1214	123	655	615	199	65	12	1269	77
Royal Mail postbox (using stamps)	**828**	288	354	109	58	18	642	76	322	347	96	49	12	669	61
	32%	*29%*	*33%*	*31%*	*37%*	*31%*	*31%*	*35%*	*30%*	*33%*	*29%*	**46%hijm**	*53%*	*31%*	**47%hijm**
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2135**	845	845	273	122	41	1690	163	936	856	248	77	12	1792	89
	82%	**85%bcg**	*80%*	*79%*	*78%*	*72%*	*83%*	*76%*	**86%ijkn**	**80%n**	*76%*	*72%*	*53%*	**83%jkn**	*69%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**263**	107	111	20	17	8	218	25	110	106	33	11	2	216	13
	10%	**11%c**	**10%c**	*6%*	*11%*	*14%*	**11%c**	*12%*	*10%*	*10%*	*10%*	*10%*	*11%*	*10%*	*10%*
Online collection and delivery services, i.e. organised pick-up from home	**302**	103	127	36	28	7	230	35	106	122	51	16	6	229	22
	12%	*10%*	*12%*	*10%*	**18%af**	*13%*	*11%*	*17%*	*10%*	*11%*	**16%hm**	*15%*	*28%*	*11%*	*17%*
Other method: please specify	**39**	13	21	2	2	1	34	3	10	17	10	1	*	27	2
	2%	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	**3%hm**	*1%*	*2%*	*1%*	*1%*
I don't know	**10**	-	3	4	1	1	3	2	1	5	4	-	-	6	-
	*	-	*	**1%af**	**1%a**	*1%*	*	**1%a**	*	*1%*	**1%h**	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2655**	164	2447	44	807	1673	175	2602	29	13	-	2644	11
Weighted Base	**2618**	134*	2443	42**	703	1744	171	2559	36**	12**	-**	2607	11**
Effective Base	**1552**	85	1438	29	451	1001	103	1517	20	6	-	1544	9
Royal Mail postbox (using stamps)	**828**	53	758	16	250	505	72	803	17	4	-	824	4
	32%	*40%*	*31%*	*37%*	**36%e**	*29%*	**42%e**	*31%*	*49%*	*32%*	-	*32%*	*33%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2135**	96	2006	33	543	1475	117	2097	20	9	-	2126	8
	82%	*72%*	**82%a**	*78%*	*77%*	**85%df**	*68%*	*82%*	*56%*	*76%*	-	*82%*	*74%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**263**	18	238	7	73	169	21	255	7	*	-	262	1
	10%	*14%*	*10%*	*16%*	*10%*	*10%*	*12%*	*10%*	*18%*	*2%*	-	*10%*	*6%*
Online collection and delivery services, i.e. organised pick-up from home	**302**	21	280	1	94	173	35	290	9	-	-	299	2
	12%	*16%*	*11%*	*1%*	*13%*	*10%*	**20%e**	*11%*	*26%*	-	-	*11%*	*21%*
Other method: please specify	**39**	5	34	-	18	16	5	39	-	*	-	39	-
	2%	*4%*	*1%*	-	**3%e**	*1%*	*3%*	*2%*	-	*1%*	-	*2%*	-
I don't know	**10**	1	8	1	1	5	5	10	-	-	-	10	-
	*	*1%*	*	*3%*	*	*	**3%de**	*	-	-	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail

Base : Sent any parcels in the last month via Royal Mail

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2655**	627	668	701	659	211	208	208	220	225	223	257	219	225	227	206	226
Weighted Base	**2618**	629	676	670	644	213	215	201	217	238	221	236	213	221	212	195	237
Effective Base	**1552**	397	445	371	350	123	138	138	139	155	152	122	129	121	115	116	121
Royal Mail postbox (using stamps)	**828**	197	198	209	224	70	66	61	54	70	74	79	60	71	67	72	84
	32%	*31%*	*29%*	*31%*	*35%*	*33%*	*31%*	*30%*	*25%*	*29%*	*33%*	*33%*	*28%*	*32%*	*32%*	**37%h**	*36%*
At a Post Office, using Royal Mail or Parcelforce over the counter services	**2135**	553	558	525	499	191	188	174	185	199	174	186	167	172	161	163	175
	82%	**88%bcd**	*83%*	*78%*	*77%*	**90%jklmnp**	**88%jmnp**	**86%np**	**86%np**	*84%*	*79%*	*79%*	*79%*	*78%*	*76%*	*84%*	*74%*
Non-Post Office counter services (e.g. DHL service points, Hermes Parcelshop, Doddle, etc.)	**263**	63	63	62	75	23	21	19	17	20	25	20	18	24	20	24	32
	10%	*10%*	*9%*	*9%*	*12%*	*11%*	*10%*	*9%*	*8%*	*8%*	*11%*	*8%*	*8%*	*11%*	*9%*	*12%*	*14%*
Online collection and delivery services, i.e. organised pick-up from home	**302**	80	71	83	68	33	19	28	14	31	26	37	27	19	27	26	16
	12%	*13%*	*10%*	*12%*	*11%*	**15%hp**	*9%*	**14%h**	*7%*	*13%*	*12%*	**16%hp**	*13%*	*8%*	*12%*	*13%*	*7%*
Other method: please specify	**39**	5	8	9	17	2	1	2	2	3	3	2	6	2	10	3	4
	2%	*1%*	*1%*	*1%*	*3%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	**5%f**	*2%*	*2%*
I don't know	**10**	2	5	2	1	-	2	-	3	1	1	1	*	1	-	1	-
	*	*	*1%*	*	*	-	*1%*	-	*1%*	*	*1%*	*	*	*	-	*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	706	-	706	341	363	126	108	130	97	113	81	50	234	227	244	131	588	110	706
Weighted Base	732	-**	732	372	359	142*	122*	132*	108*	107*	75*	46*	264	240	228	121*	576	146*	706
Effective Base	438	-	438	226	211	91	75	86	60	61	36	35	165	145	129	68	349	84	706
Lower cost of postage	242	-	242	136	106	43	42	41	40	44	17	14	86	81	75	31	187	52	245
	33%	-	33%	37%	30%	31%	35%	31%	37%	41%	22%	31%	33%	34%	33%	26%	32%	35%	35%
Lower cost of insurance	85	-	85	60	24	25	25	19	10	3	1	2	49	30	6	3	63	21	78
	12%	-	12%	16%d	7%	17%ij	20%ijk	15%ij	9%	3%	1%	5%	19%no	12%no	2%	2%	11%	14%	11%
Guarantee that the parcel would arrive on time	96	-	96	49	47	30	24	14	15	9	1	3	54	29	13	4	74	22	104
	13%	-	13%	13%	13%	21%ijk	20%ij	11%	14%ij	8%	2%	6%	21%mno	12%o	6%	3%	13%	15%	15%
Better ability to track the delivery	184	-	184	103	81	50	22	35	21	27	16	11	73	56	55	28	150	33	171
	25%	-	25%	28%	23%	36%fh	18%	27%	19%	25%	22%	25%	27%	23%	24%	23%	26%	22%	24%
Parcel less likely to get lost	130	-	130	71	58	38	33	21	23	9	3	3	71	44	16	7	98	33	122
	18%	-	18%	19%	16%	27%ijk	27%ijk	16%	21%ij	8%	5%	7%	27%no	18%no	7%	6%	17%	22%	17%
Ability to select an express service	77	-	77	51	26	24	21	15	8	6	*	2	46	23	9	3	57	20	65
	11%	-	11%	14%d	7%	17%ij	18%ij	11%j	7%	6%	1%	5%	17%mno	9%	4%	2%	10%	14%	9%
Quicker delivery	162	-	162	97	64	40	39	33	24	14	6	7	79	56	27	13	114	48	140
	22%	-	22%	26%d	18%	28%ij	32%ij	25%j	22%	13%	8%	16%	30%no	24%no	12%	11%	20%	33%p	20%
More convenient for me to drop the parcel off	176	-	176	97	80	28	26	33	26	30	23	11	54	58	64	34	137	39	176
	24%	-	24%	26%	22%	20%	21%	25%	24%	28%	31%	25%	21%	24%	28%	28%	24%	27%	25%
More convenient for me to have the parcel collected	213	-	213	106	107	28	39	36	43	26	20	21	68	78	67	41	163	48	217
	29%	-	29%	28%	30%	20%	32%	27%	40%e	24%	27%	46%egj	26%	33%	29%	34%	28%	33%	31%
More convenient for the recipient to take the delivery	100	-	100	52	48	17	24	13	13	21	6	8	40	26	34	13	76	25	107
	14%	-	14%	14%	13%	12%	19%	10%	12%	19%	7%	16%	15%	11%	15%	11%	13%	17%	15%
Ability to set a specific date/time for delivery	80	-	80	42	38	23	30	10	7	4	2	5	53	17	11	7	57	23	74
	11%	-	11%	11%	11%	16%ij	24%ghij	7%	7%	4%	2%	11%	20%mno	7%	5%	6%	10%	16%	10%
Guarantee that the parcel would arrive intact	83	-	83	51	31	19	12	18	10	8	6	9	31	28	23	15	63	20	79
	11%	-	11%	14%	9%	13%	10%	14%	10%	8%	8%	19%	12%	12%	10%	12%	11%	14%	11%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**732**	-**	732	372	359	142*	122*	132*	108*	107*	75*	46*	264	240	228	121*	576	146*	706
Recommended by others	**70**	-	70	38	32	19	28	15	4	3	*	-	47	19	4	*	44	24	66
	10%	-	*10%*	*10%*	*9%*	**13%ijk**	**23%hijk**	**11%jk**	*4%*	*3%*	*1%*	-	**18%mno**	**8%no**	*2%*	*	*8%*	**16%p**	*9%*
Other: please specify	**75**	-	75	32	42	2	9	13	8	16	19	7	10	21	43	27	63	8	67
	10%	-	*10%*	*9%*	*12%*	*1%*	**7%e**	**10%e**	**8%e**	**15%e**	**26%efgh**	**16%e**	*4%*	*9%*	**19%lm**	**22%lm**	*11%*	*6%*	*9%*
NET Cost	**293**	-	293	172	121	58	56	57	47	44	17	14	114	104	75	31	227	62	285
	40%	-	*40%*	**46%d**	*34%*	*41%*	**46%j**	**43%j**	**44%j**	*41%*	*22%*	*31%*	**43%o**	**43%o**	*33%*	*26%*	*39%*	*42%*	*40%*
NET Reliability	**234**	-	234	126	106	67	51	40	34	20	10	12	118	74	42	22	175	59	214
	32%	-	*32%*	*34%*	*30%*	**47%gijk**	**42%ij**	*30%*	*32%*	*18%*	*14%*	*25%*	**45%mno**	**31%n**	*18%*	*18%*	*30%*	*40%*	*30%*
NET Speed	**216**	-	216	134	80	62	50	43	29	17	6	8	112	72	32	14	151	65	182
	29%	-	*29%*	**36%d**	*22%*	**44%hijk**	**41%ijk**	**33%ij**	**27%j**	*16%*	*8%*	*18%*	**42%mno**	**30%no**	*14%*	*12%*	*26%*	**44%p**	*26%*
NET Convenience	**339**	-	339	180	159	80	56	54	44	49	37	20	136	98	106	57	273	66	318
	46%	-	*46%*	*49%*	*44%*	**56%g**	*46%*	*41%*	*40%*	*45%*	*50%*	*43%*	*51%*	*41%*	*46%*	*47%*	*47%*	*45%*	*45%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	706	230	193	152	131	423	283	405	291	69	92	180	176	132	580	71	600
Weighted Base	732	219	224	167*	121*	444	289	510	218	56*	93*	185	198	138*	615	59*	634
Effective Base	438	130	132	93	87	261	177	271	183	43	61	104	120	78	362	44	373
Lower cost of postage	242	58	86	66	32	144	98	178	62	18	31	61	78	32	202	20	206
	33%	*26%*	**38%a**	**39%a**	*27%*	*33%*	*34%*	*35%*	*28%*	*33%*	*34%*	*33%*	**40%m**	*23%*	*33%*	*35%*	*32%*
Lower cost of insurance	85	19	30	25	11	49	36	65	17	4	13	24	24	15	75	4	77
	12%	*9%*	*13%*	*15%*	*9%*	*11%*	*12%*	*13%*	*8%*	*8%*	*14%*	*13%*	*12%*	*11%*	*12%*	*8%*	*12%*
Guarantee that the parcel would arrive on time	96	26	32	26	13	58	38	70	26	15	10	28	15	25	78	15	78
	13%	*12%*	*14%*	*15%*	*11%*	*13%*	*13%*	*14%*	*12%*	**26%jln**	*11%*	*15%*	*8%*	**18%l**	*13%*	**25%p**	*12%*
Better ability to track the delivery	184	57	54	44	28	112	72	122	59	12	22	56	57	24	160	12	161
	25%	*26%*	*24%*	*26%*	*23%*	*25%*	*25%*	*24%*	*27%*	*22%*	*23%*	**30%m**	*29%*	*17%*	*26%*	*21%*	*25%*
Parcel less likely to get lost	130	49	30	39	13	78	52	103	25	14	20	26	33	31	110	14	111
	18%	**22%d**	*13%*	**24%bd**	*10%*	*18%*	*18%*	**20%h**	*12%*	*24%*	*22%*	*14%*	*17%*	*23%*	*18%*	*23%*	*18%*
Ability to select an express service	77	27	18	26	6	45	32	63	13	5	18	12	19	21	70	5	71
	11%	*12%*	*8%*	**16%d**	*5%*	*10%*	*11%*	**12%h**	*6%*	*8%*	**19%k**	*7%*	*10%*	*15%*	*11%*	*8%*	*11%*
Quicker delivery	162	46	54	44	18	100	62	128	33	12	23	41	40	32	136	15	140
	22%	*21%*	*24%*	*26%*	*15%*	*23%*	*21%*	**25%h**	*15%*	*22%*	*24%*	*22%*	*20%*	*23%*	*22%*	*25%*	*22%*
More convenient for me to drop the parcel off	176	46	62	38	30	108	68	118	56	10	27	45	51	28	152	10	156
	24%	*21%*	*28%*	*23%*	*25%*	*24%*	*24%*	*23%*	*26%*	*18%*	*29%*	*24%*	*26%*	*21%*	*25%*	*17%*	*25%*
More convenient for me to have the parcel collected	213	79	59	52	23	138	75	147	64	12	21	54	56	56	187	12	190
	29%	**36%d**	*26%*	*31%*	*19%*	*31%*	*26%*	*29%*	*30%*	*21%*	*22%*	*29%*	*28%*	**40%lj**	*30%*	*20%*	*30%*
More convenient for the recipient to take the delivery	100	30	26	31	14	55	45	72	25	8	7	27	25	26	85	8	87
	14%	*14%*	*11%*	*18%*	*12%*	*12%*	*15%*	*14%*	*12%*	*15%*	*8%*	*15%*	*13%*	*19%*	*14%*	*14%*	*14%*
Ability to set a specific date/time for delivery	80	30	25	19	6	55	25	63	16	5	9	16	19	24	69	5	72
	11%	**14%d**	*11%*	*11%*	*5%*	*12%*	*9%*	*12%*	*8%*	*9%*	*10%*	*9%*	*10%*	*17%*	*11%*	*9%*	*11%*
Guarantee that the parcel would arrive intact	83	24	24	26	9	48	35	60	21	8	17	16	16	17	65	8	72
	11%	*11%*	*11%*	*16%*	*7%*	*11%*	*12%*	*12%*	*10%*	*14%*	**18%l**	*8%*	*8%*	*12%*	*11%*	*13%*	*11%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**732**	219	224	167*	121*	444	289	510	218	56*	93*	185	198	138*	615	59*	634
Recommended by others	**70**	30	22	9	9	52	18	58	11	5	6	16	14	23	59	5	62
	10%	*13%*	*10%*	*5%*	*7%*	*12%*	*6%*	**11%h**	*5%*	*8%*	*6%*	*9%*	*7%*	**17%l**	*10%*	*8%*	*10%*
Other: please specify	**75**	30	21	9	14	52	23	46	29	6	8	18	15	15	56	7	60
	10%	**14%c**	*10%*	*5%*	*12%*	*12%*	*8%*	*9%*	*13%*	*11%*	*9%*	*10%*	*8%*	*11%*	*9%*	*12%*	*9%*
NET Cost	**293**	70	102	79	42	172	121	218	72	19	39	76	94	41	250	22	254
	40%	*32%*	**45%a**	**47%a**	*34%*	*39%*	*42%*	**43%h**	*33%*	*35%*	*42%*	*41%*	**47%m**	*30%*	*41%*	*37%*	*40%*
NET Reliability	**234**	72	58	76	28	130	104	173	58	23	35	57	55	47	194	23	201
	32%	*33%*	*26%*	**45%bd**	*23%*	*29%*	*36%*	*34%*	*26%*	*42%*	*37%*	*31%*	*28%*	*34%*	*32%*	*40%*	*32%*
NET Speed	**216**	63	68	62	22	131	84	172	42	14	34	50	56	47	187	17	192
	29%	*29%*	**30%d**	**37%d**	*18%*	*30%*	*29%*	**34%h**	*19%*	*26%*	*37%*	*27%*	*28%*	*34%*	*30%*	*28%*	*30%*
NET Convenience	**339**	101	104	83	51	205	134	234	102	21	46	91	100	56	292	21	299
	46%	*46%*	*46%*	*50%*	*42%*	*46%*	*47%*	*46%*	*47%*	*38%*	*49%*	*49%*	*50%*	*40%*	*47%*	*36%*	*47%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**706**	502	204	86	413	117	101	75	41	37	44	35	55	41	69	47	44	11	106
Weighted Base	**732**	633	99*	35**	626	56*	32*	19*	30*	66*	62*	46*	80*	62*	125*	100*	55*	5**	51*
Effective Base	**438**	372	67	28	342	62	48	50	39	33	39	31	46	31	63	42	40	8	55
Lower cost of postage	**242**	210	32	8	205	20	13	4	15	21	26	15	32	16	42	20	19	2	18
	33%	*33%*	*33%*	*22%*	*33%*	*36%*	*39%*	*24%*	**48%o**	*32%*	**42%o**	*33%*	**40%o**	*25%*	*34%*	*20%*	*35%*	*33%*	*36%*
Lower cost of insurance	**85**	74	11	4	77	3	2	2	4	11	9	3	8	7	23	8	3	1	2
	12%	*12%*	*11%*	*12%*	*12%*	*6%*	*7%*	*12%*	*14%*	*17%*	*14%*	*6%*	*10%*	*12%*	**19%r**	*8%*	*5%*	*19%*	*4%*
Guarantee that the parcel would arrive on time	**96**	88	8	2	84	5	5	2	2	16	11	5	14	9	14	11	2	1	5
	13%	*14%*	*8%*	*4%*	*13%*	*10%*	*15%*	*12%*	*7%*	**24%p**	*18%*	*12%*	*17%*	*14%*	*11%*	*11%*	*4%*	*9%*	*10%*
Better ability to track the delivery	**184**	156	28	13	159	13	8	4	6	19	20	12	16	13	35	25	14	1	12
	25%	*25%*	*28%*	*36%*	*25%*	*23%*	*24%*	*23%*	*19%*	*28%*	*33%*	*26%*	*19%*	*21%*	*28%*	*25%*	*25%*	*26%*	*23%*
Parcel less likely to get lost	**130**	117	14	8	112	8	6	5	8	9	7	6	13	4	33	24	8	1	7
	18%	*18%*	*14%*	*22%*	*18%*	*14%*	*18%*	*24%*	**27%m**	*13%*	*11%*	*12%*	*17%*	*7%*	**27%m**	*24%*	*15%*	*19%*	*14%*
Ability to select an express service	**77**	74	3	2	68	4	4	1	4	7	10	5	7	3	22	7	3	1	3
	11%	**12%b**	*3%*	*7%*	*11%*	*7%*	*12%*	*8%*	*12%*	*11%*	*16%*	*10%*	*8%*	*5%*	*18%*	*7%*	*6%*	*19%*	*5%*
Quicker delivery	**162**	147	15	6	141	13	5	3	7	11	18	11	17	8	40	20	8	1	12
	22%	*23%*	*15%*	*17%*	*22%*	*24%*	*16%*	*17%*	*24%*	*17%*	*29%*	*24%*	*21%*	*13%*	**32%p**	*20%*	*14%*	*22%*	*24%*
More convenient for me to drop the parcel off	**176**	156	20	7	151	16	5	4	10	19	18	12	13	8	28	26	19	2	14
	24%	*25%*	*20%*	*18%*	*24%*	*28%*	*15%*	*23%*	**32%m**	*29%*	*29%*	*26%*	*16%*	*12%*	*22%*	*26%*	**34%m**	*38%*	*27%*
More convenient for me to have the parcel collected	**213**	174	39	17	182	18	8	5	10	10	16	9	30	18	40	37	12	2	15
	29%	*28%*	*39%*	*49%*	*29%*	*31%*	*25%*	*27%*	*32%*	*16%*	*26%*	*20%*	**37%l**	*29%*	*32%*	**37%l**	*22%*	*38%*	*30%*
More convenient for the recipient to take the delivery	**100**	85	15	6	79	10	6	5	9	5	14	6	9	5	8	12	9	2	8
	14%	*13%*	*15%*	*16%*	*13%*	*18%*	*19%*	**27%d**	**30%ilmno**	*8%*	**23%n**	*13%*	*12%*	*8%*	*7%*	*12%*	*17%*	*36%*	*16%*
Ability to set a specific date/time for delivery	**80**	76	5	2	72	2	5	1	5	6	9	10	11	6	15	7	3	1	1
	11%	*12%*	*5%*	*6%*	*12%*	*4%*	**15%e**	*7%*	**16%r**	*9%*	**15%r**	**21%r**	*14%*	*9%*	*12%*	*7%*	*6%*	*19%*	*3%*
Guarantee that the parcel would arrive intact	**83**	69	13	4	71	7	3	2	5	7	7	8	9	3	17	11	4	1	6
	11%	*11%*	*13%*	*12%*	*11%*	*12%*	*10%*	*8%*	*18%*	*11%*	*11%*	*17%*	*11%*	*5%*	*13%*	*11%*	*8%*	*19%*	*11%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**732**	633	99*	35**	626	56*	32*	19*	30*	66*	62*	46*	80*	62*	125*	100*	55*	5**	51*
Recommended by others	**70**	66	4	2	61	4	3	1	7	5	5	4	8	1	16	11	4	-	4
	10%	*10%*	*4%*	*7%*	*10%*	*7%*	*10%*	*4%*	**23%lmpr**	*7%*	*9%*	*8%*	*10%*	*2%*	*13%*	*11%*	*7%*	-	*8%*
Other: please specify	**75**	61	13	4	62	6	6	1	1	6	8	9	2	9	8	17	3	*	5
	10%	*10%*	*13%*	*12%*	*10%*	*10%*	*18%*	*8%*	*2%*	*10%*	*12%*	**19%hl**	*3%*	*15%*	*6%*	**17%l**	*5%*	*8%*	*10%*
NET Cost	**293**	254	39	10	253	21	13	6	17	30	32	16	35	22	55	26	19	2	19
	40%	*40%*	*39%*	*29%*	*40%*	*38%*	*41%*	*32%*	**55%o**	*46%*	**53%o**	*36%*	*44%*	*35%*	*44%*	*26%*	*35%*	*33%*	*38%*
NET Reliability	**234**	209	25	11	205	14	9	6	12	26	17	14	24	12	52	38	10	2	13
	32%	*33%*	*25%*	*31%*	*33%*	*25%*	*29%*	*31%*	**41%p**	**39%p**	*28%*	*30%*	*30%*	*20%*	**41%mp**	*38%*	*18%*	*28%*	*25%*
NET Speed	**216**	199	17	8	190	15	6	4	8	19	23	14	24	11	55	25	10	2	13
	29%	**31%b**	*17%*	*21%*	*30%*	*27%*	*20%*	*22%*	*28%*	*29%*	*37%*	*31%*	*30%*	*18%*	**44%mopr**	*25%*	*19%*	*40%*	*26%*
NET Convenience	**339**	298	42	15	296	24	12	8	14	31	32	24	32	25	59	50	28	2	21
	46%	*47%*	*42%*	*42%*	*47%*	*42%*	*37%*	*43%*	*47%*	*48%*	*52%*	*53%*	*40%*	*40%*	*47%*	*50%*	*50%*	*38%*	*42%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	706	250	283	85	68	18	533	86	251	291	103	43	17	542	60
Weighted Base	732	267	294	85*	66*	18**	561	85*	260	315	105*	37**	15**	575	52*
Effective Base	438	153	178	54	41	12	330	53	154	184	65	26	9	338	35
Lower cost of postage	242	93	90	27	25	6	182	31	80	111	27	14	10	191	24
	33%	*35%*	*30%*	*32%*	*38%*	*33%*	*32%*	*37%*	*31%*	*35%*	*26%*	*38%*	*65%*	*33%*	**46%j**
Lower cost of insurance	85	33	26	13	12	1	59	13	28	41	15	2	*	68	2
	12%	*12%*	*9%*	*16%*	*18%*	*4%*	*10%*	*15%*	*11%*	*13%*	*14%*	*5%*	*1%*	*12%*	*3%*
Guarantee that the parcel would arrive on time	96	40	32	17	7	-	72	7	35	39	12	7	4	74	11
	13%	*15%*	*11%*	*21%*	*10%*	-	*13%*	*8%*	*13%*	*12%*	*11%*	*19%*	*25%*	*13%*	*21%*
Better ability to track the delivery	184	69	82	20	8	5	151	13	80	67	25	9	3	147	11
	25%	*26%*	**28%d**	*24%*	*12%*	*26%*	**27%d**	*15%*	**31%i**	*21%*	*24%*	*23%*	*19%*	*26%*	*22%*
Parcel less likely to get lost	130	43	50	20	15	2	94	17	44	56	15	7	8	100	16
	18%	*16%*	*17%*	*24%*	*22%*	*11%*	*17%*	*20%*	*17%*	*18%*	*14%*	*19%*	*57%*	*17%*	*30%*
Ability to select an express service	77	26	30	11	10	*	56	10	19	40	11	5	2	59	8
	11%	*10%*	*10%*	*13%*	*15%*	*2%*	*10%*	*12%*	*7%*	*13%*	*10%*	*14%*	*17%*	*10%*	*15%*
Quicker delivery	162	57	64	23	13	4	121	17	63	64	26	2	8	127	9
	22%	*21%*	*22%*	*28%*	*20%*	*22%*	*22%*	*20%*	*24%*	*20%*	*25%*	*5%*	*51%*	*22%*	*18%*
More convenient for me to drop the parcel off	176	69	83	13	12	*	152	12	65	73	21	12	5	138	17
	24%	*26%*	**28%cg**	*15%*	*17%*	*2%*	**27%g**	*14%*	*25%*	*23%*	*20%*	*32%*	*33%*	*24%*	*32%*
More convenient for me to have the parcel collected	213	86	81	24	17	5	167	22	81	83	32	12	4	164	17
	29%	*32%*	*27%*	*28%*	*25%*	*29%*	*30%*	*26%*	*31%*	*26%*	*31%*	*33%*	*30%*	*28%*	*32%*
More convenient for the recipient to take the delivery	100	23	54	9	12	1	77	14	30	49	16	5	1	79	5
	14%	*9%*	**18%a**	*10%*	*19%*	*8%*	*14%*	*16%*	*11%*	*16%*	*15%*	*13%*	*4%*	*14%*	*10%*
Ability to set a specific date/time for delivery	80	29	29	11	10	1	59	11	25	33	20	3	*	58	3
	11%	*11%*	*10%*	*13%*	*14%*	*7%*	*10%*	*13%*	*10%*	*10%*	**19%m**	*7%*	*3%*	*10%*	*6%*
Guarantee that the parcel would arrive intact	83	34	36	5	7	*	70	7	28	38	8	6	3	67	8
	11%	*13%*	*12%*	*6%*	*11%*	*1%*	*13%*	*9%*	*11%*	*12%*	*7%*	*15%*	*18%*	*12%*	*16%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**732**	267	294	85*	66*	18**	561	85*	260	315	105*	37**	15**	575	52*
Recommended by others	**70**	27	29	10	3	-	56	3	22	32	11	2	2	54	4
	10%	*10%*	*10%*	*12%*	*5%*	-	*10%*	*4%*	*8%*	*10%*	*11%*	*5%*	*17%*	*9%*	*8%*
Other: please specify	**75**	37	26	4	4	4	62	8	33	25	10	6	-	58	6
	10%	*14%*	*9%*	*5%*	*7%*	*19%*	*11%*	*9%*	*13%*	*8%*	*10%*	*16%*	-	*10%*	*11%*
NET Cost	**293**	106	107	39	34	6	213	40	91	142	35	14	10	233	24
	40%	*40%*	*36%*	*46%*	*51%*	*33%*	*38%*	*47%*	*35%*	*45%*	*34%*	*38%*	*65%*	*41%*	*46%*
NET Reliability	**234**	86	92	33	19	2	179	21	81	106	27	11	9	187	19
	32%	*32%*	*31%*	*39%*	*29%*	*12%*	*32%*	*25%*	*31%*	*34%*	*26%*	*29%*	*59%*	*33%*	*37%*
NET Speed	**216**	71	85	33	23	4	156	27	72	93	35	6	10	165	16
	29%	*27%*	*29%*	*39%*	*35%*	*22%*	*28%*	*32%*	*28%*	*30%*	*33%*	*16%*	*67%*	*29%*	*31%*
NET Convenience	**339**	128	149	33	24	5	277	29	122	136	57	18	6	259	24
	46%	*48%*	***51%g***	*39%*	*37%*	*28%*	*49%*	*35%*	*47%*	*43%*	*54%*	*47%*	*41%*	*45%*	*46%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	706	52	643	11	239	406	61	677	18	5	-	700	6
Weighted Base	732	50*	670	12**	231	433	68*	697	27**	3**	-**	726	6**
Effective Base	438	33	400	6	146	254	39	417	16	2	-	434	4
Lower cost of postage	242	14	226	2	59	159	24	235	6	*	-	242	1
	33%	*29%*	*34%*	*18%*	*26%*	**37%d**	*36%*	*34%*	*23%*	*9%*	-	*33%*	*9%*
Lower cost of insurance	85	11	70	3	31	39	15	79	2	2	-	83	2
	12%	**22%b**	*11%*	*25%*	*13%*	*9%*	**21%e**	*11%*	*9%*	*63%*	-	*11%*	*24%*
Guarantee that the parcel would arrive on time	96	12	79	5	44	43	9	85	9	2	-	96	-
	13%	**25%b**	*12%*	*42%*	**19%e**	*10%*	*13%*	*12%*	*34%*	*85%*	-	*13%*	-
Better ability to track the delivery	184	15	169	*	52	117	15	173	8	1	-	182	2
	25%	*30%*	*25%*	*2%*	*23%*	*27%*	*22%*	*25%*	*31%*	*24%*	-	*25%*	*33%*
Parcel less likely to get lost	130	15	111	4	45	73	13	123	6	-	-	129	2
	18%	**31%b**	*17%*	*32%*	*20%*	*17%*	*19%*	*18%*	*24%*	-	-	*18%*	*25%*
Ability to select an express service	77	7	67	3	26	43	9	65	10	-	-	75	2
	11%	*13%*	*10%*	*27%*	*11%*	*10%*	*13%*	*9%*	*37%*	-	-	*10%*	*37%*
Quicker delivery	162	8	151	3	49	92	22	155	6	*	-	161	1
	22%	*16%*	*22%*	*27%*	*21%*	*21%*	*32%*	*22%*	*22%*	*9%*	-	*22%*	*16%*
More convenient for me to drop the parcel off	176	11	164	1	62	102	12	171	5	*	-	176	-
	24%	*22%*	*25%*	*8%*	*27%*	*24%*	*18%*	*25%*	*20%*	*9%*	-	*24%*	-
More convenient for me to have the parcel collected	213	21	189	3	65	131	16	206	7	*	-	213	-
	29%	*42%*	*28%*	*25%*	*28%*	*30%*	*24%*	*30%*	*26%*	*12%*	-	*29%*	-
More convenient for the recipient to take the delivery	100	8	92	*	38	54	9	98	1	-	-	99	2
	14%	*17%*	*14%*	*1%*	*16%*	*12%*	*13%*	*14%*	*3%*	-	-	*14%*	*25%*
Ability to set a specific date/time for delivery	80	10	69	2	28	41	12	73	8	-	-	80	-
	11%	*20%*	*10%*	*13%*	*12%*	*10%*	*17%*	*10%*	*29%*	-	-	*11%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 95

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**732**	50*	670	12**	231	433	68*	697	27**	3**	-**	726	6**
Guarantee that the parcel would arrive intact	**83**	14	69	-	41	35	6	75	8	-	-	83	-
	11%	***28%b***	*10%*	-	***18%e***	*8%*	*9%*	*11%*	*28%*	-	-	*11%*	-
Recommended by others	**70**	7	63	-	18	44	7	66	2	2	-	70	-
	10%	*14%*	*9%*	-	*8%*	*10%*	*11%*	*10%*	*6%*	*63%*	-	*10%*	-
Other: please specify	**75**	3	72	*	35	32	8	75	-	-	-	75	-
	10%	*5%*	*11%*	*1%*	***15%e***	*7%*	*12%*	*11%*	-	-	-	*10%*	-
NET Cost	**293**	20	268	5	78	183	32	283	7	2	-	292	2
	40%	*40%*	*40%*	*43%*	*34%*	*42%*	*47%*	*41%*	*26%*	*72%*	-	*40%*	*24%*
NET Reliability	**234**	23	202	9	97	119	18	218	12	2	-	232	2
	32%	*45%*	*30%*	*74%*	***42%e***	*27%*	*27%*	*31%*	*45%*	*85%*	-	*32%*	*25%*
NET Speed	**216**	13	200	3	66	123	27	196	16	*	-	212	3
	29%	*25%*	*30%*	*27%*	*29%*	*28%*	*40%*	*28%*	*60%*	*9%*	-	*29%*	*53%*
NET Convenience	**339**	28	309	3	110	197	32	320	17	1	-	337	2
	46%	*55%*	*46%*	*21%*	*48%*	*46%*	*47%*	*46%*	*62%*	*33%*	-	*46%*	*33%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**706**	164	176	194	172	61	49	54	55	52	69	79	63	52	68	50	54
Weighted Base	**732**	170	190	190	183*	68*	49*	53*	60*	62*	69*	74*	61*	55*	72*	52*	59**
Effective Base	**438**	110	124	116	93	42	31	37	37	37	52	45	36	34	36	31	28
Lower cost of postage	**242**	61	55	69	57	21	18	22	18	19	18	34	18	17	27	15	15
	33%	*36%*	*29%*	*37%*	*31%*	*32%*	*36%*	*41%*	*30%*	*32%*	*26%*	**46%j**	*29%*	*32%*	*37%*	*29%*	*26%*
Lower cost of insurance	**85**	22	29	19	16	6	11	4	14	5	11	10	6	3	7	6	3
	12%	*13%*	*15%*	*10%*	*9%*	*9%*	*23%*	*8%*	*23%*	*8%*	*15%*	*13%*	*9%*	*6%*	*10%*	*11%*	*5%*
Guarantee that the parcel would arrive on time	**96**	20	34	28	14	8	5	7	17	7	10	14	9	5	4	4	6
	13%	*12%*	**18%d**	*15%*	*8%*	*11%*	*11%*	*13%*	**29%no**	*11%*	*15%*	*19%*	*14%*	*10%*	*5%*	*8%*	*11%*
Better ability to track the delivery	**184**	37	41	56	49	20	11	6	14	13	14	19	20	17	16	11	22
	25%	*22%*	*22%*	*30%*	*27%*	*29%*	*23%*	*12%*	*23%*	*22%*	*20%*	*26%*	**33%g**	*32%*	*22%*	*21%*	*38%*
Parcel less likely to get lost	**130**	31	28	40	31	11	10	10	6	14	9	11	15	15	10	6	16
	18%	*18%*	*15%*	*21%*	*17%*	*16%*	*20%*	*19%*	*10%*	*22%*	*13%*	*14%*	*24%*	*27%*	*14%*	*11%*	*27%*
Ability to select an express service	**77**	21	27	14	15	8	7	6	12	5	10	4	4	6	4	9	2
	11%	*12%*	*14%*	*7%*	*8%*	*12%*	*14%*	*11%*	**21%kn**	*7%*	*15%*	*6%*	*7%*	*11%*	*5%*	*18%*	*4%*
Quicker delivery	**162**	23	54	43	41	8	6	10	18	21	15	15	17	12	10	12	19
	22%	*14%*	**29%a**	*23%*	*22%*	*12%*	*12%*	*18%*	**31%e**	**34%ef**	*22%*	*20%*	*28%*	*22%*	*15%*	*23%*	*32%*
More convenient for me to drop the parcel off	**176**	47	46	43	41	19	9	19	18	13	15	14	11	18	17	16	8
	24%	*27%*	*24%*	*22%*	*23%*	*27%*	*18%*	*36%*	*30%*	*22%*	*21%*	*18%*	*18%*	*33%*	*23%*	*32%*	*14%*
More convenient for me to have the parcel collected	**213**	47	48	71	47	19	11	18	12	21	15	29	26	16	13	14	20
	29%	*28%*	*25%*	**37%b**	*25%*	*28%*	*22%*	*34%*	*20%*	*34%*	*22%*	**40%n**	**42%hjn**	*29%*	*17%*	*26%*	*34%*
More convenient for the recipient to take the delivery	**100**	18	30	28	23	7	5	7	11	7	12	12	11	6	4	14	5
	14%	*11%*	*16%*	*15%*	*13%*	*10%*	*10%*	*13%*	*18%*	*12%*	*18%*	*16%*	*18%*	*10%*	*6%*	**27%n**	*9%*
Ability to set a specific date/time for delivery	**80**	18	26	27	10	8	8	2	9	7	10	8	13	6	2	6	2
	11%	*10%*	**14%d**	**14%d**	*5%*	*12%*	**15%n**	*4%*	**16%n**	*11%*	**15%n**	*11%*	**22%gn**	*11%*	*2%*	*12%*	*3%*
Guarantee that the parcel would arrive intact	**83**	17	24	28	14	4	8	5	10	7	8	6	12	10	4	8	2
	11%	*10%*	*13%*	*15%*	*7%*	*6%*	*16%*	*9%*	*16%*	*11%*	*11%*	*8%*	*20%*	*18%*	*5%*	*15%*	*3%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**732**	170	190	190	183*	68*	49*	53*	60*	62*	69*	74*	61*	55*	72*	52*	59**
Recommended by others	**70**	13	17	20	19	7	1	5	8	1	8	7	4	10	10	3	6
	10%	*8%*	*9%*	*11%*	*10%*	*10%*	*3%*	*9%*	*13%*	*2%*	*12%*	*9%*	*6%*	**18%l**	*15%*	*6%*	*9%*
Other: please specify	**75**	17	19	23	16	10	5	2	10	3	5	10	7	5	10	1	5
	10%	*10%*	*10%*	*12%*	*9%*	*15%*	*10%*	*3%*	**17%o**	*5%*	*7%*	*14%*	*11%*	*10%*	*14%*	*2%*	*8%*
NET Cost	**293**	81	74	77	61	27	29	25	27	22	25	38	20	19	27	16	18
	40%	**48%d**	*39%*	*41%*	*33%*	*40%*	**59%lo**	*48%*	*45%*	*36%*	*36%*	*51%*	*32%*	*35%*	*37%*	*32%*	*31%*
NET Reliability	**234**	53	64	67	50	19	19	16	23	24	17	23	25	19	17	12	22
	32%	*31%*	*33%*	*35%*	*27%*	*28%*	*38%*	*29%*	*39%*	*39%*	*24%*	*30%*	*41%*	*36%*	*23%*	*23%*	*37%*
NET Speed	**216**	40	69	55	52	14	11	14	25	25	18	18	21	16	14	19	19
	29%	*24%*	**36%a**	*29%*	*28%*	*21%*	*23%*	*27%*	**42%en**	**41%n**	*27%*	*25%*	*34%*	*29%*	*19%*	*37%*	*32%*
NET Convenience	**339**	80	82	96	81	38	19	23	27	27	29	31	31	33	30	23	28
	46%	*47%*	*43%*	*51%*	*44%*	*56%*	*39%*	*44%*	*45%*	*43%*	*42%*	*42%*	*51%*	*61%*	*42%*	*44%*	*48%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**219**	-	219	114	104	38	29	28	34	43	26	21	67	62	90	47	172	41	219
Weighted Base	**252**	-**	252	129*	123*	44**	36**	36**	42**	46**	28**	19**	81*	78*	94*	47**	187	56**	219
Effective Base	**137**	-	137	75	63	27	23	20	23	25	9	14	50	44	45	21	103	29	219
Lower cost of postage	**88**	-	88	52	35	13	11	11	23	18	4	8	24	34	30	12	67	18	73
	35%	-	*35%*	*41%*	*29%*	*30%*	*31%*	*30%*	*54%*	*39%*	*16%*	*40%*	*30%*	*43%*	*32%*	*26%*	*36%*	*32%*	*33%*
Lower cost of insurance	**20**	-	20	14	6	11	4	4	*	*	*	-	15	5	1	*	14	6	16
	8%	-	*8%*	*11%*	*5%*	*24%*	*11%*	*12%*	*	*1%*	*1%*	-	***18%n***	*6%*	*1%*	*1%*	*7%*	*11%*	*7%*
Guarantee that the parcel would arrive on time	**32**	-	32	15	17	12	4	2	4	7	*	2	17	6	9	2	26	6	27
	13%	-	*13%*	*12%*	*13%*	*28%*	*12%*	*5%*	*9%*	*15%*	*1%*	*11%*	*21%*	*7%*	*10%*	*5%*	*14%*	*10%*	*12%*
Better ability to track the delivery	**51**	-	51	31	20	11	7	6	7	7	11	2	18	13	20	13	40	11	40
	20%	-	*20%*	*24%*	*16%*	*24%*	*20%*	*16%*	*18%*	*14%*	*39%*	*11%*	*22%*	*17%*	*21%*	*28%*	*22%*	*19%*	*18%*
Parcel less likely to get lost	**33**	-	33	19	14	9	7	4	7	4	1	-	17	11	5	1	21	11	26
	13%	-	*13%*	*15%*	*11%*	*21%*	*20%*	*11%*	*17%*	*9%*	*2%*	-	***21%n***	*14%*	*5%*	*1%*	*11%*	*20%*	*12%*
Ability to select an express service	**17**	-	17	14	3	7	2	5	1	2	-	-	9	6	2	-	15	2	12
	7%	-	*7%*	*11%*	*3%*	*16%*	*4%*	*15%*	*2%*	*4%*	-	-	*11%*	*8%*	*2%*	-	*8%*	*3%*	*5%*
Quicker delivery	**47**	-	47	27	20	6	11	7	8	12	1	3	17	14	15	4	31	16	38
	19%	-	*19%*	*21%*	*17%*	*14%*	*30%*	*18%*	*18%*	*26%*	*3%*	*14%*	*21%*	*18%*	*16%*	*7%*	*17%*	*28%*	*17%*
More convenient for me to drop the parcel off	**46**	-	46	28	18	5	7	6	3	9	11	6	12	9	25	17	36	10	44
	18%	-	*18%*	*22%*	*15%*	*10%*	*19%*	*18%*	*6%*	*19%*	*38%*	*32%*	*14%*	*12%*	*27%*	*36%*	*19%*	*17%*	*20%*
More convenient for me to have the parcel collected	**59**	-	59	30	29	5	8	7	14	8	11	7	13	21	26	17	41	17	55
	23%	-	*23%*	*23%*	*24%*	*11%*	*21%*	*19%*	*33%*	*18%*	*39%*	*34%*	*16%*	*27%*	*27%*	*37%*	*22%*	*30%*	*25%*
More convenient for the recipient to take the delivery	**25**	-	25	11	14	2	4	*	-	12	3	3	6	*	19	6	19	6	21
	10%	-	*10%*	*8%*	*11%*	*4%*	*12%*	*	-	*27%*	*12%*	*15%*	*7%*	*	***20%m***	*13%*	*10%*	*10%*	*10%*
Ability to set a specific date/time for delivery	**18**	-	18	9	10	7	5	2	*	*	1	3	11	2	5	5	16	2	16
	7%	-	*7%*	*7%*	*8%*	*15%*	*13%*	*5%*	*	*1%*	*5%*	*18%*	***14%m***	*3%*	*6%*	*10%*	*9%*	*4%*	*7%*
Guarantee that the parcel would arrive intact	**14**	-	14	8	5	2	1	-	3	2	3	2	3	3	8	5	13	1	14
	5%	-	*5%*	*6%*	*4%*	*6%*	*2%*	-	*7%*	*5%*	*11%*	*12%*	*4%*	*4%*	*8%*	*11%*	*7%*	*2%*	*6%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**252**	-**	252	129*	123*	44**	36**	36**	42**	46**	28**	19**	81*	78*	94*	47**	187	56**	219
Recommended by others	**16**	-	16	4	12	9	8	-	-	-	-	-	16	-	-	-	8	7	13
	7%	-	*7%*	*3%*	*10%*	*19%*	*22%*	-	-	-	-	-	**20%mn**	-	-	-	*4%*	*13%*	*6%*
Other: please specify	**42**	-	42	19	23	1	5	9	5	10	6	6	6	14	22	11	32	6	35
	17%	-	*17%*	*15%*	*18%*	*3%*	*13%*	*24%*	*12%*	*22%*	*20%*	*29%*	*8%*	*18%*	**23%l**	*24%*	*17%*	*11%*	*16%*
NET Cost	**103**	-	103	64	38	21	14	15	23	18	4	8	34	38	30	12	76	23	84
	41%	-	*41%*	**50%d**	*31%*	*47%*	*37%*	*43%*	*54%*	*39%*	*16%*	*40%*	*43%*	*49%*	*32%*	*26%*	*41%*	*41%*	*38%*
NET Reliability	**62**	-	62	32	29	20	9	4	11	9	4	4	29	15	17	8	45	16	52
	24%	-	*24%*	*25%*	*24%*	*46%*	*25%*	*11%*	*26%*	*19%*	*14%*	*22%*	**37%n**	*19%*	*18%*	*17%*	*24%*	*29%*	*24%*
NET Speed	**58**	-	58	36	22	13	12	8	9	12	1	3	26	17	15	4	41	17	46
	23%	-	*23%*	*28%*	*18%*	*30%*	*34%*	*23%*	*20%*	*26%*	*3%*	*14%*	*32%*	*22%*	*16%*	*7%*	*22%*	*31%*	*21%*
NET Convenience	**101**	-	101	57	44	20	17	11	10	13	21	8	38	21	43	29	82	19	85
	40%	-	*40%*	*44%*	*36%*	*46%*	*48%*	*31%*	*24%*	*29%*	*75%*	*43%*	*47%*	*27%*	*45%*	*62%*	*44%*	*34%*	*39%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**219**	73	53	43	50	126	93	119	99	27	29	46	57	41	173	28	181
Weighted Base	**252**	85*	69*	49**	50*	153*	99*	177*	75*	25**	32**	57**	66*	49**	205	26**	210
Effective Base	**137**	45	36	24	33	81	56	84	62	18	21	24	38	26	107	18	111
Lower cost of postage	**88**	31	26	14	17	57	31	65	23	3	15	17	24	19	74	3	75
	35%	*36%*	*38%*	*29%*	*33%*	*37%*	*31%*	*37%*	*30%*	*12%*	*47%*	*29%*	*36%*	*38%*	*36%*	*11%*	*36%*
Lower cost of insurance	**20**	7	7	3	4	13	7	16	4	1	1	9	6	4	19	1	19
	8%	*8%*	*10%*	*5%*	*8%*	*9%*	*7%*	*9%*	*5%*	*4%*	*2%*	*15%*	*9%*	*8%*	*9%*	*4%*	*9%*
Guarantee that the parcel would arrive on time	**32**	12	10	3	7	22	10	23	9	4	1	10	8	8	27	4	27
	13%	*14%*	*14%*	*7%*	*14%*	*14%*	*10%*	*13%*	*12%*	*18%*	*4%*	*17%*	*12%*	*17%*	*13%*	*17%*	*13%*
Better ability to track the delivery	**51**	18	11	13	10	29	22	34	17	1	10	19	14	5	48	1	48
	20%	*21%*	*16%*	*26%*	*19%*	*19%*	*22%*	*19%*	*23%*	*4%*	*30%*	*32%*	*22%*	*11%*	*23%*	*4%*	*23%*
Parcel less likely to get lost	**33**	16	6	4	6	23	10	26	7	2	7	5	9	7	28	2	29
	13%	*19%*	*9%*	*9%*	*12%*	*15%*	*10%*	*15%*	*9%*	*10%*	*22%*	*8%*	*14%*	*14%*	*14%*	*9%*	*14%*
Ability to select an express service	**17**	11	1	3	2	12	5	13	4	2	5	2	1	7	14	2	15
	7%	*13%*	*2%*	*6%*	*4%*	*8%*	*5%*	*7%*	*6%*	*7%*	*14%*	*3%*	*1%*	*15%*	*7%*	*7%*	*7%*
Quicker delivery	**47**	16	11	11	9	27	20	35	12	6	8	8	11	10	37	6	38
	19%	*19%*	*16%*	*22%*	*19%*	*17%*	*20%*	*20%*	*16%*	*23%*	*24%*	*15%*	*16%*	*21%*	*18%*	*23%*	*18%*
More convenient for me to drop the parcel off	**46**	10	16	10	10	26	20	32	14	3	10	9	16	6	40	3	41
	18%	*12%*	*23%*	*20%*	*21%*	*17%*	*20%*	*18%*	*19%*	*10%*	*31%*	*15%*	*24%*	*12%*	*20%*	*10%*	*19%*
More convenient for me to have the parcel collected	**59**	19	19	13	8	38	21	40	19	5	6	12	16	17	51	5	51
	23%	*22%*	*28%*	*26%*	*17%*	*25%*	*21%*	*22%*	*26%*	*21%*	*19%*	*21%*	*24%*	*35%*	*25%*	*21%*	*24%*
More convenient for the recipient to take the delivery	**25**	8	3	10	4	11	14	19	5	2	-	8	8	7	23	2	23
	10%	*9%*	*4%*	*21%*	*8%*	*7%*	*14%*	*11%*	*7%*	*6%*	*-*	*14%*	*12%*	*15%*	*11%*	*6%*	*11%*
Ability to set a specific date/time for delivery	**18**	7	6	1	3	14	5	11	8	2	-	4	4	7	16	2	16
	7%	*9%*	*9%*	*3%*	*7%*	*9%*	*5%*	*6%*	*11%*	*9%*	*-*	*8%*	*6%*	*15%*	*8%*	*9%*	*8%*
Guarantee that the parcel would arrive intact	**14**	3	3	4	3	6	7	6	7	1	3	5	2	3	13	1	13
	5%	*4%*	*5%*	*9%*	*6%*	*4%*	*7%*	*4%*	*10%*	*5%*	*8%*	*8%*	*4%*	*6%*	*6%*	*4%*	*6%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**252**	85*	69*	49**	50*	153*	99*	177*	75*	25**	32**	57**	66*	49**	205	26**	210
Recommended by others	**16**	11	1	*	4	12	4	13	3	3	1	3	2	7	14	3	14
	7%	*13%*	*2%*	*	*8%*	*8%*	*4%*	*7%*	*5%*	*11%*	*4%*	*5%*	*3%*	*14%*	*7%*	*11%*	*6%*
Other: please specify	**42**	16	12	5	8	28	14	26	16	4	3	12	9	6	29	5	33
	17%	*18%*	*18%*	*11%*	*16%*	*18%*	*14%*	*15%*	*21%*	*16%*	*9%*	*21%*	*13%*	*12%*	*14%*	*19%*	*16%*
NET Cost	**103**	37	30	17	19	67	36	77	25	4	16	25	26	21	88	4	88
	41%	*44%*	*43%*	*34%*	*38%*	*44%*	*36%*	*43%*	*34%*	*16%*	*49%*	*43%*	*40%*	*43%*	*43%*	*16%*	*42%*
NET Reliability	**62**	22	16	11	13	38	24	42	20	8	8	18	16	9	52	8	52
	24%	*26%*	*23%*	*23%*	*25%*	*24%*	*24%*	*24%*	*26%*	*30%*	*26%*	*32%*	*24%*	*18%*	*25%*	*29%*	*25%*
NET Speed	**58**	25	12	13	9	36	22	43	15	6	10	8	11	18	48	6	49
	23%	*29%*	*17%*	*26%*	*19%*	*24%*	*22%*	*24%*	*20%*	*23%*	*31%*	*15%*	*17%*	*37%*	*23%*	*23%*	*23%*
NET Convenience	**101**	28	30	24	20	58	44	69	32	6	18	27	32	15	92	6	93
	40%	*33%*	*43%*	*49%*	*40%*	*38%*	*44%*	*39%*	*43%*	*23%*	*57%*	*46%*	*48%*	*31%*	*45%*	*23%*	*44%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**219**	161	58	20	138	44	29	8	8	12	13	12	23	19	22	15	14	3	41
Weighted Base	**252**	216	37**	7**	224	16**	10**	2**	6**	21**	19**	15**	37**	34**	41**	31**	19**	1**	16**
Effective Base	**137**	118	19	6	112	27	17	6	7	10	11	11	18	14	20	13	13	2	25
Lower cost of postage	**88**	74	14	1	79	6	3	1	3	6	11	3	14	6	21	7	7	*	5
	35%	*34%*	*39%*	*8%*	*35%*	*34%*	*32%*	*31%*	*53%*	*28%*	*59%*	*22%*	*37%*	*17%*	*51%*	*23%*	*38%*	*53%*	*33%*
Lower cost of insurance	**20**	20	*	*	19	*	1	*	-	7	2	-	1	4	4	-	-	-	*
	8%	*9%*	*1%*	*2%*	*8%*	*3%*	*5%*	*22%*	-	*34%*	*8%*	-	*4%*	*13%*	*10%*	-	-	-	*3%*
Guarantee that the parcel would arrive on time	**32**	27	5	*	29	2	1	*	-	8	1	2	5	6	2	4	-	-	2
	13%	*12%*	*14%*	*5%*	*13%*	*12%*	*9%*	*7%*	-	*40%*	*6%*	*14%*	*14%*	*18%*	*4%*	*13%*	-	-	*13%*
Better ability to track the delivery	**51**	41	10	1	47	2	2	1	*	2	6	3	9	10	10	3	4	-	2
	20%	*19%*	*26%*	*9%*	*21%*	*10%*	*17%*	*31%*	*7%*	*10%*	*31%*	*17%*	*24%*	*29%*	*24%*	*9%*	*23%*	-	*11%*
Parcel less likely to get lost	**33**	30	3	1	29	3	-	*	*	-	2	1	8	4	11	2	-	-	3
	13%	*14%*	*9%*	*11%*	*13%*	*21%*	-	*22%*	*7%*	-	*8%*	*6%*	*21%*	*13%*	*28%*	*7%*	-	-	*22%*
Ability to select an express service	**17**	16	*	*	14	2	1	*	-	-	-	-	4	3	8	-	-	-	2
	7%	*8%*	*1%*	*2%*	*6%*	*10%*	*7%*	*7%*	-	-	-	-	*10%*	*9%*	*19%*	-	-	-	*10%*
Quicker delivery	**47**	43	4	*	42	5	*	-	-	2	6	2	10	3	13	4	3	-	5
	19%	*20%*	*12%*	*4%*	*19%*	*29%*	*4%*	-	-	*10%*	*29%*	*13%*	*26%*	*8%*	*30%*	*13%*	*16%*	-	*31%*
More convenient for me to drop the parcel off	**46**	36	10	1	41	3	1	1	1	-	5	3	6	4	6	11	5	-	3
	18%	*17%*	*27%*	*10%*	*18%*	*18%*	*13%*	*60%*	*20%*	-	*27%*	*17%*	*17%*	*11%*	*14%*	*35%*	*26%*	-	*19%*
More convenient for me to have the parcel collected	**59**	44	15	2	52	3	3	1	2	4	8	1	8	10	7	8	4	*	3
	23%	*21%*	*40%*	*27%*	*23%*	*16%*	*34%*	*53%*	*34%*	*20%*	*39%*	*6%*	*22%*	*29%*	*17%*	*26%*	*23%*	*6%*	*17%*
More convenient for the recipient to take the delivery	**25**	21	4	*	22	2	1	-	1	2	2	1	6	-	-	8	2	-	2
	10%	*10%*	*10%*	*3%*	*10%*	*12%*	*6%*	-	*24%*	*10%*	*11%*	*7%*	*15%*	-	-	*26%*	*9%*	-	*12%*
Ability to set a specific date/time for delivery	**18**	16	2	*	17	1	*	*	-	4	2	3	3	2	2	-	1	-	1
	7%	*7%*	*6%*	*2%*	*8%*	*3%*	*4%*	*7%*	-	*18%*	*9%*	*22%*	*8%*	*7%*	*4%*	-	*6%*	-	*4%*
Guarantee that the parcel would arrive intact	**14**	8	6	*	12	2	-	*	1	*	4	-	2	1	-	2	2	-	2
	5%	*4%*	*15%*	*2%*	*5%*	*9%*	-	*7%*	*12%*	*1%*	*18%*	-	*6%*	*4%*	-	*8%*	*8%*	-	*10%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**252**	216	37**	7**	224	16**	10**	2**	6**	21**	19**	15**	37**	34**	41**	31**	19**	1**	16**
Recommended by others	**16**	16	*	-	16	1	*	-	-	2	1	1	3	-	7	*	2	-	1
	7%	*8%*	*	-	*7%*	*4%*	*1%*	-	-	*8%*	*6%*	*7%*	*8%*	-	*17%*	*	*9%*	-	*4%*
Other: please specify	**42**	35	7	3	36	3	3	*	-	4	2	7	1	8	5	7	1	*	3
	17%	*16%*	*18%*	*51%*	*16%*	*18%*	*30%*	*8%*	-	*19%*	*12%*	*43%*	*3%*	*24%*	*12%*	*23%*	*7%*	*40%*	*17%*
NET Cost	**103**	88	14	1	93	6	3	1	3	13	11	3	15	10	22	7	7	*	6
	41%	*41%*	*39%*	*11%*	*41%*	*37%*	*32%*	*39%*	*53%*	*62%*	*59%*	*22%*	*40%*	*30%*	*53%*	*23%*	*38%*	*53%*	*36%*
NET Reliability	**62**	53	9	1	55	6	1	*	1	9	5	3	11	8	11	4	2	-	6
	24%	*24%*	*24%*	*14%*	*24%*	*34%*	*9%*	*22%*	*19%*	*41%*	*24%*	*20%*	*31%*	*25%*	*28%*	*14%*	*8%*	-	*35%*
NET Speed	**58**	54	4	*	52	5	1	*	-	2	6	2	14	6	16	4	3	-	5
	23%	*25%*	*12%*	*6%*	*23%*	*29%*	*11%*	*7%*	-	*10%*	*29%*	*13%*	*37%*	*16%*	*39%*	*13%*	*16%*	-	*31%*
NET Convenience	**101**	83	18	1	92	5	3	2	1	4	12	7	15	16	16	14	8	-	5
	40%	*39%*	*50%*	*20%*	*41%*	*28%*	*29%*	*82%*	*27%*	*18%*	*61%*	*45%*	*40%*	*47%*	*38%*	*44%*	*43%*	-	*29%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	219	76	77	28	27	9	153	36	58	93	35	22	10	151	32
Weighted Base	252	93*	86*	35**	29**	8**	179*	37**	73*	113*	38**	19**	8**	186*	27**
Effective Base	137	46	47	21	17	6	93	23	37	59	24	13	5	96	19
Lower cost of postage	88	33	25	15	11	2	58	13	20	49	6	7	6	69	12
	35%	*36%*	*29%*	*43%*	*38%*	*25%*	*33%*	*36%*	*28%*	*43%*	*15%*	*34%*	*69%*	*37%*	*45%*
Lower cost of insurance	20	3	5	5	7	-	8	7	2	14	4	*	-	16	*
	8%	*4%*	*6%*	*15%*	*23%*	-	*5%*	*18%*	*3%*	*12%*	*11%*	*	-	*9%*	*
Guarantee that the parcel would arrive on time	32	14	5	9	3	-	19	3	7	15	6	1	2	22	3
	13%	*15%*	*6%*	*27%*	*10%*	-	*11%*	*8%*	*10%*	*13%*	*16%*	*6%*	*27%*	*12%*	*12%*
Better ability to track the delivery	51	24	10	8	6	3	34	9	18	23	4	4	3	41	7
	20%	*26%*	*12%*	*24%*	*20%*	*38%*	*19%*	*23%*	*25%*	*20%*	*9%*	*22%*	*31%*	*22%*	*25%*
Parcel less likely to get lost	33	17	7	3	5	1	24	6	11	13	4	1	4	24	5
	13%	*19%*	*8%*	*8%*	*16%*	*18%*	*13%*	*16%*	*15%*	*12%*	*10%*	*6%*	*50%*	*13%*	*19%*
Ability to select an express service	17	3	5	5	4	*	8	4	4	9	4	-	-	13	-
	7%	*3%*	*5%*	*14%*	*14%*	*3%*	*4%*	*12%*	*5%*	*8%*	*11%*	-	-	*7%*	-
Quicker delivery	47	12	16	10	5	4	28	9	11	21	8	1	6	32	7
	19%	*13%*	*19%*	*28%*	*17%*	*51%*	*16%*	*24%*	*15%*	*19%*	*21%*	*4%*	*71%*	*17%*	*24%*
More convenient for me to drop the parcel off	46	10	28	2	6	*	38	6	5	25	10	4	3	30	6
	18%	*11%*	*33%a*	*6%*	*20%*	*4%*	*21%*	*16%*	*7%*	*22%*	*26%*	*20%*	*30%*	*16%*	*23%*
More convenient for me to have the parcel collected	59	28	17	5	9	1	45	10	23	23	5	5	2	46	8
	23%	*30%*	*20%*	*13%*	*30%*	*11%*	*25%*	*26%*	*32%*	*20%*	*12%*	*29%*	*29%*	*25%*	*29%*
More convenient for the recipient to take the delivery	25	6	14	2	3	*	20	3	7	12	5	*	*	19	1
	10%	*6%*	*16%*	*6%*	*9%*	*3%*	*11%*	*8%*	*9%*	*10%*	*14%*	*2%*	*1%*	*10%*	*2%*
Ability to set a specific date/time for delivery	18	5	5	4	5	-	9	5	3	8	6	2	-	11	2
	7%	*5%*	*5%*	*11%*	*17%*	-	*5%*	*13%*	*4%*	*7%*	*15%*	*12%*	-	*6%*	*8%*
Guarantee that the parcel would arrive intact	14	4	5	-	5	-	9	5	1	8	2	1	3	8	3
	5%	*5%*	*6%*	-	*16%*	-	*5%*	*13%*	*1%*	*7%*	*6%*	*3%*	*31%*	*4%*	*12%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**252**	93*	86*	35**	29**	8**	179*	37**	73*	113*	38**	19**	8**	186*	27**
Recommended by others	**16**	6	8	3	*	-	14	*	2	10	4	*	-	12	*
	7%	*6%*	*9%*	*8%*	*	-	*8%*	*	*2%*	*9%*	*11%*	*1%*	-	*6%*	*1%*
Other: please specify	**42**	22	11	3	4	2	33	6	17	12	7	5	-	30	5
	17%	*24%*	*13%*	*8%*	*14%*	*21%*	*18%*	*16%*	*24%*	*11%*	*19%*	*24%*	-	*16%*	*17%*
NET Cost	**103**	33	29	20	16	2	63	18	20	60	10	7	6	80	12
	41%	*36%*	*34%*	*58%*	*55%*	*25%*	*35%*	*49%*	*28%*	**53%h**	*25%*	*34%*	*69%*	*43%*	*45%*
NET Reliability	**62**	29	11	12	7	1	40	8	19	26	10	2	4	45	7
	24%	**31%b**	*13%*	*35%*	*23%*	*18%*	*23%*	*22%*	*25%*	*23%*	*27%*	*12%*	*53%*	*24%*	*25%*
NET Speed	**58**	14	19	13	9	4	32	13	14	26	12	1	6	39	7
	23%	*15%*	*22%*	*36%*	*31%*	*51%*	*18%*	*35%*	*19%*	*23%*	*32%*	*4%*	*71%*	*21%*	*24%*
NET Convenience	**101**	35	41	9	13	3	76	16	25	49	16	9	3	74	12
	40%	*38%*	*47%*	*27%*	*44%*	*41%*	*42%*	*44%*	*34%*	*43%*	*42%*	*45%*	*37%*	*40%*	*43%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 96

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**219**	15	199	5	80	119	20	200	12	4	-	216	3
Weighted Base	**252**	20**	226	6**	86*	140*	26**	229	16**	2**	-**	248	5**
Effective Base	**137**	11	124	3	51	72	16	123	10	2	-	135	3
Lower cost of postage	**88**	4	84	-	20	58	10	87	1	-	-	88	-
	35%	*19%*	*37%*	-	*23%*	**41%d**	*39%*	*38%*	*4%*	-	-	*35%*	-
Lower cost of insurance	**20**	5	12	3	10	6	4	17	1	2	-	19	1
	8%	*27%*	*5%*	*49%*	*11%*	*4%*	*16%*	*7%*	*4%*	*70%*	-	*8%*	*18%*
Guarantee that the parcel would arrive on time	**32**	2	27	3	16	15	1	27	2	2	-	32	-
	13%	*11%*	*12%*	*49%*	*18%*	*11%*	*3%*	*12%*	*14%*	*93%*	-	*13%*	-
Better ability to track the delivery	**51**	3	48	-	19	30	1	44	5	1	-	49	1
	20%	*16%*	*21%*	-	*22%*	*22%*	*5%*	*19%*	*29%*	*26%*	-	*20%*	*32%*
Parcel less likely to get lost	**33**	4	27	1	14	19	*	33	-	-	-	33	-
	13%	*22%*	*12%*	*21%*	*16%*	*13%*	*1%*	*14%*	-	-	-	*13%*	-
Ability to select an express service	**17**	2	13	1	4	8	4	13	2	-	-	15	2
	7%	*11%*	*6%*	*21%*	*5%*	*6%*	*16%*	*6%*	*11%*	-	-	*6%*	*50%*
Quicker delivery	**47**	3	43	1	15	26	6	43	4	-	-	47	-
	19%	*13%*	*19%*	*21%*	*17%*	*19%*	*22%*	*19%*	*22%*	-	-	*19%*	-
More convenient for me to drop the parcel off	**46**	5	41	-	21	24	1	43	3	-	-	46	-
	18%	*27%*	*18%*	-	*24%*	*17%*	*5%*	*19%*	*17%*	-	-	*19%*	-
More convenient for me to have the parcel collected	**59**	1	58	*	13	42	4	55	3	*	-	59	-
	23%	*6%*	*26%*	*2%*	*15%*	*30%*	*16%*	*24%*	*22%*	*4%*	-	*24%*	-
More convenient for the recipient to take the delivery	**25**	1	23	-	9	15	-	25	-	-	-	25	-
	10%	*7%*	*10%*	-	*11%*	*11%*	-	*11%*	-	-	-	*10%*	-
Ability to set a specific date/time for delivery	**18**	2	15	2	7	8	4	14	4	-	-	18	-
	7%	*9%*	*7%*	*25%*	*8%*	*6%*	*15%*	*6%*	*27%*	-	-	*7%*	-

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**252**	20**	226	6**	86*	140*	26**	229	16**	2**	-**	248	5**
Guarantee that the parcel would arrive intact	**14**	5	9	-	5	8	1	13	1	-	-	14	-
	5%	*23%*	*4%*	-	*6%*	*6%*	*3%*	*6%*	*4%*	-	-	*6%*	-
Recommended by others	**16**	1	15	-	5	9	2	15	-	2	-	16	-
	7%	*5%*	*7%*	-	*6%*	*7%*	*7%*	*6%*	-	*70%*	-	*7%*	-
Other: please specify	**42**	*	41	*	18	20	4	42	-	-	-	42	-
	17%	*2%*	*18%*	*3%*	*21%*	*14%*	*15%*	*18%*	-	-	-	*17%*	-
NET Cost	**103**	9	90	3	28	62	13	99	1	2	-	102	1
	41%	*46%*	*40%*	*49%*	*32%*	*44%*	*48%*	*43%*	*8%*	*70%*	-	*41%*	*18%*
NET Reliability	**62**	8	49	4	31	30	1	57	2	2	-	62	-
	24%	*40%*	*22%*	*71%*	*36%*	*22%*	*3%*	*25%*	*14%*	*93%*	-	*25%*	-
NET Speed	**58**	5	52	1	18	32	8	51	5	-	-	56	2
	23%	*25%*	*23%*	*21%*	*21%*	*23%*	*31%*	*22%*	*33%*	-	-	*23%*	*50%*
NET Convenience	**101**	10	90	2	41	53	7	89	11	1	-	100	1
	40%	*50%*	*40%*	*25%*	*48%*	*38%*	*26%*	*39%*	*66%*	*26%*	-	*40%*	*32%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**219**	42	63	64	50	14	16	12	23	14	26	28	18	18	20	10	20
Weighted Base	**252**	45*	76*	68*	64**	18**	15**	12**	31**	15**	31**	29**	19**	20**	28**	11**	25**
Effective Base	**137**	30	45	40	26	11	11	9	16	9	20	18	11	12	12	5	9
Lower cost of postage	**88**	18	16	35	18	9	4	5	8	1	7	17	8	10	11	2	6
	35%	*41%*	*21%*	**52%b**	*28%*	*53%*	*30%*	*37%*	*26%*	*8%*	*23%*	*60%*	*43%*	*49%*	*38%*	*17%*	*22%*
Lower cost of insurance	**20**	4	10	5	1	1	3	-	5	-	5	3	2	*	1	-	-
	8%	*9%*	*13%*	*7%*	*2%*	*6%*	*21%*	-	*17%*	-	*16%*	*9%*	*9%*	*1%*	*4%*	-	-
Guarantee that the parcel would arrive on time	**32**	2	13	13	4	2	-	-	7	2	4	7	2	4	3	-	1
	13%	*5%*	*17%*	*19%*	*6%*	*12%*	-	-	*22%*	*15%*	*13%*	*24%*	*9%*	*20%*	*12%*	-	*3%*
Better ability to track the delivery	**51**	8	7	19	18	5	2	*	2	*	4	11	4	3	6	*	12
	20%	*17%*	*9%*	**27%b**	*28%*	*29%*	*15%*	*2%*	*7%*	*3%*	*14%*	*39%*	*21%*	*16%*	*20%*	*1%*	*50%*
Parcel less likely to get lost	**33**	8	4	10	11	4	3	2	2	1	1	3	2	4	4	-	7
	13%	*17%*	*6%*	*15%*	*17%*	*20%*	*18%*	*13%*	*7%*	*6%*	*4%*	*11%*	*13%*	*22%*	*13%*	-	*29%*
Ability to select an express service	**17**	3	9	3	2	-	2	1	6	-	3	1	-	2	-	2	-
	7%	*7%*	*12%*	*4%*	*3%*	-	*16%*	*5%*	*20%*	-	*10%*	*3%*	-	*9%*	-	*18%*	-
Quicker delivery	**47**	8	17	16	7	4	2	1	5	4	8	8	5	2	1	2	3
	19%	*17%*	*22%*	*23%*	*11%*	*25%*	*13%*	*12%*	*15%*	*29%*	*26%*	*28%*	*28%*	*11%*	*5%*	*18%*	*14%*
More convenient for me to drop the parcel off	**46**	9	11	11	15	2	2	5	8	1	3	2	3	6	9	4	2
	18%	*20%*	*14%*	*17%*	*24%*	*10%*	*15%*	*42%*	*25%*	*4%*	*8%*	*8%*	*15%*	*30%*	*33%*	*37%*	*7%*
More convenient for me to have the parcel collected	**59**	10	14	21	14	2	2	6	3	6	5	13	6	3	3	3	7
	23%	*22%*	*18%*	*32%*	*22%*	*12%*	*15%*	*45%*	*11%*	*40%*	*15%*	*44%*	*33%*	*13%*	*12%*	*28%*	*30%*
More convenient for the recipient to take the delivery	**25**	2	6	7	9	-	-	2	5	-	2	3	4	*	2	5	2
	10%	*4%*	*8%*	*11%*	*14%*	-	-	*16%*	*15%*	-	*5%*	*12%*	*21%*	*	*7%*	*48%*	*7%*
Ability to set a specific date/time for delivery	**18**	4	4	8	2	-	4	*	2	*	2	3	1	3	1	-	1
	7%	*10%*	*5%*	*12%*	*3%*	-	*28%*	*2%*	*5%*	*3%*	*5%*	*12%*	*8%*	*16%*	*5%*	-	*3%*
Guarantee that the parcel would arrive intact	**14**	1	2	10	1	1	-	-	*	1	1	4	4	2	-	-	1
	5%	*2%*	*3%*	*15%*	*1%*	*5%*	-	-	*	*5%*	*4%*	*13%*	*21%*	*11%*	-	-	*3%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**252**	45*	76*	68*	64**	18**	15**	12**	31**	15**	31**	29**	19**	20**	28**	11**	25**
Recommended by others	**16**	2	5	5	4	2	-	-	3	-	2	2	-	3	1	-	2
	7%	*5%*	*7%*	*7%*	*6%*	*14%*	-	-	*11%*	-	*6%*	*8%*	-	*14%*	*4%*	-	*10%*
Other: please specify	**42**	9	15	11	7	5	3	-	10	3	2	3	3	5	4	-	4
	17%	*19%*	*20%*	*16%*	*12%*	*31%*	*21%*	-	*33%*	*23%*	*5%*	*9%*	*14%*	*26%*	*14%*	-	*15%*
NET Cost	**103**	23	26	36	18	10	8	5	13	1	12	18	8	10	11	2	6
	41%	*51%*	*34%*	*53%*	*28%*	*60%*	*51%*	*37%*	*41%*	*8%*	*39%*	*63%*	*43%*	*49%*	*38%*	*17%*	*22%*
NET Reliability	**62**	10	16	21	14	6	3	2	7	3	6	11	6	4	7	-	7
	24%	*23%*	*22%*	*30%*	*22%*	*34%*	*18%*	*13%*	*24%*	*21%*	*19%*	*37%*	*30%*	*22%*	*25%*	-	*29%*
NET Speed	**58**	11	22	18	7	4	4	2	8	4	10	9	5	4	1	2	3
	23%	*24%*	*29%*	*27%*	*11%*	*25%*	*28%*	*17%*	*28%*	*29%*	*31%*	*31%*	*28%*	*20%*	*5%*	*18%*	*14%*
NET Convenience	**101**	19	20	31	32	7	7	5	10	1	8	14	7	10	14	4	13
	40%	*42%*	*26%*	*46%*	*50%*	*39%*	*45%*	*44%*	*32%*	*10%*	*27%*	*48%*	*36%*	*51%*	*51%*	*38%*	*53%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**487**	-	487	227	259	88	79	102	63	70	55	29	167	165	154	84	416	69	487
Weighted Base	**480**	-**	480	243	236	98*	86*	96*	65*	61*	47*	27**	184	162	134*	74*	389	90*	487
Effective Base	**303**	-	303	152	151	64	52	66	36	36	30	20	116	101	86	50	247	55	487
Lower cost of postage	**154**	-	154	84	71	30	31	30	17	26	12	7	62	48	45	19	120	33	172
	32%	-	*32%*	*34%*	*30%*	*31%*	*37%*	*32%*	*26%*	*43%*	*26%*	*25%*	*34%*	*30%*	*33%*	*26%*	*31%*	*37%*	*35%*
Lower cost of insurance	**65**	-	65	46	19	14	21	15	10	2	*	2	35	25	5	3	49	15	62
	13%	-	*13%*	**19%d**	*8%*	**14%j**	**24%ij**	**16%j**	**15%j**	*4%*	*1%*	*8%*	**19%no**	**16%no**	*4%*	*4%*	*13%*	*16%*	*13%*
Guarantee that the parcel would arrive on time	**65**	-	65	34	31	18	20	12	11	2	1	1	37	23	4	2	48	16	77
	13%	-	*13%*	*14%*	*13%*	**18%ij**	**23%ij**	*13%*	*17%*	*3%*	*2%*	*3%*	**20%no**	**14%no**	*3%*	*2%*	*12%*	*18%*	*16%*
Better ability to track the delivery	**133**	-	133	72	61	40	15	29	14	21	5	9	55	43	35	15	110	22	131
	28%	-	*28%*	*30%*	*26%*	**41%fhj**	*17%*	**30%j**	*21%*	**34%j**	*12%*	*35%*	*30%*	*27%*	*26%*	*20%*	*28%*	*25%*	*27%*
Parcel less likely to get lost	**98**	-	98	52	44	28	25	17	16	5	3	3	54	33	11	6	77	21	96
	20%	-	*20%*	*22%*	*19%*	**29%ij**	**30%ij**	*18%*	*24%*	*8%*	*6%*	*12%*	**29%no**	**20%n**	*8%*	*8%*	*20%*	*24%*	*20%*
Ability to select an express service	**60**	-	60	37	23	17	20	10	7	4	*	2	37	16	7	3	42	19	53
	13%	-	*13%*	*15%*	*10%*	**18%j**	**23%ij**	*10%*	*11%*	*7%*	*1%*	*9%*	**20%mno**	*10%*	*5%*	*4%*	*11%*	**21%p**	*11%*
Quicker delivery	**115**	-	115	70	44	34	28	26	16	2	5	5	61	42	12	10	83	33	102
	24%	-	*24%*	**29%d**	*19%*	**35%ij**	**32%ij**	**27%i**	**25%i**	*3%*	*11%*	*18%*	**33%no**	**26%n**	*9%*	*13%*	*21%*	**36%p**	*21%*
More convenient for me to drop the parcel off	**130**	-	130	69	61	24	19	26	23	21	12	5	43	49	38	17	100	29	132
	27%	-	*27%*	*28%*	*26%*	*24%*	*22%*	*27%*	*35%*	*34%*	*26%*	*19%*	*23%*	*30%*	*29%*	*24%*	*26%*	*32%*	*27%*
More convenient for me to have the parcel collected	**154**	-	154	76	78	23	31	29	29	17	9	15	55	58	41	24	122	31	162
	32%	-	*32%*	*31%*	*33%*	*24%*	*37%*	*30%*	**44%ej**	*29%*	*20%*	*55%*	*30%*	*36%*	*31%*	*33%*	*31%*	*34%*	*33%*
More convenient for the recipient to take the delivery	**75**	-	75	41	34	15	19	13	13	8	2	5	35	25	15	7	57	19	86
	16%	-	*16%*	*17%*	*14%*	*15%*	**23%j**	*13%*	*19%*	*13%*	*5%*	*18%*	*19%*	*16%*	*11%*	*10%*	*15%*	*21%*	*18%*
Ability to set a specific date/time for delivery	**62**	-	62	34	28	17	25	8	7	3	*	2	42	15	5	2	41	21	58
	13%	-	*13%*	*14%*	*12%*	**17%j**	**29%ghij**	*8%*	*11%*	*6%*	*	*6%*	**23%mno**	*9%*	*4%*	*3%*	*10%*	**24%p**	*12%*
Guarantee that the parcel would arrive intact	**69**	-	69	43	26	17	12	18	7	6	3	7	28	25	15	9	50	19	65
	14%	-	*14%*	*18%*	*11%*	*17%*	*14%*	*19%*	*11%*	*10%*	*6%*	*24%*	*15%*	*16%*	*11%*	*13%*	*13%*	*21%*	*13%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**480**	-**	480	243	236	98*	86*	96*	65*	61*	47*	27**	184	162	134*	74*	389	90*	487
Recommended by others	**53**	-	53	34	19	10	20	15	4	3	*	-	30	19	4	*	37	16	53
	11%	-	*11%*	*14%*	*8%*	*11%*	**23%hij**	**15%j**	*7%*	*5%*	*1%*	-	**16%no**	**12%no**	*3%*	*1%*	*9%*	*18%*	*11%*
Other: please specify	**33**	-	33	14	19	*	4	4	3	6	14	2	4	7	22	15	31	2	32
	7%	-	*7%*	*6%*	*8%*	*	*5%*	*4%*	*5%*	**10%e**	**30%efghl**	*6%*	*2%*	*4%*	**16%lm**	**21%lm**	*8%*	*2%*	*7%*
NET Cost	**191**	-	191	108	83	37	42	42	24	26	12	7	79	66	45	19	151	39	201
	40%	-	*40%*	*44%*	*35%*	*38%*	**50%j**	*44%*	*37%*	*43%*	*26%*	*25%*	**43%o**	*41%*	*34%*	*26%*	*39%*	*43%*	*41%*
NET Reliability	**172**	-	172	95	77	46	42	36	23	11	7	7	89	59	25	14	130	43	162
	36%	-	*36%*	*39%*	*33%*	**48%ij**	**49%ij**	**37%ij**	*36%*	*18%*	*14%*	*28%*	**48%no**	**37%no**	*18%*	*19%*	*33%*	*47%*	*33%*
NET Speed	**157**	-	157	98	59	49	37	35	20	5	6	5	86	55	16	11	110	48	136
	33%	-	*33%*	**40%d**	*25%*	**50%ij**	**43%ij**	**36%ij**	**31%l**	*9%*	*12%*	*20%*	**47%no**	**34%no**	*12%*	*15%*	*28%*	**53%p**	*28%*
NET Convenience	**238**	-	238	123	115	59	39	43	34	35	16	12	98	77	63	28	190	47	233
	50%	-	*50%*	*51%*	*49%*	**61%j**	*45%*	*45%*	*51%*	*58%*	*35%*	*44%*	*53%*	*48%*	*47%*	*38%*	*49%*	*52%*	*48%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**487**	157	140	109	81	297	190	286	192	42	63	134	119	91	407	43	419
Weighted Base	**480**	134*	156*	119*	71*	290	190	333	143	30**	61*	128*	132*	90*	411	32**	424
Effective Base	**303**	85	97	70	54	182	121	188	121	26	41	85	82	51	258	26	265
Lower cost of postage	**154**	27	60	52	16	87	67	113	39	15	16	44	55	13	128	17	131
	32%	*20%*	**39%ad**	**44%ad**	*22%*	*30%*	*35%*	*34%*	*27%*	*50%*	*27%*	**35%m**	**41%m**	*15%*	**31%m**	*54%*	*31%*
Lower cost of insurance	**65**	13	23	22	7	36	29	49	13	3	12	15	18	11	56	3	58
	13%	*9%*	*15%*	*18%*	*10%*	*12%*	*15%*	*15%*	*9%*	*11%*	*20%*	*12%*	*13%*	*12%*	*14%*	*10%*	*14%*
Guarantee that the parcel would arrive on time	**65**	14	22	22	6	36	28	47	18	10	9	18	7	16	51	10	51
	13%	*10%*	*14%*	*19%*	*8%*	*13%*	*15%*	*14%*	*12%*	*33%*	*15%*	*14%*	*6%*	**18%l**	*12%*	*31%*	*12%*
Better ability to track the delivery	**133**	40	43	31	19	83	50	89	41	11	12	38	43	19	112	11	113
	28%	*30%*	*28%*	*26%*	*26%*	*29%*	*26%*	*27%*	*29%*	*38%*	*20%*	*30%*	*33%*	*21%*	*27%*	*35%*	*27%*
Parcel less likely to get lost	**98**	33	23	35	7	56	42	76	19	11	13	21	23	24	82	11	83
	20%	**24%d**	*15%*	**30%bd**	*9%*	*19%*	*22%*	**23%h**	*13%*	*37%*	*21%*	*16%*	*18%*	*27%*	*20%*	*34%*	*20%*
Ability to select an express service	**60**	16	17	23	4	33	27	51	9	3	13	11	18	14	56	3	56
	13%	*12%*	*11%*	**20%d**	*6%*	*11%*	*14%*	**15%h**	*6%*	*9%*	**21%k**	*8%*	*14%*	*16%*	*14%*	*8%*	*13%*
Quicker delivery	**115**	30	43	33	9	73	42	94	20	7	15	33	30	22	99	9	103
	24%	*22%*	**28%d**	**28%d**	*13%*	*25%*	*22%*	**28%h**	*14%*	*21%*	*24%*	*26%*	*22%*	*24%*	*24%*	*27%*	*24%*
More convenient for me to drop the parcel off	**130**	35	47	29	19	82	48	86	42	7	17	36	36	23	112	7	115
	27%	*26%*	*30%*	*24%*	*27%*	*28%*	*25%*	*26%*	*30%*	*24%*	*28%*	*28%*	*27%*	*25%*	*27%*	*22%*	*27%*
More convenient for me to have the parcel collected	**154**	60	39	40	14	100	54	107	45	6	15	42	40	39	136	6	139
	32%	**45%bc**	*25%*	*34%*	*20%*	*34%*	*29%*	*32%*	*31%*	*21%*	*24%*	*33%*	*30%*	*43%*	*33%*	*20%*	*33%*
More convenient for the recipient to take the delivery	**75**	22	23	21	10	45	31	53	20	7	7	19	18	18	62	7	64
	16%	*16%*	*15%*	*17%*	*14%*	*15%*	*16%*	*16%*	*14%*	*22%*	*12%*	*15%*	*13%*	*21%*	*15%*	*20%*	*15%*
Ability to set a specific date/time for delivery	**62**	23	19	18	3	42	20	53	9	3	9	12	15	17	53	3	56
	13%	**17%d**	*12%*	*15%*	*4%*	*14%*	*11%*	**16%h**	*6%*	*9%*	*15%*	*9%*	*11%*	*19%*	*13%*	*9%*	*13%*
Guarantee that the parcel would arrive intact	**69**	20	21	22	5	42	27	54	13	7	14	11	13	14	53	7	59
	14%	*15%*	*14%*	*18%*	*8%*	*14%*	*14%*	*16%*	*9%*	*21%*	**24%kl**	*8%*	*10%*	*16%*	*13%*	*20%*	*14%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	480	134*	156*	119*	71*	290	190	333	143	30**	61*	128*	132*	90*	411	32**	424
Recommended by others	53	18	21	9	5	40	14	45	8	2	5	13	12	16	46	2	49
	11%	*14%*	*14%*	*8%*	*7%*	*14%*	*7%*	**14%h**	*5%*	*5%*	*8%*	*10%*	*9%*	*18%*	*11%*	*5%*	*11%*
Other: please specify	33	15	9	3	6	24	9	20	13	2	5	6	6	9	27	2	27
	7%	*11%*	*6%*	*3%*	*8%*	*8%*	*5%*	*6%*	*9%*	*7%*	*9%*	*5%*	*5%*	*10%*	*7%*	*6%*	*6%*
NET Cost	191	33	72	63	22	105	85	141	46	15	24	51	68	20	163	17	166
	40%	*24%*	**46%a**	**53%ad**	*32%*	*36%*	*45%*	*42%*	*32%*	*50%*	*39%*	**40%m**	**51%m**	*23%*	**40%m**	*54%*	*39%*
NET Reliability	172	50	42	64	16	92	80	132	38	16	26	38	39	38	142	16	149
	36%	*37%*	*27%*	**54%abd**	*22%*	*32%*	*42%*	**40%h**	*26%*	*52%*	*43%*	*30%*	*30%*	*42%*	*35%*	*49%*	*35%*
NET Speed	157	39	56	50	13	95	62	128	27	8	24	41	45	29	139	11	143
	33%	*29%*	**36%d**	**42%d**	*18%*	*33%*	*33%*	**39%h**	*19%*	*28%*	*39%*	*32%*	*34%*	*33%*	*34%*	*33%*	*34%*
NET Convenience	238	73	75	59	31	147	91	165	70	15	27	64	68	41	200	15	206
	50%	*54%*	*48%*	*50%*	*44%*	*51%*	*48%*	*50%*	*49%*	*50%*	*45%*	*50%*	*51%*	*46%*	*49%*	*46%*	*49%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**487**	341	146	66	275	73	72	67	33	25	31	23	32	22	47	32	30	8	65
Weighted Base	**480**	418	62*	29**	402	40*	22*	17*	25*	45**	42**	30**	43**	29**	84*	69**	36**	5**	35*
Effective Base	**303**	255	51	22	231	39	31	44	31	23	28	21	29	19	43	29	27	6	33
Lower cost of postage	**154**	136	18	7	127	15	9	4	12	15	14	12	18	10	21	13	12	1	13
	32%	*33%*	*29%*	*25%*	*32%*	*37%*	*43%*	*23%*	*47%*	*33%*	*34%*	*38%*	*43%*	*35%*	*26%*	*19%*	*33%*	*30%*	*38%*
Lower cost of insurance	**65**	54	10	4	58	3	2	2	4	4	7	3	7	3	19	8	3	1	2
	13%	*13%*	*17%*	*14%*	*15%*	*7%*	*8%*	*11%*	*17%*	*9%*	*17%*	*9%*	*16%*	*11%*	**23%r**	*12%*	*8%*	*22%*	*5%*
Guarantee that the parcel would arrive on time	**65**	62	3	1	55	3	4	2	2	7	10	3	8	3	12	7	2	1	3
	13%	*15%*	*5%*	*4%*	*14%*	*9%*	*17%*	*13%*	*9%*	*16%*	*24%*	*11%*	*20%*	*9%*	*14%*	*10%*	*6%*	*11%*	*8%*
Better ability to track the delivery	**133**	115	18	12	112	11	6	4	5	16	14	9	7	3	25	22	9	1	10
	28%	*27%*	*29%*	*42%*	*28%*	*29%*	*28%*	*21%*	*22%*	*37%*	*33%*	*31%*	*16%*	*11%*	*30%*	*32%*	*26%*	*30%*	*29%*
Parcel less likely to get lost	**98**	87	11	7	83	5	6	4	8	9	5	5	5	-	22	22	8	1	4
	20%	*21%*	*17%*	*24%*	*21%*	*11%*	*26%*	*25%*	**32%r**	*19%*	*12%*	*16%*	*13%*	-	*26%*	*32%*	*23%*	*22%*	*10%*
Ability to select an express service	**60**	58	3	2	54	2	3	1	4	7	10	5	3	-	15	7	3	1	1
	13%	*14%*	*4%*	*8%*	*13%*	*5%*	*15%*	*8%*	*15%*	*17%*	*24%*	*15%*	*7%*	-	*17%*	*10%*	*10%*	*22%*	*3%*
Quicker delivery	**115**	104	11	6	99	9	5	3	7	9	12	9	7	6	28	15	5	1	7
	24%	*25%*	*17%*	*20%*	*25%*	*22%*	*21%*	*19%*	*30%*	*21%*	*29%*	*30%*	*17%*	*20%*	*33%*	*22%*	*14%*	*25%*	*21%*
More convenient for me to drop the parcel off	**130**	120	10	6	111	13	3	3	9	19	13	9	6	4	22	15	14	2	11
	27%	*29%*	*16%*	*20%*	*28%*	*33%*	*16%*	*18%*	*35%*	*43%*	*30%*	*31%*	*15%*	*13%*	*27%*	*22%*	*38%*	*45%*	*31%*
More convenient for me to have the parcel collected	**154**	130	24	16	131	15	5	4	8	6	8	8	22	9	33	29	8	2	13
	32%	*31%*	*38%*	*54%*	*32%*	*37%*	*22%*	*24%*	*32%*	*14%*	*20%*	*26%*	*50%*	*30%*	*39%*	*42%*	*22%*	*43%*	*37%*
More convenient for the recipient to take the delivery	**75**	64	12	6	57	8	5	5	8	3	12	5	4	5	8	4	7	2	6
	16%	*15%*	*19%*	*20%*	*14%*	*21%*	*25%*	**30%d**	**32%n**	*7%*	*29%*	*16%*	*9%*	*17%*	*10%*	*6%*	*21%*	*42%*	*18%*
Ability to set a specific date/time for delivery	**62**	59	3	2	55	2	4	1	5	2	7	6	8	3	14	7	2	1	1
	13%	**14%b**	*4%*	*7%*	*14%*	*4%*	**20%e**	*7%*	**20%r**	*5%*	*18%*	*21%*	*18%*	*12%*	*16%*	*10%*	*6%*	*22%*	*2%*
Guarantee that the parcel would arrive intact	**69**	61	8	4	59	5	3	1	5	7	3	8	7	2	17	9	3	1	4
	14%	*15%*	*12%*	*15%*	*15%*	*13%*	*14%*	*8%*	*20%*	*16%*	*8%*	*26%*	*15%*	*6%*	*20%*	*13%*	*8%*	*22%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**480**	418	62*	29**	402	40*	22*	17*	25*	45**	42**	30**	43**	29**	84*	69**	36**	5**	35*
Recommended by others	**53**	49	4	2	46	3	3	1	7	3	4	3	5	1	9	11	2	-	3
	11%	*12%*	*6%*	*8%*	*11%*	*8%*	*15%*	*5%*	***29%nr***	*7%*	*10%*	*9%*	*11%*	*4%*	*11%*	*16%*	*7%*	-	*10%*
Other: please specify	**33**	26	7	1	26	3	3	1	1	2	5	2	1	1	3	9	1	*	3
	7%	*6%*	*10%*	*3%*	*7%*	*7%*	*13%*	*8%*	*3%*	*5%*	*13%*	*6%*	*3%*	*5%*	*4%*	*14%*	*3%*	*3%*	*7%*
NET Cost	**191**	166	24	9	161	15	10	5	14	17	21	13	20	12	33	19	12	1	14
	40%	*40%*	*39%*	*33%*	*40%*	*38%*	*45%*	*31%*	*56%*	*39%*	*50%*	*43%*	*47%*	*41%*	*39%*	*28%*	*33%*	*30%*	*39%*
NET Reliability	**172**	157	16	10	150	9	8	5	11	17	12	11	13	4	40	34	8	2	7
	36%	*37%*	*25%*	*34%*	*37%*	*22%*	*38%*	*32%*	***46%r***	*38%*	*29%*	*35%*	*29%*	*13%*	***48%r***	*49%*	*23%*	*33%*	*21%*
NET Speed	**157**	145	13	7	138	11	5	4	8	17	17	12	10	6	39	21	7	2	8
	33%	***35%b***	*20%*	*25%*	*34%*	*27%*	*24%*	*24%*	*34%*	*37%*	*41%*	*40%*	*24%*	*20%*	*47%*	*30%*	*20%*	*47%*	*24%*
NET Convenience	**238**	215	23	14	204	19	9	6	13	28	20	18	17	9	44	36	20	2	17
	50%	*51%*	*37%*	*47%*	*51%*	*48%*	*42%*	*38%*	*52%*	*62%*	*49%*	*58%*	*39%*	*32%*	*52%*	*52%*	*54%*	*45%*	*48%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 97

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**487**	174	206	57	41	9	380	50	193	198	68	21	7	391	28
Weighted Base	**480**	174	208	50*	37**	11**	383	48*	187	202	67*	18**	6**	389	25**
Effective Base	**303**	108	131	34	24	6	239	30	119	127	41	13	4	246	16
Lower cost of postage	**154**	59	64	12	14	4	124	18	59	62	21	8	4	122	12
	32%	*34%*	*31%*	*25%*	*38%*	*38%*	*32%*	*38%*	*32%*	*31%*	*32%*	*42%*	*61%*	*31%*	*47%*
Lower cost of insurance	**65**	30	21	8	5	1	50	6	25	27	11	2	*	52	2
	13%	*17%*	*10%*	*16%*	*15%*	*6%*	*13%*	*13%*	*14%*	*13%*	*16%*	*9%*	*1%*	*13%*	*7%*
Guarantee that the parcel would arrive on time	**65**	27	26	8	4	-	53	4	27	24	5	6	1	52	8
	13%	*15%*	*13%*	*16%*	*10%*	-	*14%*	*8%*	*15%*	*12%*	*8%*	*34%*	*22%*	*13%*	*31%*
Better ability to track the delivery	**133**	45	72	12	2	2	117	4	62	44	22	4	*	106	5
	28%	**26%g**	**34%g**	*24%*	*6%*	*18%*	**31%g**	*9%*	**33%i**	*22%*	*33%*	*24%*	*3%*	*27%*	*19%*
Parcel less likely to get lost	**98**	26	44	17	10	1	70	11	33	43	11	6	4	76	10
	20%	*15%*	*21%*	**35%af**	*27%*	*6%*	*18%*	*23%*	*18%*	*21%*	*17%*	*33%*	*66%*	*20%*	*42%*
Ability to select an express service	**60**	23	25	6	6	*	48	6	15	31	7	5	2	46	8
	13%	*13%*	*12%*	*13%*	*15%*	*1%*	*13%*	*12%*	*8%*	*15%*	*10%*	*29%*	*38%*	*12%*	*31%*
Quicker delivery	**115**	45	48	14	8	*	93	8	52	43	18	1	2	95	3
	24%	*26%*	*23%*	*28%*	*22%*	*2%*	*24%*	*17%*	*28%*	*21%*	*27%*	*6%*	*26%*	*24%*	*11%*
More convenient for me to drop the parcel off	**130**	59	55	11	6	-	114	6	60	48	11	8	2	108	11
	27%	**34%g**	*26%*	*21%*	*16%*	-	**30%g**	*12%*	*32%*	*24%*	*17%*	*45%*	*36%*	*28%*	*43%*
More convenient for me to have the parcel collected	**154**	58	64	19	8	5	122	13	57	60	28	7	2	117	9
	32%	*33%*	*31%*	*38%*	*22%*	*43%*	*32%*	*27%*	*31%*	*30%*	*42%*	*38%*	*32%*	*30%*	*36%*
More convenient for the recipient to take the delivery	**75**	17	41	7	10	1	58	11	23	37	11	4	*	60	5
	16%	*10%*	**19%a**	*14%*	*26%*	*12%*	*15%*	*23%*	*12%*	*18%*	*16%*	*23%*	*7%*	*15%*	*19%*
Ability to set a specific date/time for delivery	**62**	25	25	7	5	1	49	6	22	25	14	*	*	47	1
	13%	*14%*	*12%*	*14%*	*12%*	*11%*	*13%*	*12%*	*12%*	*13%*	*21%*	*1%*	*7%*	*12%*	*3%*
Guarantee that the parcel would arrive intact	**69**	30	31	5	2	*	61	3	28	31	5	5	*	58	5
	14%	*17%*	*15%*	*10%*	*7%*	*1%*	*16%*	*5%*	*15%*	*15%*	*8%*	*27%*	*1%*	*15%*	*20%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**480**	174	208	50*	37**	11**	383	48*	187	202	67*	18**	6**	389	25**
Recommended by others	**53**	21	21	7	3	-	43	3	20	22	7	2	2	42	4
	11%	*12%*	*10%*	*15%*	*8%*	-	*11%*	*7%*	*11%*	*11%*	*11%*	*9%*	*38%*	*11%*	*16%*
Other: please specify	**33**	15	15	1	*	2	29	2	15	13	3	1	-	29	1
	7%	*8%*	*7%*	*3%*	*	*18%*	*8%*	*4%*	*8%*	*7%*	*5%*	*6%*	-	*7%*	*5%*
NET Cost	**191**	73	77	19	18	4	150	22	71	82	25	8	4	153	12
	40%	*42%*	*37%*	*38%*	*48%*	*38%*	*39%*	*46%*	*38%*	*41%*	*38%*	*42%*	*61%*	*39%*	*47%*
NET Reliability	**172**	57	81	21	12	1	138	13	63	80	17	8	4	143	13
	36%	*33%*	*39%*	*42%*	*33%*	*7%*	*36%*	*27%*	*34%*	*40%*	*26%*	*46%*	*68%*	*37%*	*51%*
NET Speed	**157**	57	66	20	14	*	123	14	58	67	23	5	4	126	9
	33%	*33%*	*32%*	*41%*	*37%*	*2%*	*32%*	*29%*	*31%*	*33%*	*34%*	*29%*	*62%*	*32%*	*38%*
NET Convenience	**238**	93	108	24	11	2	201	13	98	87	41	9	3	185	12
	50%	***53%g***	***52%g***	*48%*	*31%*	*18%*	***53%g***	*28%*	*52%*	*43%*	***62%l***	*50%*	*47%*	*48%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**487**	37	444	6	159	287	41	477	6	1	-	484	3
Weighted Base	**480**	30**	444	6**	145*	294	42**	468	11**	***	-**	478	2**
Effective Base	**303**	24	277	3	95	185	23	296	5	1	-	302	2
Lower cost of postage	**154**	10	142	2	39	101	14	148	5	*	-	154	1
	32%	*35%*	*32%*	*36%*	*27%*	*34%*	*34%*	*32%*	*52%*	*100%*	-	*32%*	*35%*
Lower cost of insurance	**65**	6	59	-	21	33	10	62	2	-	-	64	1
	13%	*19%*	*13%*	-	*15%*	*11%*	*24%*	*13%*	*17%*	-	-	*13%*	*41%*
Guarantee that the parcel would arrive on time	**65**	10	52	2	28	28	8	58	7	-	-	65	-
	13%	*34%*	*12%*	*34%*	***20%e***	*10%*	*19%*	*12%*	*65%*	-	-	*14%*	-
Better ability to track the delivery	**133**	11	121	*	33	86	14	129	3	-	-	132	1
	28%	*38%*	*27%*	*3%*	*23%*	*29%*	*33%*	*28%*	*33%*	-	-	*28%*	*35%*
Parcel less likely to get lost	**98**	11	84	3	31	54	13	90	6	-	-	96	2
	20%	*36%*	*19%*	*43%*	*22%*	*18%*	*30%*	*19%*	*60%*	-	-	*20%*	*95%*
Ability to select an express service	**60**	4	54	2	22	34	5	52	8	-	-	60	-
	13%	*15%*	*12%*	*33%*	*15%*	*12%*	*11%*	*11%*	*77%*	-	-	*13%*	-
Quicker delivery	**115**	5	108	2	34	65	16	112	2	*	-	114	1
	24%	*18%*	*24%*	*33%*	*23%*	*22%*	*38%*	*24%*	*23%*	*100%*	-	*24%*	*59%*
More convenient for me to drop the parcel off	**130**	6	124	1	41	78	11	127	2	*	-	130	-
	27%	*19%*	*28%*	*16%*	*28%*	*27%*	*26%*	*27%*	*23%*	*100%*	-	*27%*	-
More convenient for me to have the parcel collected	**154**	20	131	3	53	89	12	150	3	*	-	154	-
	32%	*66%*	*30%*	*49%*	*36%*	*30%*	*29%*	*32%*	*33%*	*100%*	-	*32%*	-
More convenient for the recipient to take the delivery	**75**	7	68	*	28	38	9	73	1	-	-	74	2
	16%	*23%*	*15%*	*2%*	*20%*	*13%*	*22%*	*16%*	*7%*	-	-	*15%*	*95%*
Ability to set a specific date/time for delivery	**62**	8	54	-	21	33	8	59	3	-	-	62	-
	13%	*27%*	*12%*	-	*15%*	*11%*	*18%*	*13%*	*33%*	-	-	*13%*	-

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Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**480**	30**	444	6**	145*	294	42**	468	11**	***	-**	478	2**
Guarantee that the parcel would arrive intact	**69**	9	59	-	36	28	5	62	7	-	-	69	-
	14%	*31%*	*13%*	-	**25%e**	*9%*	*13%*	*13%*	*65%*	-	-	*14%*	-
Recommended by others	**53**	6	47	-	13	35	6	52	2	-	-	53	-
	11%	*19%*	*11%*	-	*9%*	*12%*	*13%*	*11%*	*15%*	-	-	*11%*	-
Other: please specify	**33**	2	31	-	17	12	4	33	-	-	-	33	-
	7%	*8%*	*7%*	-	**12%e**	*4%*	*9%*	*7%*	-	-	-	*7%*	-
NET Cost	**191**	11	178	2	50	121	19	184	5	*	-	190	1
	40%	*36%*	*40%*	*36%*	*35%*	*41%*	*46%*	*39%*	*52%*	*100%*	-	*40%*	*41%*
NET Reliability	**172**	15	153	5	67	89	17	161	10	-	-	171	2
	36%	*49%*	*34%*	*77%*	**46%e**	*30%*	*41%*	*34%*	*93%*	-	-	*36%*	*95%*
NET Speed	**157**	8	148	2	48	91	19	146	11	*	-	156	1
	33%	*25%*	*33%*	*33%*	*33%*	*31%*	*45%*	*31%*	*100%*	*100%*	-	*33%*	*59%*
NET Convenience	**238**	17	220	1	69	144	25	231	6	*	-	237	1
	50%	*58%*	*49%*	*16%*	*47%*	*49%*	*61%*	*49%*	*56%*	*100%*	-	*50%*	*35%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**487**	122	113	130	122	47	33	42	32	38	43	51	45	34	48	40	34
Weighted Base	**480**	125*	114*	122*	120*	50*	34**	40**	29**	47**	38*	45**	42**	34**	45**	41**	34**
Effective Base	**303**	79	80	75	70	31	20	28	21	28	32	27	26	23	25	27	19
Lower cost of postage	**154**	42	39	34	39	12	13	17	10	18	11	17	10	8	16	13	10
	32%	*34%*	*34%*	*28%*	*33%*	*24%*	*39%*	*42%*	*34%*	*39%*	*28%*	*37%*	*23%*	*22%*	*36%*	*32%*	*28%*
Lower cost of insurance	**65**	17	19	14	14	5	8	4	8	5	6	7	4	3	6	6	3
	13%	*14%*	*17%*	*11%*	*12%*	*10%*	*24%*	*11%*	*29%*	*10%*	*15%*	*15%*	*10%*	*9%*	*13%*	*14%*	*9%*
Guarantee that the parcel would arrive on time	**65**	18	21	16	10	5	5	7	10	5	6	7	7	1	1	4	6
	13%	*14%*	*19%*	*13%*	*9%*	*11%*	*16%*	*16%*	*36%*	*10%*	*17%*	*16%*	*16%*	*4%*	*1%*	*10%*	*17%*
Better ability to track the delivery	**133**	30	34	38	31	15	9	6	11	13	10	7	16	14	10	11	10
	28%	*24%*	*30%*	*31%*	*26%*	*29%*	*26%*	*15%*	*40%*	*28%*	*26%*	*17%*	*38%*	*41%*	*23%*	*26%*	*30%*
Parcel less likely to get lost	**98**	23	24	30	21	8	7	8	4	13	8	7	12	10	6	6	9
	20%	*18%*	*21%*	*25%*	*17%*	*15%*	*21%*	*21%*	*13%*	*27%*	*20%*	*16%*	*29%*	*30%*	*14%*	*14%*	*25%*
Ability to select an express service	**60**	18	18	12	13	8	5	5	6	5	7	3	4	4	4	7	2
	13%	*14%*	*16%*	*10%*	*11%*	*16%*	*14%*	*13%*	*22%*	*10%*	*18%*	*7%*	*10%*	*12%*	*8%*	*18%*	*7%*
Quicker delivery	**115**	15	38	28	34	3	4	8	14	17	7	7	12	9	9	10	15
	24%	*12%*	***33%a***	*23%*	***29%a***	*7%*	*11%*	*20%*	*48%*	*35%*	*19%*	*15%*	*28%*	*28%*	*21%*	*24%*	*44%*
More convenient for me to drop the parcel off	**130**	37	35	31	27	17	7	14	10	13	12	11	8	12	8	12	7
	27%	*30%*	*31%*	*26%*	*22%*	*34%*	*19%*	*35%*	*34%*	*27%*	*32%*	*25%*	*19%*	*35%*	*17%*	*30%*	*19%*
More convenient for me to have the parcel collected	**154**	37	34	49	33	17	9	12	9	15	10	17	20	13	9	11	13
	32%	*30%*	*30%*	*41%*	*27%*	*33%*	*25%*	*30%*	*31%*	*33%*	*27%*	*37%*	*47%*	*38%*	*21%*	*26%*	*38%*
More convenient for the recipient to take the delivery	**75**	16	24	21	14	7	5	5	6	7	11	8	7	6	2	9	3
	16%	*13%*	*21%*	*17%*	*12%*	*14%*	*14%*	*11%*	*21%*	*15%*	*28%*	*18%*	*17%*	*16%*	*5%*	*21%*	*10%*
Ability to set a specific date/time for delivery	**62**	13	23	19	8	8	3	2	8	6	8	4	12	3	*	6	1
	13%	*10%*	***20%d***	*16%*	*6%*	*16%*	*10%*	*5%*	*27%*	*13%*	*22%*	*10%*	*28%*	*7%*	*1%*	*15%*	*3%*
Guarantee that the parcel would arrive intact	**69**	16	22	18	13	3	8	5	9	6	6	2	8	8	4	8	1
	14%	*13%*	*20%*	*15%*	*11%*	*6%*	*23%*	*12%*	*33%*	*13%*	*17%*	*5%*	*19%*	*22%*	*9%*	*20%*	*3%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**480**	125*	114*	122*	120*	50*	34**	40**	29**	47**	38*	45**	42**	34**	45**	41**	34**
Recommended by others	**53**	11	12	15	16	5	1	5	4	1	6	4	4	7	9	3	3
	11%	*8%*	*10%*	*12%*	*13%*	*9%*	*4%*	*11%*	*15%*	*2%*	*17%*	*10%*	*9%*	*21%*	*21%*	*8%*	*9%*
Other: please specify	**33**	9	3	12	9	5	2	2	-	-	3	8	4	-	6	1	1
	7%	*7%*	*3%*	*10%*	*7%*	*10%*	*6%*	*5%*	-	-	*9%*	*17%*	*10%*	-	*14%*	*2%*	*4%*
NET Cost	**191**	59	48	41	43	17	21	20	14	21	12	20	12	9	16	14	13
	40%	*47%*	*42%*	*34%*	*36%*	*33%*	*62%*	*51%*	*50%*	*45%*	*33%*	*44%*	*28%*	*27%*	*36%*	*36%*	*37%*
NET Reliability	**172**	43	47	46	36	13	16	14	15	21	11	12	19	15	10	12	15
	36%	*34%*	*41%*	*38%*	*30%*	*26%*	*47%*	*35%*	*54%*	*44%*	*29%*	*26%*	*45%*	*44%*	*22%*	*29%*	*42%*
NET Speed	**157**	29	46	36	45	10	7	12	17	21	9	9	15	12	13	17	16
	33%	*23%*	***41%a***	*30%*	*38%*	*19%*	*21%*	*31%*	*58%*	*45%*	*23%*	*21%*	*36%*	*34%*	*29%*	*42%*	*45%*
NET Convenience	**238**	61	63	65	50	31	12	18	17	25	21	17	25	23	16	18	15
	50%	*49%*	*55%*	*53%*	*41%*	*62%*	*36%*	*43%*	*58%*	*54%*	*54%*	*38%*	*58%*	*67%*	*36%*	*45%*	*44%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2880**	-	2880	1281	1591	425	432	530	405	525	350	205	857	935	1080	555	2495	352	2880
Weighted Base	**2881**	-**	2881	1342	1536	450	470	566	423	451	307	212	921	989	969	518	2347	498	2880
Effective Base	**1704**	-	1704	795	907	281	287	352	237	270	147	141	567	587	549	281	1405	278	2880
I paid for the postage	**2533**	-	2533	1188	1342	379	411	517	382	405	264	172	790	900	841	436	2088	418	2540
	88%	-	*88%*	*89%*	*87%*	*84%*	*87%*	**91%ek**	**90%ek**	**90%ek**	*86%*	*81%*	*86%*	**91%lno**	*87%*	*84%*	**89%q**	*84%*	*88%*
I used a pre-paid returns label	**610**	-	610	266	343	119	90	88	101	85	86	40	209	189	211	126	478	125	593
	21%	-	*21%*	*20%*	*22%*	**26%fgl**	*19%*	*16%*	**24%g**	*19%*	**28%fgl**	*19%*	*23%*	*19%*	*22%*	*24%*	*20%*	*25%*	*21%*
I don't know	**26**	-	26	12	14	6	5	3	1	1	2	8	11	4	11	9	21	3	34
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	**4%fghij**	*1%*	*	*1%*	**2%m**	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 98

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2880**	791	890	588	611	1681	1199	1599	1236	325	375	740	727	447	2289	334	2356
Weighted Base	**2881**	751	962	619	549	1713	1168	1923	931	275	350	747	756	488	2341	281	2399
Effective Base	**1704**	414	557	365	378	971	739	1022	707	193	211	434	445	267	1356	197	1391
I paid for the postage	**2533**	662	848	544	479	1510	1024	1721	792	251	313	654	675	410	2052	257	2098
	88%	*88%*	*88%*	*88%*	*87%*	*88%*	*88%*	**89%h**	*85%*	**92%m**	*90%*	*88%*	*89%*	*84%*	*88%*	*91%*	*87%*
I used a pre-paid returns label	**610**	173	201	125	110	374	235	401	202	54	67	157	143	138	505	54	525
	21%	*23%*	*21%*	*20%*	*20%*	*22%*	*20%*	*21%*	*22%*	*20%*	*19%*	*21%*	*19%*	**28%jkln**	*22%*	*19%*	*22%*
I don't know	**26**	4	10	4	7	14	12	7	17	1	5	10	3	2	20	2	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	**2%g**	*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 98

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2880**	1993	887	386	1555	560	437	328	151	164	172	149	194	160	209	199	157	124	436
Weighted Base	**2881**	2463	418	143	2402	249	145	85	113	309	241	189	269	253	397	412	219	49*	200
Effective Base	**1704**	1435	273	118	1286	243	230	185	139	147	152	132	154	132	187	178	140	57	188
I paid for the postage	**2533**	2158	375	126	2108	222	130	74	103	274	209	163	251	216	334	361	196	42	180
	88%	*88%*	*90%*	*88%*	*88%*	*89%*	*89%*	*87%*	*92%*	*89%*	*87%*	*86%*	**93%mn**	*85%*	*84%*	*88%*	*90%*	*86%*	*90%*
I used a pre-paid returns label	**610**	536	73	26	517	50	26	18	18	55	57	41	37	59	97	117	36	14	36
	21%	*22%*	*18%*	*18%*	*22%*	*20%*	*18%*	*21%*	*16%*	*18%*	**24%l**	*22%*	*14%*	**23%l**	**24%l**	**28%hilpr**	*17%*	**28%hl**	*18%*
I don't know	**26**	20	5	2	20	2	2	2	1	5	1	2	3	2	3	-	3	*	2
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2880**	1108	1141	351	204	59	2249	263	1228	1156	336	114	32	2384	146
Weighted Base	**2881**	1076	1146	390	193	61**	2222	255	1164	1192	356	125*	34**	2357	159*
Effective Base	**1704**	637	681	229	121	28	1318	147	698	685	219	77	19	1382	95
I paid for the postage	**2533**	955	1015	349	157	46	1970	203	1053	1051	303	93	25	2103	118
	88%	**89%dg**	**89%dg**	**89%dg**	*81%*	*75%*	**89%dg**	*80%*	**90%jkn**	**88%kn**	**85%kn**	*74%*	*73%*	**89%kn**	*74%*
I used a pre-paid returns label	**610**	228	252	66	41	21	480	62	237	258	66	39	10	495	49
	21%	*21%*	*22%*	*17%*	*21%*	*34%*	*22%*	*24%*	*20%*	*22%*	*19%*	**31%hjm**	*29%*	*21%*	**31%hijm**
I don't know	**26**	5	12	3	4	1	17	5	3	10	8	3	1	12	4
	1%	*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*	*1%*	**2%hm**	**2%hm**	*3%*	*1%*	**3%hm**

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2880**	180	2652	48	886	1800	194	2810	38	17	-	2865	15
Weighted Base	**2881**	155*	2680	47*	789	1897	195	2803	47**	15**	-**	2865	16**
Effective Base	**1704**	98	1577	31	507	1086	116	1656	28	9	-	1693	12
I paid for the postage	**2533**	134	2356	43	690	1682	161	2472	35	12	-	2520	13
	88%	*86%*	*88%*	*92%*	*87%*	*89%*	*83%*	*88%*	*76%*	*81%*	-	*88%*	*81%*
I used a pre-paid returns label	**610**	34	571	4	180	376	53	592	11	3	-	606	3
	21%	*22%*	*21%*	*9%*	*23%*	*20%*	*27%*	*21%*	*24%*	*17%*	-	*21%*	*22%*
I don't know	**26**	3	21	1	12	11	3	21	3	1	-	24	2
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*6%*	*4%*	-	*1%*	*10%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2880**	680	735	760	705	228	225	227	243	241	251	279	234	247	246	216	243
Weighted Base	**2881**	689	758	735	699	232	236	220	250	254	255	262	227	246	237	205	258
Effective Base	**1704**	435	493	410	377	135	150	152	155	164	173	137	138	136	128	121	130
I paid for the postage	**2533**	623	675	636	599	209	218	196	213	227	235	232	189	214	202	173	225
	88%	**90%d**	*89%*	*87%*	*86%*	*90%*	**92%lo**	*89%*	*85%*	*90%*	**92%lo**	*89%*	*83%*	*87%*	*85%*	*84%*	*87%*
I used a pre-paid returns label	**610**	150	136	152	171	59	41	49	50	47	39	57	49	47	57	57	57
	21%	*22%*	*18%*	*21%*	**24%b**	**26%j**	*18%*	*22%*	*20%*	*19%*	*15%*	*22%*	*21%*	*19%*	*24%*	**28%fj**	*22%*
I don't know	**26**	6	7	10	3	-	3	3	4	*	3	1	5	3	1	2	*
	1%	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	*2%*	*	*1%*	*	*2%*	*1%*	*	*1%*	*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2880**	-	2880	1281	1591	425	432	530	405	525	350	205	857	935	1080	555	2495	352	2880
Weighted Base	**2881**	-**	2881	1342	1536	450	470	566	423	451	307	212	921	989	969	518	2347	498	2880
Effective Base	**1704**	-	1704	795	907	281	287	352	237	270	147	141	567	587	549	281	1405	278	2880
Royal Mail Small Parcels, 1st class, Signed for	**920**	-	920	490	430	211	222	236	119	63	41	25	433	355	129	66	691	226	860
	32%	-	*32%*	**36%d**	*28%*	**47%hijk**	**47%hijk**	**42%hijk**	**28%ijk**	*14%*	*13%*	*12%*	**47%mno**	**36%no**	*13%*	*13%*	*29%*	**45%p**	*30%*
Royal Mail Small Parcels, 1st class, Not signed for	**840**	-	840	351	487	96	103	146	127	171	122	74	199	273	368	197	725	105	893
	29%	-	*29%*	*26%*	**32%c**	*21%*	*22%*	*26%*	**30%ef**	**38%efg**	**40%efgh**	**35%efg**	*22%*	**28%l**	**38%lm**	**38%lm**	**31%q**	*21%*	*31%*
Royal Mail Small Parcels, 2nd class, Signed for	**455**	-	455	250	204	107	102	98	60	49	23	14	209	157	87	37	349	106	457
	16%	-	*16%*	**19%d**	*13%*	**24%ghijk**	**22%hijk**	**17%ijk**	**14%jk**	*11%*	*7%*	*7%*	**23%mno**	**16%no**	*9%*	*7%*	*15%*	**21%p**	*16%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1011**	-	1011	418	593	153	153	181	133	198	114	80	306	314	391	193	855	151	1054
	35%	-	*35%*	*31%*	**39%c**	*34%*	*32%*	*32%*	*31%*	**44%efgh**	*37%*	*38%*	*33%*	*32%*	**40%lm**	*37%*	*36%*	*30%*	*37%*
Royal Mail Medium Parcels, 1st class, Signed for	**517**	-	517	283	234	114	125	142	66	36	27	6	239	209	69	32	382	134	482
	18%	-	*18%*	**21%d**	*15%*	**25%hijk**	**27%hijk**	**25%hijk**	**16%ijk**	**8%k**	**9%k**	*3%*	**26%no**	**21%no**	*7%*	*6%*	*16%*	**27%p**	*17%*
Royal Mail Medium Parcels, 1st class, Not signed for	**506**	-	506	218	288	101	68	86	59	98	64	29	169	146	192	94	408	90	518
	18%	-	*18%*	*16%*	*19%*	**22%fghk**	*14%*	*15%*	*14%*	**22%fgh**	*21%*	*14%*	*18%*	*15%*	**20%m**	*18%*	*17%*	*18%*	*18%*
Royal Mail Medium Parcels, 2nd class, Signed for	**307**	-	307	173	134	86	70	77	44	15	8	5	157	121	28	13	227	75	294
	11%	-	*11%*	**13%d**	*9%*	**19%hijk**	**15%ijk**	**14%ijk**	**10%ijk**	*3%*	*3%*	*2%*	**17%mno**	**12%no**	*3%*	*3%*	*10%*	**15%p**	*10%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**615**	-	615	250	365	112	109	104	73	103	77	37	221	176	217	114	497	115	618
	21%	-	*21%*	*19%*	**24%c**	**25%gh**	*23%*	*18%*	*17%*	*23%*	*25%*	*18%*	**24%m**	*18%*	*22%*	*22%*	*21%*	*23%*	*21%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**283**	-	283	165	117	96	69	73	23	12	8	1	165	96	21	9	200	81	250
	10%	-	*10%*	**12%d**	*8%*	**21%fghijk**	**15%hijk**	**13%hijk**	**5%k**	*3%*	*3%*	*1%*	**18%mno**	**10%no**	*2%*	*2%*	*9%*	**16%p**	*9%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**314**	-	314	163	151	62	76	80	53	26	15	4	137	132	44	18	229	83	308
	11%	-	*11%*	*12%*	*10%*	**14%ijk**	**16%ijk**	**14%ijk**	**12%ijk**	*6%*	*5%*	*2%*	**15%no**	**13%no**	*5%*	*4%*	*10%*	**17%p**	*11%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**2881**	-**	2881	1342	1536	450	470	566	423	451	307	212	921	989	969	518	2347	498	2880
Other (please specify)	**31**	-	31	8	22	2	1	1	8	7	8	4	2	9	19	12	20	6	26
	1%	-	*1%*	*1%*	*1%*	*	*	*	**2%fg**	*2%*	**3%efg**	*2%*	*	*1%*	**2%l**	**2%l**	*1%*	*1%*	*1%*
I don't remember the name of the Royal Mail product(s)	**158**	-	158	82	75	41	51	24	11	12	11	8	92	35	31	19	124	32	168
	5%	-	*5%*	*6%*	*5%*	**9%ghij**	**11%ghijk**	*4%*	*3%*	*3%*	*4%*	*4%*	**10%mno**	*4%*	*3%*	*4%*	*5%*	*6%*	*6%*
None of the above	**205**	-	205	106	98	24	27	29	44	32	21	27	50	73	81	49	165	32	199
	7%	-	*7%*	*8%*	*6%*	*5%*	*6%*	*5%*	**10%efg**	*7%*	*7%*	**13%efg**	*5%*	*7%*	*8%*	**9%l**	*7%*	*7%*	*7%*
NET 1st Class	**1858**	-	1858	884	973	311	325	397	267	261	180	114	636	664	555	295	1495	345	1832
	64%	-	*64%*	*66%*	*63%*	**69%ijk**	**69%ijk**	**70%ijk**	*63%*	*58%*	*59%*	*54%*	**69%no**	**67%no**	*57%*	*57%*	*64%*	*69%*	*64%*
NET 2nd Class	**1575**	-	1575	718	857	275	266	306	216	248	157	104	541	523	509	261	1283	284	1596
	55%	-	*55%*	*54%*	*56%*	**61%hk**	*57%*	*54%*	*51%*	*55%*	*51%*	*49%*	**59%mno**	*53%*	*53%*	*50%*	*55%*	*57%*	*55%*
NET Signed for	**1282**	-	1282	657	624	266	275	317	180	123	77	41	541	497	241	118	976	298	1244
	44%	-	*44%*	**49%d**	*41%*	**59%hijk**	**58%hijk**	**56%hijk**	**43%ijk**	*27%*	*25%*	*19%*	**59%mno**	**50%no**	*25%*	*23%*	*42%*	**60%p**	*43%*
NET Not Signed for	**1716**	-	1716	740	975	246	238	298	236	336	215	148	483	533	699	363	1461	235	1773
	60%	-	*60%*	*55%*	**64%c**	*55%*	*51%*	*53%*	*56%*	**75%efgh**	**70%efgh**	**70%efgh**	*53%*	*54%*	**72%lm**	**70%lm**	**62%q**	*47%*	*62%*
NET Special Delivery	**566**	-	566	312	254	148	134	148	70	38	23	5	282	218	65	28	407	154	531
	20%	-	*20%*	**23%d**	*17%*	**33%hijk**	**29%hijk**	**26%hijk**	**16%ijk**	**8%k**	*7%*	*2%*	**31%mno**	**22%no**	*7%*	*5%*	*17%*	**31%p**	*18%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2880**	791	890	588	611	1681	1199	1599	1236	325	375	740	727	447	2289	334	2356
Weighted Base	**2881**	751	962	619	549	1713	1168	1923	931	275	350	747	756	488	2341	281	2399
Effective Base	**1704**	414	557	365	378	971	739	1022	707	193	211	434	445	267	1356	197	1391
Royal Mail Small Parcels, 1st class, Signed for	**920** *32%*	244 *32%*	289 *30%*	228 **37%bd**	159 *29%*	533 *31%*	387 *33%*	716 **37%h**	199 *21%*	85 *31%*	123 *35%*	245 *33%*	255 *34%*	157 *32%*	780 *33%*	86 *30%*	796 *33%*
Royal Mail Small Parcels, 1st class, Not signed for	**840** *29%*	224 *30%*	275 *29%*	162 *26%*	178 *32%*	500 *29%*	340 *29%*	534 *28%*	299 *32%*	86 *31%*	97 *28%*	231 *31%*	215 *28%*	150 *31%*	693 *30%*	87 *31%*	700 *29%*
Royal Mail Small Parcels, 2nd class, Signed for	**455** *16%*	120 *16%*	143 *15%*	123 **20%bd**	69 *13%*	263 *15%*	192 *16%*	324 *17%*	129 *14%*	40 *14%*	62 *18%*	117 *16%*	125 *17%*	82 *17%*	386 *16%*	40 *14%*	399 *17%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1011** *35%*	266 *35%*	350 *36%*	211 *34%*	183 *33%*	617 *36%*	394 *34%*	671 *35%*	334 *36%*	108 **39%j**	97 *28%*	275 **37%j**	275 **36%j**	172 *35%*	819 **35%j**	109 *39%*	832 *35%*
Royal Mail Medium Parcels, 1st class, Signed for	**517** *18%*	145 *19%*	165 *17%*	122 *20%*	85 *16%*	309 *18%*	207 *18%*	408 **21%h**	104 *11%*	57 *21%*	70 *20%*	120 *16%*	142 *19%*	99 *20%*	432 *18%*	57 *20%*	444 *19%*
Royal Mail Medium Parcels, 1st class, Not signed for	**506** *18%*	133 *18%*	153 *16%*	114 *18%*	107 *19%*	286 *17%*	221 *19%*	350 *18%*	153 *16%*	59 *21%*	59 *17%*	142 *19%*	131 *17%*	74 *15%*	408 *17%*	61 *22%*	419 *17%*
Royal Mail Medium Parcels, 2nd class, Signed for	**307** *11%*	80 *11%*	97 *10%*	87 **14%d**	43 *8%*	177 *10%*	130 *11%*	238 **12%h**	66 *7%*	35 *13%*	44 *13%*	69 *9%*	84 *11%*	59 *12%*	255 *11%*	35 *12%*	259 *11%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**615** *21%*	160 *21%*	195 *20%*	151 *24%*	108 *20%*	355 *21%*	260 *22%*	427 *22%*	184 *20%*	63 *23%*	76 *22%*	169 *23%*	159 *21%*	103 *21%*	508 *22%*	63 *23%*	516 *21%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**283** *10%*	86 *11%*	86 *9%*	66 *11%*	45 *8%*	172 *10%*	111 *9%*	223 **12%h**	59 *6%*	36 *13%*	42 *12%*	71 *9%*	72 *10%*	49 *10%*	234 *10%*	36 *13%*	241 *10%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**314** *11%*	79 *10%*	100 *10%*	84 *14%*	51 *9%*	179 *10%*	135 *12%*	245 **13%h**	66 *7%*	27 *10%*	37 *11%*	74 *10%*	91 *12%*	62 *13%*	264 *11%*	27 *10%*	269 *11%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**2881**	751	962	619	549	1713	1168	1923	931	275	350	747	756	488	2341	281	2399
Other (please specify)	**31**	6	18	2	5	23	7	17	12	-	3	8	12	5	29	-	29
	1%	*1%*	**2%c**	*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*1%*	-	*1%*
I don't remember the name of the Royal Mail product(s)	**158**	26	38	62	32	64	94	102	50	17	22	26	24	24	96	19	99
	5%	*3%*	*4%*	**10%abd**	*6%*	*4%*	**8%e**	*5%*	*5%*	*6%*	*6%*	*3%*	*3%*	*5%*	*4%*	*7%*	*4%*
None of the above	**205**	66	69	30	40	135	70	128	72	16	24	51	50	41	165	17	173
	7%	**9%c**	*7%*	*5%*	*7%*	*8%*	*6%*	*7%*	*8%*	*6%*	*7%*	*7%*	*7%*	*8%*	*7%*	*6%*	*7%*
NET 1st Class	**1858**	492	609	399	358	1101	757	1301	545	179	231	497	504	315	1547	182	1581
	64%	*66%*	*63%*	*64%*	*65%*	*64%*	*65%*	**68%h**	*59%*	*65%*	*66%*	*67%*	*67%*	*65%*	*66%*	*65%*	*66%*
NET 2nd Class	**1575**	410	522	366	277	933	643	1071	496	160	177	421	423	272	1293	162	1319
	55%	*55%*	*54%*	**59%d**	*50%*	*54%*	*55%*	*56%*	*53%*	*58%*	*51%*	*56%*	*56%*	*56%*	*55%*	*58%*	*55%*
NET Signed for	**1282**	347	406	299	229	753	528	945	327	118	166	336	352	233	1087	119	1113
	44%	*46%*	*42%*	*48%*	*42%*	*44%*	*45%*	**49%h**	*35%*	*43%*	*47%*	*45%*	*47%*	*48%*	*46%*	*42%*	*46%*
NET Not Signed for	**1716**	451	587	363	314	1038	678	1112	593	173	199	462	448	288	1397	176	1424
	60%	*60%*	*61%*	*59%*	*57%*	*61%*	*58%*	*58%*	**64%g**	*63%*	*57%*	*62%*	*59%*	*59%*	*60%*	*63%*	*59%*
NET Special Delivery	**566**	154	177	144	90	332	234	447	116	57	75	144	155	104	478	57	488
	20%	*21%*	*18%*	**23%d**	*16%*	*19%*	*20%*	**23%h**	*12%*	*21%*	*21%*	*19%*	*21%*	*21%*	*20%*	*20%*	*20%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2880	1993	887	386	1555	560	437	328	151	164	172	149	194	160	209	199	157	124	436
Weighted Base	2881	2463	418	143	2402	249	145	85	113	309	241	189	269	253	397	412	219	49*	200
Effective Base	1704	1435	273	118	1286	243	230	185	139	147	152	132	154	132	187	178	140	57	188
Royal Mail Small Parcels, 1st class, Signed for	920	825	95	25	777	73	46	24	38	101	70	63	83	60	203	123	35	18	55
	32%	33%bc	23%	18%	32%	29%	31%	29%	34%p	33%p	29%p	33%p	31%p	24%	51%hijklmopqr	30%p	16%	36%p	28%p
Royal Mail Small Parcels, 1st class, Not signed for	840	676	163	67	692	78	42	28	30	98	86	44	80	82	75	132	65	23	55
	29%	27%	39%a	47%a	29%	31%	29%	33%	27%	32%n	36%kn	23%	30%n	32%n	19%	32%n	30%n	48%hiklmnopr	27%n
Royal Mail Small Parcels, 2nd class, Signed for	455	404	51	22	391	28	18	17	23	49	43	29	39	28	84	57	39	6	23
	16%	16%	12%	15%	16%	11%	12%	20%ef	20%mr	16%	18%	15%	14%	11%	21%mr	14%	18%	11%	11%
Royal Mail Small Parcels, 2nd class, Not signed for	1011	835	176	62	843	85	56	28	45	88	73	68	94	102	114	170	88	21	64
	35%	34%	42%a	43%a	35%	34%	38%	32%	40%ln	28%	30%	36%	35%	40%ln	29%	41%ijn	40%ln	43%ln	32%
Royal Mail Medium Parcels, 1st class, Signed for	517	466	50	20	439	41	28	10	20	60	45	36	50	25	125	50	28	14	26
	18%	19%b	12%	14%	18%g	16%	19%g	11%	17%	19%m	19%m	19%m	19%m	10%	32%hijklmopr	12%	13%	29%mopr	13%
Royal Mail Medium Parcels, 1st class, Not signed for	506	430	77	40	432	36	25	13	28	59	41	30	47	44	51	89	44	8	28
	18%	17%	18%	28%ab	18%	14%	18%	15%	25%nr	19%	17%	16%	17%	17%	13%	22%n	20%	16%	14%
Royal Mail Medium Parcels, 2nd class, Signed for	307	278	28	14	267	19	15	6	18	29	27	10	41	12	72	40	18	5	13
	11%	11%b	7%	10%	11%	7%	10%	7%	16%kmpr	9%	11%m	5%	15%kmr	5%	18%iklmopr	10%	8%	11%	7%
Royal Mail Medium Parcels, 2nd class, Not signed for	615	508	107	50	521	39	38	16	27	48	49	48	62	39	90	101	59	13	26
	21%	21%	26%	35%a	22%e	16%	26%e	19%	24%r	15%	20%	25%lmr	23%r	15%	23%r	24%ir	27%imr	27%r	13%
Royal Mail Special Delivery, Guaranteed next day by 9am	283	255	27	10	249	19	10	4	12	30	22	24	24	13	65	42	16	8	12
	10%	10%b	7%	7%	10%g	8%	7%	5%	10%	10%	9%	13%mr	9%	5%	17%lmpr	10%	8%	15%mr	6%
Royal Mail Special Delivery, Guaranteed next day by 1pm	314	278	35	13	268	22	14	10	10	26	25	21	42	20	61	44	18	5	17
	11%	11%	8%	9%	11%	9%	9%	11%	9%	9%	10%	11%	16%mr	8%	15%mr	11%	8%	11%	8%

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**2881**	2463	418	143	2402	249	145	85	113	309	241	189	269	253	397	412	219	49*	200
Other (please specify)	**31**	26	5	*	26	3	1	1	1	-	1	3	6	3	4	4	3	*	3
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*2%*	*1%*	-	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
I don't remember the name of the Royal Mail product(s)	**158**	143	15	7	129	13	10	6	5	12	16	11	18	18	23	20	5	3	10
	5%	*6%*	*4%*	*5%*	*5%*	*5%*	*7%*	*7%*	*5%*	*4%*	*7%*	*6%*	*7%*	*7%*	*6%*	*5%*	*2%*	*7%*	*5%*
None of the above	**205**	170	35	6	172	20	7	6	5	18	21	14	22	16	25	33	17	2	18
	7%	*7%*	*8%*	*4%*	*7%*	*8%*	*5%*	*7%*	*5%*	*6%*	*9%*	*8%*	*8%*	*6%*	*6%*	*8%*	*8%*	*4%*	*9%*
NET 1st Class	**1858**	1595	263	97	1554	160	91	54	75	223	162	113	170	148	286	263	113	37	123
	64%	*65%*	*63%*	*67%*	*65%*	*64%*	*62%*	*63%*	**67%p**	**72%kmpr**	**67%p**	*60%*	*63%*	*59%*	**72%kmpr**	**64%p**	*52%*	**75%mp**	*61%*
NET 2nd Class	**1575**	1333	242	92	1327	118	84	46	72	144	125	103	147	133	222	245	136	28	90
	55%	*54%*	*58%*	**64%a**	**55%e**	*48%*	**58%e**	*54%*	**64%ljr**	*47%*	*52%*	*55%*	*54%*	*53%*	**56%r**	**59%ir**	**62%ir**	*57%*	*45%*
NET Signed for	**1282**	1131	150	50	1075	104	66	37	51	156	101	82	116	88	248	155	78	25	79
	44%	**46%bc**	*36%*	*35%*	*45%*	*42%*	*45%*	*43%*	*45%*	**51%mopr**	*42%*	*43%*	*43%*	*35%*	**63%hijklmopr**	*38%*	*36%*	**51%m**	*39%*
NET Not Signed for	**1716**	1436	280	105	1430	147	89	49	74	171	145	104	160	166	185	278	146	36	111
	60%	*58%*	**67%a**	**73%a**	*60%*	*59%*	*62%*	*58%*	**66%n**	*55%*	**60%n**	*55%*	**59%n**	**66%n**	*47%*	**67%iknr**	**67%inr**	**74%iknr**	*56%*
NET Special Delivery	**566**	506	60	23	489	40	24	13	21	56	41	43	62	30	122	80	32	12	28
	20%	**21%b**	*14%*	*16%*	*20%*	*16%*	*17%*	*15%*	*19%*	*18%*	*17%*	**23%mr**	**23%mr**	*12%*	**31%hijmopr**	*20%*	*14%*	**24%m**	*14%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2880**	1108	1141	351	204	59	2249	263	1228	1156	336	114	32	2384	146
Weighted Base	**2881**	1076	1146	390	193	61**	2222	255	1164	1192	356	125*	34**	2357	159*
Effective Base	**1704**	637	681	229	121	28	1318	147	698	685	219	77	19	1382	95
Royal Mail Small Parcels, 1st class, Signed for	**920** *32%*	289 *27%*	378 *33%a*	142 *36%a*	78 *40%af*	30 *49%*	667 *30%*	108 *42%abf*	344 *30%*	397 *33%*	99 *28%*	60 *48%hijm*	17 *50%*	741 *31%*	77 *48%hijm*
Royal Mail Small Parcels, 1st class, Not signed for	**840** *29%*	342 *32%dg*	328 *29%g*	115 *30%g*	39 *20%*	10 *16%*	670 *30%dg*	49 *19%*	369 *32%ikn*	316 *27%*	121 *34%ikn*	24 *19%*	5 *15%*	686 *29%n*	29 *18%*
Royal Mail Small Parcels, 2nd class, Signed for	**455** *16%*	175 *16%*	201 *18%c*	45 *11%*	25 *13%*	7 *12%*	376 *17%c*	32 *13%*	197 *17%j*	190 *16%*	40 *11%*	24 *19%*	3 *8%*	387 *16%*	26 *16%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1011** *35%*	410 *38%g*	401 *35%*	120 *31%*	59 *30%*	16 *26%*	811 *36%*	75 *29%*	438 *38%kn*	418 *35%n*	113 *32%*	30 *24%*	8 *23%*	856 *36%kn*	38 *24%*
Royal Mail Medium Parcels, 1st class, Signed for	**517** *18%*	182 *17%*	212 *19%*	68 *17%*	48 *25%a*	6 *10%*	394 *18%*	54 *21%*	198 *17%*	231 *19%j*	47 *13%*	36 *28%hijm*	3 *10%*	429 *18%*	39 *25%j*
Royal Mail Medium Parcels, 1st class, Not signed for	**506** *18%*	197 *18%*	224 *20%c*	50 *13%*	30 *16%*	4 *7%*	421 *19%c*	35 *14%*	217 *19%*	205 *17%*	62 *18%*	19 *15%*	3 *10%*	421 *18%*	22 *14%*
Royal Mail Medium Parcels, 2nd class, Signed for	**307** *11%*	106 *10%*	145 *13%c*	29 *7%*	20 *10%*	7 *11%*	251 *11%*	27 *11%*	120 *10%*	141 *12%*	28 *8%*	15 *12%*	3 *10%*	260 *11%*	18 *11%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**615** *21%*	256 *24%*	241 *21%*	69 *18%*	44 *23%*	3 *5%*	497 *22%*	47 *19%*	263 *23%*	255 *21%*	67 *19%*	26 *21%*	1 *3%*	519 *22%*	27 *17%*
Royal Mail Special Delivery, Guaranteed next day by 9am	**283** *10%*	113 *11%*	112 *10%*	30 *8%*	25 *13%*	2 *4%*	225 *10%*	27 *11%*	107 *9%*	126 *11%*	29 *8%*	18 *14%*	1 *3%*	234 *10%*	19 *12%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**314** *11%*	112 *10%*	136 *12%*	37 *10%*	25 *13%*	4 *6%*	248 *11%*	28 *11%*	128 *11%*	130 *11%*	34 *10%*	17 *14%*	4 *11%*	258 *11%*	21 *13%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**2881**	1076	1146	390	193	61**	2222	255	1164	1192	356	125*	34**	2357	159*
Other (please specify)	**31**	15	10	4	2	-	25	2	14	15	2	-	-	29	-
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*	-	-	*1%*	-
I don't remember the name of the Royal Mail product(s)	**158**	31	56	46	19	3	87	22	36	65	49	5	1	100	5
	5%	*3%*	*5%*	**12%abf**	**10%abf**	*5%*	*4%*	**9%af**	*3%*	**5%h**	**14%hikmn**	*4%*	*2%*	*4%*	*3%*
None of the above	**205**	75	71	33	21	4	146	25	67	88	22	16	10	155	27
	7%	*7%*	*6%*	*8%*	*11%*	*7%*	*7%*	*10%*	*6%*	*7%*	*6%*	**13%hm**	*31%*	*7%*	**17%hijm**
NET 1st Class	**1858**	685	745	260	121	39	1430	160	768	745	229	89	22	1513	111
	64%	*64%*	*65%*	*67%*	*63%*	*63%*	*64%*	*63%*	*66%*	*62%*	*64%*	*71%*	*67%*	*64%*	*70%*
NET 2nd Class	**1575**	628	651	171	95	24	1279	119	677	663	161	59	11	1340	70
	55%	**58%cg**	**57%cg**	*44%*	*49%*	*40%*	**58%cg**	*47%*	**58%jn**	**56%jn**	*45%*	*47%*	*32%*	**57%jn**	*44%*
NET Signed for	**1282**	442	530	168	100	38	972	138	522	534	133	73	17	1056	90
	44%	*41%*	*46%*	*43%*	**52%a**	*62%*	*44%*	**54%acf**	*45%*	*45%*	*37%*	**58%hijm**	*51%*	**45%j**	**57%hijm**
NET Not Signed for	**1716**	699	691	195	97	25	1390	122	734	712	201	54	9	1446	63
	60%	**65%cdg**	**60%cdg**	*50%*	*50%*	*41%*	**63%cdg**	*48%*	**63%kn**	**60%kn**	**57%kn**	*43%*	*27%*	**61%kn**	*40%*
NET Special Delivery	**566**	211	236	66	47	6	446	53	220	246	61	34	4	466	38
	20%	*20%*	*21%*	*17%*	*24%*	*10%*	*20%*	*21%*	*19%*	*21%*	*17%*	*27%*	*12%*	*20%*	*24%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2880	180	2652	48	886	1800	194	2810	38	17	-	2865	15
Weighted Base	2881	155*	2680	47*	789	1897	195	2803	47**	15**	-**	2865	16**
Effective Base	1704	98	1577	31	507	1086	116	1656	28	9	-	1693	12
Royal Mail Small Parcels, 1st class, Signed for	920	66	837	17	277	559	84	880	23	9	-	912	8
	32%	**43%b**	*31%*	*36%*	**35%e**	*29%*	**43%e**	*31%*	*50%*	*55%*	-	*32%*	*47%*
Royal Mail Small Parcels, 1st class, Not signed for	840	46	779	15	233	563	44	822	12	3	-	837	2
	29%	*30%*	*29%*	*31%*	*29%*	*30%*	*23%*	*29%*	*26%*	*20%*	-	*29%*	*13%*
Royal Mail Small Parcels, 2nd class, Signed for	455	39	409	7	138	280	36	437	10	4	-	452	3
	16%	**25%b**	*15%*	*15%*	*17%*	*15%*	*19%*	*16%*	*21%*	*27%*	-	*16%*	*19%*
Royal Mail Small Parcels, 2nd class, Not signed for	1011	43	949	19	237	700	74	986	16	6	-	1009	2
	35%	*28%*	*35%*	*39%*	*30%*	**37%d**	*38%*	*35%*	*35%*	*38%*	-	*35%*	*13%*
Royal Mail Medium Parcels, 1st class, Signed for	517	49	462	5	155	311	51	494	11	6	-	511	6
	18%	**32%bc**	*17%*	*11%*	*20%*	*16%*	**26%e**	*18%*	*24%*	*36%*	-	*18%*	*37%*
Royal Mail Medium Parcels, 1st class, Not signed for	506	19	478	9	160	313	33	492	13	1	-	506	*
	18%	*13%*	*18%*	*19%*	*20%*	*17%*	*17%*	*18%*	*28%*	*9%*	-	*18%*	*1%*
Royal Mail Medium Parcels, 2nd class, Signed for	307	23	276	7	99	177	30	289	13	1	-	303	4
	11%	*15%*	*10%*	*16%*	**13%e**	*9%*	**16%e**	*10%*	*27%*	*6%*	-	*11%*	*23%*
Royal Mail Medium Parcels, 2nd class, Not signed for	615	30	578	6	171	393	50	595	12	5	-	612	3
	21%	*19%*	*22%*	*13%*	*22%*	*21%*	*26%*	*21%*	*26%*	*29%*	-	*21%*	*18%*
Royal Mail Special Delivery, Guaranteed next day by 9am	283	29	248	6	103	144	35	261	12	6	-	279	3
	10%	**19%b**	*9%*	*12%*	**13%e**	*8%*	**18%e**	*9%*	*25%*	*39%*	-	*10%*	*21%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	314	23	286	5	85	189	40	296	11	4	-	311	3
	11%	*15%*	*11%*	*10%*	*11%*	*10%*	**20%de**	*11%*	*23%*	*26%*	-	*11%*	*16%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2881**	155*	2680	47*	789	1897	195	2803	47**	15**	-**	2865	16**
Other (please specify)	**31**	3	26	2	10	17	4	31	-	-	-	31	-
	1%	*2%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
I don't remember the name of the Royal Mail product(s)	**158**	10	143	5	41	100	17	148	3	2	-	153	4
	5%	*6%*	*5%*	*10%*	*5%*	*5%*	*9%*	*5%*	*7%*	*11%*	-	*5%*	*27%*
None of the above	**205**	14	187	4	70	127	8	197	5	1	-	203	2
	7%	*9%*	*7%*	*8%*	*9%*	*7%*	*4%*	*7%*	*11%*	*4%*	-	*7%*	*13%*
NET 1st Class	**1858**	115	1715	28	534	1192	133	1802	35	12	-	1849	10
	64%	**74%b**	*64%*	*59%*	*68%*	*63%*	*68%*	*64%*	*75%*	*75%*	-	*65%*	*60%*
NET 2nd Class	**1575**	84	1464	27	406	1056	113	1532	26	10	-	1569	7
	55%	*54%*	*55%*	*58%*	*51%*	*56%*	*58%*	*55%*	*56%*	*65%*	-	*55%*	*41%*
NET Signed for	**1282**	86	1174	22	373	801	108	1233	29	11	-	1274	8
	44%	**56%b**	*44%*	*46%*	*47%*	*42%*	**55%e**	*44%*	*63%*	*73%*	-	*44%*	*48%*
NET Not Signed for	**1716**	76	1611	29	458	1151	108	1683	22	6	-	1711	5
	60%	*49%*	**60%a**	*61%*	*58%*	*61%*	*55%*	*60%*	*47%*	*41%*	-	*60%*	*31%*
NET Special Delivery	**566**	48	507	10	175	320	70	530	23	7	-	560	6
	20%	**31%b**	*19%*	*22%*	**22%e**	*17%*	**36%de**	*19%*	*49%*	*46%*	-	*20%*	*37%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2880**	680	735	760	705	228	225	227	243	241	251	279	234	247	246	216	243
Weighted Base	**2881**	689	758	735	699	232	236	220	250	254	255	262	227	246	237	205	258
Effective Base	**1704**	435	493	410	377	135	150	152	155	164	173	137	138	136	128	121	130
Royal Mail Small Parcels, 1st class, Signed for	**920** *32%*	219 *32%*	232 *31%*	227 *31%*	242 *35%*	67 *29%*	80 *34%*	73 *33%*	78 *31%*	78 *31%*	76 *30%*	85 *32%*	70 *31%*	72 *29%*	74 *31%*	76 *37%*	92 *36%*
Royal Mail Small Parcels, 1st class, Not signed for	**840** *29%*	194 *28%*	182 *24%*	207 *28%*	256 **37%abc**	68 *29%*	69 *29%*	58 *26%*	56 *22%*	60 *24%*	66 *26%*	72 *28%*	53 *23%*	81 **33%h**	67 *28%*	76 **37%hijl**	114 **44%efghijklm**
Royal Mail Small Parcels, 2nd class, Signed for	**455** *16%*	115 *17%*	125 *16%*	127 *17%*	89 *13%*	31 *14%*	44 *19%*	39 *18%*	30 *12%*	41 *16%*	54 **21%ho**	45 *17%*	35 *15%*	46 *19%*	30 *13%*	24 *12%*	34 *13%*
Royal Mail Small Parcels, 2nd class, Not signed for	**1011** *35%*	270 **39%bc**	228 *30%*	235 *32%*	277 **40%bc**	84 *36%*	112 **47%ghijklm**	74 *34%*	71 *28%*	66 *26%*	91 *36%*	83 *32%*	77 *34%*	75 *31%*	90 **38%l**	95 **46%ghiklm**	93 *36%*
Royal Mail Medium Parcels, 1st class, Signed for	**517** *18%*	137 **20%c**	137 *18%*	107 *15%*	136 *19%*	48 **21%l**	40 *17%*	49 **22%l**	46 *18%*	44 *17%*	47 *19%*	37 *14%*	25 *11%*	44 *18%*	45 *19%*	41 *20%*	50 *19%*
Royal Mail Medium Parcels, 1st class, Not signed for	**506** *18%*	127 *18%*	113 *15%*	127 *17%*	140 *20%*	42 *18%*	50 **21%h**	34 *16%*	27 *11%*	38 *15%*	49 **19%h**	51 **19%h**	32 *14%*	44 *18%*	50 **21%h**	28 *14%*	62 **24%hlo**
Royal Mail Medium Parcels, 2nd class, Signed for	**307** *11%*	76 *11%*	84 *11%*	82 *11%*	65 *9%*	24 *10%*	33 *14%*	19 *9%*	22 *9%*	26 *10%*	36 *14%*	28 *11%*	25 *11%*	29 *12%*	19 *8%*	16 *8%*	29 *11%*
Royal Mail Medium Parcels, 2nd class, Not signed for	**615** *21%*	153 *22%*	142 *19%*	137 *19%*	183 **26%bc**	52 *23%*	56 *24%*	44 *20%*	39 *16%*	41 *16%*	62 *24%*	49 *19%*	36 *16%*	52 *21%*	47 *20%*	58 **28%hil**	78 **30%ghikl**
Royal Mail Special Delivery, Guaranteed next day by 9am	**283** *10%*	70 *10%*	87 *11%*	59 *8%*	67 *10%*	17 *7%*	33 **14%k**	20 *9%*	33 *13%*	19 *8%*	35 *14%*	18 *7%*	17 *7%*	24 *10%*	23 *10%*	17 *8%*	27 *11%*
Royal Mail Special Delivery, Guaranteed next day by 1pm	**314** *11%*	70 *10%*	78 *10%*	70 *10%*	96 *14%*	24 *10%*	22 *9%*	24 *11%*	26 *10%*	26 *10%*	26 *10%*	30 *12%*	16 *7%*	24 *10%*	36 **15%l**	23 *11%*	36 *14%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 99

QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**2881**	689	758	735	699	232	236	220	250	254	255	262	227	246	237	205	258
Other (please specify)	**31**	8	15	5	3	4	2	2	6	4	5	1	4	1	-	1	2
	1%	*1%*	**2%d**	*1%*	*	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*	*2%*	*	-	*	*1%*
I don't remember the name of the Royal Mail product(s)	**158**	21	71	38	28	7	2	13	31	28	11	13	14	11	14	5	9
	5%	*3%*	**9%acd**	*5%*	*4%*	*3%*	*1%*	**6%f**	**13%efgjkmop**	**11%efjmop**	**4%f**	**5%f**	**6%f**	*4%*	**6%f**	*2%*	*3%*
None of the above	**205**	41	63	61	40	16	12	13	26	13	24	23	21	17	19	6	15
	7%	*6%*	*8%*	*8%*	*6%*	*7%*	*5%*	*6%*	**10%o**	*5%*	**10%o**	*9%*	**9%o**	*7%*	*8%*	*3%*	*6%*
NET 1st Class	**1858**	450	435	463	511	149	156	145	136	152	147	168	127	168	157	145	209
	64%	**65%b**	*57%*	*63%*	**73%abc**	*64%*	**66%h**	**66%h**	*54%*	*60%*	*58%*	*64%*	*56%*	**68%hl**	**66%h**	**71%hijl**	**81%efghijklmn**
NET 2nd Class	**1575**	404	383	388	400	123	162	119	108	122	153	139	117	132	127	127	146
	55%	**59%b**	*51%*	*53%*	*57%*	*53%*	**69%eghiklmnp**	*54%*	*43%*	*48%*	**60%hl**	*53%*	*52%*	*53%*	*54%*	**62%hl**	**57%h**
NET Signed for	**1282**	322	336	313	310	101	119	102	102	112	122	116	93	103	101	91	118
	44%	*47%*	*44%*	*43%*	*44%*	*44%*	*51%*	*46%*	*41%*	*44%*	*48%*	*44%*	*41%*	*42%*	*43%*	*45%*	*46%*
NET Not Signed for	**1716**	433	389	415	479	140	155	137	114	131	144	139	122	153	150	152	178
	60%	**63%b**	*51%*	*56%*	**69%bc**	**60%h**	**66%hikl**	**62%h**	*46%*	*52%*	*56%*	*53%*	*54%*	**62%h**	**63%h**	**74%eghijklm**	**69%hijkl**
NET Special Delivery	**566**	135	160	121	150	40	52	43	58	45	57	45	31	45	56	36	58
	20%	*20%*	*21%*	*16%*	*21%*	*17%*	*22%*	*20%*	**23%l**	*18%*	**22%l**	*17%*	*14%*	*18%*	**24%l**	*18%*	*22%*

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 100

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3165	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	3146	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	1876	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	8	-	8	6	3	1	2	3	-	-	-	1	4	3	1	1	2	6	7
	*	-	*	*	*	*	*	1%	-	-	-	*	*	*	*	*	*	1%p	*
Not very important (2)	56	-	56	27	28	14	8	8	7	9	5	5	22	15	18	9	52	3	67
	2%	-	2%	2%	2%	3%	2%	1%	1%	2%	1%	2%	2%	1%	2%	2%	2%	1%	2%
Neither important nor unimportant (3)	373	-	373	196	175	67	63	43	40	69	51	37	130	84	157	89	329	42	357
	12%	-	12%	13%	11%	14%g	13%g	7%	9%	13%g	15%g	15%gh	13%m	8%	14%m	15%m	13%q	8%	11%
Important (4)	1329	-	1329	666	662	195	199	247	199	223	145	121	394	446	488	265	1125	193	1367
	42%	-	42%	45%d	40%	40%	40%	42%	43%	43%	41%	49%	40%	43%	44%	44%	44%q	36%	43%
Very important (5)	1354	-	1354	580	773	195	212	283	213	217	151	82	407	497	450	233	1044	287	1344
	43%	-	43%	39%	47%c	40%	43%k	48%ek	46%k	42%	43%	33%	42%	47%lno	40%	39%	41%	53%p	42%
Don't know	25	-	25	9	16	12	7	5	-	1	*	-	19	5	1	*	16	6	23
	1%	-	1%	1%	1%	3%hijk	1%h	1%	-	*	*	-	2%mno	*	*	*	1%	1%	1%
NET Not at all important/ Not very important	64	-	64	33	31	16	10	12	7	9	5	6	26	19	19	10	55	9	74
	2%	-	2%	2%	2%	3%	2%	2%	1%	2%	1%	2%	3%	2%	2%	2%	2%	2%	2%
NET Important / Very important	2684	-	2684	1245	1435	390	411	531	413	440	296	203	801	943	938	499	2169	480	2711
	85%	-	85%	84%	87%	80%	84%	90%efik	90%efik	85%	84%	83%	82%	90%lno	84%	83%	84%	89%p	86%
Mean	4.27	-	4.27	4.21	4.33c	4.20	4.26	4.36eik	4.35ek	4.25	4.26	4.13	4.23	4.36lno	4.23	4.21	4.24	4.42p	4.26
Std Dev.	0.76	-	0.76	0.77	0.75	0.81	0.78	0.73	0.70	0.75	0.75	0.76	0.80	0.72	0.75	0.76	0.76	0.76	0.76
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.04	0.01

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3165	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	3146	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	1876	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	8	2	3	1	3	4	4	4	4	1	1	-	4	2	6	1	6
	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*
Not very important (2)	56	26	11	8	11	37	19	34	20	10	7	10	11	10	38	12	39
	2%	3%b	1%	1%	2%	2%	1%	2%	2%	3%	2%	1%	1%	2%	1%	4%p	1%
Neither important nor unimportant (3)	373	106	98	102	67	204	169	235	134	35	57	90	75	52	274	35	284
	12%	13%	9%	15%b	11%	11%	13%	11%	13%	11%	15%l	11%	9%	10%	11%	11%	11%
Important (4)	1329	358	449	288	234	807	522	875	439	110	156	343	350	260	1109	112	1132
	42%	44%	43%	42%	39%	43%	41%	43%	41%	36%	41%	42%	43%	49%ijk	43%l	36%	43%o
Very important (5)	1354	328	475	277	275	803	551	879	464	149	158	371	378	201	1107	151	1135
	43%	40%	46%	41%	46%	43%	43%	43%	43%	48%m	41%	45%	46%m	38%	43%	48%	43%
Don't know	25	2	7	5	11	9	16	17	7	3	5	4	5	1	16	3	16
	1%	*	1%	1%	2%a	*	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%
NET Not at all important/ Not very important	64	28	13	10	13	41	23	38	24	11	8	10	15	12	44	13	45
	2%	3%b	1%	1%	2%	2%	2%	2%	2%	4%k	2%	1%	2%	2%	2%	4%p	2%
NET Important / Very important	2684	686	924	565	509	1610	1074	1754	903	260	314	713	728	461	2216	264	2267
	85%	83%	89%ac	83%	85%	86%	84%	86%	85%	84%	82%	87%	88%j	88%	87%j	84%	87%
Mean	4.27	4.20	4.34ac	4.23	4.30	4.28	4.26	4.28	4.26	4.30	4.22	4.32	4.33	4.24	4.29	4.28	4.29
Std Dev.	0.76	0.80	0.71	0.76	0.78	0.75	0.77	0.75	0.78	0.83	0.78	0.72	0.74	0.73	0.74	0.85	0.74
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.01	0.04	0.01

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	8	8	*	-	8	-	-	*	*	2	2	-	3	-	-	-	-	-	-
	*	*	*	-	*	-	-	*	*	1%	1%	-	1%	-	-	-	-	-	-
Not very important (2)	56	51	5	2	43	8	4	2	1	6	2	-	3	2	15	11	3	*	8
	2%	2%	1%	2%	2%	3%	2%	2%	1%	2%	1%	-	1%	1%	3%k	2%	1%	*	3%k
Neither important nor unimportant (3)	373	322	50	16	318	27	17	12	9	53	29	22	51	40	32	55	26	7	20
	12%	12%	11%	10%	12%	10%	11%	12%	7%	16%hn	11%	10%	17%hnr	14%n	8%	12%	11%	14%	9%
Important (4)	1329	1110	219	66	1096	127	70	37	54	140	104	93	116	119	170	192	107	22	105
	42%	41%	47%	41%	42%	47%	45%	39%	44%	42%	40%	45%	39%	42%	40%	43%	46%	42%	48%
Very important (5)	1354	1163	191	75	1135	110	65	44	59	132	120	91	119	123	207	185	98	22	88
	43%	43%	41%	46%	43%	41%	42%	47%	48%	39%	46%	44%	40%	43%	48%	41%	42%	43%	40%
Don't know	25	24	1	1	23	*	1	1	-	4	1	1	6	1	4	6	-	*	*
	1%	1%	*	1%	1%	*	1%	1%	-	1%	1%	*	2%	*	1%	1%	-	*	*
NET Not at all important/ Not very important	64	59	5	2	50	8	4	2	2	8	4	-	5	2	15	11	3	*	8
	2%	2%	1%	2%	2%	3%	2%	2%	1%	2%	2%	-	2%	1%	3%k	2%	1%	*	3%k
NET Important / Very important	2684	2274	410	141	2230	237	136	81	114	272	224	185	235	243	376	377	205	44	193
	85%	85%	88%	88%	85%	87%	86%	85%	91%ilo	81%	86%	89%il	79%	85%	88%l	84%	87%	86%	88%l
Mean	4.27	4.27	4.28	4.34	4.27	4.25	4.26	4.31	4.37il	4.18	4.31	4.34	4.19	4.28	4.34	4.24	4.28	4.29	4.24
Std Dev.	0.76	0.77	0.69	0.72	0.76	0.75	0.75	0.77	0.69	0.81	0.77	0.66	0.82	0.72	0.77	0.77	0.72	0.72	0.76
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.05	0.06	0.06	0.05	0.06	0.05	0.05	0.05	0.06	0.06	0.03

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base		3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base		1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important	(1)	8	4	1	1	2	*	5	2	3	3	-	2	-	6	2
		*	*	*	*	1%	*	*	1%	*	*	-	2%hijm	-	*	1%m
Not very important	(2)	56	22	17	6	7	3	40	10	13	28	10	3	2	40	5
		2%	2%	1%	1%	3%	4%	2%	4%	1%	2%	3%	2%	5%	2%	3%
Neither important nor unimportant	(3)	373	107	139	100	20	4	247	23	108	160	98	3	2	268	5
		12%	9%	11%	23%abdefg	9%	6%	10%	8%	9%kn	12%hkn	25%hikmn	2%	4%	10%kn	3%
Important	(4)	1329	485	562	162	84	32	1047	116	523	565	164	57	18	1088	75
		42%	41%	45%c	37%	39%	50%	43%	41%	41%	43%	42%	41%	46%	42%	42%
Very important	(5)	1354	552	511	163	100	25	1062	125	610	540	113	72	17	1150	89
		43%	47%bc	41%	38%	46%	39%	44%	45%	48%ij	41%j	29%	51%j	45%	45%j	50%j
Don't know		25	2	16	1	3	1	18	4	7	9	6	2	-	16	2
		1%	*	1%a	*	1%	1%	1%	1%a	1%	1%	2%	2%	-	1%	1%
NET Not at all important/ Not very important		64	26	19	7	9	3	45	12	15	30	10	6	2	46	8
		2%	2%	2%	2%	4%b	4%	2%	4%bf	1%	2%	3%	4%h	5%	2%	4%h
NET Important / Very important		2684	1037	1073	325	183	57	2109	241	1133	1105	277	129	35	2238	163
		85%	88%c	86%c	75%	85%c	89%	87%c	86%c	90%ij	85%j	71%	92%j	91%	87%j	92%ij
Mean		4.27	4.33c	4.27c	4.11	4.29c	4.25	4.30c	4.28c	4.37ijm	4.24j	3.99	4.40j	4.31	4.31j	4.38j
Std Dev.		0.76	0.75	0.72	0.82	0.83	0.76	0.74	0.81	0.70	0.77	0.81	0.80	0.78	0.74	0.80
Std Error		0.01	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.02	0.02	0.04	0.07	0.13	0.01	0.06

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base		3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base		1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important	(1)	8	-	8	-	1	6	*	8	*	-	-	8	-
		*	-	*	-	*	*	*	*	1%	-	-	*	-
Not very important	(2)	56	1	54	1	17	29	10	48	4	4	-	56	-
		2%	1%	2%	1%	2%	1%	5%e	2%	8%gk	18%	-	2%	-
Neither important nor unimportant	(3)	373	24	341	8	99	249	25	354	8	5	-	366	6
		12%	14%	12%	15%	11%	12%	12%	12%	16%	23%	-	12%	40%
Important	(4)	1329	61	1250	18	365	889	76	1300	21	6	-	1327	3
		42%	35%	43%	34%	42%	43%	36%	43%	42%	30%	-	42%	15%
Very important	(5)	1354	85	1247	22	382	880	93	1327	14	6	1	1347	6
		43%	49%	43%	42%	44%	43%	44%	43%	28%	29%	100%	43%	38%
Don't know		25	1	20	4	8	11	6	21	3	-	-	24	1
		1%	1%	1%	8%ab	1%	1%	3%e	1%	6%gk	-	-	1%	7%
NET Not at all important/ Not very important		64	1	62	1	18	35	11	56	4	4	-	64	-
		2%	1%	2%	1%	2%	2%	5%e	2%	9%gk	18%	-	2%	-
NET Important / Very important		2684	146	2498	40	746	1768	169	2627	35	12	1	2674	9
		85%	85%	86%	76%	86%	86%	80%	86%h	70%	59%	100%	85%h	54%
Mean		4.27	4.34	4.27	4.27	4.28	4.27	4.23	4.28	3.94	3.71	5.00	4.27	3.99
Std Dev.		0.76	0.74	0.76	0.78	0.75	0.75	0.86	0.75	0.94	1.10	-	0.76	0.95
Std Error		0.01	0.05	0.01	0.11	0.02	0.02	0.06	0.01	0.16	0.25	-	0.01	0.24

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 100

QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Quarter				Month												
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base		**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base		**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important	(1)	**8**	-	3	2	3	-	-	-	2	1	-	-	-	2	1	2	-
		**	-	*	*	*	-	-	-	*1%*	*1%*	-	-	-	*1%*	*	*1%*	-
Not very important	(2)	**56**	9	13	22	13	1	3	5	1	5	7	6	8	7	7	1	5
		2%	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*	*2%*	*3%*	*2%*	**3%h**	*3%*	*3%*	*	*2%*
Neither important nor unimportant	(3)	**373**	62	143	83	86	20	31	10	57	49	37	33	26	24	21	25	40
		12%	*8%*	**17%acd**	*10%*	*11%*	*8%*	**12%g**	*4%*	**21%efgjklmno**	**18%eglmn**	**13%g**	**12%g**	**10%g**	*9%*	*8%*	**11%g**	**14%g**
Important	(4)	**1329**	354	318	344	313	125	104	125	103	96	119	107	125	112	96	82	134
		42%	**47%b**	*38%*	*44%*	*41%*	**49%hino**	*40%*	**51%fhikno**	*38%*	*36%*	*42%*	*39%*	**51%hikno**	*42%*	*38%*	*36%*	**47%l**
Very important	(5)	**1354**	332	346	327	349	107	120	106	109	117	120	127	86	114	129	117	103
		43%	*44%*	*42%*	*42%*	*45%*	*42%*	**46%l**	*43%*	*40%*	*44%*	*42%*	*46%*	*35%*	*43%*	**51%lp**	**51%lp**	*36%*
Don't know		**25**	3	4	10	8	-	3	-	-	*	4	2	2	6	-	3	5
		1%	*	*	*1%*	*1%*	-	*1%*	-	-	*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*2%*
NET Not at all important/ Not very important		**64**	9	16	23	16	1	3	5	2	6	7	6	8	9	8	3	5
		2%	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*1%*	*2%*
NET Important / Very important		**2684**	686	664	671	662	231	224	231	213	212	239	234	211	227	226	199	237
		85%	**90%bcd**	*80%*	**85%b**	**86%b**	**92%hijp**	*86%*	**94%fhijklmop**	*78%*	*79%*	*83%*	*85%*	*85%*	*85%*	**88%hi**	*87%*	*83%*
Mean		**4.27**	**4.33b**	4.20	4.25	4.30	4.33	4.32	**4.35hlp**	4.17	4.20	4.24	4.30	4.18	4.27	**4.35h**	**4.37hl**	4.19
Std Dev.		**0.76**	0.67	0.80	0.77	0.77	0.64	0.73	0.65	0.80	0.84	0.77	0.77	0.75	0.79	0.79	0.78	0.73
Std Error		**0.01**	0.02	0.03	0.03	0.03	0.04	0.05	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	**25**	-	25	8	17	2	2	-	8	5	6	2	4	8	13	8	21	5	19
	1%	-	*1%*	*1%*	*1%*	*	*	-	**2%g**	*1%*	**2%g**	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**73**	-	73	43	30	8	16	8	10	9	12	9	24	19	30	21	60	12	67
	2%	-	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**347**	-	347	200	146	48	67	48	42	63	45	33	115	91	141	78	302	40	362
	11%	-	*11%*	**14%d**	*9%*	*10%*	**14%g**	*8%*	*9%*	*12%*	*13%*	*13%*	*12%*	*9%*	**13%m**	**13%m**	**12%q**	*7%*	*11%*
Important (4)	**1277**	-	1277	605	669	190	191	252	178	208	146	109	381	430	464	256	1075	192	1276
	41%	-	*41%*	*41%*	*40%*	*39%*	*39%*	*43%*	*39%*	*40%*	*42%*	*44%*	*39%*	*41%*	*42%*	*43%*	**42%q**	*36%*	*40%*
Very important (5)	**1403**	-	1403	614	786	227	212	278	221	228	142	93	439	499	463	235	1091	288	1423
	45%	-	*45%*	*41%*	**47%c**	*47%*	*43%*	**47%k**	**48%k**	*44%*	*40%*	*38%*	*45%*	**48%no**	*41%*	*39%*	*42%*	**54%p**	*45%*
Don't know	**21**	-	21	12	9	9	3	4	-	5	*	-	12	4	5	*	20	-	18
	1%	-	*1%*	*1%*	*1%*	**2%h**	*1%*	*1%*	-	*1%*	*	-	**1%o**	*	*	*	*1%*	-	*1%*
NET Not at all important/ Not very important	**98**	-	98	51	47	10	18	8	18	15	18	11	28	27	43	29	81	17	86
	3%	-	*3%*	*3%*	*3%*	*2%*	*4%*	*1%*	**4%g**	*3%*	**5%g**	**4%g**	*3%*	*3%*	*4%*	*5%*	*3%*	*3%*	*3%*
NET Important / Very important	**2680**	-	2680	1220	1455	417	403	530	399	436	288	203	820	929	927	491	2166	480	2699
	85%	-	*85%*	*82%*	**88%c**	*86%*	*82%*	**90%fijk**	*87%*	*84%*	*82%*	*82%*	*84%*	**88%lno**	*83%*	*82%*	*84%*	**89%p**	*85%*
Mean	**4.27**	-	4.27	4.21	**4.32c**	**4.33jk**	4.22	**4.36fjk**	4.29	4.25	4.15	4.15	**4.27o**	**4.33no**	4.20	4.15	4.24	**4.39p**	4.28
Std Dev.	**0.81**	-	0.81	0.82	0.79	0.76	0.83	0.69	0.86	0.82	0.90	0.83	0.80	0.77	0.85	0.87	0.81	0.79	0.79
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.02	0.04	0.01

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	**25**	7	9	4	5	16	9	14	12	4	4	6	4	4	19	4	19
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**73**	24	15	15	19	39	34	43	30	12	8	16	17	11	53	14	53
	2%	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	**4%p**	*2%*
Neither important nor unimportant (3)	**347**	73	95	96	84	168	179	216	129	32	47	83	85	47	262	35	266
	11%	*9%*	*9%*	**14%ab**	**14%ab**	*9%*	**14%e**	*11%*	*12%*	*10%*	*12%*	*10%*	*10%*	*9%*	*10%*	*11%*	*10%*
Important (4)	**1277**	329	435	286	228	763	514	836	429	102	171	318	355	217	1060	103	1087
	41%	*40%*	*42%*	*42%*	*38%*	*41%*	*40%*	*41%*	*40%*	*33%*	**44%i**	*39%*	**43%i**	*41%*	**42%i**	*33%*	**42%o**
Very important (5)	**1403**	385	478	279	261	863	540	919	466	159	153	391	356	244	1144	159	1174
	45%	*47%*	*46%*	*41%*	*44%*	*46%*	*42%*	*45%*	*44%*	**51%jl**	*40%*	**48%j**	*43%*	*46%*	*45%*	*51%*	*45%*
Don't know	**21**	5	11	2	4	16	6	17	4	-	1	3	6	3	13	-	13
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	-	*	*	*1%*	*	*	-	*
NET Not at all important/ Not very important	**98**	31	24	19	24	55	43	56	41	16	12	23	21	16	72	18	72
	3%	*4%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*5%*	*3%*	*3%*	*3%*	*3%*	*3%*	**6%p**	*3%*
NET Important / Very important	**2680**	713	913	565	489	1626	1054	1756	895	260	323	709	711	461	2204	262	2261
	85%	**87%d**	**88%cd**	*83%*	*82%*	**87%f**	*82%*	*86%*	*84%*	*84%*	*84%*	*87%*	*86%*	*88%*	*86%*	*83%*	*87%*
Mean	**4.27**	4.30	**4.32cd**	4.21	4.21	**4.31f**	4.21	4.28	4.23	4.29	4.20	4.31	4.27	4.31	4.28	4.26	4.29
Std Dev.	**0.81**	0.82	0.77	0.81	0.86	0.79	0.83	0.79	0.85	0.90	0.82	0.80	0.77	0.79	0.79	0.92	0.79
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 101

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	25	23	3	1	24	1	1	-	-	2	2	-	2	6	3	6	3	*	*
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	-	*1%*	*1%*	-	*1%*	*2%*	*1%*	*1%*	*1%*	*	*
Not very important (2)	73	60	12	4	54	13	4	1	3	7	10	1	8	2	10	4	8	*	13
	2%	*2%*	*3%*	*2%*	*2%*	**5%dg**	*3%*	*1%*	*2%*	*2%*	**4%ko**	*	*3%*	*1%*	*2%*	*1%*	*3%*	*	**6%kmo**
Neither important nor unimportant (3)	347	292	55	14	285	37	17	8	11	56	34	20	30	29	40	44	23	6	30
	11%	*11%*	*12%*	*9%*	*11%*	*14%*	*11%*	*8%*	*9%*	**17%n**	*13%*	*9%*	*10%*	*10%*	*9%*	*10%*	*10%*	*13%*	*14%*
Important (4)	1277	1081	196	62	1065	105	66	42	42	117	106	90	111	125	160	194	121	18	86
	41%	*40%*	*42%*	*39%*	*41%*	*39%*	*42%*	*44%*	*34%*	*35%*	*41%*	*43%*	*38%*	*44%*	*37%*	*43%*	**51%hilnqr**	*36%*	*39%*
Very important (5)	1403	1203	200	80	1177	115	66	44	69	153	105	97	145	123	215	194	78	26	88
	45%	*45%*	*43%*	*50%*	*45%*	*42%*	*42%*	*46%*	**55%jmopr**	**45%p**	*40%*	**47%p**	**49%p**	*43%*	**50%pr**	*43%*	*33%*	**51%p**	*40%*
Don't know	21	21	*	*	16	2	3	*	-	2	3	-	-	1	-	9	2	*	2
	1%	*1%*	*	*	*1%*	*1%*	**2%d**	*	-	*1%*	*1%*	-	-	*	-	**2%n**	*1%*	*	*1%*
NET Not at all important/ Not very important	98	83	15	5	78	14	6	1	3	9	12	1	10	8	14	9	11	*	13
	3%	*3%*	*3%*	*3%*	*3%*	**5%g**	*4%*	*1%*	*2%*	*3%*	**5%k**	*	*3%*	*3%*	*3%*	*2%*	**5%k**	*	**6%ko**
NET Important / Very important	2680	2284	396	142	2242	219	132	86	111	269	210	187	256	248	374	387	199	45	175
	85%	*85%*	*85%*	*88%*	**86%e**	*81%*	*84%*	**90%ef**	**89%lr**	*80%*	*81%*	**90%ljr**	*86%*	*87%*	**88%r**	*86%*	*85%*	*87%*	*79%*
Mean	4.27	4.27	4.24	4.34	4.27	4.19	4.24	**4.36e**	**4.42ljpr**	4.23	4.17	**4.37jpr**	**4.31pr**	4.25	**4.34pr**	4.28	4.12	**4.38p**	4.14
Std Dev.	0.81	0.81	0.81	0.80	0.81	0.86	0.82	0.68	0.74	0.84	0.86	0.67	0.81	0.83	0.81	0.78	0.83	0.73	0.89
Std Error	0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.05	0.06	0.06	0.05	0.05	0.06	0.06	0.04

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base		3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base		1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important	(1)	25	8	9	5	3	-	17	3	8	8	6	4	-	16	4
		1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	**3%lm**	-	*1%*	*2%*
Not very important	(2)	73	26	27	13	4	2	54	6	31	24	9	8	*	55	8
		2%	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	**6%lm**	*	*2%*	*5%*
Neither important nor unimportant	(3)	347	114	111	94	20	6	225	26	115	115	95	18	2	230	20
		11%	*10%*	*9%*	**22%abdfg**	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	**24%hikmn**	*13%*	*6%*	*9%*	*11%*
Important	(4)	1277	435	546	170	88	31	981	119	442	620	151	48	12	1062	60
		41%	*37%*	**44%a**	*39%*	*41%*	*48%*	*41%*	*43%*	*35%*	**48%hjkmn**	*39%*	*34%*	*32%*	**41%h**	*34%*
Very important	(5)	1403	587	540	150	96	26	1127	122	663	527	124	63	23	1190	86
		45%	**50%bc**	**43%c**	*35%*	**45%c**	*40%*	**47%c**	*44%*	**53%ljm**	**40%j**	*32%*	**45%j**	*61%*	**46%lj**	**48%j**
Don't know		21	2	13	1	2	-	15	2	4	11	6	-	-	15	-
		1%	*	*1%*	*	*1%*	-	*1%*	*1%*	*	*1%*	**1%h**	-	-	*1%*	-
NET Not at all important/ Not very important		98	34	36	18	7	2	71	9	39	32	15	12	*	71	12
		3%	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	**8%hlm**	*	*3%*	**7%lm**
NET Important / Very important		2680	1022	1086	320	184	57	2108	241	1105	1147	275	110	36	2252	146
		85%	**87%c**	**87%c**	*74%*	**86%c**	*88%*	**87%c**	**86%c**	**87%jk**	**88%jk**	*70%*	*79%*	*93%*	**88%jk**	**82%j**
Mean		4.27	**4.34c**	**4.28c**	4.03	**4.28c**	4.24	**4.31c**	**4.27c**	**4.37ijk**	**4.26j**	3.98	4.13	4.54	**4.31jk**	**4.22j**
Std Dev.		0.81	0.80	0.78	0.89	0.83	0.75	0.79	0.81	0.80	0.75	0.90	1.01	0.64	0.77	0.96
Std Error		0.01	0.02	0.02	0.05	0.06	0.09	0.02	0.05	0.02	0.02	0.05	0.09	0.10	0.02	0.07

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	25	2	24	-	10	15	-	23	2	1	-	25	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*3%*	*3%*	-	*1%*	-
Not very important (2)	73	5	66	1	22	49	2	70	-	-	-	70	2
	2%	*3%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	-	-	-	*2%*	*14%*
Neither important nor unimportant (3)	347	18	321	8	91	225	30	330	5	6	-	341	6
	11%	*10%*	*11%*	*15%*	*10%*	*11%*	*14%*	*11%*	*10%*	*31%*	-	*11%*	*35%*
Important (4)	1277	68	1185	24	355	838	84	1246	23	5	1	1274	2
	41%	*40%*	*41%*	*45%*	*41%*	*41%*	*40%*	*41%*	*46%*	*24%*	*100%*	*41%*	*13%*
Very important (5)	1403	78	1307	18	390	920	92	1371	18	8	-	1397	5
	45%	*45%*	*45%*	*35%*	*45%*	*45%*	*44%*	*45%*	*35%*	*42%*	-	*45%*	*31%*
Don't know	21	2	18	1	3	16	2	18	2	-	-	20	1
	1%	*1%*	*1%*	*3%*	*	*1%*	*1%*	*1%*	*5%gk*	-	-	*1%*	*7%*
NET Not at all important/ Not very important	98	7	90	1	32	64	2	93	2	1	-	96	2
	3%	*4%*	*3%*	*2%*	*4%*	*3%*	*1%*	*3%*	*3%*	*3%*	-	*3%*	*14%*
NET Important / Very important	2680	146	2491	42	745	1758	176	2617	41	13	1	2671	7
	85%	*85%*	*85%*	*80%*	*86%*	*85%*	*84%*	*86%*	*82%*	*65%*	*100%*	*85%*	*44%*
Mean	4.27	4.26	4.27	4.15	4.26	4.27	4.28	4.27	4.15	4.01	4.00	4.27	3.66
Std Dev.	0.81	0.84	0.81	0.77	0.83	0.81	0.74	0.80	0.90	1.04	-	0.81	1.13
Std Error	0.01	0.06	0.02	0.10	0.03	0.02	0.05	0.01	0.14	0.23	-	0.01	0.29

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 101

QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	3165	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	3146	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	1876	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	25	8	11	1	6	2	4	2	3	1	6	1	*	-	2	2	1
	1%	*1%*	**1%c**	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*	*	-	*1%*	*1%*	*
Not very important (2)	73	12	20	21	20	5	4	3	4	7	8	4	11	6	5	6	9
	2%	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	*3%*	*1%*	*4%*	*2%*	*2%*	*3%*	*3%*
Neither important nor unimportant (3)	347	63	115	95	73	18	21	24	40	50	24	36	31	28	26	22	26
	11%	*8%*	**14%ad**	*12%*	*10%*	*7%*	*8%*	*10%*	**15%e**	**19%efgjmnop**	*8%*	*13%*	*13%*	*11%*	*10%*	*9%*	*9%*
Important (4)	1277	323	342	313	300	119	115	89	112	93	137	108	98	106	98	83	120
	41%	*42%*	*41%*	*40%*	*39%*	**47%gl**	*44%*	*36%*	*41%*	*35%*	**48%gio**	*39%*	*40%*	*40%*	*38%*	*36%*	*42%*
Very important (5)	1403	353	335	351	364	109	116	128	112	117	106	125	104	121	125	115	124
	45%	*46%*	*41%*	*45%*	**47%b**	*43%*	*44%*	**52%hj**	*41%*	*44%*	*37%*	*45%*	*42%*	*46%*	**49%j**	**50%j**	*43%*
Don't know	21	1	4	8	8	-	1	-	-	-	4	2	2	4	*	2	6
	1%	*	*1%*	*1%*	*1%*	-	*	-	-	-	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*
NET Not at all important/ Not very important	98	20	30	21	26	7	8	5	8	8	15	4	11	6	8	8	10
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*5%*	*2%*	*4%*	*2%*	*3%*	*4%*	*3%*
NET Important / Very important	2680	675	677	663	664	228	231	217	224	209	243	233	202	228	222	198	244
	85%	**89%bc**	*82%*	*84%*	*86%*	**90%hil**	**88%l**	**88%l**	*82%*	*78%*	*85%*	*85%*	*82%*	*86%*	**87%l**	*86%*	*85%*
Mean	4.27	4.32b	4.18	4.27	4.30b	4.30	4.29	4.37hij	4.20	4.18	4.17	4.29	4.21	4.31	4.32	4.33	4.27
Std Dev.	0.81	0.78	0.85	0.78	0.81	0.75	0.81	0.78	0.83	0.86	0.87	0.76	0.83	0.75	0.81	0.84	0.79
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.05

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	**19**	-	19	9	10	2	4	-	2	5	6	*	6	2	11	6	17	-	20
	1%	-	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	**2%g**	*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*
Not very important (2)	**82**	-	82	40	42	16	10	9	14	11	10	12	26	23	33	23	77	5	91
	3%	-	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	**5%g**	*3%*	*2%*	*3%*	*4%*	**3%q**	*1%*	*3%*
Neither important nor unimportant (3)	**463**	-	463	232	230	60	79	61	55	103	53	51	139	116	207	104	421	38	456
	15%	-	*15%*	*16%*	*14%*	*12%*	**16%g**	*10%*	*12%*	**20%egh**	*15%*	**21%egh**	*14%*	*11%*	**19%lm**	**17%m**	**16%q**	*7%*	*14%*
Important (4)	**1174**	-	1174	574	599	167	169	211	157	206	159	105	336	368	470	264	993	169	1197
	37%	-	*37%*	*39%*	*36%*	*34%*	*34%*	*36%*	*34%*	*40%*	**45%efgh**	*43%*	*34%*	*35%*	**42%lm**	**44%lm**	**39%q**	*32%*	*38%*
Very important (5)	**1386**	-	1386	622	760	232	225	305	226	194	123	78	457	531	395	201	1043	322	1383
	44%	-	*44%*	*42%*	*46%*	**48%ijk**	**46%ijk**	**52%ijk**	**49%ijk**	*37%*	*35%*	*32%*	**47%no**	**51%no**	*35%*	*34%*	*41%*	**60%p**	*44%*
Don't know	**23**	-	23	7	15	8	4	4	6	1	*	-	12	10	1	*	18	2	18
	1%	-	*1%*	*	*1%*	**2%l**	*1%*	*1%*	*1%*	*	*	-	**1%no**	**1%n**	*	*	*1%*	*	*1%*
NET Not at all important/ Not very important	**101**	-	101	48	52	18	14	9	16	15	16	13	32	25	44	29	94	5	111
	3%	-	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	*3%*	**5%g**	**5%g**	*3%*	*2%*	*4%*	**5%m**	**4%q**	*1%*	*4%*
NET Important / Very important	**2559**	-	2559	1196	1360	399	394	516	383	400	282	183	793	899	865	465	2035	491	2580
	81%	-	*81%*	*81%*	*82%*	**82%k**	*80%*	**87%fijk**	**83%k**	*77%*	*80%*	*74%*	*81%*	**86%lno**	*77%*	*78%*	*79%*	**91%p**	*82%*
Mean	**4.22**	-	4.22	4.19	4.25	**4.28ijk**	**4.23k**	**4.39fijk**	**4.30ijk**	4.11	4.09	4.01	**4.26no**	**4.35lno**	4.08	4.06	4.16	**4.51p**	4.22
Std Dev.	**0.84**	-	0.84	0.84	0.84	0.84	0.85	0.74	0.83	0.85	0.87	0.85	0.85	0.78	0.86	0.86	0.85	0.67	0.84
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.06	0.03	0.02	0.02	0.03	0.02	0.03	0.02

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

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 102

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	**19**	6	3	5	4	9	9	15	4	5	2	2	3	2	10	5	10
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	**2%kn**	*1%*	*	*	*	*	**2%p**	*
Not very important (2)	**82**	19	27	15	21	46	36	42	39	9	11	36	12	7	66	11	69
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**4%g**	*3%*	*3%*	**4%lmn**	*1%*	*1%*	*3%*	*3%*	*3%*
Neither important nor unimportant (3)	**463**	102	146	132	83	247	215	288	173	41	63	116	118	60	357	43	359
	15%	*12%*	*14%*	**19%abd**	*14%*	*13%*	**17%e**	*14%*	*16%*	*13%*	*16%*	*14%*	*14%*	*11%*	*14%*	*14%*	*14%*
Important (4)	**1174**	295	404	263	212	699	474	748	414	116	137	284	330	208	959	117	984
	37%	*36%*	*39%*	*39%*	*35%*	*38%*	*37%*	*37%*	*39%*	*37%*	*36%*	*35%*	*40%*	*39%*	*38%*	*37%*	*38%*
Very important (5)	**1386**	395	454	262	274	850	536	933	436	137	168	374	355	246	1142	137	1174
	44%	**48%c**	*44%*	*38%*	**46%c**	*46%*	*42%*	**46%h**	*41%*	*44%*	*44%*	*46%*	*43%*	*47%*	*45%*	*43%*	*45%*
Don't know	**23**	4	8	5	5	12	10	19	2	2	2	6	5	3	16	2	16
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**101**	25	30	20	25	55	46	57	43	14	13	38	15	9	76	16	79
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	**4%l**	*4%*	**5%lm**	*2%*	*2%*	*3%*	*5%*	*3%*
NET Important / Very important	**2559**	690	859	524	486	1549	1010	1680	850	252	305	658	685	454	2102	254	2158
	81%	**84%c**	**82%c**	*77%*	*81%*	**83%f**	*79%*	*82%*	*80%*	*82%*	*80%*	*80%*	*83%*	**86%jk**	*82%*	*81%*	*83%*
Mean	**4.22**	**4.29c**	**4.24c**	4.12	4.23	**4.26f**	4.17	**4.26h**	4.16	4.20	4.20	4.22	4.25	4.32	4.25	4.18	4.25
Std Dev.	**0.84**	0.83	0.81	0.85	0.87	0.82	0.86	0.83	0.85	0.90	0.86	0.87	0.78	0.76	0.82	0.91	0.82
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	19	14	5	*	15	2	2	*	2	3	2	2	1	-	3	2	-	1	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*	-	**2%mp**	*
Not very important (2)	82	69	13	4	65	10	5	2	3	5	7	3	13	9	6	6	10	1	9
	3%	*3%*	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	*5%*	*3%*	*2%*	*1%*	*4%*	*3%*	*4%*
Neither important nor unimportant (3)	463	382	80	27	394	40	19	9	21	55	44	35	27	45	42	87	38	9	31
	15%	*14%*	*17%*	*17%*	*15%*	*15%*	*12%*	*10%*	**17%ln**	*16%*	**17%ln**	**17%ln**	*9%*	*16%*	*10%*	**19%ln**	*16%*	*18%*	*14%*
Important (4)	1174	1009	165	48	969	106	62	37	37	117	98	73	130	106	147	173	89	22	83
	37%	*38%*	*35%*	*30%*	*37%*	*39%*	*39%*	*38%*	*30%*	*35%*	*38%*	*35%*	**44%h**	*37%*	*34%*	*39%*	*38%*	*43%*	*38%*
Very important (5)	1386	1183	203	81	1159	111	68	47	61	152	108	94	123	123	229	174	94	17	95
	44%	*44%*	*43%*	*50%*	*44%*	*41%*	*43%*	*49%*	**49%q**	*45%*	*42%*	*46%*	*42%*	*43%*	**54%jlopqr**	*39%*	*40%*	*33%*	*43%*
Don't know	23	23	*	*	19	2	1	*	1	5	-	-	2	2	-	7	4	1	1
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	-	*1%*	*1%*	-	*2%*	**2%n**	**1%n**	*1%*
NET Not at all important/ Not very important	101	83	18	5	79	12	7	2	5	8	9	5	15	9	9	9	10	3	10
	3%	*3%*	*4%*	*3%*	*3%*	*5%*	*4%*	*2%*	*4%*	*2%*	*4%*	*2%*	*5%*	*3%*	*2%*	*2%*	*4%*	*5%*	*5%*
NET Important / Very important	2559	2192	368	128	2129	217	130	83	98	269	206	167	253	229	376	348	183	39	178
	81%	*82%*	*79%*	*80%*	*81%*	*80%*	*83%*	**88%de**	*79%*	*80%*	*80%*	*81%*	*85%*	*80%*	**88%hijmopqr**	*77%*	*78%*	*76%*	*81%*
Mean	4.22	4.23	4.17	4.27	4.23	4.17	4.22	**4.35e**	4.22	4.24	4.17	4.23	4.22	4.21	**4.39jlmopqr**	4.15	4.15	4.03	4.20
Std Dev.	0.84	0.83	0.89	0.85	0.83	0.87	0.86	0.76	0.93	0.84	0.86	0.84	0.83	0.83	0.78	0.82	0.85	0.91	0.86
Std Error	0.01	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.06	0.06	0.07	0.06	0.06	0.05	0.06	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base		3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base		1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important	(1)	19	7	8	4	-	-	15	-	8	6	5	-	-	14	-
		1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*1%*	*	*1%*	-	-	*1%*	-
Not very important	(2)	82	31	30	11	8	2	62	9	27	38	9	6	1	65	7
		3%	*3%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*5%*	*2%*	*3%*	*4%*
Neither important nor unimportant	(3)	463	167	148	106	30	9	315	39	164	169	103	18	4	333	22
		15%	*14%*	*12%*	**25%abdfg**	*14%*	*14%*	*13%*	*14%*	*13%*	*13%*	**27%hikmn**	*13%*	*11%*	*13%*	*13%*
Important	(4)	1174	412	510	159	74	14	922	88	409	556	139	55	12	965	67
		37%	*35%*	**41%aeg**	*37%*	*34%*	*22%*	*38%*	*31%*	*32%*	**43%hm**	*36%*	*40%*	*31%*	**38%h**	*38%*
Very important	(5)	1386	555	534	151	101	40	1089	141	654	519	131	60	20	1173	80
		44%	**47%c**	**43%c**	*35%*	**47%c**	**61%bc**	**45%c**	**50%c**	**52%ijm**	*40%*	*34%*	*43%*	*53%*	**46%ij**	**45%j**
Don't know		23	1	16	3	2	-	17	2	1	16	3	-	1	17	1
		1%	*	**1%a**	*1%*	**1%a**	-	**1%a**	*1%*	*	**1%h**	**1%h**	-	*4%*	*1%*	*1%*
NET Not at all important/ Not very important		101	38	38	15	8	2	76	9	36	44	14	6	1	79	7
		3%	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*5%*	*2%*	*3%*	*4%*
NET Important / Very important		2559	967	1044	309	175	54	2011	229	1062	1075	270	115	32	2138	147
		81%	**82%c**	**84%c**	*71%*	**82%c**	*83%*	**83%c**	**82%c**	**84%j**	**82%j**	*69%*	**82%j**	*84%*	**83%j**	**83%j**
Mean		4.22	4.26c	4.25c	4.02	4.27c	4.42c	4.25c	4.30c	4.32ij	4.20j	3.99	4.20	4.40	4.26j	4.25j
Std Dev.		0.84	0.84	0.81	0.89	0.83	0.83	0.82	0.83	0.83	0.81	0.90	0.84	0.77	0.82	0.83
Std Error		0.01	0.02	0.02	0.05	0.06	0.10	0.02	0.05	0.02	0.02	0.05	0.07	0.13	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3165**	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	**3146**	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	**1876**	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	**19**	*	18	1	5	14	-	19	-	-	-	19	-
	1%	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Not very important (2)	**82**	3	78	1	36	43	3	76	1	3	-	80	2
	3%	*2%*	*3%*	*2%*	*4%e*	*2%*	*1%*	*2%*	*2%*	*14%*	-	*3%*	*14%*
Neither important nor unimportant (3)	**463**	18	438	7	117	307	39	447	7	3	1	457	5
	15%	*10%*	*15%*	*13%*	*13%*	*15%*	*19%*	*15%*	*13%*	*16%*	*100%*	*15%*	*30%*
Important (4)	**1174**	60	1088	26	307	797	70	1141	26	4	-	1171	3
	37%	*35%*	*37%*	*50%*	*35%*	*39%*	*33%*	*37%*	*51%*	*22%*	-	*37%*	*19%*
Very important (5)	**1386**	88	1279	18	398	895	92	1355	16	10	-	1381	5
	44%	*51%*	*44%*	*34%*	*46%*	*43%*	*44%*	*44%*	*31%*	*49%*	-	*44%*	*30%*
Don't know	**23**	3	19	*	8	7	7	20	2	-	-	22	1
	1%	*2%*	*1%*	*	*1%*	*	*3%e*	*1%*	*3%*	-	-	*1%*	*7%*
NET Not at all important/ Not very important	**101**	3	96	1	41	57	3	95	1	3	-	99	2
	3%	*2%*	*3%*	*3%*	*5%e*	*3%*	*1%*	*3%*	*2%*	*14%*	-	*3%*	*14%*
NET Important / Very important	**2559**	148	2367	44	706	1692	162	2496	41	14	-	2551	8
	81%	*86%*	*81%*	*84%*	*81%*	*82%*	*77%*	*82%*	*82%*	*71%*	-	*82%*	*50%*
Mean	**4.22**	4.38	4.22	4.15	4.23	4.22	4.23	4.23	4.15	4.06	3.00	4.23	3.71
Std Dev.	**0.84**	0.75	0.84	0.79	0.87	0.82	0.81	0.83	0.73	1.12	-	0.83	1.11
Std Error	**0.01**	0.05	0.02	0.11	0.03	0.02	0.06	0.02	0.12	0.25	-	0.01	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	**19**	3	3	3	10	2	-	1	-	2	1	1	-	2	2	4	3
	1%	*	*	*	*1%*	*1%*	-	*	-	*1%*	*	*	-	*1%*	*1%*	*2%*	*1%*
Not very important (2)	**82**	17	17	24	24	7	1	8	10	3	4	9	12	2	6	4	14
	3%	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*3%*	**4%f**	*1%*	*1%*	*3%*	**5%fim**	*1%*	*3%*	*2%*	**5%fm**
Neither important nor unimportant (3)	**463**	96	154	117	96	30	34	33	51	60	42	44	30	43	31	36	28
	15%	*13%*	**19%ad**	*15%*	*12%*	*12%*	*13%*	*13%*	**19%p**	**23%efgjlnp**	*15%*	*16%*	*12%*	*16%*	*12%*	*16%*	*10%*
Important (4)	**1174**	283	308	287	296	86	104	93	100	89	120	92	97	98	105	87	104
	37%	*37%*	*37%*	*36%*	*38%*	*34%*	*40%*	*38%*	*37%*	*33%*	*42%*	*33%*	*39%*	*37%*	*41%*	*38%*	*36%*
Very important (5)	**1386**	357	339	350	339	127	121	109	109	113	117	129	105	116	111	99	130
	44%	*47%*	*41%*	*44%*	*44%*	*50%*	*46%*	*44%*	*40%*	*42%*	*41%*	*47%*	*42%*	*44%*	*43%*	*43%*	*45%*
Don't know	**23**	4	5	6	7	1	1	2	2	-	3	-	2	4	-	1	6
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	*2%*	-	*	*2%*
NET Not at all important/ Not very important	**101**	20	20	27	34	9	1	9	10	5	5	10	12	5	9	8	17
	3%	*3%*	*2%*	*3%*	*4%*	*4%*	*1%*	**4%f**	**4%f**	*2%*	*2%*	*4%*	**5%f**	*2%*	*3%*	*4%*	**6%f**
NET Important / Very important	**2559**	640	648	637	635	214	225	202	209	202	236	221	202	214	216	185	234
	81%	**84%b**	*78%*	*81%*	*82%*	**84%l**	**86%hi**	*82%*	*77%*	*76%*	*82%*	*80%*	*82%*	*80%*	*84%*	*80%*	*82%*
Mean	**4.22**	**4.29b**	4.17	4.22	4.22	4.31	**4.32h**	4.23	4.14	4.16	4.22	4.23	4.20	4.23	4.23	4.18	4.23
Std Dev.	**0.84**	0.80	0.83	0.84	0.87	0.84	0.72	0.84	0.85	0.85	0.78	0.86	0.85	0.82	0.83	0.89	0.90
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	**74**	-	74	20	53	6	6	*	18	15	13	16	12	19	43	28	67	6	78
	2%	-	*2%*	*1%*	**3%c**	**1%g**	*1%*	*	**4%efg**	**3%g**	**4%g**	**6%efg**	*1%*	*2%*	**4%lm**	**5%lm**	*3%*	*1%*	*2%*
Not very important (2)	**222**	-	222	116	104	38	19	30	30	44	40	21	57	59	105	61	200	22	235
	7%	-	*7%*	*8%*	*6%*	**8%f**	*4%*	*5%*	*6%*	**8%f**	**11%fg**	**9%f**	*6%*	*6%*	**9%lm**	**10%lm**	**8%q**	*4%*	*7%*
Neither important nor unimportant (3)	**689**	-	689	326	362	84	91	103	108	126	102	73	175	210	301	175	592	85	731
	22%	-	*22%*	*22%*	*22%*	*17%*	*19%*	*17%*	*23%*	**24%eg**	**29%efg**	**29%efg**	*18%*	*20%*	**27%lm**	**29%lm**	**23%q**	*16%*	*23%*
Important (4)	**1201**	-	1201	580	620	193	188	243	157	191	144	86	380	400	420	229	987	206	1200
	38%	-	*38%*	*39%*	*37%*	*40%*	*38%*	*41%*	*34%*	*37%*	*41%*	*35%*	*39%*	*38%*	*38%*	*38%*	*38%*	*38%*	*38%*
Very important (5)	**934**	-	934	434	499	155	178	213	143	142	51	51	333	356	245	103	704	213	898
	30%	-	*30%*	*29%*	*30%*	**32%jk**	**36%ijk**	**36%ijk**	**31%jk**	**27%j**	*15%*	*21%*	**34%no**	**34%no**	*22%*	*17%*	*27%*	**40%p**	*28%*
Don't know	**26**	-	26	7	20	8	10	2	3	2	1	-	19	5	3	1	19	4	23
	1%	-	*1%*	*	*1%*	*2%*	**2%gi**	*	*1%*	*	*	-	**2%mno**	*	*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**296**	-	296	136	157	45	25	30	48	59	53	37	69	78	148	90	267	29	313
	9%	-	*9%*	*9%*	*9%*	**9%fg**	*5%*	*5%*	**10%fg**	**11%fg**	**15%fg**	**15%fg**	*7%*	*7%*	**13%lm**	**15%lm**	**10%q**	*5%*	*10%*
NET Important / Very important	**2135**	-	2135	1014	1118	348	365	456	300	333	195	137	713	757	665	332	1691	419	2098
	68%	-	*68%*	*68%*	*67%*	**72%ijk**	**74%hijk**	**77%hijk**	**65%jk**	*64%*	*55%*	*56%*	**73%no**	**72%no**	*60%*	*56%*	*66%*	**78%p**	*66%*
Mean	**3.87**	-	3.87	3.87	3.86	**3.95ijk**	**4.07hijk**	**4.08hijk**	**3.83jk**	**3.78jk**	3.52	3.55	**4.01no**	**3.97no**	3.64	3.53	3.81	**4.12p**	3.83
Std Dev.	**1.00**	-	1.00	0.97	1.03	0.97	0.91	0.86	1.07	1.03	1.00	1.11	0.94	0.96	1.04	1.04	1.01	0.91	1.01
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.04	0.04	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3165	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	3146	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	1876	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	74	19	27	7	20	46	28	29	43	12	16	18	13	6	52	12	56
	2%	2%	3%	1%	3%c	2%	2%	1%	4%g	4%m	4%lm	2%	2%	1%	2%	4%	2%
Not very important (2)	222	56	66	44	57	122	100	110	109	35	41	55	48	22	166	39	176
	7%	7%	6%	6%	9%	7%	8%	5%	10%g	11%klmn	11%lmn	7%	6%	4%	7%	12%p	7%
Neither important nor unimportant (3)	689	173	210	177	129	383	305	412	269	55	92	183	177	86	538	56	548
	22%	21%	20%	26%b	21%	21%	24%	20%	25%g	18%	24%m	22%m	22%	16%	21%	18%	21%
Important (4)	1201	307	440	241	213	747	454	792	399	108	148	300	319	221	988	109	1009
	38%	37%	42%cd	35%	36%	40%f	35%	39%	37%	35%	39%	37%	39%	42%	39%	35%	39%
Very important (5)	934	262	290	208	174	552	382	682	243	96	85	255	264	188	791	97	807
	30%	32%	28%	31%	29%	30%	30%	33%h	23%	31%j	22%	31%j	32%j	36%ij	31%j	31%	31%
Don't know	26	4	9	5	8	13	13	20	6	2	2	7	3	3	16	2	16
	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%
NET Not at all important/ Not very important	296	75	93	51	77	168	128	139	152	47	57	73	60	28	218	51	232
	9%	9%	9%	7%	13%bc	9%	10%	7%	14%g	15%klmn	15%klmn	9%	7%	5%	9%	16%p	9%
NET Important / Very important	2135	569	730	449	387	1299	836	1473	642	204	233	555	583	408	1779	206	1816
	68%	69%	70%	66%	64%	70%f	65%	72%h	60%	66%	61%	68%	71%j	78%ijkln	70%j	65%	70%
Mean	3.87	3.90	3.87	3.89	3.78	3.88	3.84	3.98h	3.65	3.79	3.64	3.89j	3.94j	4.07ijkn	3.91j	3.76	3.90
Std Dev.	1.00	1.00	0.98	0.95	1.08	0.99	1.01	0.94	1.07	1.12	1.07	1.00	0.95	0.89	0.98	1.13	0.99
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	74	59	14	7	54	13	5	2	5	2	4	5	1	10	6	8	12	1	11
	2%	*2%*	*3%*	*4%*	*2%*	**5%d**	*3%*	*2%*	**4%ll**	*1%*	*1%*	*3%*	*	**4%l**	*1%*	*2%*	**5%lln**	*3%*	**5%jlno**
Not very important (2)	222	184	38	11	184	22	11	5	10	15	16	12	24	25	23	33	25	3	19
	7%	*7%*	*8%*	*7%*	*7%*	*8%*	*7%*	*5%*	*8%*	*4%*	*6%*	*6%*	*8%*	*9%*	*5%*	*7%*	**11%l**	*5%*	*9%*
Neither important nor unimportant (3)	689	570	119	42	569	61	36	22	26	87	62	38	58	72	71	95	60	15	47
	22%	*21%*	*26%*	*26%*	*22%*	*23%*	*23%*	*23%*	*21%*	**26%n**	*24%*	*18%*	*20%*	**25%n**	*17%*	*21%*	**26%n**	**28%n**	*21%*
Important (4)	1201	1030	172	48	999	103	63	36	43	134	97	74	117	109	165	181	79	15	89
	38%	*38%*	*37%*	*30%*	*38%*	*38%*	*40%*	*38%*	*34%*	*40%*	*37%*	*36%*	*40%*	*38%*	*39%*	*40%*	*33%*	*29%*	*40%*
Very important (5)	934	812	122	53	793	71	40	29	41	95	77	78	93	68	156	127	58	18	53
	30%	*30%*	*26%*	*33%*	*30%*	*26%*	*26%*	*31%*	*33%*	*28%*	*30%*	**37%mpr**	*31%*	*24%*	**37%mpr**	*28%*	*25%*	*35%*	*24%*
Don't know	26	25	1	*	23	1	2	*	-	2	3	-	3	2	7	6	1	*	1
	1%	*1%*	*	*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*	*	*
NET Not at all important/ Not very important	296	243	53	18	237	35	16	7	15	17	20	18	25	35	28	41	37	4	31
	9%	*9%*	*11%*	*11%*	*9%*	*13%*	*10%*	*8%*	**12%l**	*5%*	*8%*	*9%*	*9%*	**12%l**	*7%*	*9%*	**16%jlln**	*8%*	**14%ln**
NET Important / Very important	2135	1841	294	100	1792	174	103	65	83	229	174	152	210	176	321	308	137	33	142
	68%	**69%b**	*63%*	*63%*	*68%*	*64%*	*66%*	*69%*	*67%*	*68%*	*67%*	**73%mp**	**71%p**	*62%*	**75%mpr**	**68%p**	*58%*	*64%*	*64%*
Mean	3.87	3.89b	3.75	3.80	3.88e	3.73	3.79	3.89	3.84	3.91pr	3.89p	4.00mpr	3.94mpr	3.70	4.05hmpr	3.87p	3.62	3.88	3.70
Std Dev.	1.00	0.99	1.03	1.10	0.99	1.08	1.02	0.98	1.10	0.89	0.96	1.02	0.94	1.04	0.94	0.97	1.13	1.05	1.09
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.05	0.05	0.09	0.07	0.07	0.08	0.06	0.08	0.06	0.07	0.09	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base		3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base		1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important	(1)	74	42	17	6	7	2	59	9	47	20	5	2	*	67	2
		2%	4%b	1%	1%	3%	3%	2%	3%	4%l	2%	1%	1%	*	3%	1%
Not very important	(2)	222	97	82	23	15	5	179	20	97	87	24	11	4	184	15
		7%	8%	7%	5%	7%	7%	7%	7%	8%	7%	6%	8%	9%	7%	8%
Neither important nor unimportant	(3)	689	222	259	141	47	14	481	61	241	266	131	41	7	507	48
		22%	19%	21%	33%abdfg	22%	22%	20%	22%	19%	20%	34%him	29%hm	18%	20%	27%
Important	(4)	1201	410	536	143	84	24	946	108	434	555	149	48	10	989	58
		38%	35%	43%ac	33%	39%	37%	39%	39%	34%	43%hn	38%	34%	26%	39%	33%
Very important	(5)	934	394	340	117	61	18	735	79	440	359	78	38	18	799	55
		30%	34%b	27%	27%	28%	28%	30%	28%	35%lj	27%j	20%	27%	46%	31%j	31%j
Don't know		26	6	12	3	1	2	18	3	5	17	4	-	-	22	-
		1%	1%	1%	1%	*	3%	1%	1%	*	1%h	1%	-	-	1%	-
NET Not at all important/ Not very important		296	139	99	29	22	7	238	29	143	108	28	13	4	251	17
		9%	12%bc	8%	7%	10%	10%	10%	10%	11%l	8%	7%	9%	10%	10%	9%
NET Important / Very important		2135	804	877	260	145	42	1681	187	874	914	227	86	27	1788	113
		68%	69%c	70%c	60%	68%	65%	69%c	67%	69%j	70%j	58%	61%	72%	70%j	64%
Mean		3.87	3.87	3.89	3.79	3.83	3.83	3.88	3.83	3.89j	3.89j	3.70	3.78	4.08	3.89j	3.84
Std Dev.		1.00	1.08	0.93	0.95	1.02	1.04	1.01	1.02	1.08	0.94	0.90	0.98	1.04	1.01	0.99
Std Error		0.02	0.03	0.03	0.05	0.07	0.13	0.02	0.06	0.03	0.03	0.05	0.09	0.17	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base		3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base		1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important	(1)	74	2	72	*	30	44	-	72	2	-	-	74	-
		2%	1%	2%	*	3%f	2%	-	2%	3%	-	-	2%	-
Not very important	(2)	222	13	208	1	70	145	7	215	4	1	-	220	2
		7%	8%	7%	1%	8%f	7%	3%	7%	8%	6%	-	7%	14%
Neither important nor unimportant	(3)	689	25	655	9	194	454	41	673	8	4	-	685	4
		22%	14%	22%a	16%	22%	22%	19%	22%	15%	19%	-	22%	24%
Important	(4)	1201	65	1109	28	293	821	88	1165	26	6	-	1197	4
		38%	38%	38%	52%	34%	40%d	42%	38%	52%	29%	-	38%	26%
Very important	(5)	934	67	854	12	274	588	71	912	10	6	1	928	5
		30%	39%b	29%	24%	31%	29%	34%	30%	20%	31%	100%	30%	30%
Don't know		26	*	23	4	11	12	4	21	1	3	-	25	1
		1%	*	1%	7%ab	1%	1%	2%	1%	2%	15%	-	1%	7%
NET Not at all important/ Not very important		296	15	280	1	100	189	7	287	6	1	-	293	2
		9%	9%	10%	1%	11%f	9%f	3%	9%	11%	6%	-	9%	14%
NET Important / Very important		2135	132	1963	40	567	1409	159	2077	36	12	1	2125	9
		68%	77%b	67%	76%	65%	68%	75%d	68%	72%	60%	100%	68%	55%
Mean		3.87	4.06b	3.85	4.05	3.83	3.86	4.08de	3.87	3.78	4.00	5.00	3.87	3.76
Std Dev.		1.00	0.96	1.00	0.70	1.07	0.98	0.82	1.00	0.98	0.96	-	1.00	1.09
Std Error		0.02	0.07	0.02	0.09	0.03	0.02	0.06	0.02	0.15	0.22	-	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 103

QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	**74**	20	17	21	16	6	6	7	3	8	6	10	5	5	4	8	4
	2%	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*	*2%*	*4%*	*2%*	*2%*	*2%*	*3%*	*1%*
Not very important (2)	**222**	48	52	72	50	18	13	16	23	15	14	29	20	23	24	12	14
	7%	*6%*	*6%*	*9%*	*6%*	*7%*	*5%*	*7%*	*8%*	*6%*	*5%*	*10%*	*8%*	*9%*	*9%*	*5%*	*5%*
Neither important nor unimportant (3)	**689**	168	217	150	154	50	59	59	67	80	70	63	41	46	48	48	59
	22%	*22%*	**26%cd**	*19%*	*20%*	*20%*	*23%*	*24%*	*25%*	**30%elmn**	*25%*	*23%*	*17%*	*17%*	*19%*	*21%*	*21%*
Important (4)	**1201**	283	309	305	305	102	111	70	101	96	112	103	99	103	102	88	115
	38%	*37%*	*37%*	*39%*	*40%*	**40%g**	**42%g**	*29%*	*37%*	*36%*	**39%g**	*37%*	**40%g**	*39%*	**40%g**	*38%*	**40%g**
Very important (5)	**934**	237	224	233	240	75	69	93	76	68	79	71	79	84	74	74	92
	30%	*31%*	*27%*	*30%*	*31%*	*30%*	*26%*	**38%fijk**	*28%*	*26%*	*28%*	*26%*	*32%*	*32%*	*29%*	*32%*	*32%*
Don't know	**26**	5	9	7	6	2	3	-	3	*	6	-	2	4	3	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*	*2%*	-	*1%*	*2%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**296**	67	69	93	66	25	20	23	26	23	20	39	25	29	29	19	18
	9%	*9%*	*8%*	*12%*	*9%*	*10%*	*8%*	*9%*	*9%*	*9%*	*7%*	**14%jp**	*10%*	*11%*	*11%*	*8%*	*6%*
NET Important / Very important	**2135**	520	532	538	545	176	179	164	177	165	191	174	178	187	177	162	207
	68%	*68%*	*64%*	*68%*	**71%b**	*70%*	*69%*	*67%*	*65%*	*61%*	*67%*	*63%*	**72%l**	*70%*	*69%*	*70%*	**72%l**
Mean	**3.87**	3.89	3.82	3.84	3.92	3.88	3.86	3.92	3.83	3.76	3.87	3.71	3.93	3.91	3.86	3.91	**3.97ik**
Std Dev.	**1.00**	1.01	0.97	1.04	0.98	1.00	0.95	1.07	0.97	1.00	0.96	1.08	1.01	1.01	1.00	1.02	0.93
Std Error	**0.02**	0.04	0.03	0.04	0.04	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	**137**	-	137	68	69	8	12	11	25	22	38	22	20	36	82	60	130	4	132
	4%	-	*4%*	*5%*	*4%*	*2%*	*2%*	*2%*	**5%eg**	*4%*	**11%efghi**	**9%efg**	*2%*	*3%*	**7%lm**	**10%lm**	**5%q**	*1%*	*4%*
Not very important (2)	**361**	-	361	168	191	43	38	41	55	72	57	56	81	95	185	113	332	28	387
	11%	-	*11%*	*11%*	*12%*	*9%*	*8%*	*7%*	**12%g**	**14%fg**	**16%efg**	**23%efghi**	*8%*	*9%*	**17%lm**	**19%lm**	**13%q**	*5%*	*12%*
Neither important nor unimportant (3)	**893**	-	893	426	465	79	119	153	147	176	126	92	198	300	394	218	792	95	942
	28%	-	*28%*	*29%*	*28%*	*16%*	**24%e**	**26%e**	**32%ef**	**34%efg**	**36%efg**	**37%efg**	*20%*	**29%l**	**35%lm**	**36%lm**	**31%q**	*18%*	*30%*
Important (4)	**965**	-	965	463	502	188	157	179	128	160	94	58	345	307	312	152	761	196	972
	31%	-	*31%*	*31%*	*30%*	**39%ghijk**	*32%*	*30%*	*28%*	*31%*	*27%*	*23%*	**35%mno**	*29%*	*28%*	*25%*	*30%*	**36%p**	*31%*
Very important (5)	**751**	-	751	342	408	155	155	201	103	84	34	19	311	304	136	53	528	205	701
	24%	-	*24%*	*23%*	*25%*	**32%hijk**	**32%hijk**	**34%hijk**	**22%jk**	**16%jk**	*10%*	*8%*	**32%no**	**29%no**	*12%*	*9%*	*21%*	**38%p**	*22%*
Don't know	**38**	-	38	16	22	12	10	5	3	6	2	-	22	8	8	2	26	9	31
	1%	-	*1%*	*1%*	*1%*	**2%k**	*2%*	*1%*	*1%*	*1%*	*1%*	-	**2%mno**	*1%*	*1%*	*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**498**	-	498	236	260	51	49	52	79	93	95	78	101	131	266	173	462	32	519
	16%	-	*16%*	*16%*	*16%*	*11%*	*10%*	*9%*	**17%efg**	**18%efg**	**27%efghi**	**32%efghi**	*10%*	*12%*	**24%lm**	**29%lm**	**18%q**	*6%*	*16%*
NET Important / Very important	**1716**	-	1716	805	910	343	313	380	231	244	128	76	655	611	449	205	1289	401	1673
	55%	-	*55%*	*54%*	*55%*	**71%hijk**	**64%hijk**	**64%hijk**	**50%jk**	**47%jk**	*37%*	*31%*	**67%mno**	**58%no**	*40%*	*34%*	*50%*	**75%p**	*53%*
Mean	**3.59**	-	3.59	3.57	3.60	**3.93hijk**	**3.85hijk**	**3.89hijk**	**3.50jk**	**3.41jk**	3.08	2.98	**3.89mno**	**3.72no**	**3.21o**	3.04	3.48	**4.08p**	3.55
Std Dev.	**1.11**	-	1.11	1.10	1.11	1.01	1.04	1.02	1.13	1.05	1.12	1.06	1.02	1.08	1.09	1.10	1.11	0.92	1.09
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.04	0.06	0.07	0.03	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	**137**	24	51	28	35	74	63	67	69	23	31	33	32	8	105	23	105
	4%	*3%*	*5%*	*4%*	**6%a**	*4%*	*5%*	*3%*	**6%g**	**7%lmn**	**8%klmn**	*4%*	*4%*	*2%*	**4%m**	**7%p**	*4%*
Not very important (2)	**361**	109	132	59	61	241	120	199	160	45	46	97	82	68	292	47	300
	11%	**13%c**	*13%*	*9%*	*10%*	**13%f**	*9%*	*10%*	**15%g**	*14%*	*12%*	*12%*	*10%*	*13%*	*11%*	*15%*	*12%*
Neither important nor unimportant (3)	**893**	240	274	209	170	514	379	545	337	81	95	219	234	147	695	83	722
	28%	*29%*	*26%*	*31%*	*28%*	*28%*	*30%*	*27%*	**32%g**	*26%*	*25%*	*27%*	*28%*	*28%*	*27%*	*26%*	*28%*
Important (4)	**965**	237	302	226	200	539	426	645	310	89	128	254	259	159	800	90	810
	31%	*29%*	*29%*	*33%*	*33%*	*29%*	**33%e**	*32%*	*29%*	*29%*	*33%*	*31%*	*31%*	*30%*	*31%*	*29%*	*31%*
Very important (5)	**751**	211	263	152	125	474	277	560	185	71	72	208	210	142	631	71	647
	24%	*26%*	*25%*	*22%*	*21%*	*25%*	*22%*	**27%h**	*17%*	*23%*	*19%*	**25%j**	**25%j**	**27%j**	**25%j**	*23%*	*25%*
Don't know	**38**	2	20	7	9	22	16	29	7	*	13	6	7	2	28	*	28
	1%	*	**2%a**	*1%*	**2%a**	*1%*	*1%*	*1%*	*1%*	*	**3%klmn**	*1%*	*1%*	*	*1%*	*	*1%*
NET Not at all important/ Not very important	**498**	132	183	88	95	315	183	266	229	68	76	130	114	76	397	70	405
	16%	*16%*	**18%c**	*13%*	*16%*	*17%*	*14%*	*13%*	**21%g**	**22%lmn**	**20%l**	*16%*	*14%*	*14%*	*16%*	**22%p**	*16%*
NET Important / Very important	**1716**	447	565	378	325	1013	703	1204	495	160	200	462	469	301	1431	161	1457
	55%	*54%*	*54%*	*55%*	*54%*	*54%*	*55%*	**59%h**	*46%*	*52%*	*52%*	*57%*	*57%*	*57%*	*56%*	*51%*	*56%*
Mean	**3.59**	3.61	3.58	3.61	3.54	3.60	3.58	**3.71h**	3.36	3.46	3.44	3.62	**3.65ij**	**3.68ij**	**3.62ij**	3.44	**3.62o**
Std Dev.	**1.11**	1.09	1.15	1.06	1.11	1.12	1.08	1.08	1.13	1.20	1.18	1.11	1.09	1.06	1.10	1.20	1.10
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	137	108	30	7	112	13	11	2	7	14	11	10	11	14	9	19	17	2	11
	4%	*4%*	*6%*	*5%*	*4%*	*5%*	**7%g**	*2%*	**6%n**	*4%*	*4%*	*5%*	*4%*	*5%*	*2%*	*4%*	**7%n**	*4%*	*5%*
Not very important (2)	361	284	76	27	283	47	19	12	16	39	23	20	31	33	31	48	42	8	39
	11%	*11%*	**16%a**	**17%a**	*11%*	**17%d**	*12%*	*13%*	**13%n**	*12%*	*9%*	*10%*	*11%*	*11%*	*7%*	*11%*	**18%jn**	**16%n**	**18%jkno**
Neither important nor unimportant (3)	893	737	156	50	738	79	49	27	31	96	72	52	89	99	92	119	87	13	66
	28%	*28%*	**33%a**	*31%*	*28%*	*29%*	*31%*	*28%*	*25%*	*28%*	*28%*	*25%*	*30%*	**35%n**	*21%*	*27%*	**37%hkno**	*26%*	**30%n**
Important (4)	965	832	133	48	813	76	46	30	31	107	87	78	88	89	138	144	50	15	61
	31%	*31%*	*28%*	*30%*	*31%*	*28%*	*29%*	*31%*	*25%*	**32%p**	**34%p**	**38%hpr**	*30%*	*31%*	**32%p**	**32%p**	*21%*	*30%*	*28%*
Very important (5)	751	685	66	28	641	55	32	24	38	73	65	46	76	48	153	104	38	12	43
	24%	**26%bc**	*14%*	*17%*	*24%*	*20%*	*20%*	*25%*	**30%mpr**	*22%*	**25%p**	*22%*	**26%p**	*17%*	**36%ijklmopr**	*23%*	*16%*	*24%*	*19%*
Don't know	38	33	5	1	35	1	1	1	-	7	1	2	1	2	5	15	2	*	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*	*1%*	*1%*	**3%l**	*1%*	*	*1%*
NET Not at all important/ Not very important	498	392	106	34	395	59	30	14	24	53	34	30	42	47	40	67	59	10	49
	16%	*15%*	**23%a**	**21%a**	*15%*	**22%d**	*19%*	*15%*	**19%n**	*16%*	*13%*	*14%*	*14%*	**16%n**	*9%*	*15%*	**25%ijkno**	**19%n**	**22%ijno**
NET Important / Very important	1716	1517	199	76	1454	131	77	53	69	180	152	124	164	137	291	248	88	28	103
	55%	**57%bc**	*43%*	*47%*	**55%e**	*48%*	*49%*	*56%*	**56%p**	**54%p**	**59%pr**	**60%mpr**	**55%p**	*48%*	**68%hilmopqr**	**55%p**	*37%*	**54%p**	*47%*
Mean	3.59	3.64bc	3.28	3.39	3.61ef	3.42	3.44	3.65ef	3.61p	3.56p	3.67pr	3.63pr	3.64pr	3.44	3.94hijklmopqr	3.61pr	3.21	3.55p	3.39
Std Dev.	1.11	1.10	1.10	1.10	1.10	1.13	1.15	1.05	1.21	1.09	1.08	1.08	1.09	1.06	1.03	1.10	1.14	1.14	1.13
Std Error	0.02	0.02	0.04	0.05	0.03	0.05	0.05	0.06	0.09	0.08	0.08	0.08	0.07	0.08	0.07	0.08	0.09	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base		3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base		1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important	(1)	137	90	26	14	7	1	116	7	77	44	11	5	-	121	5
		4%	**8%bcfg**	*2%*	*3%*	*3%*	*1%*	**5%b**	*3%*	**6%l**	*3%*	*3%*	*4%*	-	*5%*	*3%*
Not very important	(2)	361	163	129	26	27	15	292	42	156	154	34	15	2	310	17
		11%	**14%bc**	**10%c**	*6%*	**13%c**	**23%bc**	**12%c**	**15%c**	*12%*	*12%*	*9%*	*11%*	*4%*	*12%*	*9%*
Neither important nor unimportant	(3)	893	316	366	144	49	15	682	64	341	351	152	31	15	693	46
		28%	*27%*	*29%*	**33%dg**	*23%*	*24%*	*28%*	*23%*	*27%*	*27%*	**39%hikmn**	*22%*	*39%*	*27%*	*26%*
Important	(4)	965	314	445	116	72	14	759	86	352	459	89	50	8	812	58
		31%	*27%*	**36%act**	*27%*	*34%*	*22%*	**31%a**	*31%*	*28%*	**35%hj**	*23%*	**36%j**	*22%*	**32%j**	*33%*
Very important	(5)	751	286	263	125	53	20	550	73	330	283	88	36	13	613	49
		24%	*24%*	*21%*	**29%bf**	*25%*	*31%*	*23%*	*26%*	**26%l**	*22%*	*23%*	*26%*	*34%*	*24%*	*27%*
Don't know		38	4	17	9	6	-	20	6	7	11	16	2	1	18	3
		1%	*	**1%a**	**2%a**	**3%af**	-	*1%*	**2%a**	*1%*	*1%*	**4%hlm**	*2%*	*2%*	*1%*	*2%*
NET Not at all important/ Not very important		498	253	155	40	34	16	408	50	233	199	45	20	2	431	22
		16%	**22%bcf**	*12%*	*9%*	**16%c**	**24%c**	**17%bc**	**18%c**	**18%j**	*15%*	*12%*	*14%*	*4%*	**17%j**	*12%*
NET Important / Very important		1716	600	708	241	125	34	1309	159	682	743	178	86	21	1425	107
		55%	*51%*	**57%a**	*56%*	*58%*	*52%*	*54%*	*57%*	**54%j**	**57%j**	*45%*	**62%j**	*56%*	**56%j**	**60%j**
Mean		3.59	3.47	**3.64a**	**3.73af**	3.66	3.58	3.56	3.64	3.56	3.61	3.56	3.70	3.87	3.58	3.74
Std Dev.		1.11	1.22	1.00	1.05	1.10	1.18	1.11	1.11	1.18	1.06	1.04	1.09	0.95	1.12	1.06
Std Error		0.02	0.03	0.03	0.05	0.07	0.15	0.02	0.07	0.03	0.03	0.05	0.10	0.15	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	137	8	129	1	64	69	4	135	3	-	-	137	-
	4%	*5%*	*4%*	*1%*	**7%ef**	*3%*	*2%*	*4%*	*6%*	-	-	*4%*	-
Not very important (2)	361	7	350	3	86	263	12	349	7	5	-	361	-
	11%	*4%*	**12%a**	*6%*	*10%*	**13%f**	*6%*	*11%*	*13%*	*24%*	-	*12%*	-
Neither important nor unimportant (3)	893	42	840	12	242	592	60	874	7	5	-	886	7
	28%	*24%*	*29%*	*22%*	*28%*	*29%*	*28%*	*29%*	*14%*	*27%*	-	*28%*	*44%*
Important (4)	965	59	890	16	259	650	56	941	19	3	-	963	2
	31%	*34%*	*30%*	*31%*	*30%*	*31%*	*26%*	*31%*	*38%*	*13%*	-	*31%*	*13%*
Very important (5)	751	55	678	19	214	463	74	725	12	7	1	744	6
	24%	**32%b**	*23%*	*35%*	*25%*	*22%*	**35%de**	*24%*	*24%*	*36%*	*100%*	*24%*	*36%*
Don't know	38	2	34	2	7	27	4	35	3	-	-	37	1
	1%	*1%*	*1%*	*5%*	*1%*	*1%*	*2%*	*1%*	**5%gk**	-	-	*1%*	*7%*
NET Not at all important/ Not very important	498	15	479	4	150	332	17	484	9	5	-	498	-
	16%	*9%*	**16%a**	*7%*	**17%f**	**16%f**	*8%*	*16%*	*19%*	*24%*	-	*16%*	-
NET Important / Very important	1716	113	1568	35	473	1113	130	1666	31	10	1	1707	8
	55%	**66%b**	*54%*	*66%*	*54%*	*54%*	*62%*	*54%*	*62%*	*49%*	*100%*	*55%*	*50%*
Mean	3.59	**3.85b**	3.57	**3.96b**	3.55	3.58	**3.89de**	3.59	3.66	3.60	5.00	3.59	3.92
Std Dev.	1.11	1.07	1.11	1.00	1.18	1.08	1.03	1.10	1.18	1.23	-	1.11	0.95
Std Error	0.02	0.08	0.02	0.13	0.04	0.02	0.07	0.02	0.19	0.28	-	0.02	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 104

QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	**137**	30	31	32	44	3	11	15	7	11	14	16	5	11	14	14	16
	4%	*4%*	*4%*	*4%*	*6%*	*1%*	*4%*	**6%e**	*3%*	*4%*	**5%e**	**6%e**	*2%*	*4%*	**5%e**	**6%e**	**6%e**
Not very important (2)	**361**	84	82	106	89	37	21	26	33	18	31	36	31	39	47	21	21
	11%	*11%*	*10%*	*13%*	*12%*	**15%ip**	*8%*	*11%*	*12%*	*7%*	*11%*	*13%*	*12%*	**15%ip**	**18%fiop**	*9%*	*7%*
Neither important nor unimportant (3)	**893**	196	265	223	209	59	69	68	67	97	100	88	66	69	89	63	58
	28%	*26%*	**32%a**	*28%*	*27%*	*23%*	*26%*	*28%*	*25%*	**36%ehmp**	**35%ehp**	**32%p**	*27%*	*26%*	**35%ep**	*27%*	*20%*
Important (4)	**965**	257	245	238	224	96	90	70	97	70	78	76	82	80	59	66	99
	31%	*34%*	*30%*	*30%*	*29%*	**38%ijn**	**35%n**	*29%*	**36%n**	*26%*	*27%*	*28%*	*33%*	*30%*	*23%*	*29%*	**35%n**
Very important (5)	**751**	187	190	176	198	58	66	63	62	70	58	56	57	63	48	63	87
	24%	*25%*	*23%*	*22%*	*26%*	*23%*	*25%*	*26%*	*23%*	*26%*	*20%*	*20%*	*23%*	*24%*	*19%*	*27%*	**31%jkn**
Don't know	**38**	7	13	11	7	*	4	3	5	2	6	2	5	4	-	3	3
	1%	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	-	*1%*	*1%*
NET Not at all important/ Not very important	**498**	113	113	138	134	40	32	42	40	29	45	52	36	50	60	36	37
	16%	*15%*	*14%*	*18%*	*17%*	*16%*	*12%*	*17%*	*15%*	*11%*	*16%*	**19%i**	*15%*	**19%i**	**24%fhip**	*15%*	*13%*
NET Important / Very important	**1716**	443	436	415	422	154	157	133	160	140	136	132	140	143	107	129	187
	55%	*58%*	*53%*	*53%*	*55%*	**61%jkn**	**60%jkn**	**54%n**	**59%jn**	*52%*	*48%*	*48%*	**57%n**	**54%n**	*42%*	**56%n**	**65%gijkmn**
Mean	**3.59**	3.65	3.59	3.54	3.58	**3.67n**	**3.70kn**	3.57	**3.66n**	**3.64n**	3.48	3.44	**3.64n**	3.56	3.31	**3.62n**	**3.78jkn**
Std Dev.	**1.11**	1.09	1.07	1.11	1.16	1.02	1.07	1.17	1.05	1.07	1.09	1.13	1.05	1.13	1.13	1.17	1.14
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.06	0.07	0.07	0.06	0.07	0.07	0.07	0.06	0.07	0.07	0.08	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	**27**	-	27	3	24	3	6	2	6	5	2	2	9	8	10	5	18	7	27
	1%	-	*1%*	*	**1%c**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**100**	-	100	53	47	18	17	8	6	10	18	23	35	14	51	41	85	14	99
	3%	-	*3%*	*4%*	*3%*	*4%*	*3%*	*1%*	*1%*	*2%*	**5%ghi**	**9%efghi**	**4%m**	*1%*	**5%m**	**7%lm**	*3%*	*3%*	*3%*
Neither important nor unimportant (3)	**439**	-	439	222	216	46	76	54	49	83	76	56	122	103	215	132	391	44	428
	14%	-	*14%*	*15%*	*13%*	*9%*	**15%eg**	*9%*	*11%*	**16%eg**	**22%egh**	**23%efgh**	*12%*	*10%*	**19%lm**	**22%lm**	**15%q**	*8%*	*14%*
Important (4)	**1390**	-	1390	658	732	195	169	254	229	265	162	114	365	483	541	276	1159	216	1427
	44%	-	*44%*	*44%*	*44%*	*40%*	*34%*	**43%f**	**50%ef**	**51%efg**	**46%f**	**46%f**	*37%*	**46%l**	**48%l**	**46%l**	*45%*	*40%*	*45%*
Very important (5)	**1168**	-	1168	534	631	213	220	270	165	155	93	51	433	435	299	144	902	250	1167
	37%	-	*37%*	*36%*	*38%*	**44%hijk**	**45%hijk**	**46%hijk**	**36%jk**	**30%k**	*27%*	*21%*	**44%no**	**41%no**	*27%*	*24%*	*35%*	**47%p**	*37%*
Don't know	**21**	-	21	13	7	9	4	2	6	1	*	-	12	7	1	*	14	6	17
	1%	-	*1%*	*1%*	*	**2%gl**	*1%*	*	*1%*	*	*	-	**1%no**	*1%*	*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**127**	-	127	56	71	21	23	11	12	15	21	25	44	22	61	46	103	21	126
	4%	-	*4%*	*4%*	*4%*	*4%*	**5%g**	*2%*	*3%*	*3%*	**6%g**	**10%efghi**	**4%m**	*2%*	**5%m**	**8%lm**	*4%*	*4%*	*4%*
NET Important / Very important	**2558**	-	2558	1192	1363	409	389	524	393	420	255	165	798	918	840	420	2061	466	2594
	81%	-	*81%*	*80%*	*82%*	**84%jk**	**79%k**	**89%fijk**	**86%fjk**	**81%jk**	*73%*	*67%*	**82%no**	**87%lno**	*75%*	*70%*	*80%*	**87%p**	*82%*
Mean	**4.14**	-	4.14	4.13	4.15	**4.26ijk**	**4.19jk**	**4.33fhijk**	**4.19jk**	**4.07k**	3.93	3.76	**4.22no**	**4.27no**	3.96	3.86	4.11	**4.30p**	4.15
Std Dev.	**0.84**	-	0.84	0.81	0.86	0.83	0.91	0.73	0.77	0.79	0.86	0.92	0.87	0.75	0.85	0.89	0.83	0.83	0.83
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.06	0.03	0.02	0.02	0.04	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base		**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base		**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important	(1)	**27**	5	15	2	5	19	8	18	9	9	3	7	3	2	15	9	15
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%klmn**	*1%*	*1%*	*	*	*1%*	**3%p**	*1%*
Not very important	(2)	**100**	29	32	13	26	61	40	51	49	12	19	27	21	16	82	16	83
		3%	*4%*	*3%*	*2%*	**4%c**	*3%*	*3%*	*2%*	**5%g**	*4%*	*5%*	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*
Neither important nor unimportant	(3)	**439**	112	121	121	85	233	206	261	175	44	50	98	109	63	319	45	329
		14%	*14%*	*12%*	**18%b**	*14%*	*13%*	**16%e**	*13%*	**16%g**	*14%*	*13%*	*12%*	*13%*	*12%*	*13%*	*14%*	*13%*
Important	(4)	**1390**	356	496	294	244	852	538	904	469	130	185	346	390	231	1153	131	1179
		44%	*43%*	**48%d**	*43%*	*41%*	*46%*	*42%*	*44%*	*44%*	*42%*	*48%*	*42%*	*47%*	*44%*	*45%*	*42%*	*45%*
Very important	(5)	**1168**	316	372	245	234	689	479	795	362	114	123	339	299	211	971	115	995
		37%	*38%*	*36%*	*36%*	*39%*	*37%*	*37%*	**39%h**	*34%*	*37%*	*32%*	**41%j**	*36%*	*40%*	*38%*	*36%*	*38%*
Don't know		**21**	4	6	5	6	10	11	15	4	-	5	-	2	3	10	-	11
		1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	**1%k**	-	*	*1%*	*	-	*
NET Not at all important/ Not very important		**127**	34	46	15	32	80	47	69	58	21	21	34	24	18	98	25	98
		4%	*4%*	*4%*	*2%*	**5%c**	*4%*	*4%*	*3%*	**5%g**	**7%ln**	*6%*	*4%*	*3%*	*3%*	*4%*	**8%p**	*4%*
NET Important / Very important		**2558**	672	869	540	478	1541	1017	1699	831	244	308	685	689	442	2124	246	2174
		81%	*82%*	*83%*	*79%*	*80%*	*83%*	*79%*	**83%h**	*78%*	*79%*	*80%*	*84%*	*84%*	*84%*	*83%*	*78%*	*83%*
Mean		**4.14**	4.16	4.14	4.14	4.13	4.15	4.13	**4.19h**	4.06	4.06	4.07	4.20	4.17	4.21	4.17	4.04	**4.18o**
Std Dev.		**0.84**	0.83	0.84	0.79	0.88	0.84	0.84	0.82	0.87	0.96	0.84	0.84	0.78	0.80	0.81	0.98	0.81
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	27	24	3	1	23	3	*	*	1	-	3	-	4	6	4	4	2	2	1
	1%	1%	1%	1%	1%	1%	*	*	1%	-	1%	-	1%	2%	1%	1%	1%	4%iknopr	*
Not very important (2)	100	85	15	5	83	11	5	2	4	14	7	9	9	2	12	14	13	1	10
	3%	3%	3%	3%	3%	4%	3%	2%	3%	4%	3%	4%m	3%	1%	3%	3%	5%m	1%	5%m
Neither important nor unimportant (3)	439	359	81	21	375	35	21	8	11	53	40	23	44	42	45	71	46	7	28
	14%	13%	17%	13%	14%g	13%	14%	8%	9%	16%	15%	11%	15%	15%	10%	16%	20%hkn	13%	13%
Important (4)	1390	1180	211	78	1139	126	78	47	54	137	113	95	130	132	165	208	106	23	103
	44%	44%	45%	48%	43%	46%	50%	49%	43%	41%	44%	46%	44%	46%	39%	46%	45%	44%	47%
Very important (5)	1168	1012	156	55	983	96	51	38	54	130	95	79	104	102	198	153	68	19	77
	37%	38%	33%	34%	37%	35%	33%	39%	44%p	39%	37%	38%	35%	36%	46%lopr	34%	29%	37%	35%
Don't know	21	19	2	*	19	1	1	*	-	2	1	2	5	1	4	1	1	*	*
	1%	1%	*	*	1%	*	1%	*	-	1%	1%	1%	2%	*	1%	*	*	*	*
NET Not at all important/ Not very important	127	109	18	7	106	13	5	2	5	14	9	9	13	8	16	18	14	3	11
	4%	4%	4%	4%	4%	5%	3%	2%	4%	4%	4%	4%	4%	3%	4%	4%	6%	5%	5%
NET Important / Very important	2558	2192	366	133	2122	222	130	85	108	267	209	173	234	235	363	360	174	42	181
	81%	82%	79%	83%	81%	82%	82%	89%d	87%p	79%	81%	84%p	79%	82%	85%p	80%	74%	81%	82%
Mean	4.14	4.15	4.08	4.12	4.14	4.12	4.12	4.26	4.26p	4.15	4.13	4.18p	4.10	4.13	4.28lop	4.09	3.96	4.08	4.13
Std Dev.	0.84	0.84	0.83	0.82	0.84	0.85	0.77	0.73	0.82	0.83	0.84	0.80	0.87	0.84	0.83	0.83	0.88	0.98	0.82
Std Error	0.01	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base	3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base	1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important (1)	27	8	6	7	2	3	14	5	7	8	7	2	1	16	3
	1%	1%	1%	2%	1%	4%abf	1%	2%	1%	1%	2%m	1%	4%	1%	2%
Not very important (2)	100	30	46	14	7	3	77	9	31	46	11	12	*	78	12
	3%	3%	4%	3%	3%	4%	3%	3%	2%	4%	3%	8%hijm	1%	3%	7%hm
Neither important nor unimportant (3)	439	134	160	110	26	8	294	34	121	190	97	22	8	311	30
	14%	11%	13%	25%abdfg	12%	12%	12%	12%	10%	15%h	25%him	16%	20%	12%	17%h
Important (4)	1390	521	576	156	105	28	1098	133	546	620	153	57	10	1167	67
	44%	44%c	46%c	36%	49%c	44%	45%c	48%c	43%	48%jn	39%	41%	26%	45%	37%
Very important (5)	1168	472	449	144	74	23	922	97	557	423	120	48	19	980	67
	37%	40%c	36%	33%	34%	36%	38%	35%	44%ijm	32%	31%	34%	49%	38%ij	37%
Don't know	21	6	8	3	1	-	14	1	1	16	3	-	-	17	-
	1%	1%	1%	1%	*	-	1%	*	*	1%h	1%	-	-	1%	-
NET Not at all important/ Not very important	127	38	53	22	9	5	91	15	39	55	18	13	2	93	15
	4%	3%	4%	5%	4%	8%	4%	5%	3%	4%	5%	9%hlm	5%	4%	8%hm
NET Important / Very important	2558	994	1026	299	179	51	2019	230	1103	1044	273	105	29	2147	133
	81%	85%c	82%c	69%	83%c	79%	83%c	82%c	87%ijkmn	80%j	70%	75%	75%	84%ijkn	75%
Mean	4.14	4.22c	4.14c	3.96	4.13	4.02	4.18c	4.10	4.28ijkmn	4.09j	3.95	3.99	4.15	4.18ijkn	4.02
Std Dev.	0.84	0.80	0.82	0.93	0.83	1.02	0.81	0.88	0.78	0.82	0.92	0.97	1.04	0.81	0.98
Std Error	0.01	0.02	0.02	0.05	0.06	0.13	0.02	0.05	0.02	0.02	0.05	0.09	0.17	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	27	-	27	-	9	16	2	26	*	-	-	27	-
	1%	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
Not very important (2)	100	8	88	4	32	65	3	92	5	1	-	98	2
	3%	*5%*	*3%*	*9%*	*4%*	*3%*	*2%*	*3%*	**10%gk**	*4%*	-	*3%*	*14%*
Neither important nor unimportant (3)	439	19	414	6	115	299	25	426	6	1	1	433	6
	14%	*11%*	*14%*	*12%*	*13%*	*15%*	*12%*	*14%*	*11%*	*4%*	*100%*	*14%*	*35%*
Important (4)	1390	56	1320	15	384	924	82	1358	21	9	-	1388	3
	44%	*32%*	**45%ac**	*28%*	*44%*	*45%*	*39%*	*44%*	*41%*	*46%*	-	*44%*	*17%*
Very important (5)	1168	89	1053	26	321	754	93	1141	16	6	-	1163	5
	37%	**52%b**	*36%*	*49%*	*37%*	*37%*	*44%*	*37%*	*32%*	*31%*	-	*37%*	*28%*
Don't know	21	-	19	1	11	4	5	14	2	3	-	20	1
	1%	-	*1%*	*3%*	**1%e**	*	**2%e**	*	**5%gk**	*15%*	-	*1%*	*7%*
NET Not at all important/ Not very important	127	8	115	4	40	81	6	118	6	1	-	125	2
	4%	*5%*	*4%*	*9%*	*5%*	*4%*	*3%*	*4%*	**11%gk**	*4%*	-	*4%*	*14%*
NET Important / Very important	2558	145	2373	41	705	1679	175	2499	37	15	-	2551	7
	81%	*84%*	*81%*	*77%*	*81%*	*81%*	*83%*	*82%*	*73%*	*77%*	-	*82%*	*44%*
Mean	4.14	**4.31b**	4.13	4.21	4.14	4.13	4.26	4.15	3.97	4.22	3.00	4.15	3.62
Std Dev.	0.84	0.85	0.83	0.98	0.85	0.83	0.82	0.83	0.99	0.77	-	0.83	1.10
Std Error	0.01	0.06	0.02	0.13	0.03	0.02	0.06	0.02	0.16	0.18	-	0.01	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Quarter				Month												
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base		**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base		**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important	(1)	**27**	4	12	3	8	-	2	2	3	4	4	2	-	1	2	*	6
		1%	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	-	*	*1%*	*	*2%*
Not very important	(2)	**100**	19	38	20	24	6	3	9	17	6	15	6	7	7	10	3	11
		3%	*2%*	*5%*	*2%*	*3%*	*2%*	*1%*	*4%*	**6%fo**	*2%*	**5%f**	*2%*	*3%*	*3%*	*4%*	*1%*	*4%*
Neither important nor unimportant	(3)	**439**	87	146	98	108	30	28	29	41	56	49	39	37	23	32	34	42
		14%	*11%*	**18%ac**	*13%*	*14%*	*12%*	*11%*	*12%*	*15%*	**21%efgm**	**17%m**	*14%*	*15%*	*9%*	*13%*	*15%*	*15%*
Important	(4)	**1390**	367	345	353	326	122	137	108	123	106	116	112	114	127	114	90	122
		44%	**48%b**	*42%*	*45%*	*42%*	*48%*	**52%ijko**	*44%*	*45%*	*39%*	*40%*	*41%*	*46%*	*48%*	*45%*	*39%*	*43%*
Very important	(5)	**1168**	282	281	306	299	95	89	98	85	96	100	113	86	107	93	100	106
		37%	*37%*	*34%*	*39%*	*39%*	*37%*	*34%*	*40%*	*31%*	*36%*	*35%*	*41%*	*35%*	*40%*	*36%*	**44%h**	*37%*
Don't know		**21**	1	5	8	7	-	1	-	2	-	3	3	3	1	4	3	*
		1%	*	*1%*	*1%*	*1%*	-	*	-	*1%*	-	*1%*	*1%*	*1%*	*	*2%*	*1%*	*
NET Not at all important/ Not very important		**127**	23	50	22	32	6	5	11	21	10	19	9	7	7	12	3	17
		4%	*3%*	**6%ac**	*3%*	*4%*	*2%*	*2%*	*4%*	**8%eflo**	*4%*	**7%fo**	*3%*	*3%*	*3%*	*5%*	*1%*	*6%*
NET Important / Very important		**2558**	649	625	659	625	217	226	206	208	202	216	225	200	234	207	190	227
		81%	**85%b**	*76%*	**84%b**	**81%b**	**86%hij**	**87%hij**	**84%j**	*76%*	*75%*	*75%*	*82%*	*81%*	**88%hijp**	*81%*	*83%*	*80%*
Mean		**4.14**	**4.19b**	4.03	**4.21b**	**4.16b**	**4.21h**	**4.18h**	**4.19h**	3.99	4.06	4.03	**4.20h**	4.15	**4.26hij**	4.14	**4.26hij**	4.09
Std Dev.		**0.84**	0.77	0.91	0.78	0.85	0.74	0.74	0.84	0.92	0.89	0.93	0.83	0.77	0.74	0.85	0.77	0.92
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.06	0.06	0.05	0.05	0.05	0.05	0.05	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3165	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	3146	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	1876	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	56	-	56	20	35	9	9	*	9	12	5	12	18	9	28	16	46	8	54
	2%	-	2%	1%	2%	2%g	2%g	*	2%g	2%g	1%g	5%g	2%	1%	3%m	3%m	2%	1%	2%
Not very important (2)	113	-	113	55	58	30	11	9	17	16	15	15	41	26	46	30	103	9	132
	4%	-	4%	4%	3%	6%fg	2%	1%	4%	3%	4%g	6%fg	4%	2%	4%	5%m	4%q	2%	4%
Neither important nor unimportant (3)	456	-	456	232	222	63	86	52	66	74	70	44	148	118	188	114	407	44	484
	14%	-	14%	16%	13%	13%	17%g	9%	14%g	14%g	20%eg	18%g	15%m	11%	17%m	19%m	16%q	8%	15%
Important (4)	1278	-	1278	641	638	209	179	279	163	217	137	94	388	443	448	230	1045	224	1271
	41%	-	41%	43%d	38%	43%	36%	47%fhk	36%	42%	39%	38%	40%	42%	40%	39%	41%	42%	40%
Very important (5)	1195	-	1195	516	677	162	198	245	193	195	122	80	360	438	397	202	941	236	1181
	38%	-	38%	35%	41%c	33%	40%	42%ek	42%e	38%	35%	32%	37%	42%no	36%	34%	37%	44%p	37%
Don't know	47	-	47	19	27	12	9	5	12	5	2	2	20	17	9	4	27	16	43
	1%	-	1%	1%	2%	2%	2%	1%	3%	1%	1%	1%	2%	2%	1%	1%	1%	3%p	1%
NET Not at all important/ Not very important	169	-	169	76	93	39	20	9	26	28	20	27	60	35	75	47	149	17	186
	5%	-	5%	5%	6%	8%fg	4%g	1%	6%g	5%g	6%g	11%fgi	6%m	3%	7%m	8%m	6%	3%	6%
NET Important / Very important	2474	-	2474	1156	1315	371	377	525	356	412	259	174	748	881	845	432	1986	460	2452
	79%	-	79%	78%	79%	77%	77%	89%efhijk	77%	79%k	74%	70%	77%	84%ino	76%	72%	77%	86%p	77%
Mean	4.11	-	4.11	4.08	4.14	4.02	4.13k	4.30efhijk	4.15k	4.10k	4.02	3.88	4.08	4.23ino	4.03	3.96	4.07	4.29p	4.09
Std Dev.	0.91	-	0.91	0.88	0.93	0.95	0.91	0.69	0.95	0.92	0.92	1.08	0.93	0.81	0.96	0.99	0.92	0.81	0.92
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.04	0.03	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3165	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	3146	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	1876	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	56	15	20	4	17	35	21	28	28	14	7	10	10	7	34	14	34
	2%	2%	2%	1%	3%c	2%	2%	1%	3%g	5%klmn	2%	1%	1%	1%	1%	4%p	1%
Not very important (2)	113	31	36	21	25	67	46	56	55	17	26	25	24	10	85	17	87
	4%	4%	3%	3%	4%	4%	4%	3%	5%g	6%m	7%klmn	3%	3%	2%	3%	5%	3%
Neither important nor unimportant (3)	456	99	121	153	83	220	236	275	176	46	53	114	88	70	325	51	335
	14%	12%	12%	22%abd	14%	12%	18%e	13%	16%	15%	14%	14%	11%	13%	13%	16%	13%
Important (4)	1278	343	437	257	241	780	498	852	414	123	165	312	352	231	1061	125	1083
	41%	42%	42%	38%	40%	42%	39%	42%	39%	40%	43%	38%	43%	44%	42%	40%	41%
Very important (5)	1195	323	412	243	217	736	460	801	383	101	129	348	340	203	1020	101	1042
	38%	39%	40%	36%	36%	39%	36%	39%	36%	33%	34%	43%ij	41%ij	39%	40%l	32%	40%o
Don't know	47	11	16	4	16	26	20	32	13	7	4	8	9	5	26	7	31
	1%	1%	2%	1%	3%c	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	2%	1%
NET Not at all important/ Not very important	169	46	56	24	42	102	67	84	83	31	33	35	34	17	119	31	121
	5%	6%	5%	4%	7%c	5%	5%	4%	8%g	10%klmn	9%klmn	4%	4%	3%	5%	10%p	5%
NET Important / Very important	2474	666	850	500	458	1516	958	1653	797	224	294	660	692	435	2081	226	2126
	79%	81%c	82%cd	73%	76%	81%f	75%	81%h	75%	73%	77%	81%l	84%lj	83%l	82%l	72%	81%o
Mean	4.11	4.14	4.16	4.05	4.06	4.15f	4.05	4.16h	4.01	3.93	4.01	4.19ij	4.21ij	4.18ij	4.17ij	3.92	4.17o
Std Dev.	0.91	0.91	0.90	0.87	0.97	0.90	0.92	0.86	0.99	1.06	0.96	0.88	0.84	0.83	0.87	1.06	0.87
Std Error	0.02	0.03	0.03	0.03	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	56	39	17	8	45	8	2	1	4	6	1	3	5	6	6	10	3	2	6
	2%	1%	4%a	5%a	2%	3%	1%	1%	3%	2%	1%	2%	2%	2%	1%	2%	1%	4%j	3%
Not very important (2)	113	87	26	7	86	16	7	4	5	9	8	10	11	12	6	13	14	1	15
	4%	3%	6%a	5%	3%	6%d	5%	4%	4%	3%	3%	5%	4%	4%	1%	3%	6%n	2%	7%no
Neither important nor unimportant (3)	456	377	79	26	369	51	21	15	12	46	36	29	35	52	49	73	36	8	43
	14%	14%	17%	16%	14%	19%d	13%	16%	10%	14%	14%	14%	12%	18%h	11%	16%	15%	16%	19%hln
Important (4)	1278	1110	168	56	1078	100	59	42	54	159	115	86	111	105	178	183	87	19	81
	41%	41%	36%	35%	41%	37%	37%	44%	44%	47%r	44%	41%	37%	37%	42%	41%	37%	37%	37%
Very important (5)	1195	1020	175	62	1003	94	65	33	49	111	96	79	126	107	173	167	94	21	74
	38%	38%	38%	39%	38%	35%	41%	34%	40%	33%	37%	38%	43%	38%	40%	37%	40%	40%	34%
Don't know	47	46	1	1	41	2	3	1	-	5	3	-	9	3	16	5	-	*	1
	1%	2%	*	*	2%	1%	2%	1%	-	1%	1%	-	3%kp	1%	4%hkpr	1%	-	1%	1%
NET Not at all important/ Not very important	169	126	43	15	131	24	9	4	8	15	9	13	16	17	12	23	18	3	21
	5%	5%	9%a	9%a	5%	9%d	6%	5%	7%	5%	3%	6%	5%	6%	3%	5%	8%n	6%	10%jn
NET Important / Very important	2474	2131	343	119	2081	194	124	75	103	270	211	165	237	213	350	350	181	39	155
	79%	80%b	74%	74%	79%e	72%	79%	78%	83%r	80%r	81%r	80%r	80%r	75%	82%r	78%	77%	77%	70%
Mean	4.11	4.13b	3.99	3.99	4.13e	3.95	4.16e	4.08	4.13r	4.09	4.16r	4.10	4.19r	4.05	4.23r	4.09	4.08	4.07	3.92
Std Dev.	0.91	0.88	1.05	1.09	0.90	1.03	0.91	0.86	0.95	0.87	0.81	0.92	0.91	0.96	0.82	0.92	0.96	1.03	1.02
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.07	0.06	0.06	0.07	0.06	0.07	0.06	0.06	0.07	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 106

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base		3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base		1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important	(1)	56	21	18	12	4	1	39	5	28	16	8	1	2	44	3
		2%	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*6%*	*2%*	*2%*
Not very important	(2)	113	37	42	14	11	8	80	19	41	47	13	8	4	88	12
		4%	*3%*	*3%*	*3%*	*5%*	**12%abcf**	*3%*	**7%abf**	*3%*	*4%*	*3%*	*6%*	*10%*	*3%*	*7%*
Neither important nor unimportant	(3)	456	140	163	115	31	5	303	36	155	177	97	22	3	332	25
		14%	*12%*	*13%*	**27%abdefg**	*15%*	*8%*	*13%*	*13%*	*12%*	*14%*	**25%himn**	*16%*	*9%*	*13%*	*14%*
Important	(4)	1278	440	566	156	92	18	1006	111	442	615	160	48	8	1057	56
		41%	*38%*	**45%ac**	*36%*	*43%*	*28%*	*42%*	*40%*	*35%*	**47%hkmn**	*41%*	*34%*	*21%*	**41%hn**	*31%*
Very important	(5)	1195	519	442	127	71	31	962	102	580	430	105	57	21	1010	78
		38%	**44%bcdf**	*35%*	*29%*	*33%*	**48%c**	**40%c**	*37%*	**46%ljm**	*33%*	*27%*	**41%l**	*54%*	**39%lj**	**44%lj**
Don't know		47	14	15	10	4	1	29	5	17	19	7	3	-	36	3
		1%	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*2%*
NET Not at all important/ Not very important		169	59	60	26	15	9	119	24	70	63	21	9	6	132	16
		5%	*5%*	*5%*	*6%*	*7%*	**14%abj**	*5%*	**9%f**	*6%*	*5%*	*5%*	*7%*	*16%*	*5%*	*9%*
NET Important / Very important		2474	960	1008	283	164	50	1968	213	1022	1046	265	105	29	2067	134
		79%	**82%c**	**81%c**	*65%*	**76%c**	*77%*	**81%c**	**76%c**	**81%lj**	**80%lj**	*68%*	*75%*	*75%*	**81%lj**	*75%*
Mean		4.11	4.21bcdg	4.11c	3.88	4.03	4.10	4.16c	4.04	4.21lj	4.09lj	3.89	4.11	4.06	4.15lj	4.10
Std Dev.		0.91	0.91	0.86	0.97	0.93	1.12	0.89	0.98	0.94	0.85	0.92	0.94	1.28	0.90	1.02
Std Error		0.02	0.03	0.02	0.05	0.06	0.14	0.02	0.06	0.03	0.02	0.05	0.08	0.21	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	56	6	50	-	23	29	4	54	-	*	-	54	2
	2%	4%	2%	-	3%	1%	2%	2%	-	*	-	2%	14%
Not very important (2)	113	8	103	2	37	67	9	101	8	3	-	111	2
	4%	5%	4%	4%	4%	3%	4%	3%	15%gk	14%	-	4%	12%
Neither important nor unimportant (3)	456	19	428	9	109	308	39	443	5	2	1	449	6
	14%	11%	15%	16%	13%	15%	18%	14%	10%	8%	100%	14%	34%
Important (4)	1278	58	1195	25	351	853	74	1250	21	7	-	1278	*
	41%	34%	41%	47%	40%	41%	35%	41%	42%	36%	-	41%	2%
Very important (5)	1195	78	1104	14	326	788	81	1171	16	3	-	1190	5
	38%	45%c	38%	26%	37%	38%	39%	38%	32%	17%	-	38%	31%
Don't know	47	2	41	4	24	18	4	40	1	5	-	46	1
	1%	1%	1%	7%b	3%e	1%	2%	1%	2%	24%	-	1%	7%
NET Not at all important/ Not very important	169	15	152	2	60	96	13	154	8	3	-	165	4
	5%	9%	5%	4%	7%	5%	6%	5%	15%gk	14%	-	5%	26%
NET Important / Very important	2474	136	2299	39	677	1641	155	2421	37	11	-	2468	5
	79%	79%	79%	73%	78%	80%	74%	79%	73%	53%	-	79%	34%
Mean	4.11	4.14	4.11	4.03	4.09	4.13	4.06	4.12	3.92	3.73	3.00	4.12	3.26
Std Dev.	0.91	1.04	0.90	0.79	0.96	0.88	0.96	0.90	1.02	1.05	-	0.91	1.47
Std Error	0.02	0.07	0.02	0.11	0.03	0.02	0.07	0.02	0.16	0.26	-	0.02	0.38

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	**56**	10	21	10	15	2	4	4	6	7	8	2	1	6	3	3	9
	2%	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*3%*	*3%*	*1%*	*	*2%*	*1%*	*1%*	*3%*
Not very important (2)	**113**	32	22	36	24	14	11	6	5	4	12	8	19	8	8	7	9
	4%	*4%*	*3%*	*5%*	*3%*	*5%*	*4%*	*3%*	*2%*	*2%*	*4%*	*3%*	***8%qhi***	*3%*	*3%*	*3%*	*3%*
Neither important nor unimportant (3)	**456**	97	144	116	99	24	41	32	48	51	45	46	35	35	33	25	41
	14%	*13%*	***17%a***	*15%*	*13%*	*10%*	*16%*	*13%*	***18%e***	***19%e***	*16%*	*17%*	*14%*	*13%*	*13%*	*11%*	*14%*
Important (4)	**1278**	329	335	292	322	104	109	115	120	100	115	93	94	105	107	93	122
	41%	*43%*	*41%*	*37%*	*42%*	*41%*	*42%*	***47%k***	*44%*	*37%*	*40%*	*34%*	*38%*	*40%*	*42%*	*40%*	*43%*
Very important (5)	**1195**	284	290	318	303	106	91	87	87	103	100	119	95	104	100	98	105
	38%	*37%*	*35%*	*40%*	*39%*	*42%*	*35%*	*36%*	*32%*	*39%*	*35%*	***43%h***	*39%*	*39%*	*39%*	*43%*	*37%*
Don't know	**47**	9	15	15	8	3	4	1	5	3	7	6	2	7	4	4	*
	1%	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*	*2%*	*1%*	***3%p***	*2%*	*1%*	*3%*	*1%*	*2%*	*
NET Not at all important/ Not very important	**169**	41	43	46	39	16	16	10	11	11	20	11	20	15	12	10	18
	5%	*5%*	*5%*	*6%*	*5%*	*6%*	*6%*	*4%*	*4%*	*4%*	*7%*	*4%*	*8%*	*6%*	*5%*	*4%*	*6%*
NET Important / Very important	**2474**	613	625	610	625	210	200	203	208	203	215	212	189	209	207	191	227
	79%	*81%*	*76%*	*78%*	***81%b***	*83%*	*77%*	*83%*	*76%*	*76%*	*75%*	*77%*	*77%*	*79%*	*81%*	*83%*	*79%*
Mean	**4.11**	4.13	4.05	4.13	4.14	4.19	4.05	4.13	4.04	4.08	4.03	4.18	4.08	4.13	4.16	4.22	4.07
Std Dev.	**0.91**	0.88	0.93	0.92	0.90	0.88	0.92	0.84	0.89	0.94	0.97	0.89	0.94	0.94	0.87	0.86	0.96
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.06	0.06	0.05	0.05	0.06	0.06	0.05	0.06	0.06	0.05	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	**180**	-	180	94	86	7	11	24	32	43	39	24	18	56	106	63	162	16	186
	6%	-	*6%*	*6%*	*5%*	*1%*	*2%*	**4%e**	**7%ef**	**8%efg**	**11%efg**	**10%efg**	*2%*	**5%l**	**10%lm**	**11%lm**	**6%q**	*3%*	*6%*
Not very important (2)	**305**	-	305	146	158	38	29	30	48	72	45	41	68	78	159	86	282	20	333
	10%	-	*10%*	*10%*	*10%*	*8%*	*6%*	*5%*	**10%g**	**14%efg**	**13%fg**	**17%efg**	*7%*	*7%*	**14%lm**	**14%lm**	**11%q**	*4%*	*11%*
Neither important nor unimportant (3)	**809**	-	809	376	429	111	113	106	127	152	114	83	224	234	349	197	702	99	853
	26%	-	*26%*	*25%*	*26%*	*23%*	*23%*	*18%*	**28%g**	**29%g**	**33%efg**	**34%efg**	*23%*	*22%*	**31%lm**	**33%lm**	**27%q**	*19%*	*27%*
Important (4)	**1042**	-	1042	512	529	180	196	233	144	140	85	64	376	377	289	149	825	208	1024
	33%	-	*33%*	*35%*	*32%*	**37%ijk**	**40%hijk**	**39%hijk**	*31%*	*27%*	*24%*	*26%*	**38%no**	**36%no**	*26%*	*25%*	*32%*	**39%p**	*32%*
Very important (5)	**733**	-	733	315	418	127	133	187	104	100	56	25	260	291	181	81	535	183	694
	23%	-	*23%*	*21%*	**25%c**	**26%ijk**	**27%ijk**	**32%hijk**	**23%k**	**19%k**	*16%*	*10%*	**27%no**	**28%no**	*16%*	*14%*	*21%*	**34%p**	*22%*
Don't know	**77**	-	77	39	38	21	10	10	4	11	12	9	31	14	32	21	63	10	75
	2%	-	*2%*	*3%*	*2%*	**4%h**	*2%*	*2%*	*1%*	*2%*	*3%*	**4%h**	**3%m**	*1%*	*3%*	**4%m**	*2%*	*2%*	*2%*
NET Not at all important/ Not very important	**485**	-	485	240	244	46	40	55	80	116	84	65	86	134	265	149	444	36	519
	15%	-	*15%*	*16%*	*15%*	*9%*	*8%*	*9%*	**17%efg**	**22%efg**	**24%efg**	**26%efgh**	*9%*	**13%l**	**24%lm**	**25%lm**	**17%q**	*7%*	*16%*
NET Important / Very important	**1775**	-	1775	828	947	307	329	419	249	240	141	89	636	668	470	230	1359	391	1718
	56%	-	*56%*	*56%*	*57%*	**63%hijk**	**67%hijk**	**71%ehijk**	**54%jk**	**46%k**	*40%*	*36%*	**65%no**	**64%no**	*42%*	*39%*	*53%*	**73%p**	*54%*
Mean	**3.60**	-	3.60	3.56	3.64	**3.82hijk**	**3.85hijk**	**3.91hijk**	**3.53jk**	**3.36k**	3.22	3.11	**3.84no**	**3.74no**	3.26	3.17	3.51	**3.99p**	3.55
Std Dev.	**1.13**	-	1.13	1.13	1.12	0.98	0.97	1.04	1.16	1.19	1.21	1.12	0.97	1.11	1.19	1.18	1.14	0.98	1.13
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.06	0.07	0.03	0.04	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	**180**	44	67	30	39	111	69	101	77	24	31	28	57	32	148	24	148
	6%	*5%*	*6%*	*4%*	*6%*	*6%*	*5%*	*5%*	**7%g**	**8%k**	**8%k**	*3%*	**7%k**	*6%*	**6%k**	*7%*	*6%*
Not very important (2)	**305**	87	119	52	47	206	99	174	130	32	37	78	75	50	240	35	250
	10%	*11%*	**11%c**	*8%*	*8%*	**11%f**	*8%*	*9%*	**12%g**	*11%*	*10%*	*10%*	*9%*	*10%*	*9%*	*11%*	*10%*
Neither important nor unimportant (3)	**809**	204	232	211	162	436	373	496	305	72	124	191	191	132	638	74	657
	26%	*25%*	*22%*	**31%ab**	*27%*	*23%*	**29%e**	*24%*	**29%g**	*23%*	**32%ikln**	*23%*	*23%*	*25%*	*25%*	*24%*	*25%*
Important (4)	**1042**	277	363	225	177	639	402	708	318	92	103	298	275	182	857	93	875
	33%	*34%*	*35%*	*33%*	*30%*	*34%*	*31%*	**35%h**	*30%*	*30%*	*27%*	**36%j**	*33%*	*35%*	**34%j**	*30%*	*34%*
Very important (5)	**733**	196	230	150	157	427	307	525	203	77	80	201	208	122	612	77	623
	23%	*24%*	*22%*	*22%*	*26%*	*23%*	*24%*	**26%h**	*19%*	*25%*	*21%*	*25%*	*25%*	*23%*	*24%*	*24%*	*24%*
Don't know	**77**	13	32	15	17	45	32	40	35	12	8	21	17	8	55	12	57
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*2%*	*4%*	*2%*
NET Not at all important/ Not very important	**485**	131	186	82	86	317	168	275	207	56	68	106	132	82	388	58	399
	15%	*16%*	**18%c**	*12%*	*14%*	**17%f**	*13%*	*13%*	**19%g**	*18%*	*18%*	*13%*	*16%*	*16%*	*15%*	*18%*	*15%*
NET Important / Very important	**1775**	473	593	375	334	1066	709	1232	522	169	184	499	483	304	1470	171	1499
	56%	*58%*	*57%*	*55%*	*56%*	*57%*	*55%*	**60%h**	*49%*	*55%*	*48%*	**61%j**	**59%j**	**58%j**	**58%j**	*54%*	*57%*
Mean	**3.60**	3.61	3.57	3.62	3.63	3.59	3.62	**3.69h**	3.43	3.56	3.44	**3.71j**	3.62	3.60	**3.62j**	3.55	3.62
Std Dev.	**1.13**	1.13	1.16	1.06	1.16	1.14	1.10	1.10	1.16	1.21	1.17	1.06	1.17	1.13	1.13	1.21	1.13
Std Error	**0.02**	0.04	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	180	135	45	9	145	20	9	6	8	26	15	14	12	21	10	17	21	5	15
	6%	5%	10%a	6%	6%	7%	6%	6%	6%n	8%n	6%	7%n	4%	8%n	2%	4%	9%no	9%n	7%n
Not very important (2)	305	255	50	14	238	38	19	10	12	25	27	22	24	25	22	48	32	5	33
	10%	10%	11%	9%	9%	14%d	12%	10%	10%	7%	11%n	11%n	8%	9%	5%	11%n	14%n	9%	15%ln
Neither important nor unimportant (3)	809	658	151	51	667	71	43	28	30	89	59	50	78	80	94	117	69	15	56
	26%	25%	32%a	32%	25%	26%	27%	29%	24%	27%	23%	24%	26%	28%	22%	26%	29%	30%	26%
Important (4)	1042	907	135	51	877	84	51	29	39	111	87	78	90	82	161	156	74	12	72
	33%	34%	29%	32%	33%	31%	32%	31%	32%	33%	34%	37%	30%	29%	38%	35%	31%	24%	33%
Very important (5)	733	652	82	32	631	50	30	22	33	76	67	40	88	64	132	96	34	10	40
	23%	24%b	17%	20%	24%e	19%	19%	23%	27%p	23%	26%p	19%	30%kpr	23%	31%kopr	21%	14%	20%	18%
Don't know	77	72	5	2	63	7	5	1	1	9	3	3	5	12	9	16	5	4	3
	2%	3%	1%	2%	2%	3%	3%	1%	1%	3%	1%	1%	2%	4%	2%	4%	2%	7%hjklnpr	2%
NET Not at all important/ Not very important	485	390	95	24	383	58	28	15	20	51	42	37	36	46	32	65	53	10	49
	15%	15%	20%a	15%	15%	22%d	18%	16%	16%n	15%n	16%n	18%n	12%	16%n	7%	14%n	23%lno	19%n	22%lno
NET Important / Very important	1775	1559	216	84	1509	134	81	51	73	187	155	118	177	147	293	252	108	23	112
	56%	58%b	46%	52%	58%e	50%	52%	53%	58%p	56%	60%pq	57%	60%pq	51%	68%ikmopqr	56%	46%	45%	51%
Mean	3.60	3.65b	3.34	3.52	3.63e	3.40	3.49	3.54	3.63p	3.57p	3.64pr	3.52	3.75pqr	3.52	3.92hijkmopqr	3.61p	3.29	3.40	3.40
Std Dev.	1.13	1.11	1.17	1.10	1.12	1.17	1.12	1.14	1.17	1.16	1.15	1.13	1.10	1.17	0.98	1.07	1.16	1.23	1.16
Std Error	0.02	0.02	0.04	0.05	0.03	0.05	0.05	0.06	0.09	0.09	0.09	0.09	0.08	0.09	0.07	0.07	0.09	0.11	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3165**	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base	**3146**	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base	**1876**	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important (1)	**180**	99	54	10	15	1	154	17	107	56	7	9	-	163	9
	6%	***8%bc***	*4%*	*2%*	***7%c***	*2%*	***6%c***	*6%*	***9%ijl***	*4%*	*2%*	***7%j***	-	***6%ij***	*5%*
Not very important (2)	**305**	145	92	39	15	13	237	28	142	113	37	8	5	255	13
	10%	***12%b***	*7%*	*9%*	*7%*	***20%bcd***	*10%*	*10%*	*11%*	*9%*	*9%*	*6%*	*13%*	*10%*	*7%*
Neither important nor unimportant (3)	**809**	296	309	145	48	9	605	57	304	327	130	38	6	631	45
	26%	*25%*	*25%*	***33%abdefg***	*22%*	*13%*	*25%*	*20%*	*24%*	*25%*	***33%him***	*27%*	*17%*	*25%*	*25%*
Important (4)	**1042**	300	492	147	78	21	792	99	341	496	135	57	10	837	67
	33%	*26%*	***39%af***	***34%a***	***37%a***	*32%*	***33%a***	***35%a***	*27%*	***38%hm***	***34%h***	***41%h***	*25%*	***33%h***	***38%h***
Very important (5)	**733**	301	270	84	52	20	571	73	335	281	76	22	17	616	39
	23%	***26%c***	*22%*	*19%*	*24%*	*31%*	*24%*	*26%*	***27%ijk***	*22%*	*20%*	*16%*	*45%*	*24%*	*22%*
Don't know	**77**	31	29	8	6	1	60	6	35	31	5	5	-	66	5
	2%	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	-	*3%*	*3%*
NET Not at all important/ Not very important	**485**	245	146	49	30	15	391	45	249	168	44	18	5	418	23
	15%	***21%bcf***	*12%*	*11%*	*14%*	*23%*	***16%bc***	*16%*	***20%ijm***	*13%*	*11%*	*13%*	*13%*	***16%ij***	*13%*
NET Important / Very important	**1775**	601	762	232	131	41	1363	172	675	777	211	79	27	1453	106
	56%	*51%*	***61%act***	*53%*	***61%a***	*63%*	***56%a***	***61%a***	*53%*	***60%h***	*54%*	*57%*	*70%*	*57%*	*60%*
Mean	**3.60**	3.49	**3.68a**	3.60	3.66	3.70	3.59	3.67	3.53	**3.66h**	3.61	3.54	4.02	3.59	3.65
Std Dev.	**1.13**	1.25	1.04	0.98	1.14	1.19	1.15	1.15	1.25	1.05	0.97	1.06	1.08	1.15	1.08
Std Error	**0.02**	0.04	0.03	0.05	0.08	0.15	0.02	0.07	0.03	0.03	0.05	0.09	0.17	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	180	5	173	2	59	116	5	176	2	*	-	179	1
	6%	3%	6%	3%	7%	6%	2%	6%	4%	*	-	6%	9%
Not very important (2)	305	11	292	2	80	216	8	300	1	1	-	302	3
	10%	7%	10%	4%	9%	10%f	4%	10%	1%	7%	-	10%	18%
Neither important nor unimportant (3)	809	31	766	12	225	530	55	797	5	2	-	804	5
	26%	18%	26%	23%	26%	26%	26%	26%h	10%	8%	-	26%h	32%
Important (4)	1042	52	968	21	278	694	69	1001	29	7	1	1037	4
	33%	30%	33%	40%	32%	34%	33%	33%	57%gk	37%	100%	33%	23%
Very important (5)	733	67	655	11	204	466	64	714	10	8	-	732	2
	23%	39%bc	22%	20%	23%	23%	30%e	23%	19%	41%	-	23%	11%
Don't know	77	5	66	5	26	42	9	70	4	1	-	76	1
	2%	3%	2%	10%b	3%	2%	4%	2%	9%gk	7%	-	2%	7%
NET Not at all important/ Not very important	485	17	465	4	139	333	14	476	3	1	-	481	4
	15%	10%	16%	7%	16%f	16%f	6%	16%	6%	7%	-	15%	27%
NET Important / Very important	1775	120	1624	32	482	1160	134	1714	38	16	1	1768	6
	56%	69%b	56%	60%	55%	56%	63%	56%	76%gk	78%	100%	57%	34%
Mean	3.60	3.99b	3.58	3.78	3.58	3.58	3.89de	3.59	3.93	4.19	4.00	3.60	3.10
Std Dev.	1.13	1.07	1.13	0.96	1.16	1.12	0.99	1.13	0.91	0.93	-	1.13	1.17
Std Error	0.02	0.08	0.02	0.13	0.04	0.03	0.07	0.02	0.15	0.21	-	0.02	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	**180**	48	42	45	45	10	14	23	12	13	17	18	10	17	18	12	16
	6%	*6%*	*5%*	*6%*	*6%*	*4%*	*5%*	*9%*	*5%*	*5%*	*6%*	*7%*	*4%*	*6%*	*7%*	*5%*	*6%*
Not very important (2)	**305**	89	67	86	62	28	37	24	25	23	20	28	22	36	19	18	26
	10%	*12%*	*8%*	*11%*	*8%*	*11%*	**14%j**	*10%*	*9%*	*8%*	*7%*	*10%*	*9%*	**14%j**	*7%*	*8%*	*9%*
Neither important nor unimportant (3)	**809**	166	249	202	192	61	54	50	79	93	77	70	68	64	79	45	68
	26%	*22%*	**30%a**	*26%*	*25%*	*24%*	*21%*	*20%*	*29%*	**35%efgmop**	*27%*	*25%*	*28%*	*24%*	**31%fgo**	*19%*	*24%*
Important (4)	**1042**	266	257	240	278	89	97	81	91	79	87	84	87	69	77	94	106
	33%	*35%*	*31%*	*31%*	*36%*	*35%*	**37%m**	*33%*	*34%*	*30%*	*30%*	*31%*	*35%*	*26%*	*30%*	**41%ijm**	**37%m**
Very important (5)	**733**	171	182	196	184	58	51	63	48	58	76	68	56	72	60	59	66
	23%	*22%*	*22%*	*25%*	*24%*	*23%*	*19%*	*25%*	*18%*	*22%*	**27%h**	*25%*	*23%*	**27%h**	*23%*	*26%*	*23%*
Don't know	**77**	21	28	17	10	7	9	6	16	2	10	7	3	7	3	3	4
	2%	*3%*	**3%d**	*2%*	*1%*	*3%*	*3%*	*2%*	**6%ilnop**	*1%*	*3%*	*2%*	*1%*	*3%*	*1%*	*1%*	*2%*
NET Not at all important/ Not very important	**485**	136	110	131	108	39	51	47	37	36	37	47	32	53	37	29	41
	15%	**18%b**	*13%*	*17%*	*14%*	*15%*	*19%*	*19%*	*14%*	*13%*	*13%*	*17%*	*13%*	*20%*	*14%*	*13%*	*15%*
NET Important / Very important	**1775**	437	439	437	462	146	148	143	139	137	163	152	143	142	137	154	172
	56%	*57%*	*53%*	*55%*	**60%b**	*58%*	*56%*	*58%*	*51%*	*51%*	*57%*	*55%*	*58%*	*53%*	*53%*	**67%himn**	*60%*
Mean	**3.60**	3.57	3.59	3.59	3.65	3.63	3.53	3.57	3.54	3.55	3.67	3.58	3.64	3.56	3.56	3.75	3.64
Std Dev.	**1.13**	1.16	1.09	1.15	1.11	1.09	1.13	1.24	1.06	1.07	1.13	1.17	1.06	1.22	1.14	1.08	1.11
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.07	0.07	0.08	0.07	0.07	0.07	0.07	0.07	0.08	0.07	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	**40**	-	40	15	25	6	6	2	14	5	4	3	12	16	12	7	30	9	39
	1%	-	*1%*	*1%*	*2%*	*1%*	*1%*	*	**3%g**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Not very important (2)	**93**	-	93	54	39	22	18	8	10	17	14	4	39	18	36	18	90	3	98
	3%	-	*3%*	*4%*	*2%*	**4%g**	*4%*	*1%*	*2%*	*3%*	*4%*	*2%*	**4%m**	*2%*	*3%*	*3%*	**4%q**	*	*3%*
Neither important nor unimportant (3)	**522**	-	522	285	235	72	69	81	57	99	70	74	142	138	242	143	472	48	549
	17%	-	*17%*	**19%d**	*14%*	*15%*	*14%*	*14%*	*12%*	**19%h**	**20%h**	**30%efghij**	*15%*	*13%*	**22%lm**	**24%lm**	**18%q**	*9%*	*17%*
Important (4)	**1455**	-	1455	666	788	222	230	267	214	235	174	111	452	481	520	285	1173	266	1425
	46%	-	*46%*	*45%*	*48%*	*46%*	*47%*	*45%*	*47%*	*45%*	*49%*	*45%*	*46%*	*46%*	*47%*	*48%*	*46%*	*50%*	*45%*
Very important (5)	**986**	-	986	442	542	156	159	226	160	157	81	48	315	386	285	128	765	203	1000
	31%	-	*31%*	*30%*	*33%*	**32%jk**	**32%jk**	**38%ijk**	**35%jk**	**30%k**	*23%*	*19%*	**32%no**	**37%no**	*26%*	*21%*	*30%*	**38%p**	*32%*
Don't know	**49**	-	49	21	28	6	10	8	4	6	9	7	16	12	21	16	38	8	54
	2%	-	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	*3%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*
NET Not at all important/ Not very important	**133**	-	133	68	64	28	23	10	24	23	18	7	51	34	48	25	120	11	137
	4%	-	*4%*	*5%*	*4%*	**6%g**	**5%g**	*2%*	**5%g**	**4%g**	**5%g**	*3%*	*5%*	*3%*	*4%*	*4%*	**5%q**	*2%*	*4%*
NET Important / Very important	**2441**	-	2441	1108	1330	378	389	492	374	392	254	159	767	866	805	413	1939	469	2425
	78%	-	*78%*	*75%*	**80%c**	**78%k**	**79%k**	**83%ijk**	**81%jk**	**76%k**	*72%*	*64%*	**79%no**	**82%no**	*72%*	*69%*	*75%*	**87%p**	*77%*
Mean	**4.05**	-	4.05	4.00	**4.09c**	**4.05k**	**4.08jk**	**4.21efijk**	**4.09jk**	**4.01k**	3.91	3.82	**4.06no**	**4.16lno**	3.94	3.88	4.01	**4.24p**	4.04
Std Dev.	**0.85**	-	0.85	0.86	0.84	0.88	0.85	0.75	0.92	0.85	0.84	0.81	0.86	0.83	0.84	0.83	0.86	0.77	0.86
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3165	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	3146	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	1876	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	40	8	13	6	14	20	20	25	14	11	4	6	10	6	25	11	25
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*3%klmn*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%p*	*1%*
Not very important (2)	93	32	22	16	23	54	39	63	30	5	18	21	22	13	75	7	77
	3%	*4%*	*2%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*2%*	*5%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*
Neither important nor unimportant (3)	522	131	143	151	97	274	248	312	205	54	72	133	109	83	397	56	406
	17%	*16%*	*14%*	*22%abd*	*16%*	*15%*	*19%e*	*15%*	*19%g*	*17%*	*19%*	*16%*	*13%*	*16%*	*16%*	*18%*	*16%*
Important (4)	1455	367	529	296	263	896	559	951	482	134	143	388	424	246	1200	135	1229
	46%	*45%*	*51%cd*	*43%*	*44%*	*48%*	*44%*	*47%*	*45%*	*43%*	*37%*	*47%j*	*51%ij*	*47%j*	*47%j*	*43%*	*47%*
Very important (5)	986	279	313	205	190	592	395	669	312	102	140	260	244	175	820	102	840
	31%	*34%*	*30%*	*30%*	*32%*	*32%*	*31%*	*33%*	*29%*	*33%*	*37%*	*32%*	*30%*	*33%*	*32%*	*32%*	*32%*
Don't know	49	5	23	8	13	28	21	23	25	4	7	9	14	5	34	4	36
	2%	*1%*	*2%a*	*1%*	*2%a*	*2%*	*2%*	*1%*	*2%g*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	133	39	35	22	36	74	59	89	44	16	22	27	33	19	100	18	102
	4%	*5%*	*3%*	*3%*	*6%b*	*4%*	*5%*	*4%*	*4%*	*5%*	*6%*	*3%*	*4%*	*4%*	*4%*	*6%*	*4%*
NET Important / Very important	2441	646	841	501	453	1487	954	1620	794	236	283	648	668	420	2020	237	2068
	78%	*79%*	*81%cd*	*73%*	*76%*	*80%f*	*74%*	*79%h*	*74%*	*76%*	*74%*	*79%*	*81%j*	*80%*	*79%*	*75%*	*79%*
Mean	4.05	4.08	4.09	4.01	4.01	4.08	4.01	4.08	4.00	4.02	4.06	4.08	4.07	4.09	4.08	4.00	4.08
Std Dev.	0.85	0.86	0.80	0.84	0.92	0.83	0.88	0.85	0.86	0.95	0.92	0.81	0.81	0.83	0.83	0.96	0.83
Std Error	0.02	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	40	30	9	5	30	7	3	*	2	-	2	7	5	6	3	3	3	1	5
	1%	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*	*1%*	-	*1%*	**3%l**	*2%*	*2%*	*1%*	*1%*	*1%*	**3%l**	**2%l**
Not very important (2)	93	70	23	3	69	17	4	3	4	3	11	6	9	8	9	13	7	3	14
	3%	*3%*	**5%a**	*2%*	*3%*	**6%df**	*2%*	*3%*	*3%*	*1%*	**4%l**	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	**6%l**	**6%ln**
Neither important nor unimportant (3)	522	428	94	29	426	51	31	14	17	60	44	32	35	51	47	97	45	9	42
	17%	*16%*	*20%*	*18%*	*16%*	*19%*	*20%*	*14%*	*13%*	*18%*	*17%*	*15%*	*12%*	*18%*	*11%*	**21%ln**	**19%n**	*17%*	**19%ln**
Important (4)	1455	1248	207	71	1234	110	65	45	56	172	119	94	139	132	210	201	111	18	92
	46%	*47%*	*44%*	*44%*	*47%*	*41%*	*42%*	*48%*	*45%*	**51%q**	*46%*	*46%*	*47%*	*46%*	*49%*	*45%*	*47%*	*36%*	*42%*
Very important (5)	986	859	127	49	822	85	48	31	46	94	81	63	105	84	154	128	67	20	66
	31%	*32%*	*27%*	*31%*	*31%*	*31%*	*31%*	*33%*	*37%*	*28%*	*31%*	*30%*	*35%*	*29%*	*36%*	*29%*	*28%*	*38%*	*30%*
Don't know	49	43	6	3	40	1	6	2	-	7	2	5	4	6	5	8	2	*	1
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	**4%de**	*2%*	-	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*1%*	*	*1%*
NET Not at all important/ Not very important	133	100	32	8	100	23	6	3	6	3	13	12	14	14	12	16	10	4	19
	4%	*4%*	**7%a**	*5%*	*4%*	**9%dfq**	*4%*	*4%*	**5%l**	*1%*	**5%l**	**6%l**	**5%l**	**5%l**	*3%*	*4%*	**4%l**	**8%ln**	**9%lno**
NET Important / Very important	2441	2108	334	121	2056	195	114	76	102	266	200	157	244	215	364	329	178	38	157
	78%	**79%b**	*72%*	*75%*	**78%ef**	*72%*	*72%*	*80%*	**82%r**	*79%*	*77%*	*76%*	**82%or**	*75%*	**85%jkmopqr**	*73%*	*76%*	*74%*	*72%*
Mean	4.05	4.08b	3.91	4.00	4.06e	3.93	4.01	4.11e	4.13r	4.09r	4.04	4.00	4.12r	4.00	4.19kmopr	3.99	4.00	4.01	3.91
Std Dev.	0.85	0.83	0.93	0.92	0.83	0.99	0.89	0.79	0.87	0.70	0.85	0.94	0.86	0.89	0.76	0.83	0.85	1.03	0.98
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.04	0.07	0.05	0.06	0.07	0.06	0.07	0.05	0.06	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base		3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base		1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important	(1)	40	23	6	5	5	*	29	6	22	14	1	2	1	35	3
		1%	**2%b**	*	*1%*	**3%b**	*	*1%*	**2%b**	*2%*	*1%*	*	*2%*	*2%*	*1%*	*2%*
Not very important	(2)	93	18	42	20	6	7	60	13	25	44	16	6	3	68	9
		3%	*2%*	**3%a**	**5%a**	*3%*	**11%abf**	*2%*	**5%a**	*2%*	*3%*	*4%*	*4%*	*8%*	*3%*	**5%h**
Neither important nor unimportant	(3)	522	163	212	112	25	9	375	34	177	201	109	27	7	378	34
		17%	*14%*	*17%*	**26%abdfg**	*12%*	*13%*	*15%*	*12%*	*14%*	*15%*	**28%him**	*19%*	*19%*	*15%*	*19%*
Important	(4)	1455	536	627	156	106	21	1163	128	561	667	155	56	11	1228	67
		46%	**46%c**	**50%c**	*36%*	**50%c**	*33%*	**48%c**	**46%c**	*44%*	**51%hjkn**	*40%*	*40%*	*28%*	**48%jn**	*37%*
Very important	(5)	986	410	344	132	70	27	754	97	457	364	100	48	16	821	65
		31%	**35%b**	*28%*	*31%*	*33%*	*42%*	*31%*	*35%*	**36%ljm**	*28%*	*26%*	*34%*	*43%*	**32%lj**	**36%lj**
Don't know		49	22	16	8	1	1	37	2	22	15	10	*	-	37	*
		2%	*2%*	*1%*	*2%*	*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*	-	*1%*	*
NET Not at all important/ Not very important		133	41	48	25	12	7	89	19	47	57	16	8	4	104	12
		4%	*4%*	*4%*	*6%*	*5%*	**11%abf**	*4%*	*7%*	*4%*	*4%*	*4%*	*6%*	*10%*	*4%*	*7%*
NET Important / Very important		2441	946	971	289	177	48	1918	225	1018	1031	255	104	27	2049	131
		78%	**81%c**	**78%c**	*67%*	**82%c**	*74%*	**79%c**	**81%c**	**81%j**	**79%j**	*65%*	*74%*	*71%*	**80%j**	*74%*
Mean		4.05	4.12bc	4.03	3.92	4.08	4.06	4.07c	4.07	4.13lj	4.03j	3.89	4.02	4.03	4.08j	4.02
Std Dev.		0.85	0.85	0.79	0.93	0.89	1.02	0.82	0.92	0.86	0.82	0.85	0.93	1.07	0.84	0.96
Std Error		0.02	0.02	0.02	0.05	0.06	0.13	0.02	0.05	0.02	0.02	0.04	0.08	0.17	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

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QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

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		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	40	2	38	1	21	15	4	37	*	3	-	40	-
	1%	1%	1%	1%	2%e	1%	2%	1%	1%	15%	-	1%	-
Not very important (2)	93	7	85	1	24	61	8	88	3	*	-	91	2
	3%	4%	3%	2%	3%	3%	4%	3%	6%	*	-	3%	14%
Neither important nor unimportant (3)	522	26	488	8	131	355	36	500	7	7	1	514	7
	17%	15%	17%	15%	15%	17%	17%	16%	15%	33%	100%	16%	45%
Important (4)	1455	55	1375	24	419	961	76	1427	20	6	-	1452	2
	46%	32%	47%a	46%	48%f	47%f	36%	47%	39%	31%	-	46%	15%
Very important (5)	986	77	893	17	258	645	83	961	19	4	-	984	2
	31%	44%b	31%	32%	30%	31%	40%d	31%	38%	21%	-	31%	14%
Don't know	49	5	42	2	18	27	4	47	1	-	-	47	2
	2%	3%	1%	5%	2%	1%	2%	2%	2%	-	-	2%	12%
NET Not at all important/ Not very important	133	9	123	1	45	76	12	124	3	3	-	131	2
	4%	5%	4%	3%	5%	4%	6%	4%	6%	15%	-	4%	14%
NET Important / Very important	2441	132	2268	41	677	1606	159	2387	39	10	-	2436	5
	78%	77%	78%	78%	78%	78%	75%	78%	77%	52%	-	78%	29%
Mean	4.05	4.19	4.04	4.11	4.02	4.06	4.10	4.06	4.10	3.44	3.00	4.05	3.33
Std Dev.	0.85	0.92	0.84	0.81	0.89	0.82	0.94	0.84	0.92	1.28	-	0.85	0.96
Std Error	0.02	0.07	0.02	0.11	0.03	0.02	0.07	0.02	0.15	0.29	-	0.02	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	**40**	4	11	10	15	2	2	*	4	3	5	7	2	2	6	2	7
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
Not very important (2)	**93**	23	25	30	15	9	7	7	10	9	7	11	10	9	5	4	5
	3%	*3%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*	*4%*	*3%*	*2%*	*4%*	*4%*	*4%*	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**522**	103	164	137	118	39	37	28	61	57	47	38	41	59	45	31	43
	17%	*14%*	**20%a**	*17%*	*15%*	*15%*	*14%*	*11%*	**22%gko**	**21%g**	*16%*	*14%*	*16%*	**22%g**	*17%*	*13%*	*15%*
Important (4)	**1455**	384	363	341	367	126	140	118	117	115	131	125	110	105	120	116	131
	46%	**50%bc**	*44%*	*43%*	*48%*	*50%*	**53%m**	*48%*	*43%*	*43%*	*46%*	*46%*	*45%*	*40%*	*47%*	*50%*	*46%*
Very important (5)	**986**	234	250	256	246	74	74	86	75	81	94	92	76	88	79	70	97
	31%	*31%*	*30%*	*33%*	*32%*	*29%*	*28%*	*35%*	*28%*	*30%*	*33%*	*34%*	*31%*	*33%*	*31%*	*30%*	*34%*
Don't know	**49**	12	12	14	12	3	3	6	6	3	3	3	8	3	2	7	3
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*3%*	*1%*
NET Not at all important/ Not very important	**133**	27	37	40	29	11	9	7	14	11	11	17	12	11	11	7	12
	4%	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*3%*	*5%*	*4%*	*4%*	*6%*	*5%*	*4%*	*4%*	*3%*	*4%*
NET Important / Very important	**2441**	618	614	597	613	200	213	205	192	196	225	218	186	193	199	186	228
	78%	**81%bc**	*74%*	*76%*	*79%*	*79%*	**82%h**	**83%him**	*71%*	*73%*	*79%*	*79%*	*75%*	*73%*	*78%*	**81%h**	*80%*
Mean	**4.05**	4.10	4.00	4.04	4.07	4.04	4.07	**4.19hi**	3.93	4.00	4.07	4.05	4.04	4.02	4.03	4.11	4.08
Std Dev.	**0.85**	0.78	0.87	0.88	0.85	0.82	0.77	0.75	0.89	0.86	0.86	0.92	0.86	0.87	0.88	0.78	0.89
Std Error	**0.02**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3165	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	3146	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	1876	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	46	-	46	13	33	7	10	2	12	6	4	5	17	14	15	9	39	6	39
	1%	-	1%	1%	2%c	1%	2%g	*	3%g	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%
Not very important (2)	131	-	131	53	78	22	19	13	32	13	7	25	41	45	45	32	112	16	141
	4%	-	4%	4%	5%	5%	4%	2%	7%gij	3%	2%	10%efgij	4%	4%	4%	5%	4%	3%	4%
Neither important nor unimportant (3)	585	-	585	272	311	70	96	74	92	124	74	53	165	167	251	127	501	81	554
	19%	-	19%	18%	19%	14%	19%g	13%	20%g	24%eg	21%g	22%g	17%	16%	22%lm	21%m	19%	15%	18%
Important (4)	1274	-	1274	626	648	176	171	250	173	226	172	106	347	423	503	278	1066	199	1336
	41%	-	41%	42%	39%	36%	35%	42%f	38%	43%f	49%efh	43%	36%	40%	45%l	46%l	41%	37%	42%
Very important (5)	1068	-	1068	499	566	197	188	247	145	143	94	53	385	392	290	147	818	231	1049
	34%	-	34%	34%	34%	41%hijk	38%ijk	42%hijk	32%k	28%	27%	22%	39%no	37%no	26%	25%	32%	43%p	33%
Don't know	42	-	42	20	21	12	7	4	5	7	1	5	20	9	13	6	34	4	46
	1%	-	1%	1%	1%	3%g	2%	1%	1%	1%	*	2%	2%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	177	-	177	66	111	29	29	15	44	19	11	30	58	59	60	41	151	22	180
	6%	-	6%	4%	7%c	6%g	6%g	3%	10%gij	4%	3%	12%efgij	6%	6%	5%	7%	6%	4%	6%
NET Important / Very important	2342	-	2342	1125	1213	373	360	497	318	369	266	159	733	816	793	424	1884	430	2385
	74%	-	74%	76%	73%	77%hk	73%	84%efhijk	69%	71%	76%k	64%	75%	78%no	71%	71%	73%	80%p	75%
Mean	4.03	-	4.03	4.06	4.00	4.13hik	4.05k	4.24fhijk	3.90	3.95k	3.98k	3.73	4.09no	4.09no	3.91	3.88	3.99	4.19p	4.03
Std Dev.	0.91	-	0.91	0.87	0.95	0.94	0.96	0.78	1.01	0.86	0.81	0.98	0.95	0.91	0.88	0.89	0.91	0.88	0.90
Std Error	0.02	-	0.02	0.02	0.02	0.04	0.05	0.03	0.05	0.04	0.04	0.06	0.03	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	**46**	7	20	4	16	27	19	28	18	8	3	19	6	4	31	8	31
	1%	*1%*	*2%*	*1%*	**3%ac**	*1%*	*2%*	*1%*	*2%*	**3%l**	*1%*	**2%l**	*1%*	*1%*	*1%*	*3%*	*1%*
Not very important (2)	**131**	36	47	21	28	82	49	83	46	21	12	51	25	12	99	21	101
	4%	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	**7%lmn**	*3%*	**6%lmn**	*3%*	*2%*	*4%*	**7%p**	*4%*
Neither important nor unimportant (3)	**585**	155	173	146	111	328	257	380	203	46	89	122	132	113	455	51	460
	19%	*19%*	*17%*	*21%*	*18%*	*18%*	*20%*	*19%*	*19%*	*15%*	**23%ikl**	*15%*	*16%*	**21%k**	*18%*	*16%*	*18%*
Important (4)	**1274**	311	469	272	223	780	494	805	456	114	145	355	351	203	1055	115	1084
	41%	*38%*	**45%ad**	*40%*	*37%*	*42%*	*39%*	*39%*	*43%*	*37%*	*38%*	*44%*	*43%*	*39%*	*41%*	*36%*	*42%*
Very important (5)	**1068**	300	321	234	212	622	446	724	331	118	131	264	298	187	880	118	905
	34%	**37%b**	*31%*	*34%*	*35%*	*33%*	*35%*	**35%h**	*31%*	*38%*	*34%*	*32%*	*36%*	*36%*	*34%*	*38%*	*35%*
Don't know	**42**	13	13	5	11	25	16	25	15	1	4	7	12	8	30	1	30
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**177**	43	66	25	44	109	68	110	64	29	15	69	31	16	130	29	132
	6%	*5%*	*6%*	*4%*	**7%c**	*6%*	*5%*	*5%*	*6%*	**10%jlmn**	*4%*	**8%jlmn**	*4%*	*3%*	*5%*	**9%p**	*5%*
NET Important / Very important	**2342**	611	790	506	434	1402	940	1529	787	232	277	619	649	390	1935	233	1989
	74%	*74%*	*76%*	*74%*	*72%*	*75%*	*73%*	*75%*	*74%*	*75%*	*72%*	*76%*	**79%j**	*74%*	*76%*	*74%*	*76%*
Mean	**4.03**	4.07	4.00	4.05	4.00	4.03	4.03	4.05	3.98	4.02	4.03	3.98	**4.12k**	4.07	4.05	4.00	4.06
Std Dev.	**0.91**	0.90	0.91	0.86	0.99	0.91	0.92	0.91	0.92	1.03	0.88	0.97	0.84	0.86	0.89	1.02	0.89
Std Error	**0.02**	0.03	0.03	0.03	0.04	0.02	0.03	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	46	38	8	3	39	4	2	*	1	6	3	1	6	9	5	3	4	*	4
	1%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*	*1%*	*2%*	*1%*	*	*2%*	*3%*	*1%*	*1%*	*2%*	*	*2%*
Not very important (2)	131	106	25	7	107	13	8	4	6	9	13	8	11	13	21	11	16	1	12
	4%	*4%*	*5%*	*5%*	*4%*	*5%*	*5%*	*4%*	*5%*	*3%*	*5%*	*4%*	*4%*	*4%*	*5%*	*2%*	**7%o**	*2%*	*5%*
Neither important nor unimportant (3)	585	494	91	30	494	52	22	16	13	67	53	29	44	53	64	121	50	10	43
	19%	*18%*	*19%*	*19%*	*19%*	*19%*	*14%*	*17%*	*11%*	**20%h**	**21%h**	*14%*	*15%*	*19%*	*15%*	**27%hkln**	**21%h**	*19%*	**19%h**
Important (4)	1274	1085	190	58	1046	117	70	42	56	127	96	81	120	123	163	184	94	26	91
	41%	*40%*	*41%*	*36%*	*40%*	*43%*	*44%*	*44%*	*45%*	*38%*	*37%*	*39%*	*41%*	*43%*	*38%*	*41%*	*40%*	*50%*	*41%*
Very important (5)	1068	917	151	60	904	82	50	33	46	125	91	87	110	85	167	125	67	14	67
	34%	*34%*	*32%*	*37%*	*34%*	*30%*	*32%*	*34%*	*37%*	*37%*	*35%*	**42%mopr**	*37%*	*30%*	**39%op**	*28%*	*28%*	*28%*	*31%*
Don't know	42	39	3	2	33	3	6	1	1	2	2	2	4	2	7	6	5	*	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**4%de**	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*	*1%*
NET Not at all important/ Not very important	177	144	33	11	146	17	10	4	7	15	16	9	17	22	25	14	19	1	16
	6%	*5%*	*7%*	*7%*	*6%*	*6%*	*7%*	*4%*	*6%*	*5%*	*6%*	*4%*	*6%*	*8%*	*6%*	*3%*	**8%o**	*2%*	**7%o**
NET Important / Very important	2342	2002	340	118	1949	199	119	74	102	252	187	168	231	209	330	309	161	40	159
	74%	*75%*	*73%*	*73%*	*74%*	*73%*	*76%*	*78%*	**82%jopr**	*75%*	*72%*	**81%op**	*78%*	*73%*	*77%*	*69%*	*68%*	*78%*	*72%*
Mean	4.03	4.04	3.97	4.03	4.03	3.96	4.03	4.09	**4.14op**	4.07	4.01	**4.19mopr**	4.09	3.93	**4.11op**	3.94	3.89	4.04	3.95
Std Dev.	0.91	0.91	0.94	0.97	0.92	0.92	0.91	0.83	0.87	0.92	0.94	0.85	0.93	0.98	0.92	0.85	0.96	0.77	0.95
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.06	0.07	0.06	0.06	0.07	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3165**	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base	**3146**	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base	**1876**	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important (1)	**46**	14	17	11	2	1	32	3	15	25	5	*	-	41	*
	1%	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	-	*2%*	*
Not very important (2)	**131**	53	49	16	9	2	102	11	55	44	17	12	1	99	13
	4%	*5%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	**8%lm**	*4%*	*4%*	**7%l**
Neither important nor unimportant (3)	**585**	191	211	135	39	6	402	45	201	230	113	34	4	431	38
	19%	*16%*	*17%*	**31%abdefg**	*18%*	*9%*	*17%*	*16%*	*16%*	*18%*	**29%him**	**24%h**	*10%*	*17%*	*21%*
Important (4)	**1274**	488	545	131	84	22	1033	106	492	578	138	53	10	1070	63
	41%	**42%c**	**44%c**	*30%*	*39%*	*33%*	**43%c**	*38%*	*39%*	**44%hj**	*35%*	*38%*	*26%*	*42%*	*35%*
Very important (5)	**1068**	415	407	132	78	34	822	112	486	410	108	40	22	896	62
	34%	*35%*	*33%*	*30%*	*36%*	**52%bcf**	*34%*	**40%c**	**38%lj**	*31%*	*28%*	*28%*	*59%*	**35%j**	*35%*
Don't know	**42**	11	16	8	2	*	28	2	13	17	8	2	1	30	2
	1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*
NET Not at all important/ Not very important	**177**	68	67	27	11	4	134	14	71	69	22	12	1	140	13
	6%	*6%*	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*	*6%*	*8%*	*4%*	*5%*	*7%*
NET Important / Very important	**2342**	902	952	263	163	55	1855	218	978	988	247	92	32	1966	125
	74%	**77%c**	**76%c**	*61%*	**76%c**	**86%c**	**77%c**	**78%c**	**77%jk**	**76%j**	*63%*	*66%*	*85%*	**77%jk**	*70%*
Mean	**4.03**	**4.06c**	**4.04c**	3.84	**4.07c**	**4.30c**	**4.05c**	**4.13c**	**4.10jk**	**4.01j**	3.86	3.87	4.42	**4.06j**	3.99
Std Dev.	**0.91**	0.90	0.89	1.00	0.89	0.93	0.89	0.90	0.91	0.90	0.93	0.93	0.83	0.91	0.93
Std Error	**0.02**	0.03	0.03	0.05	0.06	0.12	0.02	0.05	0.03	0.03	0.05	0.08	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	46	2	39	5	15	29	2	44	-	2	-	46	-
	1%	1%	1%	10%ab	2%	1%	1%	1%	-	8%	-	1%	-
Not very important (2)	131	6	117	8	42	80	9	123	6	2	-	131	-
	4%	3%	4%	16%ab	5%	4%	4%	4%	11%g	11%	-	4%	-
Neither important nor unimportant (3)	585	25	554	6	136	400	50	572	6	1	-	578	6
	19%	15%	19%	12%	16%	19%	24%d	19%	12%	5%	-	18%	40%
Important (4)	1274	65	1193	17	345	866	64	1246	19	6	1	1270	3
	41%	38%	41%	32%	40%	42%f	30%	41%	37%	29%	100%	41%	18%
Very important (5)	1068	73	980	15	321	664	83	1039	17	6	-	1062	6
	34%	42%	34%	28%	37%	32%	39%	34%	33%	30%	-	34%	36%
Don't know	42	2	38	1	13	26	3	34	3	4	-	41	1
	1%	1%	1%	3%	1%	1%	1%	1%	7%gk	18%	-	1%	7%
NET Not at all important/ Not very important	177	7	156	14	57	109	11	167	6	4	-	177	-
	6%	4%	5%	26%ab	7%	5%	5%	5%	11%	19%	-	6%	-
NET Important / Very important	2342	138	2173	31	666	1530	147	2285	35	12	1	2332	9
	74%	80%c	74%c	60%	76%	74%	70%	75%	70%	59%	100%	75%	54%
Mean	4.03	4.19c	4.03c	3.53	4.07	4.01	4.05	4.03	3.98	3.74	4.00	4.03	3.96
Std Dev.	0.91	0.88	0.90	1.34	0.94	0.90	0.95	0.91	0.99	1.38	-	0.91	0.93
Std Error	0.02	0.06	0.02	0.18	0.03	0.02	0.07	0.02	0.16	0.33	-	0.02	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 109

QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	3165	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	3146	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	1876	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	46	15	11	2	18	4	5	6	7	2	2	*	2	*	3	6	9
	1%	**2%c**	*1%*	*	**2%c**	*2%*	*2%*	*2%*	**3%km**	*1%*	*1%*	*	*1%*	*	*1%*	**3%km**	**3%km**
Not very important (2)	131	32	32	28	39	9	9	14	9	14	9	14	7	7	14	9	16
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*6%*	*3%*	*5%*	*3%*	*5%*	*3%*	*3%*	*5%*	*4%*	*5%*
Neither important nor unimportant (3)	585	131	173	145	136	53	49	29	53	69	50	50	54	41	43	39	53
	19%	*17%*	*21%*	*18%*	*18%*	**21%g**	*19%*	*12%*	**20%g**	**26%gjm**	*17%*	*18%*	**22%g**	*16%*	*17%*	*17%*	*19%*
Important (4)	1274	327	341	312	294	109	104	115	125	97	119	106	94	112	99	82	113
	41%	*43%*	*41%*	*40%*	*38%*	*43%*	*40%*	*47%*	*46%*	*36%*	*41%*	*38%*	*38%*	*42%*	*39%*	*36%*	*40%*
Very important (5)	1068	248	259	286	274	75	90	83	76	82	102	101	84	101	93	87	93
	34%	*33%*	*31%*	*36%*	*35%*	*30%*	*35%*	*34%*	*28%*	*30%*	*36%*	*37%*	*34%*	*38%*	*36%*	*38%*	*33%*
Don't know	42	6	10	14	11	3	3	-	1	4	5	5	5	4	4	6	2
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	-	*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	**3%g**	*1%*
NET Not at all important/ Not very important	177	47	43	30	57	13	15	19	17	16	11	14	9	7	17	16	25
	6%	*6%*	*5%*	*4%*	**7%c**	*5%*	*6%*	**8%m**	*6%*	*6%*	*4%*	*5%*	*4%*	*3%*	*6%*	*7%*	**9%m**
NET Important / Very important	2342	576	600	598	568	184	194	197	201	179	221	207	178	213	192	169	206
	74%	*76%*	*73%*	*76%*	*74%*	*73%*	*74%*	**80%l**	*74%*	*67%*	**77%l**	*75%*	*72%*	**80%l**	*75%*	*74%*	*72%*
Mean	4.03	4.01	3.99	**4.10b**	4.01	3.97	4.03	4.04	3.93	3.92	**4.10i**	4.09	4.04	**4.17ehip**	4.05	4.05	3.94
Std Dev.	0.91	0.92	0.90	0.85	0.98	0.90	0.93	0.94	0.92	0.92	0.84	0.87	0.87	0.79	0.93	0.99	1.01
Std Error	0.02	0.03	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.05	0.05	0.05	0.05	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	**25**	-	25	14	11	2	5	2	6	2	4	5	7	8	11	8	16	7	22
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**82**	-	82	40	42	24	10	17	6	11	11	3	34	22	25	14	64	15	78
	3%	-	*3%*	*3%*	*3%*	5%h	*2%*	*3%*	*1%*	*2%*	*3%*	*1%*	*4%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**398**	-	398	217	178	69	66	52	63	79	36	34	135	115	149	70	347	44	392
	13%	-	*13%*	15%d	*11%*	14%g	*13%*	*9%*	14%g	15%g	*10%*	*14%*	*14%*	*11%*	*13%*	*12%*	14%q	*8%*	*12%*
Important (4)	**1197**	-	1197	546	650	194	207	221	168	179	139	87	401	389	405	226	981	207	1165
	38%	-	*38%*	*37%*	*39%*	*40%*	*42%*	*37%*	*37%*	*35%*	*39%*	*35%*	*41%*	*37%*	*36%*	*38%*	*38%*	*39%*	*37%*
Very important (5)	**1407**	-	1407	649	756	182	200	298	210	244	159	113	382	508	516	272	1129	261	1475
	45%	-	*45%*	*44%*	*46%*	*38%*	*41%*	50%ef	*46%*	47%e	*45%*	*46%*	*39%*	48%l	46%l	*46%*	*44%*	*49%*	*47%*
Don't know	**36**	-	36	16	20	13	4	2	7	3	3	5	17	9	10	8	32	2	33
	1%	-	*1%*	*1%*	*1%*	3%gl	*1%*	*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**107**	-	107	54	53	26	15	19	11	14	14	8	41	30	36	22	80	22	100
	3%	-	*3%*	*4%*	*3%*	*5%*	*3%*	*3%*	*2%*	*3%*	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*
NET Important / Very important	**2604**	-	2604	1195	1406	376	407	518	378	424	298	200	783	897	921	498	2110	468	2640
	83%	-	*83%*	*81%*	85%c	*78%*	*83%*	88%elk	*82%*	*82%*	*85%*	*81%*	*80%*	85%l	*83%*	*83%*	*82%*	87%p	*83%*
Mean	**4.25**	-	4.25	4.21	4.28	4.13	4.20	4.35ef	4.26	4.26	4.26	4.24	4.17	4.31l	4.26	4.25	4.24	4.31	4.27
Std Dev.	**0.84**	-	0.84	0.86	0.81	0.87	0.82	0.79	0.84	0.83	0.84	0.88	0.85	0.81	0.85	0.86	0.83	0.84	0.83
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.06	0.03	0.03	0.02	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	**25**	9	4	3	8	14	12	11	12	6	4	3	3	8	19	6	19
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%kl**	*1%*	*	*	*2%*	*1%*	*2%*	*1%*
Not very important (2)	**82**	31	17	15	19	48	34	56	24	11	9	14	23	16	62	11	62
	3%	**4%b**	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*4%*	*2%*
Neither important nor unimportant (3)	**398**	97	116	112	73	214	185	254	141	35	52	83	88	66	290	39	303
	13%	*12%*	*11%*	**16%b**	*12%*	*11%*	*14%*	*12%*	*13%*	*11%*	*14%*	*10%*	*11%*	*13%*	*11%*	*12%*	*12%*
Important (4)	**1197**	315	398	267	218	713	484	796	386	132	148	286	305	222	962	133	986
	38%	*38%*	*38%*	*39%*	*36%*	*38%*	*38%*	*39%*	*36%*	*43%*	*39%*	*35%*	*37%*	**42%k**	*38%*	*42%*	*38%*
Very important (5)	**1407**	361	493	282	272	854	553	907	490	126	164	422	396	208	1191	126	1215
	45%	*44%*	*47%*	*41%*	*45%*	*46%*	*43%*	*44%*	*46%*	*41%*	*43%*	**52%ijm**	**48%m**	*40%*	**47%m**	*40%*	*47%*
Don't know	**36**	8	14	3	10	22	14	20	15	*	6	9	8	5	27	*	27
	1%	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**107**	41	21	18	28	62	46	67	36	16	13	17	26	24	81	17	81
	3%	**5%b**	*2%*	*3%*	**5%b**	*3%*	*4%*	*3%*	*3%*	**5%k**	*3%*	*2%*	*3%*	**5%k**	*3%*	*5%*	*3%*
NET Important / Very important	**2604**	675	891	549	489	1566	1038	1703	876	257	313	708	701	431	2153	259	2201
	83%	*82%*	**85%c**	*80%*	*82%*	*84%*	*81%*	*83%*	*82%*	*83%*	*82%*	*87%*	*85%*	*82%*	*84%*	*82%*	*84%*
Mean	**4.25**	4.21	**4.32ac**	4.19	4.23	4.27	4.21	4.25	4.25	4.17	4.22	**4.37ijmn**	**4.31lm**	4.16	**4.29m**	4.15	**4.28o**
Std Dev.	**0.84**	0.88	0.77	0.82	0.89	0.82	0.85	0.82	0.86	0.89	0.85	0.77	0.80	0.88	0.82	0.90	0.82
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	25	20	5	5	22	2	1	*	2	-	2	-	7	3	4	2	2	1	1
	1%	*1%*	*1%*	**3%a**	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	-	**2%l**	*1%*	*1%*	*	*1%*	**3%ikor**	*
Not very important (2)	82	72	10	2	64	12	5	2	1	13	6	3	3	6	15	16	3	*	11
	3%	*3%*	*2%*	*1%*	*2%*	*4%*	*3%*	*2%*	*1%*	*4%*	*2%*	*1%*	*1%*	*2%*	*4%*	*3%*	*1%*	*1%*	**5%hkip**
Neither important nor unimportant (3)	398	332	66	15	339	39	14	7	14	41	28	28	32	40	49	68	39	4	35
	13%	*12%*	*14%*	*9%*	**13%g**	**14%g**	*9%*	*7%*	*11%*	*12%*	*11%*	*14%*	*11%*	*14%*	*11%*	*15%*	*16%*	*9%*	*16%*
Important (4)	1197	1034	163	56	997	92	68	39	58	128	93	72	97	97	180	173	100	13	80
	38%	*39%*	*35%*	*35%*	*38%*	*34%*	**43%e**	*41%*	**46%kimqr**	*38%*	*36%*	*35%*	*33%*	*34%*	**42%q**	*38%*	**42%q**	*25%*	*36%*
Very important (5)	1407	1186	221	83	1168	125	68	46	51	151	125	105	153	132	175	185	92	32	92
	45%	*44%*	*47%*	*52%*	*45%*	*46%*	*43%*	*49%*	*41%*	*45%*	*48%*	**51%p**	**52%hnop**	*46%*	*41%*	*41%*	*39%*	**63%himnopr**	*42%*
Don't know	36	35	1	*	32	2	2	1	-	5	5	-	4	6	5	6	-	*	2
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*2%*	-	*1%*	*2%*	*1%*	*1%*	-	*	*1%*
NET Not at all important/ Not very important	107	92	15	7	86	14	6	2	2	13	8	3	10	10	19	18	5	2	12
	3%	*3%*	*3%*	*4%*	*3%*	*5%*	*4%*	*2%*	*2%*	*4%*	*3%*	*1%*	*3%*	*3%*	*4%*	*4%*	*2%*	*4%*	**5%k**
NET Important / Very important	2604	2220	384	139	2165	217	136	86	108	279	217	176	251	230	355	358	192	45	172
	83%	*83%*	*82%*	*86%*	*83%*	*80%*	**87%e**	**90%de**	**87%r**	*83%*	*84%*	*85%*	*85%*	*80%*	*83%*	*80%*	*81%*	*87%*	*78%*
Mean	4.25	4.25	4.26	4.31	4.25	4.21	4.27	**4.38de**	4.25	4.26	4.31	**4.34r**	4.32	4.25	4.20	4.18	4.18	**4.43opr**	4.15
Std Dev.	0.84	0.83	0.86	0.91	0.83	0.90	0.80	0.71	0.77	0.82	0.83	0.76	0.89	0.87	0.84	0.85	0.81	0.92	0.89
Std Error	0.01	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base		3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base		1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important	(1)	25	8	10	2	5	*	18	5	5	11	4	5	-	16	5
		1%	*1%*	*1%*	*	*2%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	**4%hlm**	-	*1%*	**3%hm**
Not very important	(2)	82	32	22	6	19	2	54	21	23	44	6	7	2	67	9
		3%	*3%*	*2%*	*1%*	**9%abcf**	*3%*	*2%*	**8%abcf**	*2%*	*3%*	*2%*	*5%*	*5%*	*3%*	**5%h**
Neither important nor unimportant	(3)	398	117	149	98	26	6	266	32	115	168	90	16	7	284	22
		13%	*10%*	*12%*	**23%abdfg**	*12%*	*9%*	*11%*	*11%*	*9%*	**13%h**	**23%hikmn**	*11%*	*18%*	*11%*	*13%*
Important	(4)	1197	373	535	173	88	25	907	112	425	534	164	55	13	959	68
		38%	*32%*	**43%af**	**40%a**	**41%a**	*38%*	**38%a**	**40%a**	*34%*	**41%h**	**42%h**	*40%*	*34%*	*37%*	*38%*
Very important	(5)	1407	624	521	152	74	31	1145	105	677	534	122	57	17	1210	74
		45%	**53%bcdfg**	*42%*	*35%*	*35%*	*48%*	**47%bcdg**	*38%*	**54%ijkmn**	**41%j**	*31%*	*41%*	*44%*	**47%ij**	*41%*
Don't know		36	19	9	3	2	1	28	3	18	13	4	-	-	31	-
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
NET Not at all important/ Not very important		107	40	32	8	24	2	72	26	28	55	10	12	2	83	14
		3%	*3%*	*3%*	*2%*	**11%abcf**	*4%*	*3%*	**9%abcf**	*2%*	**4%h**	*3%*	**9%hijm**	*5%*	*3%*	**8%hijm**
NET Important / Very important		2604	996	1056	324	162	56	2052	218	1101	1068	286	112	30	2170	142
		83%	**85%cdg**	**85%cdg**	*75%*	*76%*	*87%*	**85%cdg**	*78%*	**87%ijn**	**82%j**	*73%*	*80%*	*77%*	**85%ij**	*80%*
Mean		4.25	4.36bcdg	4.24cdg	4.08	3.97	4.32	4.30cdg	4.06	4.40ijkmn	4.19j	4.02	4.09	4.16	4.29ijkn	4.10
Std Dev.		0.84	0.83	0.79	0.82	1.02	0.81	0.81	0.99	0.77	0.85	0.84	1.02	0.90	0.82	0.99
Std Error		0.01	0.02	0.02	0.04	0.07	0.10	0.02	0.06	0.02	0.02	0.04	0.09	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	25	*	25	-	6	15	4	25	*	-	-	25	-
	1%	*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*1%*	-	-	*1%*	-
Not very important (2)	82	4	77	2	26	49	7	77	3	2	-	82	-
	3%	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*6%*	*8%*	-	*3%*	-
Neither important nor unimportant (3)	398	15	379	4	101	272	26	381	10	2	1	393	4
	13%	*9%*	*13%*	*8%*	*12%*	*13%*	*12%*	*12%*	*20%*	*9%*	*100%*	*13%*	*26%*
Important (4)	1197	63	1112	22	314	804	79	1161	22	9	-	1192	5
	38%	*37%*	*38%*	*42%*	*36%*	*39%*	*38%*	*38%*	*43%*	*45%*	-	*38%*	*33%*
Very important (5)	1407	89	1295	23	409	906	92	1382	14	5	-	1401	6
	45%	*51%*	*44%*	*43%*	*47%*	*44%*	*44%*	*45%*	*28%*	*23%*	-	*45%*	*34%*
Don't know	36	2	32	2	16	18	3	31	1	3	-	35	1
	1%	*1%*	*1%*	*4%*	*2%*	*1%*	*1%*	*1%*	*2%*	*15%*	-	*1%*	*7%*
NET Not at all important/ Not very important	107	4	102	2	32	64	11	102	4	2	-	107	-
	3%	*2%*	*3%*	*3%*	*4%*	*3%*	*5%*	*3%*	*7%*	*8%*	-	*3%*	-
NET Important / Very important	2604	152	2407	45	723	1710	171	2544	36	14	-	2593	11
	83%	*88%*	*82%*	*85%*	*83%*	*83%*	*81%*	*83%*	*71%*	*68%*	-	*83%*	*67%*
Mean	4.25	4.38	4.24	4.31	4.28	4.24	4.19	4.26	3.92	3.97	3.00	4.25	4.08
Std Dev.	0.84	0.75	0.84	0.76	0.84	0.83	0.92	0.83	0.92	0.89	-	0.84	0.83
Std Error	0.01	0.05	0.02	0.10	0.03	0.02	0.06	0.02	0.15	0.21	-	0.01	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 110

QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Quarter				Month												
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base		**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base		**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important	(1)	**25**	2	11	7	5	-	2	*	3	4	4	3	2	2	2	-	3
		1%	*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*
Not very important	(2)	**82**	13	34	15	20	5	3	5	10	11	14	6	5	4	5	6	8
		3%	*2%*	***4%ac***	*2%*	*3%*	*2%*	*1%*	*2%*	*4%*	*4%*	*5%*	*2%*	*2%*	*1%*	*2%*	*3%*	*3%*
Neither important nor unimportant	(3)	**398**	111	113	94	81	31	46	34	31	50	32	34	30	31	33	26	21
		13%	*15%*	*14%*	*12%*	*10%*	*12%*	***18%p***	*14%*	*11%*	***19%hjp***	*11%*	*12%*	*12%*	*12%*	*13%*	*11%*	*7%*
Important	(4)	**1197**	299	340	277	281	115	103	80	124	92	124	89	91	98	89	78	114
		38%	*39%*	*41%*	*35%*	*36%*	***45%giko***	*40%*	*33%*	***46%giko***	*34%*	***43%gk***	*32%*	*37%*	*37%*	*35%*	*34%*	*40%*
Very important	(5)	**1407**	326	323	381	376	100	105	121	104	109	110	144	115	123	123	116	137
		45%	*43%*	*39%*	***48%b***	***49%b***	*40%*	*40%*	***49%hj***	*38%*	*41%*	*39%*	***52%efhjl***	*46%*	*46%*	*48%*	***50%hj***	*48%*
Don't know		**36**	9	5	13	10	2	2	5	1	2	3	*	5	8	3	4	3
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*	*2%*	***3%k***	*1%*	*2%*	*1%*
NET Not at all important/ Not very important		**107**	16	45	22	25	5	5	6	13	15	17	9	7	6	7	6	11
		3%	*2%*	***5%ac***	*3%*	*3%*	*2%*	*2%*	*2%*	*5%*	*6%*	*6%*	*3%*	*3%*	*2%*	*3%*	*3%*	*4%*
NET Important / Very important		**2604**	625	664	659	657	215	208	201	228	201	235	232	205	221	212	194	251
		83%	*82%*	*80%*	*84%*	*85%*	***85%l***	*80%*	*82%*	***84%l***	*75%*	*82%*	***84%l***	*83%*	*83%*	*83%*	*84%*	***88%l***
Mean		**4.25**	**4.24b**	4.13	**4.31b**	**4.32b**	4.23	4.18	**4.31l**	4.17	4.09	4.14	**4.32i**	**4.29i**	**4.30i**	**4.29i**	**4.34ij**	**4.32i**
Std Dev.		**0.84**	0.79	0.89	0.82	0.81	0.74	0.82	0.81	0.85	0.95	0.89	0.85	0.81	0.81	0.83	0.79	0.82
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	**6**	-	6	2	4	1	3	-	*	1	1	-	4	*	2	1	4	1	10
	*	-	*	*	*	*	1%	-	*	*	*	-	*	*	*	*	*	*	*
Not very important (2)	**53**	-	53	32	21	25	6	2	4	7	5	5	31	6	16	9	46	7	51
	2%	-	*2%*	*2%*	*1%*	**5%fghij**	*1%*	*	*1%*	*1%*	*1%*	*2%*	**3%mn**	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*
Neither important nor unimportant (3)	**291**	-	291	159	131	45	76	40	40	43	25	23	121	79	91	48	260	30	252
	9%	-	*9%*	**11%d**	*8%*	*9%*	**15%eghij**	*7%*	*9%*	*8%*	*7%*	*9%*	**12%mno**	*8%*	*8%*	*8%*	**10%q**	*6%*	*8%*
Important (4)	**1142**	-	1142	561	577	168	174	198	152	196	152	103	342	350	450	254	945	187	1163
	36%	-	*36%*	*38%*	*35%*	*35%*	*35%*	*34%*	*33%*	*38%*	**43%gh**	*42%*	*35%*	*33%*	**40%m**	**43%lm**	*37%*	*35%*	*37%*
Very important (5)	**1630**	-	1630	719	909	237	225	347	263	269	169	116	462	610	555	285	1295	308	1670
	52%	-	*52%*	*48%*	**55%c**	*49%*	*46%*	**59%efjk**	**57%fk**	*52%*	*48%*	*47%*	*47%*	**58%lnq**	*50%*	*48%*	*50%*	**57%p**	*53%*
Don't know	**24**	-	24	9	15	9	7	4	*	3	*	-	16	5	3	*	19	4	19
	1%	-	*1%*	*1%*	*1%*	**2%h**	*1%*	*1%*	*	*1%*	*	-	**2%mno**	*	*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**59**	-	59	34	25	26	9	2	5	8	5	5	35	6	18	10	50	7	61
	2%	-	*2%*	*2%*	*2%*	**5%fghij**	**2%ij**	*	*1%*	*2%*	*1%*	*2%*	**4%mn**	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*
NET Important / Very important	**2772**	-	2772	1280	1486	405	399	545	415	465	320	219	804	960	1005	539	2240	496	2833
	88%	-	*88%*	*86%*	**90%c**	*84%*	*81%*	**92%ef**	**90%ef**	**90%ef**	**91%ef**	**89%f**	*82%*	**91%l**	**90%l**	**90%l**	*87%*	**92%p**	*90%*
Mean	**4.39**	-	4.39	4.33	**4.44c**	4.30	4.26	**4.52efijk**	**4.47ef**	**4.40f**	4.38	4.34	4.28	**4.50lno**	**4.38l**	4.36	4.37	**4.49p**	4.41
Std Dev.	**0.74**	-	0.74	0.76	0.72	0.85	0.81	0.63	0.70	0.72	0.69	0.72	0.83	0.66	0.71	0.70	0.75	0.67	0.73
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base		**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base		**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important	(1)	**6**	1	*	1	4	1	5	3	3	2	1	1	1	-	3	2	3
		*****	*	*	*	**1%b**	*	*	*	*	**1%n**	*	*	*	-	*	**1%p**	*
Not very important	(2)	**53**	13	20	5	16	32	21	31	23	11	10	12	6	8	37	13	37
		2%	*2%*	*2%*	*1%*	**3%c**	*2%*	*2%*	*1%*	*2%*	**4%ln**	**3%l**	*2%*	*1%*	*2%*	*1%*	**4%p**	*1%*
Neither important nor unimportant	(3)	**291**	72	77	85	57	148	143	202	86	24	41	52	66	54	213	25	215
		9%	*9%*	*7%*	**13%b**	*10%*	*8%*	**11%e**	*10%*	*8%*	*8%*	**11%k**	*6%*	*8%*	*10%*	*8%*	*8%*	*8%*
Important	(4)	**1142**	319	391	241	190	710	432	731	400	99	130	274	321	213	938	102	968
		36%	**39%d**	*37%*	*35%*	*32%*	**38%f**	*34%*	*36%*	*37%*	*32%*	*34%*	*34%*	*39%*	*40%*	*37%*	*32%*	*37%*
Very important	(5)	**1630**	416	544	342	327	960	669	1057	556	169	198	470	429	249	1346	170	1374
		52%	*51%*	*52%*	*50%*	*55%*	*52%*	*52%*	*52%*	*52%*	*55%*	*52%*	**57%m**	*52%*	*47%*	*53%*	*54%*	*53%*
Don't know		**24**	*	11	7	5	12	12	21	2	3	4	7	1	2	15	3	15
		1%	*	**1%a**	**1%a**	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important		**59**	14	20	5	20	33	26	33	25	14	11	14	7	8	40	16	40
		2%	*2%*	*2%*	*1%*	**3%c**	*2%*	*2%*	*2%*	*2%*	**4%klmn**	**3%l**	*2%*	*1%*	*2%*	*2%*	**5%p**	*2%*
NET Important / Very important		**2772**	736	935	584	517	1671	1101	1788	955	269	327	744	750	462	2283	272	2342
		88%	*90%*	*90%*	*86%*	*86%*	**90%f**	*86%*	*87%*	*89%*	*87%*	*85%*	**91%j**	**91%j**	*88%*	*90%*	*86%*	*90%*
Mean		**4.39**	4.39	4.41	4.36	4.38	4.40	4.37	4.39	4.39	4.38	4.35	**4.48jm**	4.42	4.34	4.41	4.36	4.41
Std Dev.		**0.74**	0.72	0.71	0.73	0.82	0.72	0.78	0.74	0.75	0.84	0.79	0.70	0.68	0.72	0.72	0.86	0.71
Std Error		**0.01**	0.02	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	6	5	*	-	4	1	1	-	1	-	-	-	3	-	-	-	-	-	1
	*	*	*	-	*	*	1%	-	1%	-	-	-	1%	-	-	-	-	-	*
Not very important (2)	53	45	8	4	46	4	1	2	3	12	7	1	6	5	6	5	2	*	4
	2%	2%	2%	3%	2%	1%	1%	2%	2%	3%	3%	1%	2%	2%	1%	1%	1%	*	2%
Neither important nor unimportant (3)	291	254	37	9	258	22	7	5	8	34	26	14	24	35	41	61	15	4	18
	9%	9%	8%	5%	10%fg	8%	5%	5%	6%	10%	10%	7%	8%	12%	10%	14%hkp	6%	7%	8%
Important (4)	1142	966	176	57	948	99	63	33	37	122	100	73	106	104	149	164	93	23	76
	36%	36%	38%	35%	36%	37%	40%	34%	29%	36%	39%	35%	36%	36%	35%	36%	40%	44%h	35%
Very important (5)	1630	1385	245	91	1346	145	83	56	76	161	124	119	155	140	230	217	124	24	121
	52%	52%	52%	57%	51%	53%	53%	59%	61%ljmoq	48%	48%	57%	52%	49%	54%	48%	53%	46%	55%
Don't know	24	24	*	*	20	2	2	*	-	8	1	-	2	1	2	4	2	1	1
	1%	1%	*	*	1%	1%	1%	*	-	2%	1%	-	1%	*	1%	1%	1%	2%	*
NET Not at all important/ Not very important	59	50	9	4	50	4	2	2	4	12	7	1	9	5	6	5	2	*	4
	2%	2%	2%	3%	2%	2%	1%	2%	3%	3%	3%	1%	3%	2%	1%	1%	1%	*	2%
NET Important / Very important	2772	2351	420	147	2294	244	146	88	113	283	224	193	262	244	379	381	217	47	197
	88%	88%	90%	92%	87%	90%	93%d	93%d	91%	84%	87%	93%lmo	88%	85%	89%	85%	92%lo	91%	90%
Mean	4.39	4.39	4.41	4.46	4.38	4.42	4.46	4.50d	4.48	4.32	4.32	4.50ljmo	4.37	4.33	4.42	4.33	4.45	4.39	4.43
Std Dev.	0.74	0.74	0.72	0.72	0.75	0.72	0.68	0.69	0.78	0.80	0.77	0.64	0.80	0.77	0.72	0.75	0.65	0.64	0.74
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.05	0.05	0.06	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base		3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base		1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important	(1)	6	2	3	1	-	*	5	*	1	3	2	-	1	3	1
		*	*	*	*	-	*	*	*	*	*	*	-	2%	*	*
Not very important	(2)	53	12	18	19	2	2	30	4	20	22	5	1	5	42	6
		2%	1%	1%	4%abf	1%	3%	1%	1%	2%	2%	1%	1%	12%	2%	3%
Neither important nor unimportant	(3)	291	62	92	106	21	8	154	29	62	110	96	19	3	172	22
		9%	5%	7%	24%abdfg	10%a	12%	6%	11%af	5%	8%h	24%hikmn	13%hm	9%	7%	12%hm
Important	(4)	1142	403	498	144	72	21	902	93	380	536	153	56	12	916	68
		36%	34%	40%a	33%	34%	32%	37%	33%	30%	41%hm	39%h	40%	31%	36%h	38%
Very important	(5)	1630	694	621	159	116	33	1315	149	794	625	130	60	18	1420	78
		52%	59%bcf	50%c	37%	54%c	51%	54%bc	53%c	63%ijkmn	48%j	33%	43%	46%	55%ijkn	44%
Don't know		24	-	14	5	3	1	14	4	7	8	5	3	-	14	3
		1%	-	1%a	1%a	1%a	1%a	1%a	1%a	1%	1%	1%	2%m	-	1%	2%
NET Not at all important/ Not very important		59	14	21	20	2	2	35	4	21	25	7	1	5	45	7
		2%	1%	2%	5%abf	1%	3%	1%	2%	2%	2%	2%	1%	14%	2%	4%
NET Important / Very important		2772	1097	1119	303	188	54	2216	242	1174	1162	282	117	29	2336	146
		88%	94%bcdeg	90%c	70%	88%c	83%	92%cg	87%c	93%ijkn	89%jn	72%	83%j	77%	91%ijkn	82%j
Mean		4.39	4.51bcf	4.39c	4.03	4.42c	4.34	4.45c	4.40c	4.55ijkmn	4.36j	4.05	4.29j	4.07	4.45ijkn	4.24j
Std Dev.		0.74	0.66	0.71	0.90	0.72	0.82	0.69	0.74	0.67	0.73	0.83	0.73	1.12	0.70	0.83
Std Error		0.01	0.02	0.02	0.05	0.05	0.10	0.01	0.04	0.02	0.02	0.04	0.06	0.18	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	6	2	3	1	3	1	2	5	*	-	-	6	-
	*	1%b	*	1%	*	*	1%e	*	1%	-	-	*	-
Not very important (2)	53	5	43	5	18	28	8	48	2	1	-	51	2
	2%	3%	1%	9%b	2%	1%	4%e	2%	4%	5%	-	2%	14%
Neither important nor unimportant (3)	291	7	282	2	57	205	29	281	4	1	-	286	5
	9%	4%	10%	3%	7%	10%d	14%d	9%	8%	6%	-	9%	30%
Important (4)	1142	56	1061	24	301	770	72	1111	25	5	-	1140	2
	36%	33%	36%	46%	35%	37%	34%	36%	49%	24%	-	36%	11%
Very important (5)	1630	102	1510	18	483	1051	95	1592	17	13	1	1622	6
	52%	59%c	52%c	34%	55%f	51%	45%	52%h	34%	65%	100%	52%h	38%
Don't know	24	-	21	4	9	10	5	21	3	-	-	23	1
	1%	-	1%	7%ab	1%	*	2%e	1%	5%gk	-	-	1%	7%
NET Not at all important/ Not very important	59	7	46	6	20	29	10	53	2	1	-	57	2
	2%	4%	2%	10%b	2%	1%	5%e	2%	4%	5%	-	2%	14%
NET Important / Very important	2772	158	2571	42	784	1820	167	2703	42	18	1	2762	8
	88%	92%c	88%	80%	90%f	88%f	79%	88%	83%	89%	100%	88%	49%
Mean	4.39	4.46c	4.39c	4.09	4.44f	4.38f	4.21	4.39	4.17	4.49	5.00	4.39	3.79
Std Dev.	0.74	0.80	0.73	0.95	0.74	0.72	0.90	0.73	0.81	0.85	-	0.74	1.17
Std Error	0.01	0.06	0.01	0.13	0.02	0.02	0.06	0.01	0.13	0.19	-	0.01	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	**6**	*	*	1	4	-	-	*	-	*	-	-	*	1	2	-	2
	*****	*	*	*	*1%*	-	-	*	-	*	-	-	*	*	*1%*	-	*1%*
Not very important (2)	**53**	17	14	8	14	8	3	6	9	2	3	1	5	2	7	3	5
	2%	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	**3%k**	*1%*	*1%*	*	*2%*	*1%*	*3%*	*1%*	*2%*
Neither important nor unimportant (3)	**291**	51	107	72	61	13	24	14	37	42	28	23	27	21	17	17	28
	9%	*7%*	**13%ad**	*9%*	*8%*	*5%*	*9%*	*6%*	**14%egn**	**16%egmno**	*10%*	*8%*	*11%*	*8%*	*6%*	*7%*	*10%*
Important (4)	**1142**	287	291	273	291	107	99	81	96	99	96	97	87	89	98	81	112
	36%	*38%*	*35%*	*35%*	*38%*	*42%*	*38%*	*33%*	*35%*	*37%*	*34%*	*35%*	*35%*	*33%*	*38%*	*35%*	*39%*
Very important (5)	**1630**	398	409	428	395	124	132	142	128	125	156	154	125	149	130	127	138
	52%	*52%*	*49%*	*54%*	*51%*	*49%*	*51%*	**58%hl**	*47%*	*47%*	*54%*	*56%*	*51%*	*56%*	*51%*	*55%*	*48%*
Don't know	**24**	7	6	6	6	2	3	2	2	-	4	-	2	4	3	3	*
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*
NET Not at all important/ Not very important	**59**	17	14	9	19	8	3	6	9	2	3	1	5	3	8	3	7
	2%	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	**3%k**	*1%*	*1%*	*	*2%*	*1%*	*3%*	*1%*	*3%*
NET Important / Very important	**2772**	685	700	700	686	230	232	223	224	224	252	251	212	237	228	208	250
	88%	**90%b**	*85%*	*89%*	*89%*	**91%hl**	*89%*	**91%h**	*82%*	*84%*	*88%*	**91%hl**	*86%*	*89%*	*89%*	**90%h**	*88%*
Mean	**4.39**	4.42	4.33	**4.43b**	4.38	4.38	4.40	**4.47hl**	4.27	4.29	**4.43h**	**4.47hl**	4.36	**4.45h**	4.38	**4.46h**	4.33
Std Dev.	**0.74**	0.72	0.77	0.72	0.76	0.73	0.70	0.72	0.82	0.76	0.71	0.66	0.76	0.72	0.78	0.69	0.79
Std Error	**0.01**	0.03	0.03	0.02	0.03	0.05	0.04	0.05	0.05	0.05	0.04	0.04	0.05	0.04	0.05	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 112

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3165	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	3146	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	1876	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	10	-	10	3	7	2	5	2	-	1	-	-	7	2	1	-	7	*	7
	*	-	*	*	*	*	1%	*	-	*	-	-	1%	*	*	-	*	*	*
Not very important (2)	64	-	64	34	29	19	13	7	12	*	7	6	32	19	13	12	53	11	54
	2%	-	2%	2%	2%	4%gi	3%i	1%	3%i	*	2%i	2%i	3%n	2%	1%	2%	2%	2%	2%
Neither important nor unimportant (3)	356	-	356	208	147	51	54	45	48	69	47	42	104	93	158	89	330	24	321
	11%	-	11%	14%d	9%	10%	11%	8%	10%	13%g	13%g	17%egh	11%	9%	14%m	15%m	13%q	5%	10%
Important (4)	1120	-	1120	559	560	157	181	185	153	213	132	99	338	338	444	231	937	177	1165
	36%	-	36%	38%	34%	32%	37%	31%	33%	41%eg	38%	40%g	35%	32%	40%m	39%m	36%	33%	37%
Very important (5)	1575	-	1575	668	903	248	233	350	243	236	166	97	481	592	499	263	1229	316	1597
	50%	-	50%	45%	55%c	51%k	47%	59%efijk	53%k	45%	47%	40%	49%	56%lnq	45%	44%	48%	59%p	50%
Don't know	21	-	21	10	11	6	6	2	4	-	*	2	13	6	2	2	11	8	21
	1%	-	1%	1%	1%	1%l	1%l	*	1%	-	*	1%	1%n	1%	*	*	*	2%p	1%
NET Not at all important/ Not very important	74	-	74	37	36	22	18	9	12	1	7	6	39	21	14	12	61	11	61
	2%	-	2%	3%	2%	4%gi	4%l	1%	3%l	*	2%	2%l	4%mn	2%	1%	2%	2%	2%	2%
NET Important / Very important	2695	-	2695	1227	1463	406	414	535	396	448	298	196	819	930	943	494	2167	493	2762
	86%	-	86%	83%	88%c	84%	84%	91%efk	86%	86%	85%	80%	84%	89%lno	84%	83%	84%	92%p	87%
Mean	4.34	-	4.34	4.26	4.41c	4.32	4.29	4.49efijk	4.37k	4.31	4.30	4.18	4.30	4.44lno	4.28	4.25	4.30	4.51p	4.36
Std Dev.	0.78	-	0.78	0.80	0.76	0.85	0.84	0.71	0.78	0.71	0.77	0.80	0.85	0.74	0.75	0.78	0.79	0.69	0.75
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 112

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	**10**	2	4	1	2	7	3	8	1	2	2	1	2	-	5	2	5
	*	*	*	*	*	*	*	*	*	1%	1%	*	*	-	*	1%	*
Not very important (2)	**64**	22	16	11	15	38	26	46	18	8	17	16	10	10	53	10	53
	2%	3%	2%	2%	2%	2%	2%	2%	2%	3%	**4%ln**	2%	1%	2%	2%	3%	2%
Neither important nor unimportant (3)	**356**	78	107	106	65	185	171	224	131	37	42	90	88	45	265	40	267
	11%	10%	10%	**16%abd**	11%	10%	**13%e**	11%	12%	12%	11%	11%	11%	8%	10%	13%	10%
Important (4)	**1120**	292	402	242	184	694	426	719	387	103	127	270	307	206	910	105	935
	36%	35%	**39%d**	35%	31%	37%	33%	35%	36%	33%	33%	33%	37%	39%	36%	33%	36%
Very important (5)	**1575**	425	506	315	330	930	645	1031	528	158	191	436	417	263	1306	158	1339
	50%	52%	49%	46%	**55%bc**	50%	50%	50%	49%	51%	50%	53%	51%	50%	51%	50%	51%
Don't know	**21**	3	7	7	4	10	11	15	4	*	5	4	*	3	12	*	12
	1%	*	1%	1%	1%	1%	1%	1%	*	*	**1%l**	*	*	1%	*	*	*
NET Not at all important/ Not very important	**74**	24	20	12	17	44	30	55	19	10	19	17	12	10	58	12	58
	2%	3%	2%	2%	3%	2%	2%	3%	2%	3%	**5%klmn**	2%	1%	2%	2%	4%	2%
NET Important / Very important	**2695**	716	908	557	514	1624	1071	1750	914	261	317	706	724	469	2216	263	2275
	86%	**87%c**	**87%c**	82%	86%	**87%f**	84%	86%	86%	85%	83%	86%	88%	**89%j**	87%	83%	87%
Mean	**4.34**	4.36	4.34	4.27	**4.38c**	4.35	4.32	4.34	4.34	4.32	4.29	4.38	4.37	4.38	4.36	4.29	4.37
Std Dev.	**0.78**	0.79	0.76	0.79	0.81	0.77	0.80	0.79	0.76	0.84	0.88	0.77	0.74	0.72	0.77	0.86	0.76
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	10	10	-	-	9	1	-	-	*	-	-	2	4	-	3	-	-	-	1
	*	*	-	-	*	*	-	-	*	-	-	1%	1%	-	1%	-	-	-	*
Not very important (2)	64	51	13	2	45	14	4	*	1	7	9	1	4	4	9	6	5	1	13
	2%	2%	3%	1%	2%	5%dg	3%	*	1%	2%	3%	*	1%	1%	2%	1%	2%	3%	6%hiklmno
Neither important nor unimportant (3)	356	300	56	14	312	20	14	10	10	36	36	20	38	37	28	81	26	3	16
	11%	11%	12%	9%	12%e	7%	9%	10%	8%	11%	14%nr	10%	13%n	13%n	7%	18%hknqr	11%	7%	7%
Important (4)	1120	956	165	59	927	103	56	35	39	134	88	65	114	95	150	145	98	22	81
	36%	36%	35%	37%	35%	38%	35%	37%	31%	40%	34%	31%	38%	33%	35%	32%	42%	42%	37%
Very important (5)	1575	1343	232	86	1311	133	82	49	74	157	123	118	135	150	232	217	104	25	108
	50%	50%	50%	53%	50%	49%	52%	52%	60%ijlopr	47%	47%	57%lp	46%	53%	54%	48%	44%	49%	49%
Don't know	21	20	*	*	18	1	2	*	-	2	3	2	2	-	5	1	2	*	1
	1%	1%	*	*	1%	*	1%	*	-	1%	1%	1%	1%	-	1%	*	1%	*	*
NET Not at all important/ Not very important	74	61	13	2	54	15	4	*	2	7	9	3	8	4	12	6	5	1	14
	2%	2%	3%	1%	2%	6%dg	3%	*	1%	2%	3%	1%	3%	1%	3%	1%	2%	3%	6%hikmop
NET Important / Very important	2695	2299	397	144	2238	235	138	85	113	291	211	183	249	245	382	362	202	47	189
	86%	86%	85%	90%	85%	87%	87%	89%	91%jo	87%	81%	88%	84%	86%	89%jo	80%	86%	90%	86%
Mean	4.34	4.34	4.32	4.42	4.34	4.30	4.38	4.41	4.49ijlopr	4.32	4.27	4.45l	4.27	4.37	4.42	4.28	4.29	4.36	4.29
Std Dev.	0.78	0.78	0.79	0.70	0.78	0.85	0.76	0.69	0.71	0.75	0.83	0.75	0.83	0.76	0.77	0.80	0.75	0.74	0.87
Std Error	0.01	0.02	0.03	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.05	0.06	0.06	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base		3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base		1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important	(1)	10	1	3	5	-	*	5	*	3	4	3	-	*	7	*
		*	*	*	1%af	-	*	*	*	*	*	1%	-	*	*	*
Not very important	(2)	64	14	22	11	7	10	36	17	18	29	13	2	1	47	3
		2%	1%	2%	2%	3%	15%abcdf	2%	6%abf	1%	2%	3%	2%	2%	2%	2%
Neither important nor unimportant	(3)	356	116	121	100	13	3	237	17	109	124	100	17	3	233	21
		11%	10%	10%	23%abdefg	6%	5%	10%	6%	9%	10%	26%hikmn	13%	9%	9%	12%
Important	(4)	1120	372	495	149	80	20	867	100	388	517	136	63	11	904	74
		36%	32%	40%a	34%	37%	31%	36%	36%	31%	40%hm	35%	45%h	29%	35%h	42%h
Very important	(5)	1575	662	595	167	114	32	1257	145	741	617	137	57	23	1357	79
		50%	56%bc	48%c	39%	53%c	49%	52%c	52%c	59%ijkmn	47%j	35%	41%	59%	53%ijk	45%
Don't know		21	6	10	2	-	-	17	-	5	14	1	-	-	18	-
		1%	1%	1%	*	-	-	1%	-	*	1%	*	-	-	1%	-
NET Not at all important/ Not very important		74	16	25	16	7	10	41	17	21	33	15	2	1	54	3
		2%	1%	2%	4%af	3%	15%abcdf	2%	6%abf	2%	3%	4%h	2%	3%	2%	2%
NET Important / Very important		2695	1034	1090	316	194	52	2124	245	1128	1134	273	120	34	2262	154
		86%	88%c	87%c	73%	90%c	80%	88%c	88%c	89%j	87%j	70%	86%j	88%	88%j	86%j
Mean		4.34	4.44bce	4.34c	4.07	4.40c	4.14	4.39c	4.34c	4.47ijkmn	4.33j	4.01	4.25j	4.44	4.40ij	4.29j
Std Dev.		0.78	0.73	0.75	0.91	0.76	1.07	0.74	0.85	0.73	0.76	0.90	0.73	0.80	0.75	0.75
Std Error		0.01	0.02	0.02	0.05	0.05	0.13	0.01	0.05	0.02	0.02	0.05	0.06	0.13	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	10	2	7	-	2	5	2	7	*	-	-	7	2
	*	1%b	*	-	*	*	1%	*	1%	-	-	*	14%
Not very important (2)	64	2	61	2	15	47	2	63	1	-	-	64	-
	2%	1%	2%	4%	2%	2%	1%	2%	3%	-	-	2%	-
Neither important nor unimportant (3)	356	16	333	7	75	250	30	338	11	2	-	351	5
	11%	9%	11%	14%	9%	12%d	14%	11%	22%	10%	-	11%	30%
Important (4)	1120	64	1035	21	328	708	84	1086	23	10	-	1119	1
	36%	37%	35%	39%	38%	34%	40%	36%	46%	53%	-	36%	5%
Very important (5)	1575	86	1470	19	441	1044	90	1549	14	5	1	1567	6
	50%	50%	50%	36%	51%	51%	43%	51%h	28%	23%	100%	50%h	39%
Don't know	21	2	15	4	9	10	3	16	-	3	-	19	2
	1%	1%	1%	7%b	1%	*	1%	1%	-	15%	-	1%	12%
NET Not at all important/ Not very important	74	4	68	2	18	52	4	70	2	-	-	72	2
	2%	2%	2%	4%	2%	3%	2%	2%	4%	-	-	2%	14%
NET Important / Very important	2695	150	2505	40	769	1752	174	2634	38	15	1	2687	7
	86%	87%	86%	76%	88%	85%	83%	86%	74%	76%	100%	86%	44%
Mean	4.34	4.35	4.34	4.16	4.38	4.33	4.24	4.35h	3.98	4.16	5.00	4.34h	3.63
Std Dev.	0.78	0.80	0.78	0.82	0.74	0.80	0.81	0.78	0.84	0.62	-	0.78	1.49
Std Error	0.01	0.06	0.01	0.11	0.02	0.02	0.06	0.01	0.13	0.14	-	0.01	0.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Quarter				Month												
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base		**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base		**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important	(1)	**10**	*	2	3	5	-	-	*	2	-	-	1	2	*	-	-	5
		*****	*	*	*	*1%*	-	-	*	*1%*	-	-	*	*1%*	*	-	-	*2%*
Not very important	(2)	**64**	20	16	16	12	12	4	5	10	3	2	1	5	10	2	3	7
		2%	*3%*	*2%*	*2%*	*2%*	**5%jkn**	*1%*	*2%*	**4%k**	*1%*	*1%*	*	*2%*	*4%*	*1%*	*1%*	*3%*
Neither important nor unimportant	(3)	**356**	59	118	78	101	22	16	21	33	52	33	29	25	25	27	38	36
		11%	*8%*	**14%ac**	*10%*	**13%a**	*9%*	*6%*	*8%*	*12%*	**19%efgjklmn**	*12%*	*10%*	*10%*	*9%*	*11%*	**16%fg**	*12%*
Important	(4)	**1120**	267	306	275	272	99	94	74	103	86	117	97	90	88	97	62	113
		36%	*35%*	*37%*	*35%*	*35%*	**39%o**	*36%*	*30%*	**38%o**	*32%*	**41%gq**	*35%*	*37%*	*33%*	*38%*	*27%*	**39%o**
Very important	(5)	**1575**	409	379	413	374	118	144	146	121	127	131	148	123	142	126	125	124
		50%	**54%b**	*46%*	**52%b**	*48%*	*47%*	**55%p**	**60%ehijp**	*45%*	*47%*	*46%*	*54%*	*50%*	*54%*	*49%*	*54%*	*43%*
Don't know		**21**	5	5	3	8	1	4	-	2	*	2	*	2	*	3	3	2
		1%	*1%*	*1%*	*	*1%*	*	*2%*	-	*1%*	*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important		**74**	21	18	18	17	12	4	5	13	3	2	2	6	10	2	3	12
		2%	*3%*	*2%*	*2%*	*2%*	**5%jkn**	*1%*	*2%*	**5%jkn**	*1%*	*1%*	*1%*	*2%*	*4%*	*1%*	*1%*	*4%*
NET Important / Very important		**2695**	676	685	688	646	218	238	220	224	213	248	244	213	230	223	187	236
		86%	**89%bd**	*83%*	*87%*	*84%*	*86%*	**91%hiop**	**90%io**	*83%*	*79%*	*87%*	**89%l**	*86%*	*87%*	*87%*	*81%*	*83%*
Mean		**4.34**	**4.41b**	4.27	**4.38b**	4.31	4.29	**4.47ehip**	**4.47ehip**	4.23	4.26	4.33	**4.41hp**	4.35	4.37	4.37	4.36	4.21
Std Dev.		**0.78**	0.75	0.80	0.77	0.80	0.82	0.68	0.74	0.87	0.81	0.71	0.72	0.79	0.81	0.71	0.80	0.88
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.04	0.05	0.05	0.05	0.04	0.04	0.05	0.05	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	**22**	-	22	9	14	3	6	-	4	5	2	2	9	4	9	4	18	3	21
	1%	-	*1%*	*1%*	*1%*	*1%*	**1%q**	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*
Not very important (2)	**40**	-	40	19	21	8	10	7	7	*	5	2	19	14	8	7	28	12	38
	1%	-	*1%*	*1%*	*1%*	**2%l**	**2%l**	*1%*	**2%l**	*	**2%l**	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Neither important nor unimportant (3)	**268**	-	268	146	121	53	72	35	39	38	17	15	125	74	70	32	219	45	233
	9%	-	*9%*	*10%*	*7%*	**11%gj**	**15%ghijk**	*6%*	*8%*	*7%*	*5%*	*6%*	**13%mno**	*7%*	*6%*	*5%*	*9%*	*8%*	*7%*
Important (4)	**1089**	-	1089	530	558	157	140	212	159	178	136	104	297	371	418	241	922	161	1118
	35%	-	*35%*	*36%*	*34%*	*32%*	*29%*	**36%f**	*35%*	*34%*	**39%f**	**42%ef**	*30%*	*35%*	**37%l**	**40%l**	*36%*	*30%*	*35%*
Very important (5)	**1703**	-	1703	771	930	259	258	335	247	291	190	121	517	583	602	312	1366	312	1735
	54%	-	*54%*	*52%*	*56%*	*54%*	*52%*	*57%*	*54%*	*56%*	*54%*	*49%*	*53%*	*55%*	*54%*	*52%*	*53%*	*58%*	*55%*
Don't know	**23**	-	23	9	14	4	5	2	3	8	*	1	9	4	9	1	17	4	20
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**62**	-	62	27	35	11	16	7	11	5	7	4	28	18	17	11	46	15	59
	2%	-	*2%*	*2%*	*2%*	*2%*	**3%q**	*1%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*
NET Important / Very important	**2792**	-	2792	1301	1487	416	398	548	406	468	327	226	814	954	1021	553	2287	473	2853
	89%	-	*89%*	*88%*	*90%*	*86%*	*81%*	**93%ef**	**88%f**	**90%f**	**93%ef**	**92%f**	*83%*	**91%l**	**91%l**	**92%l**	*89%*	*88%*	*90%*
Mean	**4.41**	-	4.41	4.38	4.44	4.38	4.30	**4.49ef**	4.40	**4.46f**	4.45	4.39	4.34	**4.45l**	**4.44l**	4.42	4.41	4.44	4.43
Std Dev.	**0.76**	-	0.76	0.76	0.76	0.80	0.89	0.66	0.79	0.72	0.71	0.72	0.84	0.72	0.72	0.71	0.75	0.78	0.74
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base		**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base		**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important	(1)	**22**	5	10	3	5	14	8	14	8	9	2	4	1	2	9	9	9
		1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%jklmn**	*1%*	*	*	*	*	**3%p**	*
Not very important	(2)	**40**	13	9	8	9	23	17	24	15	9	9	7	3	9	29	11	29
		1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%kln**	**2%l**	*1%*	*	*2%*	*1%*	**3%p**	*1%*
Neither important nor unimportant	(3)	**268**	63	69	85	52	132	137	197	70	29	39	52	48	38	177	31	180
		9%	*8%*	*7%*	**12%ab**	*9%*	*7%*	**11%e**	**10%h**	*7%*	*9%*	**10%l**	*6%*	*6%*	*7%*	*7%*	*10%*	*7%*
Important	(4)	**1089**	294	369	228	197	664	425	700	379	88	135	277	312	182	906	89	928
		35%	*36%*	*35%*	*33%*	*33%*	*36%*	*33%*	*34%*	*35%*	*28%*	*35%*	*34%*	**38%l**	*35%*	**36%l**	*28%*	**36%o**
Very important	(5)	**1703**	443	576	352	332	1019	684	1093	591	173	196	472	455	292	1414	173	1451
		54%	*54%*	*55%*	*52%*	*55%*	*55%*	*53%*	*53%*	*55%*	*56%*	*51%*	*58%*	*55%*	*55%*	*55%*	*55%*	*56%*
Don't know		**23**	3	9	6	5	12	11	16	6	1	3	5	4	3	15	1	15
		1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important		**62**	18	19	11	15	37	25	37	23	18	11	12	4	11	38	20	38
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**6%klmn**	**3%l**	*1%*	*1%*	**2%l**	*1%*	**6%p**	*1%*
NET Important / Very important		**2792**	737	946	581	528	1683	1109	1793	969	261	330	749	767	474	2321	263	2379
		89%	**90%c**	**91%c**	*85%*	*88%*	**90%f**	*87%*	*88%*	**91%g**	*85%*	*86%*	**92%ij**	**93%ij**	*90%*	**91%ij**	*83%*	**91%o**
Mean		**4.41**	4.41	4.45	4.36	4.41	4.43	4.38	4.40	4.44	4.32	4.35	**4.48ij**	**4.48ij**	4.44	**4.45ij**	4.29	**4.46o**
Std Dev.		**0.76**	0.75	0.74	0.77	0.79	0.74	0.78	0.77	0.75	0.97	0.80	0.70	0.64	0.74	0.71	0.99	0.70
Std Error		**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 113

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	22	20	3	2	21	1	1	*	3	-	1	3	3	3	3	5	1	*	1
	1%	1%	1%	1%	1%	*	*	*	2%l	-	*	1%	1%	1%	1%	1%	*	*	*
Not very important (2)	40	34	6	4	31	8	1	1	1	9	1	2	5	1	6	2	5	1	7
	1%	1%	1%	3%	1%	3%df	*	1%	1%	3%	*	1%	2%	*	1%	*	2%	2%	3%mo
Neither important nor unimportant (3)	268	242	26	8	235	21	8	5	8	29	19	19	29	16	49	50	17	3	18
	9%	9%b	6%	5%	9%f	8%	5%	5%	6%	9%	7%	9%	10%	5%	11%	11%	7%	5%	8%
Important (4)	1089	913	176	61	899	97	58	34	37	112	85	65	98	107	135	170	89	19	79
	35%	34%	38%	38%	34%	36%	37%	36%	30%	33%	33%	32%	33%	37%	32%	38%	38%	37%	36%
Very important (5)	1703	1449	254	86	1415	145	88	55	77	179	152	118	160	157	228	220	123	29	116
	54%	54%	54%	54%	54%	53%	56%	58%	62%o	53%	59%	57%	54%	55%	53%	49%	52%	56%	53%
Don't know	23	21	2	*	21	*	2	*	-	6	*	-	2	2	7	3	-	*	-
	1%	1%	*	*	1%	*	1%e	*	-	2%	*	-	1%	1%	2%	1%	-	*	-
NET Not at all important/ Not very important	62	54	8	6	51	9	1	1	3	9	2	4	7	4	9	7	6	1	8
	2%	2%	2%	4%	2%	3%	1%	1%	3%	3%	1%	2%	2%	1%	2%	1%	2%	2%	4%
NET Important / Very important	2792	2362	430	147	2315	242	146	89	113	292	237	184	258	264	363	391	213	48	194
	89%	88%	92%a	92%	88%	89%	93%d	94%d	91%	87%	92%	89%	87%	92%n	85%	87%	90%	93%	88%
Mean	4.41	4.41	4.45	4.41	4.41	4.39	4.50	4.50	4.48	4.40	4.49	4.42	4.38	4.46	4.38	4.34	4.40	4.47	4.37
Std Dev.	0.76	0.77	0.71	0.78	0.77	0.78	0.65	0.67	0.81	0.76	0.69	0.80	0.80	0.71	0.80	0.77	0.75	0.70	0.80
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.05	0.06	0.05	0.05	0.05	0.05	0.06	0.06	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3165**	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base	**3146**	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base	**1876**	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important (1)	**22**	2	8	8	4	*	10	4	4	8	9	1	1	12	2
	1%	*	*1%*	**2%af**	**2%af**	*	*	**1%a**	*	*1%*	**2%him**	*1%*	*2%*	*	*1%*
Not very important (2)	**40**	10	20	6	5	-	30	5	8	15	13	3	-	23	3
	1%	*1%*	*2%*	*1%*	*2%*	-	*1%*	*2%*	*1%*	*1%*	**3%him**	*2%*	-	*1%*	*2%*
Neither important nor unimportant (3)	**268**	54	82	114	12	3	136	15	59	93	91	19	4	152	24
	9%	*5%*	*7%*	**26%abdefg**	*6%*	*4%*	*6%*	*5%*	*5%*	**7%h**	**23%himn**	**14%him**	*12%*	*6%*	**13%him**
Important (4)	**1089**	349	492	145	73	25	841	98	349	543	139	43	11	892	53
	35%	*30%*	**39%af**	*33%*	*34%*	*39%*	**35%a**	*35%*	*28%*	**42%hkmn**	**36%h**	*31%*	*28%*	**35%h**	*30%*
Very important (5)	**1703**	753	634	156	120	37	1387	157	833	639	136	71	22	1472	94
	54%	**64%bcf**	**51%c**	*36%*	**56%c**	**57%c**	**57%bc**	**56%c**	**66%ijkmn**	**49%j**	*35%*	**51%j**	*58%*	**57%ij**	**53%j**
Don't know	**23**	5	11	5	1	-	16	1	10	7	3	2	-	16	2
	1%	*	*1%*	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*
NET Not at all important/ Not very important	**62**	11	28	14	8	*	40	9	12	23	21	4	1	35	5
	2%	*1%*	*2%*	**3%a**	**4%a**	*	*2%*	**3%a**	*1%*	*2%*	**5%him**	*3%*	*2%*	*1%*	*3%*
NET Important / Very important	**2792**	1102	1126	300	193	62	2228	255	1182	1182	275	114	33	2364	147
	89%	**94%bc**	**90%c**	*69%*	**90%c**	**96%c**	**92%c**	**91%c**	**94%ijkn**	**91%jkn**	*70%*	**82%j**	*86%*	**92%ijkn**	**83%j**
Mean	**4.41**	**4.58bcdfg**	**4.39c**	4.01	**4.41c**	**4.52c**	**4.48bc**	**4.44c**	**4.59ijkmn**	**4.38j**	3.98	**4.31j**	4.40	**4.49ijkn**	**4.33j**
Std Dev.	**0.76**	0.64	0.74	0.93	0.84	0.60	0.70	0.79	0.64	0.72	0.96	0.85	0.86	0.69	0.85
Std Error	**0.01**	0.02	0.02	0.05	0.06	0.07	0.01	0.05	0.02	0.02	0.05	0.08	0.14	0.01	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 113

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	22	1	21	1	4	15	3	18	3	-	1	21	-
	1%	*	1%	1%	*	1%	2%	1%	6%gk	-	100%	1%	-
Not very important (2)	40	6	32	1	20	19	-	37	2	1	-	40	-
	1%	4%b	1%	2%	2%e	1%	-	1%	5%	4%	-	1%	-
Neither important nor unimportant (3)	268	9	253	6	72	171	25	250	8	4	-	262	6
	9%	5%	9%	11%	8%	8%	12%	8%	15%	20%	-	8%	40%
Important (4)	1089	58	1016	15	282	750	57	1061	24	3	-	1088	1
	35%	34%	35%	29%	32%	36%f	27%	35%	47%	16%	-	35%	8%
Very important (5)	1703	97	1578	28	481	1100	121	1675	13	9	-	1697	6
	54%	57%	54%	53%	55%	53%	58%	55%h	26%	46%	-	54%h	37%
Don't know	23	*	21	2	11	8	4	17	1	3	-	20	3
	1%	*	1%	4%ab	1%e	*	2%e	1%	2%	15%	-	1%	15%
NET Not at all important/ Not very important	62	7	54	2	24	34	3	55	5	1	1	61	-
	2%	4%	2%	3%	3%	2%	2%	2%	10%gk	4%	100%	2%	-
NET Important / Very important	2792	156	2593	43	763	1850	178	2736	37	12	-	2785	7
	89%	90%	89%	82%	88%	90%	85%	89%h	73%	62%	-	89%h	45%
Mean	4.41	4.43	4.41	4.36	4.41	4.41	4.42	4.43	3.84	4.22	1.00	4.42	3.97
Std Dev.	0.76	0.79	0.76	0.85	0.78	0.74	0.82	0.74	1.06	0.97	-	0.76	0.99
Std Error	0.01	0.06	0.01	0.12	0.03	0.02	0.06	0.01	0.17	0.22	-	0.01	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	**22**	5	5	3	10	-	5	*	*	-	4	1	-	2	2	-	7
	1%	*1%*	*1%*	*	*1%*	-	*2%*	*	*	-	*2%*	*	-	*1%*	*1%*	-	**3%l**
Not very important (2)	**40**	4	15	11	10	4	-	*	3	2	10	1	8	3	3	3	4
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	**3%fgk**	*	**3%fg**	*1%*	*1%*	*1%*	*1%*
Neither important nor unimportant (3)	**268**	38	99	76	55	11	16	11	35	39	25	25	27	24	16	16	23
	9%	*5%*	**12%ad**	**10%a**	*7%*	*4%*	*6%*	*5%*	**13%efg**	**15%efgno**	*9%*	*9%*	**11%eg**	*9%*	*6%*	*7%*	*8%*
Important (4)	**1089**	295	293	249	252	103	103	89	107	87	100	86	86	77	80	72	100
	35%	**39%c**	*36%*	*32%*	*33%*	**41%m**	*39%*	*36%*	*39%*	*32%*	*35%*	*31%*	*35%*	*29%*	*31%*	*31%*	*35%*
Very important (5)	**1703**	415	410	444	435	135	134	146	127	137	146	162	122	159	148	137	150
	54%	*55%*	*50%*	**56%b**	**56%b**	*53%*	*51%*	**59%h**	*47%*	*51%*	*51%*	**59%h**	*49%*	**60%h**	**58%h**	**59%h**	*52%*
Don't know	**23**	4	4	5	10	*	4	-	-	2	2	*	3	1	6	3	1
	1%	*1%*	*	*1%*	*1%*	*	*1%*	-	-	*1%*	*1%*	*	*1%*	*	*2%*	*1%*	*1%*
NET Not at all important/ Not very important	**62**	9	19	14	20	4	5	*	3	2	14	2	8	5	5	3	12
	2%	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*	*1%*	*1%*	**5%ghik**	*1%*	**3%g**	*2%*	*2%*	*1%*	**4%g**
NET Important / Very important	**2792**	709	703	693	687	238	237	234	233	224	246	248	208	236	228	209	250
	89%	**93%bcd**	*85%*	*88%*	*89%*	**94%hijl**	*91%*	**95%hijlmp**	*86%*	*84%*	*86%*	*90%*	*84%*	*89%*	*89%*	*91%*	*87%*
Mean	**4.41**	**4.47b**	4.32	**4.43b**	**4.43b**	4.46	4.40	**4.54hijlp**	4.31	4.36	4.31	**4.48hj**	4.33	4.47	4.48	**4.51hjl**	4.34
Std Dev.	**0.76**	0.68	0.80	0.76	0.79	0.65	0.77	0.60	0.74	0.76	0.89	0.70	0.80	0.76	0.75	0.68	0.89
Std Error	**0.01**	0.02	0.03	0.03	0.03	0.04	0.05	0.04	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3165	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	3146	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	1876	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Not at all important (1)	87	-	87	41	47	3	5	5	19	18	19	19	8	24	56	38	84	3	80
	3%	-	3%	3%	3%	1%	1%	1%	4%efg	3%efg	5%efg	8%efgi	1%	2%l	5%lm	6%lm	3%q	1%	3%
Not very important (2)	177	-	177	82	95	40	21	21	26	28	17	23	61	47	67	40	152	24	190
	6%	-	6%	6%	6%	8%fg	4%	3%	6%	5%	5%	9%fg	6%	4%	6%	7%	6%	4%	6%
Neither important nor unimportant (3)	627	-	627	333	291	106	96	113	82	112	59	59	202	195	229	118	542	79	661
	20%	-	20%	22%d	18%	22%	20%	19%	18%	21%	17%	24%	21%	19%	21%	20%	21%q	15%	21%
Important (4)	1262	-	1262	586	674	212	215	227	183	187	153	84	427	411	424	237	1021	229	1231
	40%	-	40%	40%	41%	44%k	44%ik	39%	40%	36%	44%	34%	44%n	39%	38%	40%	40%	43%	39%
Very important (5)	950	-	950	428	522	111	145	220	147	171	96	59	255	368	326	155	738	196	953
	30%	-	30%	29%	31%	23%	29%	37%efjk	32%e	33%ek	27%	24%	26%	35%lnc	29%	26%	29%	37%p	30%
Don't know	42	-	42	13	28	13	9	4	2	4	7	3	22	6	14	10	33	6	50
	1%	-	1%	1%	2%	3%gh	2%	1%	*	1%	2%	1%	2%m	1%	1%	2%	1%	1%	2%
NET Not at all important/ Not very important	265	-	265	123	142	43	26	26	45	46	36	42	69	71	123	78	236	27	270
	8%	-	8%	8%	9%	9%g	5%	4%	10%fg	9%g	10%fg	17%efghi	7%	7%	11%lm	13%lm	9%q	5%	9%
NET Important / Very important	2213	-	2213	1014	1196	323	360	448	331	358	250	143	683	779	750	393	1758	425	2184
	70%	-	70%	68%	72%	67%	73%k	76%eik	72%k	69%k	71%k	58%	70%	74%no	67%	66%	68%	79%p	69%
Mean	3.91	-	3.91	3.87	3.94	3.82k	3.98ek	4.09ehijk	3.91k	3.90k	3.84k	3.58	3.90o	4.01no	3.81	3.74	3.86	4.11p	3.89
Std Dev.	0.99	-	0.99	0.99	0.99	0.91	0.87	0.88	1.05	1.03	1.06	1.18	0.89	0.96	1.08	1.12	1.01	0.86	0.99
Std Error	0.02	-	0.02	0.03	0.02	0.04	0.04	0.04	0.05	0.04	0.05	0.08	0.03	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 114

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Not at all important (1)	**87**	18	39	13	18	57	31	45	43	15	13	21	17	17	68	15	69
	3%	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	*2%*	**4%g**	**5%l**	*4%*	*3%*	*2%*	*3%*	*3%*	*5%*	*3%*
Not very important (2)	**177**	32	68	33	45	100	77	101	75	27	29	38	43	30	141	29	143
	6%	*4%*	*7%*	*5%*	**7%a**	*5%*	*6%*	*5%*	*7%*	**9%k**	*8%*	*5%*	*5%*	*6%*	*6%*	**9%p**	*5%*
Neither important nor unimportant (3)	**627**	173	173	161	119	346	280	409	209	52	63	156	160	104	484	54	493
	20%	*21%*	*17%*	**24%b**	*20%*	*19%*	*22%*	*20%*	*20%*	*17%*	*16%*	*19%*	*19%*	*20%*	*19%*	*17%*	*19%*
Important (4)	**1262**	311	425	290	236	736	526	834	415	120	163	316	327	219	1026	121	1054
	40%	*38%*	*41%*	*43%*	*39%*	*40%*	*41%*	*41%*	*39%*	*39%*	*43%*	*39%*	*40%*	*42%*	*40%*	*38%*	*40%*
Very important (5)	**950**	279	321	179	171	600	350	635	306	87	110	278	269	153	810	87	830
	30%	**34%c**	*31%*	*26%*	*29%*	**32%f**	*27%*	*31%*	*29%*	*28%*	*29%*	*34%*	*33%*	*29%*	*32%*	*28%*	*32%*
Don't know	**42**	9	16	6	11	25	17	20	21	9	4	8	8	2	22	9	23
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	**3%mn**	*1%*	*1%*	*1%*	*	*1%*	**3%p**	*1%*
NET Not at all important/ Not very important	**265**	50	107	45	62	157	108	146	117	41	43	59	59	48	209	44	212
	8%	*6%*	**10%ac**	*7%*	**10%a**	*8%*	*8%*	*7%*	**11%g**	**13%kln**	*11%*	*7%*	*7%*	*9%*	*8%*	**14%p**	*8%*
NET Important / Very important	**2213**	590	746	469	407	1336	876	1469	721	207	273	594	596	372	1836	208	1884
	70%	*72%*	*72%*	*69%*	*68%*	*72%*	*68%*	**72%h**	*67%*	*67%*	*71%*	*73%*	*72%*	*71%*	*72%*	*66%*	*72%*
Mean	**3.91**	**3.99d**	3.90	3.87	3.85	3.94	3.86	**3.95h**	3.83	3.79	3.86	**3.98i**	**3.97i**	3.88	3.94	3.77	**3.94o**
Std Dev.	**0.99**	0.95	1.04	0.92	1.02	1.00	0.97	0.95	1.06	1.10	1.03	0.98	0.96	1.00	0.99	1.11	0.98
Std Error	**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.03	0.03	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 114

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Not at all important (1)	87	77	11	4	71	10	5	1	3	1	5	8	11	10	10	12	12	3	8
	3%	3%	2%	2%	3%	4%	3%	1%	3%	*	2%	4%l	4%l	3%l	2%	3%	5%l	5%l	3%l
Not very important (2)	177	135	43	17	140	17	12	8	8	14	15	22	10	17	15	21	19	2	15
	6%	5%	9%a	10%a	5%	6%	7%	8%	6%	4%	6%	11%ilno	3%	6%	3%	5%	8%	4%	7%
Neither important nor unimportant (3)	627	524	103	35	499	67	41	19	18	85	52	37	56	61	50	94	46	9	58
	20%	20%	22%	22%	19%	25%d	26%d	20%	15%	25%hn	20%n	18%	19%	21%n	12%	21%n	20%n	18%	27%hn
Important (4)	1262	1093	170	55	1074	105	45	38	56	126	104	83	120	98	193	193	101	22	83
	40%	41%	36%	34%	41%f	39%f	29%	40%f	45%m	38%	40%	40%	40%	34%	45%m	43%	43%	42%	38%
Very important (5)	950	811	139	49	806	70	46	28	38	108	81	56	94	93	159	122	56	16	54
	30%	30%	30%	31%	31%	26%	29%	30%	30%	32%	31%	27%	32%	33%	37%kopr	27%	24%	31%	25%
Don't know	42	41	1	*	32	2	8	1	1	2	2	2	7	7	1	8	2	*	1
	1%	2%	*	*	1%	1%	5%deq	1%	1%	1%	1%	1%	2%	2%	*	2%	1%	*	1%
NET Not at all important/ Not very important	265	211	54	20	212	27	17	9	11	16	20	29	21	27	25	33	30	4	23
	8%	8%	11%a	13%	8%	10%	11%	9%	9%	5%	8%	14%ilno	7%	9%	6%	7%	13%in	9%	10%i
NET Important / Very important	2213	1903	309	105	1880	175	92	66	94	234	185	139	213	190	352	315	157	38	137
	70%	71%	66%	65%	72%ef	64%	58%	70%f	76%r	70%	71%	67%	72%r	67%	82%ijklmopr	70%	67%	73%	62%
Mean	3.91	3.92	3.83	3.81	3.93ef	3.77	3.77	3.90	3.95r	3.97pr	3.94	3.77	3.95r	3.89	4.12kmopr	3.89	3.73	3.91	3.74
Std Dev.	0.99	0.98	1.03	1.06	0.98	1.03	1.08	0.97	0.97	0.89	0.96	1.08	1.00	1.05	0.91	0.95	1.07	1.05	1.02
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.05	0.05	0.08	0.07	0.07	0.08	0.07	0.08	0.06	0.07	0.08	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3165**	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base	**3146**	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base	**1876**	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Not at all important (1)	**87**	50	20	9	6	1	71	7	43	29	8	6	*	73	6
	3%	**4%b**	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*4%*	*	*3%*	*4%*
Not very important (2)	**177**	63	77	23	8	5	140	13	69	82	18	8	*	151	8
	6%	*5%*	*6%*	*5%*	*4%*	*7%*	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*	*6%*	*5%*
Neither important nor unimportant (3)	**627**	180	259	129	42	14	439	57	188	272	124	31	9	460	39
	20%	*15%*	**21%a**	**30%abdfg**	*20%*	*22%*	*18%*	*20%*	*15%*	**21%h**	**32%him**	*22%*	*22%*	*18%*	*22%*
Important (4)	**1262**	435	539	170	93	20	974	112	477	565	147	59	10	1042	69
	40%	*37%*	**43%a**	*39%*	*43%*	*30%*	*40%*	*40%*	*38%*	**43%h**	*38%*	*42%*	*26%*	*41%*	*39%*
Very important (5)	**950**	430	336	100	57	25	766	82	465	343	91	31	19	808	51
	30%	**37%bcdf**	*27%*	*23%*	*27%*	*38%*	**32%bc**	*29%*	**37%ijkm**	*26%*	*23%*	*23%*	*51%*	**31%ij**	*29%*
Don't know	**42**	15	15	1	8	1	30	8	20	14	3	4	-	34	4
	1%	*1%*	*1%*	*	**4%abcf**	*1%*	*1%*	**3%c**	*2%*	*1%*	*1%*	*3%*	-	*1%*	*2%*
NET Not at all important/ Not very important	**265**	113	98	32	14	6	210	20	112	111	26	15	*	223	15
	8%	*10%*	*8%*	*7%*	*7%*	*9%*	*9%*	*7%*	*9%*	*8%*	*7%*	*10%*	*1%*	*9%*	*8%*
NET Important / Very important	**2213**	865	875	270	150	44	1740	194	943	908	237	90	29	1850	119
	70%	**74%c**	**70%c**	*62%*	*70%*	*68%*	**72%c**	*70%*	**75%ijk**	**70%j**	*61%*	*64%*	*77%*	**72%j**	*67%*
Mean	**3.91**	**3.98c**	3.89	3.76	3.90	3.96	**3.93c**	3.92	**4.01ijk**	3.86	3.76	3.74	4.26	**3.93j**	3.86
Std Dev.	**0.99**	1.07	0.93	0.94	0.95	1.04	1.00	0.97	1.03	0.96	0.94	1.03	0.86	1.00	1.02
Std Error	**0.02**	0.03	0.03	0.05	0.06	0.13	0.02	0.06	0.03	0.03	0.05	0.09	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Not at all important (1)	87	5	82	-	36	51	-	85	-	-	-	85	2
	3%	*3%*	*3%*	-	**4%ef**	*2%*	-	*3%*	-	-	-	*3%*	*14%*
Not very important (2)	177	9	165	3	49	120	9	172	4	-	1	176	-
	6%	*5%*	*6%*	*6%*	*6%*	*6%*	*4%*	*6%*	*8%*	-	*100%*	*6%*	-
Neither important nor unimportant (3)	627	28	590	9	147	442	38	611	6	5	-	622	5
	20%	*16%*	*20%*	*18%*	*17%*	**21%d**	*18%*	*20%*	*11%*	*24%*	-	*20%*	*30%*
Important (4)	1262	74	1164	25	354	821	87	1229	24	4	-	1258	5
	40%	*43%*	*40%*	*47%*	*41%*	*40%*	*41%*	*40%*	*48%*	*22%*	-	*40%*	*28%*
Very important (5)	950	54	882	13	271	608	71	921	15	11	-	947	4
	30%	*32%*	*30%*	*25%*	*31%*	*29%*	*34%*	*30%*	*31%*	*54%*	-	*30%*	*21%*
Don't know	42	2	38	2	13	22	6	40	1	*	-	41	1
	1%	*1%*	*1%*	*4%*	*2%*	*1%*	*3%*	*1%*	*2%*	*	-	*1%*	*7%*
NET Not at all important/ Not very important	265	14	247	3	85	171	9	257	4	-	1	261	2
	8%	*8%*	*8%*	*6%*	**10%f**	*8%*	*4%*	*8%*	*8%*	-	*100%*	*8%*	*14%*
NET Important / Very important	2213	129	2046	38	626	1429	158	2150	40	15	-	2204	8
	70%	*75%*	*70%*	*72%*	*72%*	*69%*	*75%*	*70%*	*79%*	*76%*	-	*70%*	*50%*
Mean	3.91	3.96	3.90	3.95	3.90	3.89	**4.08e**	3.90	4.03	4.30	2.00	3.91	3.46
Std Dev.	0.99	0.98	0.99	0.85	1.04	0.98	0.84	0.99	0.88	0.85	-	0.99	1.31
Std Error	0.02	0.07	0.02	0.12	0.03	0.02	0.06	0.02	0.14	0.20	-	0.02	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Not at all important (1)	**87**	18	20	18	31	4	8	6	6	7	7	4	9	6	12	6	13
	3%	*2%*	*2%*	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*1%*	*4%*	*2%*	*5%*	*3%*	*5%*
Not very important (2)	**177**	40	38	52	48	18	13	9	10	13	14	14	19	19	20	11	16
	6%	*5%*	*5%*	*7%*	*6%*	*7%*	*5%*	*4%*	*4%*	*5%*	*5%*	*5%*	*8%*	*7%*	*8%*	*5%*	*6%*
Neither important nor unimportant (3)	**627**	144	191	165	126	40	46	58	69	74	49	61	48	55	44	41	41
	20%	*19%*	**23%d**	*21%*	*16%*	*16%*	*18%*	**23%p**	**25%ep**	**28%efjnop**	*17%*	*22%*	*20%*	*21%*	*17%*	*18%*	*14%*
Important (4)	**1262**	309	320	319	314	117	111	81	116	94	110	113	99	107	94	100	121
	40%	*41%*	*39%*	*41%*	*41%*	**46%gi**	*43%*	*33%*	*43%*	*35%*	*38%*	*41%*	*40%*	*40%*	*37%*	*43%*	*42%*
Very important (5)	**950**	239	245	222	244	70	78	92	64	79	101	79	67	76	82	70	92
	30%	*31%*	*30%*	*28%*	*32%*	*27%*	*30%*	**37%h**	*24%*	*29%*	**35%h**	*29%*	*27%*	*28%*	*32%*	*30%*	*32%*
Don't know	**42**	10	13	11	8	3	5	1	6	1	6	4	5	3	3	2	3
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*	*2%*	*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**265**	58	57	70	79	22	21	15	16	20	21	18	28	24	32	17	29
	8%	*8%*	*7%*	*9%*	*10%*	*9%*	*8%*	*6%*	*6%*	*8%*	*7%*	*7%*	*11%*	*9%*	**13%h**	*8%*	*10%*
NET Important / Very important	**2213**	548	564	541	559	187	189	172	181	172	211	192	166	183	177	169	213
	70%	*72%*	*68%*	*69%*	*72%*	*74%*	*72%*	*70%*	*67%*	*64%*	*74%*	*70%*	*67%*	*69%*	*69%*	*74%*	**75%l**
Mean	**3.91**	3.95	3.90	3.87	3.91	3.92	3.93	3.99	3.84	3.84	4.01	3.92	3.81	3.87	3.85	3.95	3.93
Std Dev.	**0.99**	0.97	0.96	0.98	1.05	0.94	0.99	0.99	0.91	0.99	0.98	0.93	1.04	0.98	1.11	0.96	1.05
Std Error	**0.02**	0.04	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.06	0.07	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3165	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	3146	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	1876	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Low cost	2684	-	2684	1245	1435	390	411	531	413	440	296	203	801	943	938	499	2169	480	2711
	85%	-	*85%*	*84%*	*87%*	*80%*	*84%*	**90%efik**	**90%efk**	*85%*	*84%*	*83%*	*82%*	**90%lno**	*84%*	*83%*	*84%*	**89%p**	*86%*
Guarantee that the parcel will arrive on time	2680	-	2680	1220	1455	417	403	530	399	436	288	203	820	929	927	491	2166	480	2699
	85%	-	*85%*	*82%*	**88%c**	*86%*	*82%*	**90%fijk**	*87%*	*84%*	*82%*	*82%*	*84%*	**88%lno**	*83%*	*82%*	*84%*	**89%p**	*85%*
Ability to track the delivery	2559	-	2559	1196	1360	399	394	516	383	400	282	183	793	899	865	465	2035	491	2580
	81%	-	*81%*	*81%*	*82%*	**82%k**	*80%*	**87%fijk**	**83%k**	*77%*	*80%*	*74%*	*81%*	**86%lno**	*77%*	*78%*	*79%*	**91%p**	*82%*
Ability to choose an express or next day service	2135	-	2135	1014	1118	348	365	456	300	333	195	137	713	757	665	332	1691	419	2098
	68%	-	*68%*	*68%*	*67%*	**72%ijk**	**74%hijk**	**77%hijk**	**65%jk**	*64%*	*55%*	*56%*	**73%no**	**72%no**	*60%*	*56%*	*66%*	**78%p**	*66%*
Ability to select a specific date/time for delivery	1716	-	1716	805	910	343	313	380	231	244	128	76	655	611	449	205	1289	401	1673
	55%	-	*55%*	*54%*	*55%*	**71%hijk**	**64%hijk**	**64%hijk**	**50%jk**	**47%jk**	*37%*	*31%*	**67%mno**	**58%no**	*40%*	*34%*	*50%*	**75%p**	*53%*
Fast delivery	2558	-	2558	1192	1363	409	389	524	393	420	255	165	798	918	840	420	2061	466	2594
	81%	-	*81%*	*80%*	*82%*	**84%jk**	**79%k**	**89%fijk**	**86%fjk**	**81%jk**	*73%*	*67%*	**82%no**	**87%lno**	*75%*	*70%*	*80%*	**87%p**	*82%*
Convenient options for me to drop the parcel off	2474	-	2474	1156	1315	371	377	525	356	412	259	174	748	881	845	432	1986	460	2452
	79%	-	*79%*	*78%*	*79%*	*77%*	*77%*	**89%efhijk**	*77%*	**79%k**	*74%*	*70%*	*77%*	**84%lno**	*76%*	*72%*	*77%*	**86%p**	*77%*
Convenient options for the operator to pick the parcel up from me	1775	-	1775	828	947	307	329	419	249	240	141	89	636	668	470	230	1359	391	1718
	56%	-	*56%*	*56%*	*57%*	**63%hijk**	**67%hijk**	**71%ehijk**	**54%jk**	**46%k**	*40%*	*36%*	**65%no**	**64%no**	*42%*	*39%*	*53%*	**73%p**	*54%*
Convenient options for the recipient to accept the delivery	2441	-	2441	1108	1330	378	389	492	374	392	254	159	767	866	805	413	1939	469	2425
	78%	-	*78%*	*75%*	**80%c**	**78%k**	**79%k**	**83%ijk**	**81%jk**	**76%k**	*72%*	*64%*	**79%no**	**82%no**	*72%*	*69%*	*75%*	**87%p**	*77%*
Insurance against damage or loss	2342	-	2342	1125	1213	373	360	497	318	369	266	159	733	816	793	424	1884	430	2385
	74%	-	*74%*	*76%*	*73%*	**77%hk**	*73%*	**84%efhijk**	*69%*	*71%*	**76%k**	*64%*	*75%*	**78%no**	*71%*	*71%*	*73%*	**80%p**	*75%*
Same price to send to anywhere within the UK	2604	-	2604	1195	1406	376	407	518	378	424	298	200	783	897	921	498	2110	468	2640
	83%	-	*83%*	*81%*	**85%c**	*78%*	*83%*	**88%eik**	*82%*	*82%*	*85%*	*81%*	*80%*	**85%l**	*83%*	*83%*	*82%*	**87%p**	*83%*
Proof of postage/ dispatch	2772	-	2772	1280	1486	405	399	545	415	465	320	219	804	960	1005	539	2240	496	2833
	88%	-	*88%*	*86%*	**90%c**	*84%*	*81%*	**92%ef**	**90%ef**	**90%ef**	**91%ef**	**89%f**	*82%*	**91%l**	**90%l**	**90%l**	*87%*	**92%p**	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Proof of receipt/ delivery	**2695**	-	2695	1227	1463	406	414	535	396	448	298	196	819	930	943	494	2167	493	2762
	86%	-	*86%*	*83%*	**88%c**	*84%*	*84%*	**91%efk**	*86%*	*86%*	*85%*	*80%*	*84%*	**89%lno**	*84%*	*83%*	*84%*	**92%p**	*87%*
Guaranteed delivery to recipient's door	**2792**	-	2792	1301	1487	416	398	548	406	468	327	226	814	954	1021	553	2287	473	2853
	89%	-	*89%*	*88%*	*90%*	*86%*	*81%*	**93%ef**	**88%f**	**90%f**	**93%ef**	**92%f**	*83%*	**91%l**	**91%l**	**92%l**	*89%*	*88%*	*90%*
Daily collection service	**2213**	-	2213	1014	1196	323	360	448	331	358	250	143	683	779	750	393	1758	425	2184
	70%	-	*70%*	*68%*	*72%*	*67%*	**73%k**	**76%eik**	**72%k**	**69%k**	**71%k**	*58%*	*70%*	**74%no**	*67%*	*66%*	*68%*	**79%p**	*69%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3165	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	3146	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	1876	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Low cost	2684	686	924	565	509	1610	1074	1754	903	260	314	713	728	461	2216	264	2267
	85%	*83%*	**89%ac**	*83%*	*85%*	*86%*	*84%*	*86%*	*85%*	*84%*	*82%*	*87%*	**88%j**	*88%*	**87%j**	*84%*	*87%*
Guarantee that the parcel will arrive on time	2680	713	913	565	489	1626	1054	1756	895	260	323	709	711	461	2204	262	2261
	85%	**87%d**	**88%cd**	*83%*	*82%*	**87%f**	*82%*	*86%*	*84%*	*84%*	*84%*	*87%*	*86%*	*88%*	*86%*	*83%*	*87%*
Ability to track the delivery	2559	690	859	524	486	1549	1010	1680	850	252	305	658	685	454	2102	254	2158
	81%	**84%c**	**82%c**	*77%*	*81%*	**83%f**	*79%*	*82%*	*80%*	*82%*	*80%*	*80%*	*83%*	**86%jk**	*82%*	*81%*	*83%*
Ability to choose an express or next day service	2135	569	730	449	387	1299	836	1473	642	204	233	555	583	408	1779	206	1816
	68%	*69%*	*70%*	*66%*	*64%*	**70%f**	*65%*	**72%h**	*60%*	*66%*	*61%*	*68%*	**71%j**	**78%ijkln**	**70%j**	*65%*	*70%*
Ability to select a specific date/time for delivery	1716	447	565	378	325	1013	703	1204	495	160	200	462	469	301	1431	161	1457
	55%	*54%*	*54%*	*55%*	*54%*	*54%*	*55%*	**59%h**	*46%*	*52%*	*52%*	*57%*	*57%*	*57%*	*56%*	*51%*	*56%*
Fast delivery	2558	672	869	540	478	1541	1017	1699	831	244	308	685	689	442	2124	246	2174
	81%	*82%*	*83%*	*79%*	*80%*	*83%*	*79%*	**83%h**	*78%*	*79%*	*80%*	*84%*	*84%*	*84%*	*83%*	*78%*	*83%*
Convenient options for me to drop the parcel off	2474	666	850	500	458	1516	958	1653	797	224	294	660	692	435	2081	226	2126
	79%	**81%c**	**82%cd**	*73%*	*76%*	**81%f**	*75%*	**81%h**	*75%*	*73%*	*77%*	**81%i**	**84%ij**	**83%i**	**82%i**	*72%*	**81%o**
Convenient options for the operator to pick the parcel up from me	1775	473	593	375	334	1066	709	1232	522	169	184	499	483	304	1470	171	1499
	56%	*58%*	*57%*	*55%*	*56%*	*57%*	*55%*	**60%h**	*49%*	*55%*	*48%*	**61%j**	**59%j**	**58%j**	**58%j**	*54%*	*57%*
Convenient options for the recipient to accept the delivery	2441	646	841	501	453	1487	954	1620	794	236	283	648	668	420	2020	237	2068
	78%	*79%*	**81%cd**	*73%*	*76%*	**80%f**	*74%*	**79%h**	*74%*	*76%*	*74%*	*79%*	**81%j**	*80%*	*79%*	*75%*	*79%*
Insurance against damage or loss	2342	611	790	506	434	1402	940	1529	787	232	277	619	649	390	1935	233	1989
	74%	*74%*	*76%*	*74%*	*72%*	*75%*	*73%*	*75%*	*74%*	*75%*	*72%*	*76%*	**79%j**	*74%*	*76%*	*74%*	*76%*
Same price to send to anywhere within the UK	2604	675	891	549	489	1566	1038	1703	876	257	313	708	701	431	2153	259	2201
	83%	*82%*	**85%c**	*80%*	*82%*	*84%*	*81%*	*83%*	*82%*	*83%*	*82%*	*87%*	*85%*	*82%*	*84%*	*82%*	*84%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Proof of postage/ dispatch	**2772**	736	935	584	517	1671	1101	1788	955	269	327	744	750	462	2283	272	2342
	88%	*90%*	*90%*	*86%*	*86%*	**90%f**	*86%*	*87%*	*89%*	*87%*	*85%*	**91%j**	**91%j**	*88%*	*90%*	*86%*	*90%*
Proof of receipt/ delivery	**2695**	716	908	557	514	1624	1071	1750	914	261	317	706	724	469	2216	263	2275
	86%	**87%c**	**87%c**	*82%*	*86%*	**87%f**	*84%*	*86%*	*86%*	*85%*	*83%*	*86%*	*88%*	**89%j**	*87%*	*83%*	*87%*
Guaranteed delivery to recipient's door	**2792**	737	946	581	528	1683	1109	1793	969	261	330	749	767	474	2321	263	2379
	89%	**90%c**	**91%c**	*85%*	*88%*	**90%f**	*87%*	*88%*	**91%g**	*85%*	*86%*	**92%ij**	**93%ij**	*90%*	**91%ij**	*83%*	**91%o**
Daily collection service	**2213**	590	746	469	407	1336	876	1469	721	207	273	594	596	372	1836	208	1884
	70%	*72%*	*72%*	*69%*	*68%*	*72%*	*68%*	**72%h**	*67%*	*67%*	*71%*	*73%*	*72%*	*71%*	*72%*	*66%*	*72%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Low cost	2684	2274	410	141	2230	237	136	81	114	272	224	185	235	243	376	377	205	44	193
	85%	*85%*	*88%*	*88%*	*85%*	*87%*	*86%*	*85%*	**91%ilc**	*81%*	*86%*	**89%il**	*79%*	*85%*	**88%l**	*84%*	*87%*	*86%*	**88%l**
Guarantee that the parcel will arrive on time	2680	2284	396	142	2242	219	132	86	111	269	210	187	256	248	374	387	199	45	175
	85%	*85%*	*85%*	*88%*	**86%e**	*81%*	*84%*	**90%ef**	**89%ir**	*80%*	*81%*	**90%ijr**	*86%*	*87%*	**88%r**	*86%*	*85%*	*87%*	*79%*
Ability to track the delivery	2559	2192	368	128	2129	217	130	83	98	269	206	167	253	229	376	348	183	39	178
	81%	*82%*	*79%*	*80%*	*81%*	*80%*	*83%*	**88%de**	*79%*	*80%*	*80%*	*81%*	*85%*	*80%*	**88%hijmopqr**	*77%*	*78%*	*76%*	*81%*
Ability to choose an express or next day service	2135	1841	294	100	1792	174	103	65	83	229	174	152	210	176	321	308	137	33	142
	68%	**69%b**	*63%*	*63%*	*68%*	*64%*	*66%*	*69%*	*67%*	*68%*	*67%*	**73%mp**	**71%p**	*62%*	**75%mpr**	**68%p**	*58%*	*64%*	*64%*
Ability to select a specific date/time for delivery	1716	1517	199	76	1454	131	77	53	69	180	152	124	164	137	291	248	88	28	103
	55%	**57%bc**	*43%*	*47%*	**55%e**	*48%*	*49%*	*56%*	**56%p**	**54%p**	**59%pr**	**60%mpr**	**55%p**	*48%*	**68%hilmopqr**	**55%p**	*37%*	**54%p**	*47%*
Fast delivery	2558	2192	366	133	2122	222	130	85	108	267	209	173	234	235	363	360	174	42	181
	81%	*82%*	*79%*	*83%*	*81%*	*82%*	*82%*	**89%d**	**87%p**	*79%*	*81%*	**84%p**	*79%*	*82%*	**85%p**	*80%*	*74%*	*81%*	*82%*
Convenient options for me to drop the parcel off	2474	2131	343	119	2081	194	124	75	103	270	211	165	237	213	350	350	181	39	155
	79%	**80%b**	*74%*	*74%*	**79%e**	*72%*	*79%*	*78%*	**83%r**	**80%r**	**81%r**	**80%r**	**80%r**	*75%*	**82%r**	*78%*	*77%*	*77%*	*70%*
Convenient options for the operator to pick the parcel up from me	1775	1559	216	84	1509	134	81	51	73	187	155	118	177	147	293	252	108	23	112
	56%	**58%b**	*46%*	*52%*	**58%e**	*50%*	*52%*	*53%*	**58%p**	*56%*	**60%pq**	*57%*	**60%pq**	*51%*	**68%ikmopqr**	*56%*	*46%*	*45%*	*51%*
Convenient options for the recipient to accept the delivery	2441	2108	334	121	2056	195	114	76	102	266	200	157	244	215	364	329	178	38	157
	78%	**79%b**	*72%*	*75%*	**78%ef**	*72%*	*72%*	*80%*	**82%r**	*79%*	*77%*	*76%*	**82%or**	*75%*	**85%jkmopqr**	*73%*	*76%*	*74%*	*72%*
Insurance against damage or loss	2342	2002	340	118	1949	199	119	74	102	252	187	168	231	209	330	309	161	40	159
	74%	*75%*	*73%*	*73%*	*74%*	*73%*	*76%*	*78%*	**82%jopr**	*75%*	*72%*	**81%op**	*78%*	*73%*	*77%*	*69%*	*68%*	*78%*	*72%*
Same price to send to anywhere within the UK	2604	2220	384	139	2165	217	136	86	108	279	217	176	251	230	355	358	192	45	172
	83%	*83%*	*82%*	*86%*	*83%*	*80%*	**87%e**	**90%de**	**87%r**	*83%*	*84%*	*85%*	*85%*	*80%*	*83%*	*80%*	*81%*	*87%*	*78%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 115

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**3146**	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Proof of postage/ dispatch	**2772**	2351	420	147	2294	244	146	88	113	283	224	193	262	244	379	381	217	47	197
	88%	*88%*	*90%*	*92%*	*87%*	*90%*	**93%d**	**93%d**	*91%*	*84%*	*87%*	**93%lmo**	*88%*	*85%*	*89%*	*85%*	**92%lo**	*91%*	*90%*
Proof of receipt/ delivery	**2695**	2299	397	144	2238	235	138	85	113	291	211	183	249	245	382	362	202	47	189
	86%	*86%*	*85%*	*90%*	*85%*	*87%*	*87%*	*89%*	**91%jo**	*87%*	*81%*	*88%*	*84%*	*86%*	**89%jo**	*80%*	*86%*	*90%*	*86%*
Guaranteed delivery to recipient's door	**2792**	2362	430	147	2315	242	146	89	113	292	237	184	258	264	363	391	213	48	194
	89%	*88%*	**92%a**	*92%*	*88%*	*89%*	**93%d**	**94%d**	*91%*	*87%*	*92%*	*89%*	*87%*	**92%n**	*85%*	*87%*	*90%*	*93%*	*88%*
Daily collection service	**2213**	1903	309	105	1880	175	92	66	94	234	185	139	213	190	352	315	157	38	137
	70%	*71%*	*66%*	*65%*	**72%ef**	*64%*	*58%*	**70%f**	**76%r**	*70%*	*71%*	*67%*	**72%r**	*67%*	**82%ijklmopr**	*70%*	*67%*	*73%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base	3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base	1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Low cost	2684	1037	1073	325	183	57	2109	241	1133	1105	277	129	35	2238	163
	85%	**88%c**	**86%c**	*75%*	**85%c**	*89%*	**87%c**	**86%c**	**90%ij**	**85%j**	*71%*	**92%j**	*91%*	**87%j**	**92%ij**
Guarantee that the parcel will arrive on time	2680	1022	1086	320	184	57	2108	241	1105	1147	275	110	36	2252	146
	85%	**87%c**	**87%c**	*74%*	**86%c**	*88%*	**87%c**	**86%c**	**87%jk**	**88%jk**	*70%*	*79%*	*93%*	**88%jk**	**82%j**
Ability to track the delivery	2559	967	1044	309	175	54	2011	229	1062	1075	270	115	32	2138	147
	81%	**82%c**	**84%c**	*71%*	**82%c**	*83%*	**83%c**	**82%c**	**84%j**	**82%j**	*69%*	**82%j**	*84%*	**83%j**	**83%j**
Ability to choose an express or next day service	2135	804	877	260	145	42	1681	187	874	914	227	86	27	1788	113
	68%	**69%c**	**70%c**	*60%*	*68%*	*65%*	**69%c**	*67%*	**69%j**	**70%j**	*58%*	*61%*	*72%*	**70%j**	*64%*
Ability to select a specific date/time for delivery	1716	600	708	241	125	34	1309	159	682	743	178	86	21	1425	107
	55%	*51%*	**57%a**	*56%*	*58%*	*52%*	*54%*	*57%*	**54%j**	**57%j**	*45%*	**62%j**	*56%*	**56%j**	**60%j**
Fast delivery	2558	994	1026	299	179	51	2019	230	1103	1044	273	105	29	2147	133
	81%	**85%c**	**82%c**	*69%*	**83%c**	*79%*	**83%c**	**82%c**	**87%ijkmn**	**80%j**	*70%*	*75%*	*75%*	**84%ijkn**	*75%*
Convenient options for me to drop the parcel off	2474	960	1008	283	164	50	1968	213	1022	1046	265	105	29	2067	134
	79%	**82%c**	**81%c**	*65%*	**76%c**	*77%*	**81%c**	**76%c**	**81%j**	**80%j**	*68%*	*75%*	*75%*	**81%j**	*75%*
Convenient options for the operator to pick the parcel up from me	1775	601	762	232	131	41	1363	172	675	777	211	79	27	1453	106
	56%	*51%*	**61%acf**	*53%*	**61%a**	*63%*	**56%a**	**61%a**	*53%*	**60%h**	*54%*	*57%*	*70%*	*57%*	*60%*
Convenient options for the recipient to accept the delivery	2441	946	971	289	177	48	1918	225	1018	1031	255	104	27	2049	131
	78%	**81%c**	**78%c**	*67%*	**82%c**	*74%*	**79%c**	**81%c**	**81%j**	**79%j**	*65%*	*74%*	*71%*	**80%j**	*74%*
Insurance against damage or loss	2342	902	952	263	163	55	1855	218	978	988	247	92	32	1966	125
	74%	**77%c**	**76%c**	*61%*	**76%c**	**86%c**	**77%c**	**78%c**	**77%jk**	**76%j**	*63%*	*66%*	*85%*	**77%jk**	*70%*
Same price to send to anywhere within the UK	2604	996	1056	324	162	56	2052	218	1101	1068	286	112	30	2170	142
	83%	**85%cdg**	**85%cdg**	*75%*	*76%*	*87%*	**85%cdg**	*78%*	**87%ijn**	**82%j**	*73%*	*80%*	*77%*	**85%j**	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**3146**	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Proof of postage/ dispatch	**2772**	1097	1119	303	188	54	2216	242	1174	1162	282	117	29	2336	146
	88%	**94%bcdeg**	**90%c**	*70%*	**88%c**	*83%*	**92%cg**	**87%c**	**93%ijkn**	**89%jn**	*72%*	**83%j**	*77%*	**91%jkn**	**82%j**
Proof of receipt/ delivery	**2695**	1034	1090	316	194	52	2124	245	1128	1134	273	120	34	2262	154
	86%	**88%c**	**87%c**	*73%*	**90%c**	*80%*	**88%c**	**88%c**	**89%j**	**87%j**	*70%*	**86%j**	*88%*	**88%j**	**86%j**
Guaranteed delivery to recipient's door	**2792**	1102	1126	300	193	62	2228	255	1182	1182	275	114	33	2364	147
	89%	**94%bc**	**90%c**	*69%*	**90%c**	**96%c**	**92%c**	**91%c**	**94%ijkn**	**91%jkn**	*70%*	**82%j**	*86%*	**92%jkn**	**83%j**
Daily collection service	**2213**	865	875	270	150	44	1740	194	943	908	237	90	29	1850	119
	70%	**74%c**	**70%c**	*62%*	*70%*	*68%*	**72%c**	*70%*	**75%ijk**	**70%j**	*61%*	*64%*	*77%*	**72%j**	*67%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3165**	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	**3146**	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	**1876**	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Low cost	**2684**	146	2498	40	746	1768	169	2627	35	12	1	2674	9
	85%	*85%*	*86%*	*76%*	*86%*	*86%*	*80%*	**86%h**	*70%*	*59%*	*100%*	**85%h**	*54%*
Guarantee that the parcel will arrive on time	**2680**	146	2491	42	745	1758	176	2617	41	13	1	2671	7
	85%	*85%*	*85%*	*80%*	*86%*	*85%*	*84%*	*86%*	*82%*	*65%*	*100%*	*85%*	*44%*
Ability to track the delivery	**2559**	148	2367	44	706	1692	162	2496	41	14	-	2551	8
	81%	*86%*	*81%*	*84%*	*81%*	*82%*	*77%*	*82%*	*82%*	*71%*	-	*82%*	*50%*
Ability to choose an express or next day service	**2135**	132	1963	40	567	1409	159	2077	36	12	1	2125	9
	68%	**77%b**	*67%*	*76%*	*65%*	*68%*	**75%d**	*68%*	*72%*	*60%*	*100%*	*68%*	*55%*
Ability to select a specific date/time for delivery	**1716**	113	1568	35	473	1113	130	1666	31	10	1	1707	8
	55%	**66%b**	*54%*	*66%*	*54%*	*54%*	*62%*	*54%*	*62%*	*49%*	*100%*	*55%*	*50%*
Fast delivery	**2558**	145	2373	41	705	1679	175	2499	37	15	-	2551	7
	81%	*84%*	*81%*	*77%*	*81%*	*81%*	*83%*	*82%*	*73%*	*77%*	-	*82%*	*44%*
Convenient options for me to drop the parcel off	**2474**	136	2299	39	677	1641	155	2421	37	11	-	2468	5
	79%	*79%*	*79%*	*73%*	*78%*	*80%*	*74%*	*79%*	*73%*	*53%*	-	*79%*	*34%*
Convenient options for the operator to pick the parcel up from me	**1775**	120	1624	32	482	1160	134	1714	38	16	1	1768	6
	56%	**69%b**	*56%*	*60%*	*55%*	*56%*	*63%*	*56%*	**76%gk**	*78%*	*100%*	*57%*	*34%*
Convenient options for the recipient to accept the delivery	**2441**	132	2268	41	677	1606	159	2387	39	10	-	2436	5
	78%	*77%*	*78%*	*78%*	*78%*	*78%*	*75%*	*78%*	*77%*	*52%*	-	*78%*	*29%*
Insurance against damage or loss	**2342**	138	2173	31	666	1530	147	2285	35	12	1	2332	9
	74%	**80%c**	**74%c**	*60%*	*76%*	*74%*	*70%*	*75%*	*70%*	*59%*	*100%*	*75%*	*54%*
Same price to send to anywhere within the UK	**2604**	152	2407	45	723	1710	171	2544	36	14	-	2593	11
	83%	*88%*	*82%*	*85%*	*83%*	*83%*	*81%*	*83%*	*71%*	*68%*	-	*83%*	*67%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 115

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**3146**	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Proof of postage/ dispatch	**2772**	158	2571	42	784	1820	167	2703	42	18	1	2762	8
	88%	***92%c***	*88%*	*80%*	***90%f***	***88%f***	*79%*	*88%*	*83%*	*89%*	*100%*	*88%*	*49%*
Proof of receipt/ delivery	**2695**	150	2505	40	769	1752	174	2634	38	15	1	2687	7
	86%	*87%*	*86%*	*76%*	*88%*	*85%*	*83%*	*86%*	*74%*	*76%*	*100%*	*86%*	*44%*
Guaranteed delivery to recipient's door	**2792**	156	2593	43	763	1850	178	2736	37	12	-	2785	7
	89%	*90%*	*89%*	*82%*	*88%*	*90%*	*85%*	***89%h***	*73%*	*62%*	-	***89%h***	*45%*
Daily collection service	**2213**	129	2046	38	626	1429	158	2150	40	15	-	2204	8
	70%	*75%*	*70%*	*72%*	*72%*	*69%*	*75%*	*70%*	*79%*	*76%*	-	*70%*	*50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 115

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	3165	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	3146	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	1876	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Low cost	2684	686	664	671	662	231	224	231	213	212	239	234	211	227	226	199	237
	85%	**90%bcd**	*80%*	**85%b**	**86%b**	**92%hijp**	*86%*	**94%fhijklmop**	*78%*	*79%*	*83%*	*85%*	*85%*	*85%*	**88%hl**	*87%*	*83%*
Guarantee that the parcel will arrive on time	2680	675	677	663	664	228	231	217	224	209	243	233	202	228	222	198	244
	85%	**89%bc**	*82%*	*84%*	*86%*	**90%hil**	**88%l**	**88%l**	*82%*	*78%*	*85%*	*85%*	*82%*	*86%*	**87%l**	*86%*	*85%*
Ability to track the delivery	2559	640	648	637	635	214	225	202	209	202	236	221	202	214	216	185	234
	81%	**84%b**	*78%*	*81%*	*82%*	**84%l**	**86%hl**	*82%*	*77%*	*76%*	*82%*	*80%*	*82%*	*80%*	*84%*	*80%*	*82%*
Ability to choose an express or next day service	2135	520	532	538	545	176	179	164	177	165	191	174	178	187	177	162	207
	68%	*68%*	*64%*	*68%*	**71%b**	*70%*	*69%*	*67%*	*65%*	*61%*	*67%*	*63%*	**72%l**	*70%*	*69%*	*70%*	**72%l**
Ability to select a specific date/time for delivery	1716	443	436	415	422	154	157	133	160	140	136	132	140	143	107	129	187
	55%	*58%*	*53%*	*53%*	*55%*	**61%jkn**	**60%jkn**	**54%n**	**59%jn**	*52%*	*48%*	*48%*	**57%n**	**54%n**	*42%*	**56%n**	**65%gijkmn**
Fast delivery	2558	649	625	659	625	217	226	206	208	202	216	225	200	234	207	190	227
	81%	**85%b**	*76%*	**84%b**	**81%b**	**86%hij**	**87%hij**	**84%j**	*76%*	*75%*	*75%*	*82%*	*81%*	**88%hijp**	*81%*	*83%*	*80%*
Convenient options for me to drop the parcel off	2474	613	625	610	625	210	200	203	208	203	215	212	189	209	207	191	227
	79%	*81%*	*76%*	*78%*	**81%b**	*83%*	*77%*	*83%*	*76%*	*76%*	*75%*	*77%*	*77%*	*79%*	*81%*	*83%*	*79%*
Convenient options for the operator to pick the parcel up from me	1775	437	439	437	462	146	148	143	139	137	163	152	143	142	137	154	172
	56%	*57%*	*53%*	*55%*	**60%b**	*58%*	*56%*	*58%*	*51%*	*51%*	*57%*	*55%*	*58%*	*53%*	*53%*	**67%himn**	*60%*
Convenient options for the recipient to accept the delivery	2441	618	614	597	613	200	213	205	192	196	225	218	186	193	199	186	228
	78%	**81%bc**	*74%*	*76%*	*79%*	*79%*	**82%h**	**83%him**	*71%*	*73%*	*79%*	*79%*	*75%*	*73%*	*78%*	**81%h**	*80%*
Insurance against damage or loss	2342	576	600	598	568	184	194	197	201	179	221	207	178	213	192	169	206
	74%	*76%*	*73%*	*76%*	*74%*	*73%*	*74%*	**80%l**	*74%*	*67%*	**77%l**	*75%*	*72%*	**80%l**	*75%*	*74%*	*72%*
Same price to send to anywhere within the UK	2604	625	664	659	657	215	208	201	228	201	235	232	205	221	212	194	251
	83%	*82%*	*80%*	*84%*	*85%*	**85%l**	*80%*	*82%*	**84%l**	*75%*	*82%*	**84%l**	*83%*	*83%*	*83%*	*84%*	**88%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 115

QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Proof of postage/ dispatch	**2772**	685	700	700	686	230	232	223	224	224	252	251	212	237	228	208	250
	88%	**90%b**	*85%*	*89%*	*89%*	**91%hi**	*89%*	**91%h**	*82%*	*84%*	*88%*	**91%hi**	*86%*	*89%*	*89%*	**90%h**	*88%*
Proof of receipt/ delivery	**2695**	676	685	688	646	218	238	220	224	213	248	244	213	230	223	187	236
	86%	**89%bd**	*83%*	*87%*	*84%*	*86%*	**91%hiop**	**90%io**	*83%*	*79%*	*87%*	**89%i**	*86%*	*87%*	*87%*	*81%*	*83%*
Guaranteed delivery to recipient's door	**2792**	709	703	693	687	238	237	234	233	224	246	248	208	236	228	209	250
	89%	**93%bcd**	*85%*	*88%*	*89%*	**94%hjjl**	*91%*	**95%hjjlmp**	*86%*	*84%*	*86%*	*90%*	*84%*	*89%*	*89%*	*91%*	*87%*
Daily collection service	**2213**	548	564	541	559	187	189	172	181	172	211	192	166	183	177	169	213
	70%	*72%*	*68%*	*69%*	*72%*	*74%*	*72%*	*70%*	*67%*	*64%*	*74%*	*70%*	*67%*	*69%*	*69%*	*74%*	**75%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 116

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3165	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	3146	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	1876	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Low cost	64	-	64	33	31	16	10	12	7	9	5	6	26	19	19	10	55	9	74
	2%	-	2%	2%	2%	3%	2%	2%	1%	2%	1%	2%	3%	2%	2%	2%	2%	2%	2%
Guarantee that the parcel will arrive on time	98	-	98	51	47	10	18	8	18	15	18	11	28	27	43	29	81	17	86
	3%	-	3%	3%	3%	2%	4%	1%	4%g	3%	5%g	4%g	3%	3%	4%	5%	3%	3%	3%
Ability to track the delivery	101	-	101	48	52	18	14	9	16	15	16	13	32	25	44	29	94	5	111
	3%	-	3%	3%	3%	4%	3%	2%	3%	3%	5%g	5%g	3%	2%	4%	5%m	4%q	1%	4%
Ability to choose an express or next day service	296	-	296	136	157	45	25	30	48	59	53	37	69	78	148	90	267	29	313
	9%	-	9%	9%	9%	9%fg	5%	5%	10%fg	11%fg	15%fg	15%fg	7%	7%	13%lm	15%lm	10%q	5%	10%
Ability to select a specific date/time for delivery	498	-	498	236	260	51	49	52	79	93	95	78	101	131	266	173	462	32	519
	16%	-	16%	16%	16%	11%	10%	9%	17%efg	18%efg	27%efghi	32%efghi	10%	12%	24%lm	29%lm	18%q	6%	16%
Fast delivery	127	-	127	56	71	21	23	11	12	15	21	25	44	22	61	46	103	21	126
	4%	-	4%	4%	4%	4%	5%g	2%	3%	3%	6%g	10%efghi	4%m	2%	5%m	8%lm	4%	4%	4%
Convenient options for me to drop the parcel off	169	-	169	76	93	39	20	9	26	28	20	27	60	35	75	47	149	17	186
	5%	-	5%	5%	6%	8%fg	4%g	1%	6%g	5%g	6%g	11%fgi	6%m	3%	7%m	8%m	6%	3%	6%
Convenient options for the operator to pick the parcel up from me	485	-	485	240	244	46	40	55	80	116	84	65	86	134	265	149	444	36	519
	15%	-	15%	16%	15%	9%	8%	9%	17%efg	22%efg	24%efg	26%efgh	9%	13%l	24%lm	25%lm	17%q	7%	16%
Convenient options for the recipient to accept the delivery	133	-	133	68	64	28	23	10	24	23	18	7	51	34	48	25	120	11	137
	4%	-	4%	5%	4%	6%g	5%g	2%	5%g	4%g	5%g	3%	5%	3%	4%	4%	5%q	2%	4%
Insurance against damage or loss	177	-	177	66	111	29	29	15	44	19	11	30	58	59	60	41	151	22	180
	6%	-	6%	4%	7%c	6%g	6%g	3%	10%gij	4%	3%	12%efgij	6%	6%	5%	7%	6%	4%	6%
Same price to send to anywhere within the UK	107	-	107	54	53	26	15	19	11	14	14	8	41	30	36	22	80	22	100
	3%	-	3%	4%	3%	5%	3%	3%	2%	3%	4%	3%	4%	3%	3%	4%	3%	4%	3%
Proof of postage/ dispatch	59	-	59	34	25	26	9	2	5	8	5	5	35	6	18	10	50	7	61
	2%	-	2%	2%	2%	5%fghij	2%g	*	1%	2%	1%	2%	4%mn	1%	2%	2%	2%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Proof of receipt/ delivery	**74**	-	74	37	36	22	18	9	12	1	7	6	39	21	14	12	61	11	61
	2%	-	*2%*	*3%*	*2%*	**4%gl**	**4%l**	*1%*	**3%l**	*	*2%*	**2%l**	**4%mn**	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
Guaranteed delivery to recipient's door	**62**	-	62	27	35	11	16	7	11	5	7	4	28	18	17	11	46	15	59
	2%	-	*2%*	*2%*	*2%*	*2%*	**3%gl**	*1%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*
Daily collection service	**265**	-	265	123	142	43	26	26	45	46	36	42	69	71	123	78	236	27	270
	8%	-	*8%*	*8%*	*9%*	**9%g**	*5%*	*4%*	**10%fg**	**9%g**	**10%fg**	**17%efghi**	*7%*	*7%*	**11%lm**	**13%lm**	**9%q**	*5%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 116

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Low cost	**64**	28	13	10	13	41	23	38	24	11	8	10	15	12	44	13	45
	2%	*3%b*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%k*	*2%*	*1%*	*2%*	*2%*	*2%*	*4%p*	*2%*
Guarantee that the parcel will arrive on time	**98**	31	24	19	24	55	43	56	41	16	12	23	21	16	72	18	72
	3%	*4%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*5%*	*3%*	*3%*	*3%*	*3%*	*3%*	*6%p*	*3%*
Ability to track the delivery	**101**	25	30	20	25	55	46	57	43	14	13	38	15	9	76	16	79
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%l*	*4%*	*5%lm*	*2%*	*2%*	*3%*	*5%*	*3%*
Ability to choose an express or next day service	**296**	75	93	51	77	168	128	139	152	47	57	73	60	28	218	51	232
	9%	*9%*	*9%*	*7%*	*13%bc*	*9%*	*10%*	*7%*	*14%g*	*15%klmn*	*15%klmn*	*9%*	*7%*	*5%*	*9%*	*16%p*	*9%*
Ability to select a specific date/time for delivery	**498**	132	183	88	95	315	183	266	229	68	76	130	114	76	397	70	405
	16%	*16%*	*18%c*	*13%*	*16%*	*17%*	*14%*	*13%*	*21%g*	*22%klmn*	*20%l*	*16%*	*14%*	*14%*	*16%*	*22%p*	*16%*
Fast delivery	**127**	34	46	15	32	80	47	69	58	21	21	34	24	18	98	25	98
	4%	*4%*	*4%*	*2%*	*5%c*	*4%*	*4%*	*3%*	*5%g*	*7%ln*	*6%*	*4%*	*3%*	*3%*	*4%*	*8%p*	*4%*
Convenient options for me to drop the parcel off	**169**	46	56	24	42	102	67	84	83	31	33	35	34	17	119	31	121
	5%	*6%*	*5%*	*4%*	*7%c*	*5%*	*5%*	*4%*	*8%g*	*10%klmn*	*9%klmn*	*4%*	*4%*	*3%*	*5%*	*10%p*	*5%*
Convenient options for the operator to pick the parcel up from me	**485**	131	186	82	86	317	168	275	207	56	68	106	132	82	388	58	399
	15%	*16%*	*18%c*	*12%*	*14%*	*17%f*	*13%*	*13%*	*19%g*	*18%*	*18%*	*13%*	*16%*	*16%*	*15%*	*18%*	*15%*
Convenient options for the recipient to accept the delivery	**133**	39	35	22	36	74	59	89	44	16	22	27	33	19	100	18	102
	4%	*5%*	*3%*	*3%*	*6%b*	*4%*	*5%*	*4%*	*4%*	*5%*	*6%*	*3%*	*4%*	*4%*	*4%*	*6%*	*4%*
Insurance against damage or loss	**177**	43	66	25	44	109	68	110	64	29	15	69	31	16	130	29	132
	6%	*5%*	*6%*	*4%*	*7%c*	*6%*	*5%*	*5%*	*6%*	*10%jlmn*	*4%*	*8%jlmn*	*4%*	*3%*	*5%*	*9%p*	*5%*
Same price to send to anywhere within the UK	**107**	41	21	18	28	62	46	67	36	16	13	17	26	24	81	17	81
	3%	*5%b*	*2%*	*3%*	*5%b*	*3%*	*4%*	*3%*	*3%*	*5%k*	*3%*	*2%*	*3%*	*5%k*	*3%*	*5%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 116

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Proof of postage/ dispatch	**59**	14	20	5	20	33	26	33	25	14	11	14	7	8	40	16	40
	2%	*2%*	*2%*	*1%*	**3%c**	*2%*	*2%*	*2%*	*2%*	**4%klmn**	**3%l**	*2%*	*1%*	*2%*	*2%*	**5%p**	*2%*
Proof of receipt/ delivery	**74**	24	20	12	17	44	30	55	19	10	19	17	12	10	58	12	58
	2%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	**5%klmn**	*2%*	*1%*	*2%*	*2%*	*4%*	*2%*
Guaranteed delivery to recipient's door	**62**	18	19	11	15	37	25	37	23	18	11	12	4	11	38	20	38
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	**6%klmn**	**3%l**	*1%*	*1%*	**2%l**	*1%*	**6%p**	*1%*
Daily collection service	**265**	50	107	45	62	157	108	146	117	41	43	59	59	48	209	44	212
	8%	*6%*	**10%ac**	*7%*	**10%a**	*8%*	*8%*	*7%*	**11%g**	**13%klin**	*11%*	*7%*	*7%*	*9%*	*8%*	**14%p**	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3165	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	1876	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Low cost	64	59	5	2	50	8	4	2	2	8	4	-	5	2	15	11	3	*	8
	2%	2%	1%	2%	2%	3%	2%	2%	1%	2%	2%	-	2%	1%	3%k	2%	1%	*	3%k
Guarantee that the parcel will arrive on time	98	83	15	5	78	14	6	1	3	9	12	1	10	8	14	9	11	*	13
	3%	3%	3%	3%	3%	5%g	4%	1%	2%	3%	5%k	*	3%	3%	3%	2%	5%k	*	6%ko
Ability to track the delivery	101	83	18	5	79	12	7	2	5	8	9	5	15	9	9	9	10	3	10
	3%	3%	4%	3%	3%	5%	4%	2%	4%	2%	4%	2%	5%	3%	2%	2%	4%	5%	5%
Ability to choose an express or next day service	296	243	53	18	237	35	16	7	15	17	20	18	25	35	28	41	37	4	31
	9%	9%	11%	11%	9%	13%	10%	8%	12%l	5%	8%	9%	9%	12%l	7%	9%	16%ijln	8%	14%ln
Ability to select a specific date/time for delivery	498	392	106	34	395	59	30	14	24	53	34	30	42	47	40	67	59	10	49
	16%	15%	23%a	21%a	15%	22%d	19%	15%	19%n	16%	13%	14%	14%	16%n	9%	15%	25%ijklno	19%n	22%lno
Fast delivery	127	109	18	7	106	13	5	2	5	14	9	9	13	8	16	18	14	3	11
	4%	4%	4%	4%	4%	5%	3%	2%	4%	4%	4%	4%	4%	3%	4%	4%	6%	5%	5%
Convenient options for me to drop the parcel off	169	126	43	15	131	24	9	4	8	15	9	13	16	17	12	23	18	3	21
	5%	5%	9%a	9%a	5%	9%d	6%	5%	7%	5%	3%	6%	5%	6%	3%	5%	8%n	6%	10%jn
Convenient options for the operator to pick the parcel up from me	485	390	95	24	383	58	28	15	20	51	42	37	36	46	32	65	53	10	49
	15%	15%	20%a	15%	15%	22%d	18%	16%	16%n	15%n	16%n	18%n	12%	16%n	7%	14%n	23%lno	19%n	22%lno
Convenient options for the recipient to accept the delivery	133	100	32	8	100	23	6	3	6	3	13	12	14	14	12	16	10	4	19
	4%	4%	7%a	5%	4%	9%dfg	4%	4%	5%l	1%	5%l	6%l	5%l	5%l	3%	4%	4%l	8%ln	9%lno
Insurance against damage or loss	177	144	33	11	146	17	10	4	7	15	16	9	17	22	25	14	19	1	16
	6%	5%	7%	7%	6%	6%	7%	4%	6%	5%	6%	4%	6%	8%	6%	3%	8%o	2%	7%o
Same price to send to anywhere within the UK	107	92	15	7	86	14	6	2	2	13	8	3	10	10	19	18	5	2	12
	3%	3%	3%	4%	3%	5%	4%	2%	2%	4%	3%	1%	3%	3%	4%	4%	2%	4%	5%k

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 116

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	3146	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Proof of postage/ dispatch	59	50	9	4	50	4	2	2	4	12	7	1	9	5	6	5	2	*	4
	2%	2%	2%	3%	2%	2%	1%	2%	3%	3%	3%	1%	3%	2%	1%	1%	1%	*	2%
Proof of receipt/ delivery	74	61	13	2	54	15	4	*	2	7	9	3	8	4	12	6	5	1	14
	2%	2%	3%	1%	2%	6%dg	3%	*	1%	2%	3%	1%	3%	1%	3%	1%	2%	3%	6%hikmop
Guaranteed delivery to recipient's door	62	54	8	6	51	9	1	1	3	9	2	4	7	4	9	7	6	1	8
	2%	2%	2%	4%	2%	3%	1%	1%	3%	3%	1%	2%	2%	1%	2%	1%	2%	2%	4%
Daily collection service	265	211	54	20	212	27	17	9	11	16	20	29	21	27	25	33	30	4	23
	8%	8%	11%a	13%	8%	10%	11%	9%	9%	5%	8%	14%lno	7%	9%	6%	7%	13%in	9%	10%l

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base	3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base	1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Low cost	64	26	19	7	9	3	45	12	15	30	10	6	2	46	8
	2%	2%	2%	2%	4%b	4%	2%	4%bf	1%	2%	3%	4%h	5%	2%	4%h
Guarantee that the parcel will arrive on time	98	34	36	18	7	2	71	9	39	32	15	12	*	71	12
	3%	3%	3%	4%	3%	3%	3%	3%	3%	2%	4%	8%him	*	3%	7%im
Ability to track the delivery	101	38	38	15	8	2	76	9	36	44	14	6	1	79	7
	3%	3%	3%	4%	4%	3%	3%	3%	3%	3%	4%	5%	2%	3%	4%
Ability to choose an express or next day service	296	139	99	29	22	7	238	29	143	108	28	13	4	251	17
	9%	12%bc	8%	7%	10%	10%	10%	10%	11%i	8%	7%	9%	10%	10%	9%
Ability to select a specific date/time for delivery	498	253	155	40	34	16	408	50	233	199	45	20	2	431	22
	16%	22%bcf	12%	9%	16%c	24%c	17%bc	18%c	18%j	15%	12%	14%	4%	17%j	12%
Fast delivery	127	38	53	22	9	5	91	15	39	55	18	13	2	93	15
	4%	3%	4%	5%	4%	8%	4%	5%	3%	4%	5%	9%him	5%	4%	8%hm
Convenient options for me to drop the parcel off	169	59	60	26	15	9	119	24	70	63	21	9	6	132	16
	5%	5%	5%	6%	7%	14%abf	5%	9%f	6%	5%	5%	7%	16%	5%	9%
Convenient options for the operator to pick the parcel up from me	485	245	146	49	30	15	391	45	249	168	44	18	5	418	23
	15%	21%bcf	12%	11%	14%	23%	16%bc	16%	20%ijm	13%	11%	13%	13%	16%ij	13%
Convenient options for the recipient to accept the delivery	133	41	48	25	12	7	89	19	47	57	16	8	4	104	12
	4%	4%	4%	6%	5%	11%abf	4%	7%	4%	4%	4%	6%	10%	4%	7%
Insurance against damage or loss	177	68	67	27	11	4	134	14	71	69	22	12	1	140	13
	6%	6%	5%	6%	5%	5%	6%	5%	6%	5%	6%	8%	4%	5%	7%
Same price to send to anywhere within the UK	107	40	32	8	24	2	72	26	28	55	10	12	2	83	14
	3%	3%	3%	2%	11%abcf	4%	3%	9%abcf	2%	4%h	3%	9%hjm	5%	3%	8%hjm

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 116

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**3146**	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Proof of postage/ dispatch	**59**	14	21	20	2	2	35	4	21	25	7	1	5	45	7
	2%	*1%*	*2%*	**5%abi**	*1%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*14%*	*2%*	*4%*
Proof of receipt/ delivery	**74**	16	25	16	7	10	41	17	21	33	15	2	1	54	3
	2%	*1%*	*2%*	**4%af**	*3%*	**15%abcdf**	*2%*	**6%abi**	*2%*	*3%*	**4%h**	*2%*	*3%*	*2%*	*2%*
Guaranteed delivery to recipient's door	**62**	11	28	14	8	*	40	9	12	23	21	4	1	35	5
	2%	*1%*	*2%*	**3%a**	**4%a**	*	*2%*	**3%a**	*1%*	*2%*	**5%him**	*3%*	*2%*	*1%*	*3%*
Daily collection service	**265**	113	98	32	14	6	210	20	112	111	26	15	*	223	15
	8%	*10%*	*8%*	*7%*	*7%*	*9%*	*9%*	*7%*	*9%*	*8%*	*7%*	*10%*	*1%*	*9%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3165	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	1876	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Low cost	64	1	62	1	18	35	11	56	4	4	-	64	-
	2%	1%	2%	1%	2%	2%	5%e	2%	9%gk	18%	-	2%	-
Guarantee that the parcel will arrive on time	98	7	90	1	32	64	2	93	2	1	-	96	2
	3%	4%	3%	2%	4%	3%	1%	3%	3%	3%	-	3%	14%
Ability to track the delivery	101	3	96	1	41	57	3	95	1	3	-	99	2
	3%	2%	3%	3%	5%e	3%	1%	3%	2%	14%	-	3%	14%
Ability to choose an express or next day service	296	15	280	1	100	189	7	287	6	1	-	293	2
	9%	9%	10%	1%	11%f	9%f	3%	9%	11%	6%	-	9%	14%
Ability to select a specific date/time for delivery	498	15	479	4	150	332	17	484	9	5	-	498	-
	16%	9%	16%a	7%	17%f	16%f	8%	16%	19%	24%	-	16%	-
Fast delivery	127	8	115	4	40	81	6	118	6	1	-	125	2
	4%	5%	4%	9%	5%	4%	3%	4%	11%gk	4%	-	4%	14%
Convenient options for me to drop the parcel off	169	15	152	2	60	96	13	154	8	3	-	165	4
	5%	9%	5%	4%	7%	5%	6%	5%	15%gk	14%	-	5%	26%
Convenient options for the operator to pick the parcel up from me	485	17	465	4	139	333	14	476	3	1	-	481	4
	15%	10%	16%	7%	16%f	16%f	6%	16%	6%	7%	-	15%	27%
Convenient options for the recipient to accept the delivery	133	9	123	1	45	76	12	124	3	3	-	131	2
	4%	5%	4%	3%	5%	4%	6%	4%	6%	15%	-	4%	14%
Insurance against damage or loss	177	7	156	14	57	109	11	167	6	4	-	177	-
	6%	4%	5%	26%ab	7%	5%	5%	5%	11%	19%	-	6%	-
Same price to send to anywhere within the UK	107	4	102	2	32	64	11	102	4	2	-	107	-
	3%	2%	3%	3%	4%	3%	5%	3%	7%	8%	-	3%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	3146	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Proof of postage/ dispatch	59	7	46	6	20	29	10	53	2	1	-	57	2
	2%	4%	2%	10%b	2%	1%	5%e	2%	4%	5%	-	2%	14%
Proof of receipt/ delivery	74	4	68	2	18	52	4	70	2	-	-	72	2
	2%	2%	2%	4%	2%	3%	2%	2%	4%	-	-	2%	14%
Guaranteed delivery to recipient's door	62	7	54	2	24	34	3	55	5	1	1	61	-
	2%	4%	2%	3%	3%	2%	2%	2%	10%gk	4%	100%	2%	-
Daily collection service	265	14	247	3	85	171	9	257	4	-	1	261	2
	8%	8%	8%	6%	10%f	8%	4%	8%	8%	-	100%	8%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 116

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	3165	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	3146	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	1876	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Low cost	64 2%	9 1%	16 2%	23 3%	16 2%	1 1%	3 1%	5 2%	2 1%	6 2%	7 3%	6 2%	8 3%	9 3%	8 3%	3 1%	5 2%
Guarantee that the parcel will arrive on time	98 3%	20 3%	30 4%	21 3%	26 3%	7 3%	8 3%	5 2%	8 3%	8 3%	15 5%	4 2%	11 4%	6 2%	8 3%	8 4%	10 3%
Ability to track the delivery	101 3%	20 3%	20 2%	27 3%	34 4%	9 4%	1 1%	9 4%f	10 4%f	5 2%	5 2%	10 4%	12 5%f	5 2%	9 3%	8 4%	17 6%f
Ability to choose an express or next day service	296 9%	67 9%	69 8%	93 12%	66 9%	25 10%	20 8%	23 9%	26 9%	23 9%	20 7%	39 14%jp	25 10%	29 11%	29 11%	19 8%	18 6%
Ability to select a specific date/time for delivery	498 16%	113 15%	113 14%	138 18%	134 17%	40 16%	32 12%	42 17%	40 15%	29 11%	45 16%	52 19%i	36 15%	50 19%i	60 24%fhijp	36 15%	37 13%
Fast delivery	127 4%	23 3%	50 6%ac	22 3%	32 4%	6 2%	5 2%	11 4%	21 8%efio	10 4%	19 7%fo	9 3%	7 3%	7 3%	12 5%	3 1%	17 6%
Convenient options for me to drop the parcel off	169 5%	41 5%	43 5%	46 6%	39 5%	16 6%	16 6%	10 4%	11 4%	11 4%	20 7%	11 4%	20 8%	15 6%	12 5%	10 4%	18 6%
Convenient options for the operator to pick the parcel up from me	485 15%	136 18%b	110 13%	131 17%	108 14%	39 15%	51 19%	47 19%	37 14%	36 13%	37 13%	47 17%	32 13%	53 20%	37 14%	29 13%	41 15%
Convenient options for the recipient to accept the delivery	133 4%	27 4%	37 4%	40 5%	29 4%	11 4%	9 3%	7 3%	14 5%	11 4%	11 4%	17 6%	12 5%	11 4%	11 4%	7 3%	12 4%
Insurance against damage or loss	177 6%	47 6%	43 5%	30 4%	57 7%c	13 5%	15 6%	19 8%m	17 6%	16 6%	11 4%	14 5%	9 4%	7 3%	17 6%	16 7%	25 9%m
Same price to send to anywhere within the UK	107 3%	16 2%	45 5%ac	22 3%	25 3%	5 2%	5 2%	6 2%	13 5%	15 6%	17 6%	9 3%	7 3%	6 2%	7 3%	6 3%	11 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Proof of postage/ dispatch	**59**	17	14	9	19	8	3	6	9	2	3	1	5	3	8	3	7
	2%	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	**3%k**	*1%*	*1%*	*	*2%*	*1%*	*3%*	*1%*	*3%*
Proof of receipt/ delivery	**74**	21	18	18	17	12	4	5	13	3	2	2	6	10	2	3	12
	2%	*3%*	*2%*	*2%*	*2%*	**5%jkn**	*1%*	*2%*	**5%jkn**	*1%*	*1%*	*1%*	*2%*	*4%*	*1%*	*1%*	*4%*
Guaranteed delivery to recipient's door	**62**	9	19	14	20	4	5	*	3	2	14	2	8	5	5	3	12
	2%	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*	*1%*	*1%*	**5%ghik**	*1%*	**3%g**	*2%*	*2%*	*1%*	**4%g**
Daily collection service	**265**	58	57	70	79	22	21	15	16	20	21	18	28	24	32	17	29
	8%	*8%*	*7%*	*9%*	*10%*	*9%*	*8%*	*6%*	*6%*	*8%*	*7%*	*7%*	*11%*	*9%*	**13%h**	*8%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3165**	-	3165	1431	1724	458	459	555	442	599	402	240	917	997	1241	642	2744	384	3165
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Effective Base	**1876**	-	1876	890	982	304	302	369	261	313	175	160	605	629	641	330	1551	302	3165
Low cost	**4.27**	-	4.27	4.21	**4.33c**	4.20	**4.26k**	**4.36efijk**	**4.35efijk**	**4.25k**	**4.26k**	4.13	4.23	**4.36lno**	4.23	4.21	4.24	**4.42p**	4.26
Guarantee that the parcel will arrive on time	**4.27**	-	4.27	4.21	**4.32c**	**4.33fjk**	4.22	**4.36fijk**	**4.29jk**	**4.25jk**	4.15	4.15	**4.27no**	**4.33lno**	4.20	4.15	4.24	**4.39p**	4.28
Ability to track the delivery	**4.22**	-	4.22	4.19	4.25	**4.28ijk**	**4.23k**	**4.39fijk**	**4.30ijk**	4.11	4.09	4.01	**4.26no**	**4.35lno**	4.08	4.06	4.16	**4.51p**	4.22
Ability to choose an express or next day service	**3.87**	-	3.87	3.87	3.86	**3.95ijk**	**4.07hijk**	**4.08hijk**	**3.83jk**	**3.78jk**	3.52	3.55	**4.01no**	**3.97no**	3.64	3.53	3.81	**4.12p**	3.83
Ability to select a specific date/time for delivery	**3.59**	-	3.59	3.57	3.60	**3.93hijk**	**3.85hijk**	**3.89hijk**	**3.50jk**	**3.41jk**	3.08	2.98	**3.89mno**	**3.72no**	**3.21o**	3.04	3.48	**4.08p**	3.55
Fast delivery	**4.14**	-	4.14	4.13	4.15	**4.26ijk**	**4.19jk**	**4.33fhijk**	**4.19jk**	**4.07k**	3.93	3.76	**4.22no**	**4.27no**	3.96	3.86	4.11	**4.30p**	4.15
Convenient options for me to drop the parcel off	**4.11**	-	4.11	4.08	4.14	4.02	**4.13k**	**4.30efhijk**	**4.15k**	**4.10k**	4.02	3.88	4.08	**4.23lno**	4.03	3.96	4.07	**4.29p**	4.09
Convenient options for the operator to pick the parcel up from me	**3.60**	-	3.60	3.56	3.64	**3.82hijk**	**3.85hijk**	**3.91hijk**	**3.53jk**	**3.36k**	3.22	3.11	**3.84no**	**3.74no**	3.26	3.17	3.51	**3.99p**	3.55
Convenient options for the recipient to accept the delivery	**4.05**	-	4.05	4.00	**4.09c**	**4.05k**	**4.08jk**	**4.21efijk**	**4.09jk**	**4.01k**	3.91	3.82	**4.06no**	**4.16lno**	3.94	3.88	4.01	**4.24p**	4.04
Insurance against damage or loss	**4.03**	-	4.03	4.06	4.00	**4.13hik**	**4.05k**	**4.24fhijk**	3.90	**3.95k**	**3.98k**	3.73	**4.09no**	**4.09no**	3.91	3.88	3.99	**4.19p**	4.03
Same price to send to anywhere within the UK	**4.25**	-	4.25	4.21	4.28	4.13	4.20	**4.35ef**	4.26	4.26	4.26	4.24	4.17	**4.31l**	4.26	4.25	4.24	4.31	4.27
Proof of postage/ dispatch	**4.39**	-	4.39	4.33	**4.44c**	4.30	4.26	**4.52efijk**	**4.47ef**	**4.40f**	4.38	4.34	4.28	**4.50lno**	**4.38l**	4.36	4.37	**4.49p**	4.41
Proof of receipt/ delivery	**4.34**	-	4.34	4.26	**4.41c**	4.32	4.29	**4.49efijk**	**4.37k**	4.31	4.30	4.18	4.30	**4.44lno**	4.28	4.25	4.30	**4.51p**	4.36

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3146**	-**	3146	1483	1657	485	491	591	460	519	351	246	976	1050	1117	598	2569	537	3165
Guaranteed delivery to recipient's door	**4.41**	-	4.41	4.38	4.44	4.38	4.30	**4.49ef**	4.40	**4.46f**	4.45	4.39	4.34	**4.45l**	**4.44l**	4.42	4.41	4.44	4.43
Daily collection service	**3.91**	-	3.91	3.87	3.94	**3.82k**	**3.98ek**	**4.09ehijk**	**3.91k**	**3.90k**	**3.84k**	3.58	**3.90o**	**4.01no**	3.81	3.74	3.86	**4.11p**	3.89

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3165**	871	975	642	677	1846	1319	1712	1403	364	411	818	795	480	2504	374	2576
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Effective Base	**1876**	458	608	404	418	1065	817	1093	812	217	231	481	487	289	1487	221	1524
Low cost	**4.27**	4.20	**4.34ac**	4.23	**4.30ac**	4.28	4.26	4.28	4.26	4.30	4.22	**4.32jm**	**4.33jm**	4.24	**4.29jm**	4.28	4.29
Guarantee that the parcel will arrive on time	**4.27**	**4.30cd**	**4.32cd**	4.21	4.21	**4.31f**	4.21	**4.28h**	4.23	4.29	4.20	**4.31j**	4.27	**4.31j**	**4.28j**	4.26	4.29
Ability to track the delivery	**4.22**	**4.29c**	**4.24c**	4.12	4.23	**4.26f**	4.17	**4.26h**	4.16	4.20	4.20	4.22	4.25	4.32	4.25	4.18	4.25
Ability to choose an express or next day service	**3.87**	3.90	3.87	3.89	3.78	3.88	3.84	**3.98h**	3.65	3.79	3.64	**3.89j**	**3.94j**	**4.07ijkn**	**3.91j**	3.76	3.90
Ability to select a specific date/time for delivery	**3.59**	3.61	3.58	3.61	3.54	3.60	3.58	**3.71h**	3.36	3.46	3.44	3.62	**3.65ij**	**3.68ij**	**3.62ij**	3.44	**3.62o**
Fast delivery	**4.14**	4.16	4.14	4.14	4.13	4.15	4.13	**4.19h**	4.06	4.06	4.07	4.20	4.17	4.21	4.17	4.04	**4.18o**
Convenient options for me to drop the parcel off	**4.11**	4.14	4.16	4.05	4.06	**4.15f**	4.05	**4.16h**	4.01	3.93	4.01	**4.19ij**	**4.21ij**	**4.18ij**	**4.17ij**	3.92	**4.17o**
Convenient options for the operator to pick the parcel up from me	**3.60**	3.61	3.57	3.62	3.63	3.59	3.62	**3.69h**	3.43	3.56	3.44	**3.71j**	3.62	3.60	**3.62j**	3.55	3.62
Convenient options for the recipient to accept the delivery	**4.05**	4.08	4.09	4.01	4.01	4.08	4.01	4.08	4.00	4.02	4.06	4.08	4.07	4.09	4.08	4.00	4.08
Insurance against damage or loss	**4.03**	4.07	4.00	4.05	4.00	4.03	4.03	4.05	3.98	4.02	4.03	3.98	**4.12k**	4.07	4.05	4.00	4.06
Same price to send to anywhere within the UK	**4.25**	4.21	**4.32ac**	4.19	4.23	4.27	4.21	4.25	4.25	4.17	4.22	**4.37ijmn**	**4.31im**	4.16	**4.29m**	4.15	**4.28o**
Proof of postage/ dispatch	**4.39**	4.39	4.41	4.36	4.38	4.40	4.37	4.39	4.39	4.38	4.35	**4.48jm**	4.42	4.34	4.41	4.36	4.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3146**	822	1042	682	600	1864	1282	2044	1068	309	384	817	824	526	2551	315	2612
Proof of receipt/ delivery	**4.34**	4.36	4.34	4.27	**4.38c**	4.35	4.32	4.34	4.34	4.32	4.29	4.38	4.37	4.38	4.36	4.29	4.37
Guaranteed delivery to recipient's door	**4.41**	4.41	4.45	4.36	4.41	4.43	4.38	4.40	4.44	4.32	4.35	**4.48ij**	**4.48ij**	4.44	**4.45ij**	4.29	**4.46o**
Daily collection service	**3.91**	**3.99d**	3.90	3.87	3.85	3.94	3.86	**3.95h**	3.83	3.79	3.86	**3.98i**	**3.97i**	3.88	3.94	3.77	**3.94o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 117

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3165**	2190	975	425	1710	614	478	363	165	181	185	164	216	182	227	220	170	131	483
Weighted Base	**3146**	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Effective Base	**1876**	1572	307	130	1415	273	256	188	150	162	163	145	173	151	202	197	150	61	213
Low cost	**4.27**	4.27	4.28	4.34	4.27	4.25	4.26	4.31	**4.37il**	4.18	**4.31il**	**4.34ilo**	4.19	**4.28i**	**4.34ilo**	4.24	4.28	4.29	4.24
Guarantee that the parcel will arrive on time	**4.27**	4.27	4.24	4.34	4.27	4.19	4.24	4.36	**4.42ijmpr**	**4.23p**	4.17	**4.37ijmpr**	**4.31jpr**	**4.25p**	**4.34ijpr**	**4.28jpr**	4.12	4.38	4.14
Ability to track the delivery	**4.22**	4.23	4.17	4.27	4.23	4.17	4.22	**4.35e**	4.22	4.24	4.17	4.23	4.22	4.21	**4.39jimopqr**	4.15	4.15	4.03	4.20
Ability to choose an express or next day service	**3.87**	**3.89b**	3.75	3.80	**3.88e**	3.73	3.79	3.89	3.84	**3.91pr**	**3.89p**	**4.00mpr**	**3.94mpr**	3.70	**4.05hmpr**	**3.87p**	3.62	3.88	3.70
Ability to select a specific date/time for delivery	**3.59**	**3.64bc**	3.28	3.39	**3.61ef**	3.42	3.44	**3.65ef**	**3.61p**	**3.56p**	**3.67pr**	**3.63pr**	**3.64pr**	3.44	**3.94hijklmopqr**	**3.61pr**	3.21	**3.55p**	3.39
Fast delivery	**4.14**	4.15	4.08	4.12	4.14	4.12	4.12	4.26	**4.26p**	4.15	4.13	**4.18p**	4.10	4.13	**4.28lop**	4.09	3.96	4.08	4.13
Convenient options for me to drop the parcel off	**4.11**	**4.13b**	3.99	3.99	**4.13e**	3.95	**4.16e**	4.08	**4.13r**	4.09	**4.16r**	4.10	**4.19r**	4.05	**4.23r**	4.09	4.08	4.07	3.92
Convenient options for the operator to pick the parcel up from me	**3.60**	**3.65b**	3.34	3.52	**3.63e**	3.40	3.49	3.54	**3.63p**	**3.57p**	**3.64pr**	3.52	**3.75pqr**	3.52	**3.92hijkmopqr**	**3.61p**	3.29	3.40	3.40
Convenient options for the recipient to accept the delivery	**4.05**	**4.08b**	3.91	4.00	**4.06e**	3.93	4.01	**4.11e**	**4.13r**	**4.09r**	4.04	4.00	**4.12r**	4.00	**4.19kmopr**	3.99	4.00	4.01	3.91
Insurance against damage or loss	**4.03**	4.04	3.97	4.03	4.03	3.96	4.03	4.09	**4.14op**	4.07	4.01	**4.19mopr**	4.09	3.93	**4.11op**	3.94	3.89	4.04	3.95
Same price to send to anywhere within the UK	**4.25**	4.25	4.26	4.31	4.25	4.21	4.27	**4.38de**	4.25	4.26	4.31	**4.34r**	4.32	4.25	4.20	4.18	4.18	**4.43opr**	4.15
Proof of postage/ dispatch	**4.39**	4.39	4.41	4.46	4.38	4.42	4.46	**4.50d**	4.48	4.32	4.32	**4.50ijmo**	4.37	4.33	4.42	4.33	4.45	4.39	4.43

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**3146**	2679	466	161	2622	271	157	95	124	336	259	207	297	285	428	450	235	51*	220
Proof of receipt/ delivery	**4.34**	4.34	4.32	4.42	4.34	4.30	4.38	4.41	**4.49jlopr**	4.32	4.27	**4.45l**	4.27	4.37	4.42	4.28	4.29	4.36	4.29
Guaranteed delivery to recipient's door	**4.41**	4.41	4.45	4.41	4.41	4.39	4.50	4.50	4.48	4.40	4.49	4.42	4.38	4.46	4.38	4.34	4.40	4.47	4.37
Daily collection service	**3.91**	3.92	3.83	3.81	**3.93ef**	3.77	3.77	3.90	**3.95r**	**3.97pr**	3.94	3.77	**3.95r**	3.89	**4.12kmopr**	3.89	3.73	3.91	3.74

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3165	1226	1242	391	224	65	2468	289	1337	1269	376	129	39	2606	168
Weighted Base	3146	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Effective Base	1876	701	746	257	133	31	1446	162	759	756	243	87	22	1515	110
Low cost	4.27	4.33bc	4.27c	4.11	4.29c	4.25	4.30c	4.28c	4.37ijm	4.24j	3.99	4.40ij	4.31j	4.31ij	4.38ij
Guarantee that the parcel will arrive on time	4.27	4.34bc	4.26c	4.03	4.26c	4.24c	4.31c	4.27c	4.37ijkmn	4.26jk	3.98	4.13j	4.54ijkmn	4.31ijkn	4.22j
Ability to track the delivery	4.22	4.26c	4.25c	4.02	4.27c	4.42c	4.25c	4.30c	4.32ij	4.20j	3.99	4.20	4.40	4.26j	4.25j
Ability to choose an express or next day service	3.87	3.87	3.89	3.79	3.83	3.83	3.88	3.83	3.89j	3.89j	3.70	3.78	4.08	3.89j	3.84
Ability to select a specific date/time for delivery	3.59	3.47	3.64a	3.73af	3.66	3.58	3.56	3.64	3.56	3.61	3.56	3.70	3.87	3.58	3.74
Fast delivery	4.14	4.22c	4.14c	3.96	4.13	4.02	4.18c	4.10	4.28ijkmn	4.09j	3.95	3.99	4.15	4.18ijkn	4.02
Convenient options for me to drop the parcel off	4.11	4.21bcdg	4.11c	3.88	4.03	4.10	4.16c	4.04	4.21ij	4.09j	3.89	4.11	4.06	4.15j	4.10
Convenient options for the operator to pick the parcel up from me	3.60	3.49	3.68a	3.60	3.66	3.70	3.59	3.67	3.53	3.66h	3.61	3.54	4.02	3.59	3.65
Convenient options for the recipient to accept the delivery	4.05	4.12bc	4.03	3.92	4.08	4.06	4.07c	4.07	4.13ij	4.03j	3.89	4.02	4.03	4.08j	4.02
Insurance against damage or loss	4.03	4.06c	4.04c	3.84	4.07c	4.30c	4.05c	4.13c	4.10jk	4.01j	3.86	3.87	4.42	4.06j	3.99
Same price to send to anywhere within the UK	4.25	4.36bcdg	4.24cdg	4.08	3.97	4.32	4.30cdg	4.06	4.40ijkmn	4.19j	4.02	4.09	4.16	4.29ijkn	4.10
Proof of postage/ dispatch	4.39	4.51bcf	4.39c	4.03	4.42c	4.34	4.45c	4.40c	4.55ijkmn	4.36j	4.05	4.29j	4.07	4.45ijkn	4.24j

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**3146**	1172	1246	433	214	65*	2419	279	1263	1304	390	140*	38**	2567	178
Proof of receipt/ delivery	**4.34**	**4.44bce**	**4.34c**	4.07	**4.40c**	4.14	**4.39c**	**4.34c**	**4.47ijkmn**	**4.33j**	4.01	**4.25j**	4.44	**4.40ij**	**4.29j**
Guaranteed delivery to recipient's door	**4.41**	**4.58bcdfg**	**4.39c**	4.01	**4.41c**	**4.52c**	**4.48bc**	**4.44c**	**4.59ijkmn**	**4.38j**	3.98	**4.31j**	4.40	**4.49ijkn**	**4.33j**
Daily collection service	**3.91**	**3.98c**	3.89	3.76	3.90	3.96	**3.93c**	3.92	**4.01ijk**	3.86	3.76	3.74	4.26	**3.93j**	3.86

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3165**	204	2904	57	983	1973	209	3087	41	20	1	3148	16
Weighted Base	**3146**	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Effective Base	**1876**	112	1730	35	564	1190	127	1821	31	12	1	1864	12
Low cost	**4.27**	4.34	4.27	4.27	4.28	4.27	4.23	**4.28hi**	3.94	3.71	5.00	**4.27hi**	3.99
Guarantee that the parcel will arrive on time	**4.27**	4.26	4.27	4.15	4.26	4.27	4.28	4.27	4.15	4.01	4.00	4.27	3.66
Ability to track the delivery	**4.22**	4.38	4.22	4.15	4.23	4.22	4.23	4.23	4.15	4.06	3.00	4.23	3.71
Ability to choose an express or next day service	**3.87**	**4.06b**	3.85	4.05	3.83	3.86	**4.08de**	3.87	3.78	4.00	5.00	3.87	3.76
Ability to select a specific date/time for delivery	**3.59**	**3.85b**	3.57	**3.96b**	3.55	3.58	**3.89de**	3.59	3.66	3.60	5.00	3.59	3.92
Fast delivery	**4.14**	**4.31b**	4.13	4.21	4.14	4.13	4.26	4.15	3.97	4.22	3.00	4.15	3.62
Convenient options for me to drop the parcel off	**4.11**	4.14	4.11	4.03	4.09	4.13	4.06	4.12	3.92	3.73	3.00	4.12	3.26
Convenient options for the operator to pick the parcel up from me	**3.60**	**3.99b**	3.58	3.78	3.58	3.58	**3.89de**	3.59	3.93	4.19	4.00	3.60	3.10
Convenient options for the recipient to accept the delivery	**4.05**	4.19	4.04	4.11	4.02	4.06	4.10	4.06	4.10	3.44	3.00	4.05	3.33
Insurance against damage or loss	**4.03**	**4.19c**	**4.03c**	3.53	4.07	4.01	4.05	4.03	3.98	3.74	4.00	4.03	3.96
Same price to send to anywhere within the UK	**4.25**	4.38	4.24	4.31	4.28	4.24	4.19	4.26	3.92	3.97	3.00	4.25	4.08
Proof of postage/ dispatch	**4.39**	**4.46c**	**4.39c**	4.09	**4.44f**	**4.38f**	4.21	4.39	4.17	4.49	5.00	4.39	3.79

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**3146**	172	2921	53*	871	2064	211	3058	51*	20**	1**	3128	16**
Proof of receipt/ delivery	**4.34**	4.35	4.34	4.16	4.38	4.33	4.24	**4.35h**	3.98	4.16	5.00	**4.34h**	3.63
Guaranteed delivery to recipient's door	**4.41**	4.43	4.41	4.36	4.41	4.41	4.42	4.43	3.84	4.22	1.00	4.42	3.97
Daily collection service	**3.91**	3.96	3.90	3.95	3.90	3.89	**4.08e**	3.90	4.03	4.30	2.00	3.91	3.46

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3165**	754	804	827	780	248	248	258	267	259	278	296	264	267	268	240	272
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Effective Base	**1876**	481	542	444	420	150	164	168	171	177	195	146	152	148	140	134	148
Low cost	**4.27**	**4.33bc**	4.20	4.25	**4.30b**	**4.33hilp**	**4.32hilp**	**4.35hijlp**	4.17	4.20	4.24	**4.30hlp**	4.18	4.27	**4.35hijlp**	**4.37hijlp**	4.19
Guarantee that the parcel will arrive on time	**4.27**	**4.32b**	4.18	**4.27b**	**4.30b**	**4.30ij**	**4.29j**	**4.37hijl**	4.20	4.18	4.17	**4.29ij**	4.21	**4.31hij**	**4.32hijl**	**4.33hijl**	**4.27j**
Ability to track the delivery	**4.22**	**4.29b**	4.17	4.22	4.22	4.31	**4.32h**	4.23	4.14	4.16	4.22	4.23	4.20	4.23	4.23	4.18	4.23
Ability to choose an express or next day service	**3.87**	3.89	3.82	3.84	3.92	3.88	3.86	3.92	3.83	3.76	3.87	3.71	3.93	3.91	3.86	3.91	**3.97ik**
Ability to select a specific date/time for delivery	**3.59**	3.65	3.59	3.54	3.58	**3.67n**	**3.70kn**	3.57	**3.66n**	**3.64n**	3.48	3.44	**3.64n**	3.56	3.31	**3.62n**	**3.78jkn**
Fast delivery	**4.14**	**4.19b**	4.03	**4.21b**	**4.16b**	**4.21h**	**4.18h**	**4.19h**	3.99	4.06	4.03	**4.20h**	4.15	**4.26hij**	4.14	**4.26hij**	4.09
Convenient options for me to drop the parcel off	**4.11**	4.13	4.05	4.13	4.14	4.19	4.05	4.13	4.04	4.08	4.03	4.18	4.08	4.13	4.16	4.22	4.07
Convenient options for the operator to pick the parcel up from me	**3.60**	3.57	3.59	3.59	3.65	3.63	3.53	3.57	3.54	3.55	3.67	3.58	3.64	3.56	3.56	3.75	3.64
Convenient options for the recipient to accept the delivery	**4.05**	4.10	4.00	4.04	4.07	4.04	4.07	**4.19hi**	3.93	4.00	4.07	4.05	4.04	4.02	4.03	4.11	4.08
Insurance against damage or loss	**4.03**	4.01	3.99	**4.10b**	4.01	3.97	4.03	4.04	3.93	3.92	**4.10i**	4.09	4.04	**4.17ehip**	4.05	4.05	3.94
Same price to send to anywhere within the UK	**4.25**	**4.24b**	4.13	**4.31b**	**4.32b**	4.23	4.18	**4.31l**	4.17	4.09	4.14	**4.32i**	**4.29i**	**4.30i**	**4.29i**	**4.34ij**	**4.32i**
Proof of postage/ dispatch	**4.39**	4.42	4.33	**4.43b**	4.38	4.38	4.40	**4.47hi**	4.27	4.29	**4.43h**	**4.47hi**	4.36	**4.45h**	4.38	**4.46h**	4.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**3146**	760	826	787	772	253	261	246	272	268	287	275	247	266	256	230	286
Proof of receipt/ delivery	**4.34**	**4.41b**	4.27	**4.38b**	4.31	4.29	**4.47ehip**	**4.47ehip**	4.23	4.26	4.33	**4.41hp**	4.35	4.37	4.37	4.36	4.21
Guaranteed delivery to recipient's door	**4.41**	**4.47b**	4.32	**4.43b**	**4.43b**	4.46	4.40	**4.54hijlp**	4.31	4.36	4.31	**4.48hj**	4.33	4.47	4.48	**4.51hjl**	4.34
Daily collection service	**3.91**	3.95	3.90	3.87	3.91	3.92	3.93	3.99	3.84	3.84	4.01	3.92	3.81	3.87	3.85	3.95	3.93

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 118

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2545	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	2499	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	1509	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Not at all important (1)	9	-	9	6	3	*	1	-	4	*	2	2	1	4	4	4	9	*	10
	*	-	*	*	*	*	*	-	1%	*	1%	1%	*	1%	*	1%	*	*	*
Not very important (2)	37	-	37	22	15	8	4	6	2	4	7	7	12	8	17	13	32	4	37
	1%	-	1%	2%	1%	2%	1%	1%	*	1%	2%	3%	2%	1%	2%	2%	2%	1%	1%
Neither important nor unimportant (3)	267	-	267	143	122	32	49	36	28	38	41	43	81	64	122	84	240	26	274
	11%	-	11%	11%	10%	9%	14%	8%	8%	8%	13%	17%eghl	12%	8%	12%m	15%m	11%	8%	11%
Important (4)	1118	-	1118	562	556	138	155	185	165	206	146	121	293	350	473	267	967	143	1197
	45%	-	45%	45%	45%	41%	43%	43%	47%	46%	47%	47%	42%	45%	46%	47%	45%	43%	47%
Very important (5)	1059	-	1059	519	538	155	149	202	152	201	116	85	303	354	402	201	880	158	1022
	42%	-	42%	41%	43%	46%k	42%	47%k	43%k	45%k	37%	33%	44%o	45%o	39%	35%	41%	47%	40%
Don't know	8	-	8	2	6	5	-	3	-	-	-	-	5	3	-	-	5	2	5
	*	-	*	*	*	2%l	-	1%	-	-	-	-	1%n	*	-	-	*	1%	*
NET Not at all important/ Not very important	46	-	46	28	17	8	5	6	6	4	9	9	13	12	22	17	41	5	47
	2%	-	2%	2%	1%	2%	1%	1%	2%	1%	3%	3%	2%	2%	2%	3%	2%	1%	2%
NET Important / Very important	2177	-	2177	1081	1094	293	303	387	318	407	262	207	597	704	875	468	1847	302	2219
	87%	-	87%	86%	88%	87%	85%	90%k	90%k	91%k	84%	80%	86%	90%no	86%	82%	87%	90%	87%
Mean	4.28	-	4.28	4.25	4.31	4.32k	4.25k	4.36jk	4.31k	4.34jk	4.18	4.09	4.28o	4.34no	4.23	4.14	4.26	4.37	4.25
Std Dev.	0.74	-	0.74	0.76	0.71	0.75	0.75	0.69	0.74	0.67	0.79	0.81	0.75	0.71	0.75	0.80	0.75	0.70	0.73
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Not at all important (1)	**9**	3	5	*	2	7	2	4	5	1	3	2	1	3	8	1	8
	*****	*	*1%*	*	*	*1%*	*	*	*	*	*1%*	*	*	*1%*	*	*	*
Not very important (2)	**37**	14	17	3	4	31	7	22	14	3	9	3	10	5	27	3	27
	1%	***2%c***	*2%*	*1%*	*1%*	***2%f***	*1%*	*2%*	*1%*	*1%*	***3%k***	*	*2%*	*1%*	*1%*	*1%*	*1%*
Neither important nor unimportant (3)	**267**	55	79	75	58	134	133	146	115	28	43	65	59	35	202	29	206
	11%	*10%*	*10%*	***14%b***	*10%*	*10%*	*12%*	*10%*	*11%*	*9%*	*12%*	*10%*	*9%*	*10%*	*10%*	*9%*	*10%*
Important (4)	**1118**	282	361	226	249	643	475	651	455	139	147	283	297	173	900	142	925
	45%	*49%*	*44%*	*43%*	*43%*	*46%*	*43%*	*45%*	*45%*	*45%*	*40%*	*44%*	*47%*	*49%*	*45%*	*45%*	*45%*
Very important (5)	**1059**	222	360	217	261	582	477	633	422	138	165	286	256	139	847	139	864
	42%	*39%*	*44%*	*42%*	*45%*	*42%*	*44%*	*43%*	*42%*	*45%*	*45%*	*45%*	*41%*	*39%*	*43%*	*44%*	*42%*
Don't know	**8**	1	5	-	2	6	2	7	-	-	2	-	3	-	4	-	4
	*****	*	*1%*	-	*	*	*	*	-	-	*1%*	-	*	-	*	-	*
NET Not at all important/ Not very important	**46**	17	21	3	6	38	8	26	19	4	12	5	11	7	36	4	36
	2%	***3%c***	***3%c***	*1%*	*1%*	***3%f***	*1%*	*2%*	*2%*	*1%*	***3%k***	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*
NET Important / Very important	**2177**	504	720	443	510	1225	953	1284	877	278	312	569	553	313	1747	281	1788
	87%	*87%*	*87%*	*85%*	*89%*	*87%*	*87%*	*88%*	*87%*	*90%*	*84%*	*89%*	*88%*	*88%*	*88%*	*90%*	*88%*
Mean	**4.28**	4.23	4.28	4.26	4.33	4.26	4.30	4.30	4.26	4.33	4.26	4.33	4.28	4.25	4.29	4.33	4.28
Std Dev.	**0.74**	0.75	0.77	0.72	0.71	0.76	0.71	0.73	0.75	0.70	0.82	0.70	0.72	0.74	0.73	0.70	0.73
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 118

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Not at all important (1)	**9**	9	*	*	7	1	1	*	*	1	-	-	-	1	-	3	2	-	1
	*****	*****	*****	*****	*****	*****	*1%*	*****	*****	*****	*-*	*-*	*-*	*****	*-*	*1%*	*1%*	*-*	*1%*
Not very important (2)	**37**	34	3	1	31	3	2	1	1	5	2	1	8	3	2	6	5	-	3
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*****	***4%n***	*1%*	*1%*	*2%*	*2%*	*-*	*2%*
Neither important nor unimportant (3)	**267**	222	46	12	226	22	13	7	9	25	28	22	19	32	30	29	31	3	18
	11%	*10%*	*12%*	*10%*	*11%*	*10%*	*11%*	*9%*	*8%*	*9%*	*14%*	*12%*	*9%*	*14%*	*9%*	*9%*	*15%*	*10%*	*10%*
Important (4)	**1118**	942	176	57	923	102	59	34	52	126	92	83	92	100	136	135	105	16	86
	45%	*45%*	*46%*	*47%*	*44%*	*48%*	*49%*	*47%*	*48%*	*45%*	*45%*	*45%*	*44%*	*42%*	*40%*	*42%*	*50%*	*46%*	*49%*
Very important (5)	**1059**	903	156	51	901	83	46	30	45	119	83	77	90	100	170	150	67	16	67
	42%	*43%*	*41%*	*42%*	*43%*	*39%*	*38%*	*41%*	*42%*	*43%*	*40%*	*42%*	*43%*	*42%*	***50%pr***	***47%p***	*32%*	*45%*	*38%*
Don't know	**8**	4	4	1	7	1	-	*	-	2	-	-	-	-	4	-	-	-	1
	*****	*****	*1%*	*1%*	*****	*****	*-*	*****	*-*	*1%*	*-*	*-*	*-*	*-*	*1%*	*-*	*-*	*-*	*1%*
NET Not at all important/ Not very important	**46**	43	4	1	38	4	3	1	1	6	2	1	8	4	2	9	7	-	4
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*****	***4%n***	*2%*	*1%*	*3%*	*3%*	*-*	*2%*
NET Important / Very important	**2177**	1845	332	108	1824	185	105	64	97	245	175	161	182	200	306	286	172	32	152
	87%	*87%*	*86%*	*88%*	*87%*	*87%*	*87%*	*89%*	*91%*	*88%*	*86%*	*87%*	*87%*	*85%*	*89%*	*88%*	*82%*	*90%*	*87%*
Mean	**4.28**	4.28	4.27	4.30	4.28	4.25	4.22	4.29	**4.31p**	**4.29p**	4.25	**4.29p**	4.27	4.25	**4.40pr**	**4.31p**	4.10	4.35	4.23
Std Dev.	**0.74**	0.75	0.71	0.70	0.74	0.73	0.76	0.71	0.69	0.74	0.71	0.69	0.78	0.76	0.67	0.78	0.79	0.66	0.75
Std Error	**0.01**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.06	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Not at all important	(1)	**9**	7	1	*	-	*	9	*	6	2	*	1	*	8	1
		*******	*1%*	***	***	*-*	***	***	***	*1%*	***	***	*1%*	***	***	*1%*
Not very important	(2)	**37**	20	12	3	2	1	32	3	12	18	3	3	*	30	4
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*
Neither important nor unimportant	(3)	**267**	76	87	76	21	3	162	24	62	94	84	17	5	155	22
		11%	*8%*	*9%*	**22%abdefg**	*11%*	*4%*	*9%*	*9%*	*6%*	*9%*	**24%himn**	**14%hm**	*9%*	*8%*	**13%h**
Important	(4)	**1118**	375	474	145	99	19	849	117	392	486	167	48	16	878	64
		45%	*40%*	**51%acef**	*42%*	**48%e**	*27%*	**45%ae**	*43%*	*41%*	**48%hn**	*47%*	*40%*	*32%*	*45%*	*37%*
Very important	(5)	**1059**	463	348	117	82	48	811	129	477	401	98	51	29	878	80
		42%	**49%bcf**	*38%*	*34%*	*40%*	**68%abcdfg**	**43%bc**	**47%bc**	**50%ijm**	**40%j**	*28%*	**42%j**	**58%ij**	**45%j**	**47%j**
Don't know		**8**	3	2	2	-	-	5	-	3	2	2	-	-	5	-
		*******	***	***	*1%*	*-*	*-*	***	*-*	***	***	*1%*	*-*	*-*	***	*-*
NET Not at all important/ Not very important		**46**	27	14	3	2	1	40	3	18	20	3	4	*	38	5
		2%	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*4%*	*1%*	*2%*	*3%*
NET Important / Very important		**2177**	838	822	261	180	66	1660	246	869	887	265	99	45	1756	144
		87%	**89%c**	**89%c**	*76%*	**89%c**	**95%c**	**89%c**	**90%c**	**91%jkn**	**88%j**	*75%*	*82%*	*90%*	**90%jk**	**84%j**
Mean		**4.28**	**4.35bc**	**4.25c**	4.10	**4.28c**	**4.61abcdfg**	**4.30c**	**4.36c**	**4.39ijk**	**4.27j**	4.02	4.20	**4.46j**	**4.33j**	**4.28j**
Std Dev.		**0.74**	0.78	0.69	0.77	0.68	0.65	0.74	0.69	0.72	0.72	0.74	0.84	0.72	0.72	0.81
Std Error		**0.01**	0.03	0.02	0.04	0.05	0.08	0.02	0.04	0.02	0.02	0.04	0.07	0.10	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Not at all important	(1)	**9**	-	9	-	4	4	*	8	*	-	*	9	-
		*	-	*	-	*1%*	*	*	*	*2%*	-	*10%*	*	-
Not very important	(2)	**37**	1	36	-	15	16	6	36	*	1	-	37	-
		1%	*1%*	*2%*	-	*2%*	*1%*	**4%e**	*1%*	*1%*	*7%*	-	*1%*	-
Neither important nor unimportant	(3)	**267**	17	245	5	61	181	25	257	5	2	-	264	4
		11%	*14%*	*10%*	*16%*	*8%*	*11%*	**19%de**	*10%*	*19%*	*18%*	-	*11%*	*71%*
Important	(4)	**1118**	40	1065	13	310	755	54	1096	18	3	1	1117	*
		45%	*33%*	**45%a**	*41%*	*43%*	*46%*	*41%*	*45%*	*66%*	*32%*	*82%*	*45%*	*1%*
Very important	(5)	**1059**	63	983	13	325	690	45	1051	3	4	*	1059	*
		42%	*51%*	*42%*	*43%*	*45%*	*42%*	*34%*	*43%*	*13%*	*42%*	*8%*	*42%*	*9%*
Don't know		**8**	3	5	-	3	4	1	7	-	-	-	7	1
		*	**2%b**	*	-	*	*	*1%*	*	-	-	-	*	*19%*
NET Not at all important/ Not very important		**46**	1	45	-	19	21	6	45	1	1	*	46	-
		2%	*1%*	*2%*	-	**3%e**	*1%*	**5%e**	*2%*	*3%*	*7%*	*10%*	*2%*	-
NET Important / Very important		**2177**	103	2048	26	635	1445	98	2147	21	8	1	2176	*
		87%	*84%*	*87%*	*84%*	**88%f**	**88%f**	*75%*	*87%*	*78%*	*74%*	*90%*	*87%*	*9%*
Mean		**4.28**	4.37	4.27	4.27	**4.31f**	**4.28f**	4.05	4.28	3.86	4.09	3.78	4.28	3.22
Std Dev.		**0.74**	0.74	0.74	0.74	0.76	0.72	0.87	0.74	0.72	0.99	-	0.74	0.71
Std Error		**0.01**	0.06	0.02	0.12	0.03	0.02	0.07	0.01	0.14	0.25	-	0.01	0.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 118

QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Not at all important	(1)	**9**	3	2	4	-	3	-	*	-	2	-	3	-	1	-	-	-
		*	*	1%	*	-	1%	-	*	-	1%	-	1%	-	*	-	-	-
Not very important	(2)	**37**	13	4	15	5	5	-	8	-	4	-	6	-	9	-	5	-
		1%	2%	1%	2%	1%	1%	-	2%	-	1%	-	1%	-	2%	-	1%	-
Neither important nor unimportant	(3)	**267**	90	62	77	38	49	-	41	-	62	-	25	-	52	-	38	-
		11%	11%	15%cd	9%	9%	12%k	-	10%	-	15%ko	-	6%	-	12%k	-	9%	-
Important	(4)	**1118**	430	190	337	161	222	-	208	-	190	-	171	-	166	-	161	-
		45%	52%cd	47%c	40%	39%	52%kmo	-	51%kmo	-	47%	-	41%	-	39%	-	39%	-
Very important	(5)	**1059**	294	146	411	209	145	-	149	-	146	-	213	-	198	-	209	-
		42%	35%	36%	48%ab	50%ab	34%	-	37%	-	36%	-	50%egi	-	46%egi	-	50%egi	-
Don't know		**8**	-	-	5	3	-	-	-	-	-	-	4	-	1	-	3	-
		*	-	-	1%	1%	-	-	-	-	-	-	1%	-	*	-	1%	-
NET Not at all important/ Not very important		**46**	16	6	19	5	8	-	8	-	6	-	9	-	10	-	5	-
		2%	2%	1%	2%	1%	2%	-	2%	-	1%	-	2%	-	2%	-	1%	-
NET Important / Very important		**2177**	724	335	748	370	367	-	357	-	335	-	384	-	364	-	370	-
		87%	87%	83%	88%	89%	86%	-	88%	-	83%	-	91%im	-	85%	-	89%	-
Mean		**4.28**	4.20	4.17	4.35ab	4.39ab	4.18	-	4.22	-	4.17	-	4.40egi	-	4.29	-	4.39egi	-
Std Dev.		**0.74**	0.72	0.76	0.76	0.71	0.73	-	0.71	-	0.76	-	0.72	-	0.78	-	0.71	-
Std Error		**0.01**	0.02	0.04	0.03	0.03	0.04	-	0.03	-	0.04	-	0.03	-	0.04	-	0.03	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Not at all important (1)	**28**	-	28	13	15	1	2	4	3	3	5	9	3	7	18	15	26	2	30
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*2%*	**4%efg**	*	*1%*	*2%*	**3%l**	*1%*	*	*1%*
Not very important (2)	**56**	-	56	30	26	4	6	10	8	6	6	17	10	17	29	23	52	3	58
	2%	-	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	**7%efghij**	*1%*	*2%*	*3%*	**4%l**	*2%*	*1%*	*2%*
Neither important nor unimportant (3)	**354**	-	354	205	148	34	56	39	45	63	66	51	90	84	180	117	319	30	351
	14%	-	*14%*	**16%d**	*12%*	*10%*	**16%g**	*9%*	*13%*	*14%*	**21%egh**	**20%eg**	*13%*	*11%*	**18%lm**	**21%lm**	**15%q**	*9%*	*14%*
Important (4)	**1194**	-	1194	591	601	150	142	226	178	213	155	129	293	405	496	284	1022	158	1246
	48%	-	*48%*	*47%*	*49%*	*44%*	*40%*	**52%f**	**51%f**	*47%*	*50%*	**50%f**	*42%*	**52%l**	**49%l**	**50%l**	*48%*	*47%*	*49%*
Very important (5)	**857**	-	857	414	442	144	151	152	116	163	79	52	295	268	294	131	704	142	852
	34%	-	*34%*	*33%*	*36%*	**42%hjk**	**42%jk**	**35%jk**	**33%k**	**36%jk**	*25%*	*20%*	**42%mno**	**34%o**	*29%*	*23%*	*33%*	**42%p**	*33%*
Don't know	**9**	-	9	*	9	6	-	-	2	1	-	-	6	2	1	-	8	-	8
	*	-	*	*	**1%c**	**2%fg**	-	-	*	*	-	-	*1%*	*	*	-	*	-	*
NET Not at all important/ Not very important	**84**	-	84	43	40	5	8	14	10	9	11	27	13	24	47	38	79	5	88
	3%	-	*3%*	*3%*	*3%*	*1%*	*2%*	*3%*	*3%*	*2%*	*4%*	**10%efghij**	*2%*	*3%*	**5%l**	**7%lm**	*4%*	*2%*	*3%*
NET Important / Very important	**2052**	-	2052	1005	1043	294	293	378	295	376	234	181	587	672	791	415	1726	300	2098
	82%	-	*82%*	*80%*	**84%c**	**87%jk**	**82%k**	**88%jk**	**84%jk**	**84%jk**	*75%*	*70%*	**84%no**	**86%no**	*78%*	*73%*	*81%*	**90%p**	*82%*
Mean	**4.12**	-	4.12	4.09	4.16	**4.30hjk**	**4.21jk**	**4.19jk**	**4.14jk**	**4.17jk**	3.95	3.76	**4.26no**	**4.16no**	**4.00o**	3.87	4.09	**4.30p**	4.12
Std Dev.	**0.81**	-	0.81	0.82	0.80	0.71	0.81	0.77	0.77	0.77	0.83	0.97	0.77	0.77	0.86	0.90	0.83	0.71	0.81
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Not at all important (1)	**28**	8	9	5	6	17	11	9	18	6	6	6	6	3	21	6	21
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%g**	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Not very important (2)	**56**	14	21	8	13	35	21	22	33	6	7	15	16	5	43	8	44
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	**3%g**	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**354**	69	100	88	97	169	185	183	169	52	58	86	67	41	251	52	263
	14%	*12%*	*12%*	*17%*	**17%b**	*12%*	**17%e**	*13%*	**17%g**	**17%l**	*16%*	*13%*	*11%*	*11%*	*13%*	*17%*	*13%*
Important (4)	**1194**	285	410	246	254	695	499	697	487	146	173	294	325	177	969	148	987
	48%	*49%*	*50%*	*47%*	*44%*	*50%*	*46%*	*48%*	*48%*	*47%*	*47%*	*46%*	*52%*	*50%*	*49%*	*47%*	*49%*
Very important (5)	**857**	200	282	174	202	481	376	547	299	95	124	237	211	129	701	95	717
	34%	*35%*	*34%*	*33%*	*35%*	*34%*	*34%*	**37%h**	*30%*	*31%*	*34%*	*37%*	*34%*	*36%*	*35%*	*30%*	*35%*
Don't know	**9**	1	3	*	4	4	5	4	4	3	1	-	1	-	2	3	2
	*	*	*	*	*1%*	*	*	*	*	**1%kn**	*	-	*	-	*	**1%p**	*
NET Not at all important/ Not very important	**84**	22	30	13	18	52	32	31	51	13	12	22	22	8	65	14	66
	3%	*4%*	*4%*	*3%*	*3%*	*4%*	*3%*	*2%*	**5%g**	*4%*	*3%*	*3%*	*3%*	*2%*	*3%*	*5%*	*3%*
NET Important / Very important	**2052**	485	692	420	455	1177	875	1244	786	242	297	531	536	306	1670	243	1704
	82%	*84%*	*84%*	*80%*	*79%*	**84%f**	*80%*	**85%h**	*78%*	*78%*	*81%*	*83%*	**86%l**	**86%l**	**84%l**	*78%*	**84%o**
Mean	**4.12**	4.14	4.14	4.10	4.11	4.14	4.11	**4.20h**	4.01	4.04	4.10	4.16	4.15	4.19	4.15	4.02	**4.15o**
Std Dev.	**0.81**	0.82	0.81	0.80	0.83	0.81	0.82	0.76	0.87	0.87	0.84	0.82	0.78	0.76	0.80	0.88	0.80
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 119

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Not at all important (1)	**28**	24	4	1	23	1	3	-	1	4	1	2	-	4	9	1	1	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	*1%*	-	*2%*	*3%*	*	*1%*	-	*1%*
Not very important (2)	**56**	43	13	4	45	7	3	1	1	10	8	1	4	4	2	2	13	*	7
	2%	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	**4%no**	*1%*	*2%*	*2%*	*1%*	*1%*	**6%hkno**	*1%*	**4%no**
Neither important nor unimportant (3)	**354**	298	56	14	303	27	19	5	18	40	36	18	29	36	31	40	56	5	22
	14%	*14%*	*15%*	*11%*	**14%g**	*13%*	**16%g**	*7%*	**17%n**	*14%*	**17%n**	*10%*	*14%*	*15%*	*9%*	*12%*	**27%iklmnor**	*15%*	*13%*
Important (4)	**1194**	1002	193	70	986	113	59	36	51	118	98	103	100	114	154	150	97	16	98
	48%	*47%*	*50%*	*57%*	*47%*	*54%*	*49%*	*50%*	*47%*	*42%*	*48%*	**56%l**	*48%*	*48%*	*45%*	*46%*	*47%*	*44%*	**56%l**
Very important (5)	**857**	741	116	33	730	61	37	29	35	105	60	58	76	78	148	128	42	15	46
	34%	*35%*	*30%*	*27%*	*35%*	*29%*	*30%*	**41%ef**	**33%p**	**38%pr**	*29%*	**32%p**	**36%p**	**33%p**	**43%jpr**	**40%pr**	*20%*	**41%p**	*26%*
Don't know	**9**	6	3	1	7	1	*	*	1	2	1	1	-	-	-	2	-	-	1
	*	*	*1%*	*1%*	*	*	*	*	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-	-	*1%*
NET Not at all important/ Not very important	**84**	67	17	5	69	8	6	1	2	13	9	4	4	8	10	3	15	*	8
	3%	*3%*	*4%*	*4%*	*3%*	*4%*	*5%*	*2%*	*2%*	**5%o**	**5%o**	*2%*	*2%*	*3%*	*3%*	*1%*	**7%o**	*1%*	**5%o**
NET Important / Very important	**2052**	1743	309	103	1716	175	96	65	86	223	158	161	176	192	302	278	139	30	144
	82%	*82%*	*80%*	*84%*	*82%*	*83%*	*79%*	**91%def**	**80%p**	**80%p**	*77%*	**88%jp**	**84%p**	**81%p**	**88%jp**	**86%p**	*66%*	**85%p**	**82%p**
Mean	**4.12**	4.14	4.06	4.07	4.13	4.07	4.03	**4.31def**	**4.12p**	**4.13p**	**4.02p**	**4.17p**	**4.18p**	**4.10p**	**4.26jpr**	**4.25jpr**	3.79	**4.25p**	**4.04p**
Std Dev.	**0.81**	0.81	0.82	0.76	0.82	0.78	0.89	0.68	0.79	0.88	0.83	0.73	0.74	0.83	0.84	0.72	0.86	0.73	0.79
Std Error	**0.02**	0.02	0.03	0.04	0.02	0.04	0.05	0.04	0.07	0.07	0.07	0.06	0.06	0.07	0.06	0.06	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Not at all important (1)	**28**	10	7	2	4	6	16	10	11	9	1	3	3	20	6
	1%	*1%*	*1%*	*1%*	*2%*	**8%abcf**	*1%*	**3%abcf**	*1%*	*1%*	*	*2%*	**7%hijm**	*1%*	**4%ijm**
Not very important (2)	**56**	23	20	3	7	2	43	9	18	25	8	3	1	43	4
	2%	*2%*	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**354**	116	112	96	26	2	228	27	103	128	95	16	9	231	24
	14%	*12%*	*12%*	**28%abdefg**	*13%*	*2%*	*12%*	*10%*	*11%*	*13%*	**27%hikmn**	*13%*	*18%*	*12%*	*14%*
Important (4)	**1194**	434	481	143	101	29	915	130	420	516	167	67	16	936	83
	48%	*46%*	**52%ac**	*42%*	*50%*	*41%*	**49%c**	*48%*	*44%*	**51%hl**	*47%*	**56%l**	*32%*	*48%*	*49%*
Very important (5)	**857**	361	304	94	65	30	664	95	398	324	79	30	20	722	50
	34%	**38%c**	*33%*	*27%*	*32%*	*43%*	**36%c**	*35%*	**42%ijkn**	**32%j**	*22%*	*25%*	**40%j**	**37%jk**	*30%*
Don't know	**9**	-	*	5	1	1	*	2	1	*	4	2	*	2	3
	*	-	*	**2%abf**	**1%f**	**2%abf**	*	**1%abf**	*	*	**1%him**	**2%him**	*1%*	*	**2%him**
NET Not at all important/ Not very important	**84**	33	27	5	11	8	60	19	30	34	9	6	4	64	10
	3%	*4%*	*3%*	*2%*	*5%*	**11%abcf**	*3%*	**7%bcf**	*3%*	*3%*	*3%*	*5%*	*9%*	*3%*	*6%*
NET Important / Very important	**2052**	794	785	237	166	59	1579	225	818	840	246	97	36	1658	133
	82%	**84%c**	**85%c**	*69%*	**82%c**	*85%*	**85%c**	**82%c**	**86%ijln**	**84%j**	*69%*	*81%*	*72%*	**85%j**	*78%*
Mean	**4.12**	**4.18c**	**4.14c**	3.96	4.07	4.11	**4.16c**	4.08	**4.24ijkn**	**4.12j**	3.90	4.01	3.98	**4.18jn**	4.00
Std Dev.	**0.81**	0.82	0.76	0.81	0.87	1.16	0.79	0.95	0.81	0.79	0.78	0.84	1.15	0.80	0.94
Std Error	**0.02**	0.03	0.02	0.04	0.06	0.13	0.02	0.06	0.03	0.02	0.04	0.07	0.16	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Not at all important (1)	**28**	2	26	-	9	18	*	26	*	*	1	27	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*	*1%*	*2%*	*1%*	*82%*	*1%*	-
Not very important (2)	**56**	-	55	1	20	32	4	56	*	-	-	56	-
	2%	-	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	-	-	*2%*	-
Neither important nor unimportant (3)	**354**	18	334	2	90	246	19	348	5	1	-	353	1
	14%	*15%*	*14%*	*8%*	*13%*	*15%*	*14%*	*14%*	*18%*	*6%*	-	*14%*	*21%*
Important (4)	**1194**	45	1132	18	328	800	66	1170	15	8	-	1193	2
	48%	*36%*	**48%a**	*57%*	*46%*	*48%*	*51%*	*48%*	*54%*	*80%*	-	*48%*	*30%*
Very important (5)	**857**	57	790	10	266	551	41	847	7	1	*	855	2
	34%	**46%b**	*34%*	*33%*	*37%*	*33%*	*31%*	*35%*	*25%*	*13%*	*18%*	*34%*	*30%*
Don't know	**9**	1	8	-	5	3	1	8	-	-	-	8	1
	*	*1%*	*	-	*1%*	*	*1%*	*	-	-	-	*	*19%*
NET Not at all important/ Not very important	**84**	2	81	1	29	51	4	82	1	*	1	83	-
	3%	*2%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*1%*	*82%*	*3%*	-
NET Important / Very important	**2052**	102	1921	28	594	1351	107	2017	21	10	*	2048	3
	82%	*83%*	*82%*	*90%*	*83%*	*82%*	*82%*	*82%*	*79%*	*93%*	*18%*	*82%*	*60%*
Mean	**4.12**	4.27	4.11	4.20	4.15	4.11	4.10	4.13	3.99	4.05	1.73	4.12	4.10
Std Dev.	**0.81**	0.84	0.81	0.69	0.84	0.81	0.77	0.81	0.81	0.52	-	0.81	0.90
Std Error	**0.02**	0.07	0.02	0.11	0.03	0.02	0.06	0.02	0.16	0.13	-	0.02	0.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Not at all important	(1)	**28**	9	6	12	1	1	-	8	-	6	-	2	-	10	-	1	-
		1%	*1%*	*1%*	*1%*	*	*	-	*2%*	-	*1%*	-	*	-	**2%eo**	-	*	-
Not very important	(2)	**56**	17	15	20	3	7	-	11	-	15	-	10	-	11	-	3	-
		2%	*2%*	**4%d**	*2%*	*1%*	*2%*	-	*3%*	-	**4%o**	-	*2%*	-	*2%*	-	*1%*	-
Neither important nor unimportant	(3)	**354**	123	61	103	68	50	-	72	-	61	-	49	-	55	-	68	-
		14%	*15%*	*15%*	*12%*	*16%*	*12%*	-	*18%*	-	*15%*	-	*12%*	-	*13%*	-	*16%*	-
Important	(4)	**1194**	449	212	376	157	252	-	198	-	212	-	185	-	192	-	157	-
		48%	**54%cd**	**53%cd**	*44%*	*38%*	**59%gkmo**	-	**49%o**	-	**53%o**	-	*44%*	-	*45%*	-	*38%*	-
Very important	(5)	**857**	233	109	332	184	114	-	118	-	109	-	173	-	158	-	184	-
		34%	*28%*	*27%*	**39%ab**	**44%ab**	*27%*	-	*29%*	-	*27%*	-	**41%egi**	-	**37%ei**	-	**44%egi**	-
Don't know		**9**	-	-	6	3	-	-	-	-	-	-	3	-	3	-	3	-
		*******	-	-	*1%*	*1%*	-	-	-	-	-	-	*1%*	-	*1%*	-	*1%*	-
NET Not at all important/ Not very important		**84**	27	21	32	4	8	-	19	-	21	-	11	-	21	-	4	-
		3%	*3%*	**5%d**	**4%d**	*1%*	*2%*	-	**5%o**	-	**5%eo**	-	*3%*	-	**5%o**	-	*1%*	-
NET Important / Very important		**2052**	682	321	708	341	366	-	316	-	321	-	358	-	350	-	341	-
		82%	*82%*	*80%*	*83%*	*82%*	**86%gl**	-	*78%*	-	*80%*	-	**85%g**	-	*82%*	-	*82%*	-
Mean		**4.12**	4.06	4.00	**4.18ab**	**4.26ab**	4.11	-	4.00	-	4.00	-	**4.24egi**	-	4.12	-	**4.26egi**	-
Std Dev.		**0.81**	0.78	0.84	0.84	0.78	0.69	-	0.87	-	0.84	-	0.78	-	0.89	-	0.78	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Not at all important (1)	**71**	-	71	40	30	2	5	7	23	11	8	14	7	30	33	22	67	4	70
	3%	-	*3%*	*3%*	*2%*	*1%*	*1%*	*2%*	**7%efgl**	*2%*	*3%*	**5%efg**	*1%*	**4%l**	**3%l**	**4%l**	*3%*	*1%*	*3%*
Not very important (2)	**213**	-	213	104	109	27	17	32	19	43	38	37	44	51	118	75	194	17	206
	9%	-	*9%*	*8%*	*9%*	*8%*	*5%*	*7%*	*6%*	**10%f**	**12%fh**	**14%efgh**	*6%*	*7%*	**12%lm**	**13%lm**	*9%*	*5%*	*8%*
Neither important nor unimportant (3)	**605**	-	605	301	300	45	73	85	96	127	101	77	118	181	305	179	547	52	633
	24%	-	*24%*	*24%*	*24%*	*13%*	**20%e**	*20%*	**27%e**	**28%efg**	**33%efg**	**30%efg**	*17%*	**23%l**	**30%lm**	**31%lm**	**26%q**	*16%*	*25%*
Important (4)	**963**	-	963	468	494	134	151	185	127	157	109	100	285	311	367	210	803	151	1007
	39%	-	*39%*	*37%*	*40%*	*39%*	*42%*	*43%*	*36%*	*35%*	*35%*	*39%*	*41%*	*40%*	*36%*	*37%*	*38%*	*45%*	*40%*
Very important (5)	**630**	-	630	332	297	124	110	121	83	108	54	29	234	204	191	83	505	111	617
	25%	-	*25%*	*27%*	*24%*	**37%ghijk**	**31%jk**	**28%jk**	**24%k**	**24%k**	*17%*	*11%*	**34%mno**	**26%no**	*19%*	*15%*	*24%*	**33%p**	*24%*
Don't know	**17**	-	17	7	9	7	*	2	3	4	-	2	7	4	5	2	16	-	12
	1%	-	*1%*	*1%*	*1%*	**2%f**	*	*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*
NET Not at all important/ Not very important	**284**	-	284	144	140	29	22	39	43	54	46	51	52	82	151	97	261	21	276
	11%	-	*11%*	*12%*	*11%*	*9%*	*6%*	*9%*	**12%f**	**12%f**	**15%f**	**20%efgi**	*7%*	*10%*	**15%lm**	**17%lm**	**12%q**	*6%*	*11%*
NET Important / Very important	**1593**	-	1593	801	791	257	261	306	210	265	164	129	519	516	557	293	1308	262	1624
	64%	-	*64%*	*64%*	*64%*	**76%hijk**	**73%hijk**	**71%hijk**	*60%*	*59%*	*53%*	*50%*	**75%mno**	**66%no**	*55%*	*51%*	*61%*	**78%p**	*64%*
Mean	**3.75**	-	3.75	3.76	3.75	**4.05hijk**	**3.96hijk**	**3.89hijk**	**3.65k**	**3.69k**	3.52	3.36	**4.01mno**	**3.78no**	3.56	3.45	3.70	**4.04p**	3.75
Std Dev.	**1.02**	-	1.02	1.04	1.00	0.95	0.91	0.95	1.10	1.02	1.00	1.03	0.93	1.03	1.03	1.02	1.03	0.89	1.00
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.05	0.07	0.04	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Not at all important (1)	**71**	9	22	17	22	31	39	30	39	21	7	15	18	7	47	21	48
	3%	*2%*	*3%*	*3%*	*4%*	*2%*	*4%*	*2%*	**4%g**	**7%jklmn**	*2%*	*2%*	*3%*	*2%*	*2%*	**7%p**	*2%*
Not very important (2)	**213**	50	77	40	46	127	86	114	99	29	41	52	57	20	169	29	173
	9%	*9%*	*9%*	*8%*	*8%*	*9%*	*8%*	*8%*	*10%*	*10%*	**11%m**	*8%*	*9%*	*6%*	*8%*	*9%*	*8%*
Neither important nor unimportant (3)	**605**	139	177	151	138	316	289	323	276	69	87	155	160	72	473	72	482
	24%	*24%*	*21%*	**29%b**	*24%*	*23%*	*26%*	*22%*	**27%g**	*22%*	*23%*	*24%*	*26%*	*20%*	*24%*	*23%*	*24%*
Important (4)	**963**	238	320	189	216	558	405	559	393	114	150	269	218	147	785	115	804
	39%	*41%*	*39%*	*36%*	*38%*	*40%*	*37%*	*38%*	*39%*	*37%*	*41%*	**42%l**	*35%*	*42%*	*39%*	*37%*	*40%*
Very important (5)	**630**	137	219	125	149	356	273	423	201	73	76	148	173	105	502	73	516
	25%	*24%*	*27%*	*24%*	*26%*	*25%*	*25%*	**29%h**	*20%*	*24%*	*21%*	*23%*	*28%*	**30%j**	*25%*	*23%*	*25%*
Don't know	**17**	4	9	-	4	13	4	13	3	2	9	*	-	3	12	2	12
	1%	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	*	*1%*	**2%kln**	*	-	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**284**	59	100	57	68	158	126	144	137	51	47	66	75	27	216	51	221
	11%	*10%*	*12%*	*11%*	*12%*	*11%*	*11%*	*10%*	**14%g**	**16%kmn**	*13%*	*10%*	*12%*	*8%*	*11%*	**16%p**	*11%*
NET Important / Very important	**1593**	375	539	313	365	914	678	982	594	188	226	417	391	253	1287	189	1320
	64%	*65%*	*65%*	*60%*	*63%*	*65%*	*62%*	**67%h**	*59%*	*61%*	*61%*	*65%*	*62%*	**71%ijl**	*65%*	*60%*	*65%*
Mean	**3.75**	3.78	3.78	3.70	3.74	3.78	3.72	**3.85h**	3.61	3.61	3.69	3.76	3.75	**3.92ij**	**3.77l**	3.61	**3.77o**
Std Dev.	**1.02**	0.96	1.03	1.02	1.05	1.00	1.04	1.00	1.03	1.15	0.99	0.97	1.05	0.95	1.00	1.15	1.00
Std Error	**0.02**	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Not at all important (1)	**71**	53	18	4	60	5	5	1	4	5	10	3	2	8	6	13	9	*	4
	3%	*2%*	*5%*	*4%*	*3%*	*2%*	*4%*	*1%*	*4%*	*2%*	*5%*	*2%*	*1%*	*3%*	*2%*	*4%*	*4%*	*1%*	*3%*
Not very important (2)	**213**	173	40	10	179	23	7	4	10	34	19	21	14	23	11	15	33	1	22
	9%	*8%*	*10%*	*8%*	*9%*	*11%*	*6%*	*6%*	**9%n**	**12%no**	**9%n**	**11%no**	*6%*	**10%n**	*3%*	*5%*	**16%lno**	*4%*	**13%no**
Neither important nor unimportant (3)	**605**	508	97	38	496	52	37	18	25	62	55	42	62	61	54	69	67	12	40
	24%	*24%*	*25%*	*31%*	*24%*	*25%*	**31%d**	*26%*	*24%*	*22%*	**27%n**	*23%*	**30%n**	**26%n**	*16%*	*21%*	**32%no**	**33%n**	*23%*
Important (4)	**963**	815	149	39	808	78	45	32	42	102	80	79	78	91	125	137	76	13	66
	39%	*39%*	*39%*	*32%*	*39%*	*37%*	*37%*	*44%*	*39%*	*36%*	*39%*	*43%*	*37%*	*38%*	*36%*	*42%*	*36%*	*36%*	*37%*
Very important (5)	**630**	550	79	29	537	51	26	14	26	71	40	40	53	54	145	85	23	10	42
	25%	*26%*	*21%*	*24%*	*26%*	*24%*	*22%*	*20%*	**24%p**	**26%p**	*19%*	**22%p**	**25%p**	**23%p**	**42%hijklmopr**	**26%p**	*11%*	**27%p**	**24%p**
Don't know	**17**	15	2	1	15	1	-	2	-	5	1	-	-	-	2	5	2	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*	-	**2%df**	-	*2%*	*1%*	-	-	-	*1%*	*2%*	*1%*	-	*1%*
NET Not at all important/ Not very important	**284**	226	58	14	239	28	12	5	14	39	29	24	16	30	17	28	42	2	27
	11%	*11%*	*15%*	*11%*	*11%*	*13%*	*10%*	*7%*	**13%n**	**14%n**	**14%n**	**13%n**	*8%*	**13%n**	*5%*	*9%*	**20%lnoq**	*5%*	**15%n**
NET Important / Very important	**1593**	1365	228	69	1345	130	72	46	68	173	119	118	131	145	270	222	99	22	108
	64%	*65%*	*59%*	*56%*	*64%*	*61%*	*59%*	*65%*	**63%p**	**62%p**	*58%*	**64%p**	**63%p**	**61%p**	**79%hijklmopqr**	**69%p**	*47%*	*62%*	**61%p**
Mean	**3.75**	**3.78b**	3.60	3.66	3.76	3.71	3.68	3.79	**3.71p**	**3.73p**	3.59	**3.72p**	**3.79p**	**3.68p**	**4.15hijklmopqr**	**3.83jp**	3.34	**3.84p**	**3.68p**
Std Dev.	**1.02**	1.01	1.07	1.04	1.02	1.03	1.00	0.89	1.05	1.04	1.06	0.98	0.94	1.03	0.92	1.01	1.02	0.91	1.05
Std Error	**0.02**	0.02	0.04	0.06	0.03	0.05	0.05	0.05	0.09	0.08	0.09	0.08	0.07	0.08	0.07	0.08	0.08	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Not at all important (1)	**71**	51	7	5	3	4	58	7	43	12	5	6	5	55	10
	3%	**5%bcf**	*1%*	*1%*	*2%*	**6%b**	**3%b**	*3%*	**4%ij**	*1%*	*1%*	**5%i**	**9%ijm**	**3%i**	**6%ij**
Not very important (2)	**213**	79	82	19	28	4	161	33	86	89	20	14	1	174	15
	9%	*8%*	*9%*	*6%*	**14%cf**	*6%*	*9%*	**12%c**	*9%*	*9%*	*6%*	*12%*	*2%*	*9%*	*9%*
Neither important nor unimportant (3)	**605**	219	208	119	47	9	427	56	196	246	117	29	13	442	42
	24%	*23%*	*23%*	**35%abdefg**	*23%*	*13%*	*23%*	*21%*	*21%*	*25%*	**33%him**	*24%*	*27%*	*23%*	*25%*
Important (4)	**963**	329	399	127	85	20	728	104	330	427	143	39	16	757	55
	39%	*35%*	**43%a**	*37%*	*42%*	*28%*	*39%*	*38%*	*35%*	**43%hn**	*40%*	*32%*	*33%*	*39%*	*32%*
Very important (5)	**630**	258	223	70	40	32	481	72	289	224	67	32	15	513	46
	25%	**27%c**	*24%*	*20%*	*20%*	**45%abcdfg**	*26%*	*26%*	**30%ij**	*22%*	*19%*	*26%*	*30%*	**26%j**	*27%*
Don't know	**17**	7	5	3	-	1	12	1	9	4	2	1	-	13	1
	1%	*1%*	*1%*	*1%*	-	*2%*	*1%*	*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*
NET Not at all important/ Not very important	**284**	131	89	24	32	8	220	40	128	101	25	20	5	229	26
	11%	**14%bc**	*10%*	*7%*	**16%c**	*12%*	**12%c**	**15%c**	**13%j**	*10%*	*7%*	**17%j**	*11%*	**12%j**	**15%j**
NET Important / Very important	**1593**	587	622	197	125	51	1209	176	618	651	210	70	31	1270	101
	64%	*62%*	**67%c**	*58%*	*61%*	*73%*	**65%c**	*64%*	*65%*	*65%*	*59%*	*58%*	*62%*	*65%*	*60%*
Mean	**3.75**	3.71	3.82	3.70	3.64	4.03	3.76	3.74	3.78	3.76	3.70	3.64	3.72	3.77	3.66
Std Dev.	**1.02**	1.12	0.93	0.91	1.00	1.18	1.03	1.06	1.11	0.94	0.89	1.14	1.18	1.03	1.15
Std Error	**0.02**	0.04	0.03	0.05	0.07	0.14	0.02	0.06	0.04	0.03	0.05	0.10	0.16	0.02	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2545	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	2499	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	1509	80	1408	23	472	965	76	1479	17	9	1	1504	5
Not at all important (1)	71	1	69	1	25	45	1	70	*	-	-	71	-
	3%	*	*3%*	*2%*	*3%*	*3%*	*1%*	*3%*	*2%*	-	-	*3%*	-
Not very important (2)	213	5	208	*	65	144	4	213	*	-	-	213	-
	9%	*4%*	*9%*	*1%*	*9%*	*9%*	*3%*	*9%*	*	-	-	*9%*	-
Neither important nor unimportant (3)	605	29	569	7	135	439	30	595	3	6	*	603	1
	24%	*24%*	*24%*	*22%*	*19%*	**27%d**	*23%*	*24%*	*10%*	*58%*	*10%*	*24%*	*21%*
Important (4)	963	47	898	19	295	613	55	942	16	4	-	962	2
	39%	*38%*	*38%*	*60%*	*41%*	*37%*	*42%*	*38%*	*61%*	*36%*	-	*39%*	*30%*
Very important (5)	630	41	584	4	186	405	39	619	8	1	1	627	2
	25%	*33%*	*25%*	*14%*	*26%*	*25%*	*30%*	*25%*	*28%*	*5%*	*90%*	*25%*	*30%*
Don't know	17	1	16	-	12	4	1	16	-	-	-	16	1
	1%	*1%*	*1%*	-	**2%e**	*	*1%*	*1%*	-	-	-	*1%*	*19%*
NET Not at all important/ Not very important	284	5	278	1	90	189	5	284	*	-	-	284	-
	11%	*4%*	**12%a**	*4%*	**13%f**	**11%f**	*4%*	*12%*	*2%*	-	-	*11%*	-
NET Important / Very important	1593	88	1482	23	481	1018	94	1560	24	4	1	1588	3
	64%	*71%*	*63%*	*74%*	**67%e**	*62%*	*72%*	*64%*	*89%*	*42%*	*90%*	*64%*	*60%*
Mean	3.75	**4.01b**	3.74	3.81	3.78	3.72	**3.97e**	3.75	4.13	3.47	4.80	3.75	4.10
Std Dev.	1.02	0.88	1.03	0.79	1.04	1.02	0.87	1.02	0.73	0.63	-	1.02	0.90
Std Error	0.02	0.07	0.02	0.13	0.04	0.03	0.07	0.02	0.15	0.16	-	0.02	0.37

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 120

QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Not at all important (1)	**71**	17	13	23	18	7	-	10	-	13	-	11	-	12	-	18	-
	3%	*2%*	*3%*	*3%*	*4%*	*2%*	-	*2%*	-	*3%*	-	*3%*	-	*3%*	-	*4%*	-
Not very important (2)	**213**	73	40	70	31	42	-	31	-	40	-	37	-	33	-	31	-
	9%	*9%*	*10%*	*8%*	*7%*	*10%*	-	*8%*	-	*10%*	-	*9%*	-	*8%*	-	*7%*	-
Neither important nor unimportant (3)	**605**	183	113	211	97	85	-	98	-	113	-	106	-	105	-	97	-
	24%	*22%*	*28%*	*25%*	*23%*	*20%*	-	*24%*	-	**28%e**	-	*25%*	-	*25%*	-	*23%*	-
Important (4)	**963**	365	165	288	145	195	-	169	-	165	-	135	-	153	-	145	-
	39%	**44%cd**	*41%*	*34%*	*35%*	**46%kmo**	-	**42%k**	-	**41%k**	-	*32%*	-	*36%*	-	*35%*	-
Very important (5)	**630**	194	71	243	122	96	-	98	-	71	-	127	-	117	-	122	-
	25%	*23%*	*18%*	**29%b**	**29%b**	*23%*	-	*24%*	-	*18%*	-	**30%i**	-	**27%i**	-	**29%i**	-
Don't know	**17**	-	-	14	3	-	-	-	-	-	-	6	-	8	-	3	-
	1%	-	-	**2%ab**	**1%a**	-	-	-	-	-	-	*1%*	-	**2%eg**	-	*1%*	-
NET Not at all important/ Not very important	**284**	90	53	93	49	49	-	41	-	53	-	48	-	45	-	49	-
	11%	*11%*	*13%*	*11%*	*12%*	*11%*	-	*10%*	-	*13%*	-	*11%*	-	*10%*	-	*12%*	-
NET Important / Very important	**1593**	558	236	532	266	291	-	267	-	236	-	262	-	270	-	266	-
	64%	**67%b**	*59%*	*63%*	*64%*	**69%i**	-	*66%*	-	*59%*	-	*62%*	-	*63%*	-	*64%*	-
Mean	**3.75**	**3.78b**	3.60	**3.79b**	**3.78b**	**3.78i**	-	**3.77i**	-	3.60	-	**3.79i**	-	**3.78i**	-	**3.78i**	-
Std Dev.	**1.02**	0.97	1.00	1.04	1.08	0.96	-	0.98	-	1.00	-	1.05	-	1.03	-	1.08	-
Std Error	**0.02**	0.03	0.05	0.04	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Not at all important (1)	**14**	-	14	5	8	2	3	5	1	*	1	2	5	6	3	3	11	3	16
	1%	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
Not very important (2)	**48**	-	48	26	21	16	3	7	10	3	5	4	19	17	12	9	40	8	54
	2%	-	*2%*	*2%*	*2%*	**5%fgi**	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**296**	-	296	167	127	44	52	51	46	42	27	34	97	96	103	61	250	40	307
	12%	-	*12%*	*13%*	*10%*	*13%*	*15%*	*12%*	*13%*	*9%*	*9%*	*13%*	*14%*	*12%*	*10%*	*11%*	*12%*	*12%*	*12%*
Important (4)	**1239**	-	1239	631	607	154	185	229	158	238	142	132	339	387	513	275	1070	159	1260
	50%	-	*50%*	*50%*	*49%*	*45%*	*52%*	*53%*	*45%*	*53%*	*46%*	*51%*	*49%*	*49%*	*50%*	*48%*	*50%*	*48%*	*50%*
Very important (5)	**893**	-	893	422	469	118	113	137	137	164	135	87	232	274	387	222	755	123	901
	36%	-	*36%*	*34%*	*38%*	*35%*	*32%*	*32%*	*39%*	*37%*	**44%fg**	*34%*	*33%*	*35%*	*38%*	*39%*	*35%*	*37%*	*35%*
Don't know	**9**	-	9	1	8	5	-	3	-	2	-	-	5	3	2	-	7	1	7
	*	-	*	*	*1%*	*1%*	-	*1%*	-	*	-	-	*1%*	*	*	-	*	*	*
NET Not at all important/ Not very important	**62**	-	62	32	29	18	6	12	11	3	6	6	24	23	15	12	51	11	70
	2%	-	*2%*	*3%*	*2%*	**5%fi**	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	**3%n**	*3%*	*1%*	*2%*	*2%*	*3%*	*3%*
NET Important / Very important	**2132**	-	2132	1054	1076	272	299	366	295	402	278	219	570	661	899	497	1825	283	2161
	85%	-	*85%*	*84%*	*87%*	*80%*	*84%*	*85%*	*84%*	**90%ef**	**89%e**	*85%*	*82%*	*84%*	**88%l**	*87%*	*86%*	*84%*	*85%*
Mean	**4.18**	-	4.18	4.15	4.22	4.11	4.13	4.14	4.19	**4.26efg**	**4.31efg**	4.15	4.12	4.16	**4.25l**	**4.24l**	4.18	4.18	4.17
Std Dev.	**0.76**	-	0.76	0.76	0.75	0.85	0.75	0.77	0.79	0.66	0.72	0.75	0.80	0.78	0.70	0.74	0.75	0.79	0.77
Std Error	**0.01**	-	0.01	0.02	0.02	0.05	0.04	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 121

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Not at all important	(1)	**14**	1	9	1	3	10	4	8	5	4	*	4	1	4	10	4	10
		1%	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*
Not very important	(2)	**48**	14	11	11	13	25	23	21	25	7	9	8	9	9	36	7	38
		2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*
Neither important nor unimportant	(3)	**296**	60	83	76	77	143	153	180	108	40	36	70	67	37	211	40	221
		12%	*10%*	*10%*	**15%b**	*13%*	*10%*	**14%b**	*12%*	*11%*	*13%*	*10%*	*11%*	*11%*	*10%*	*11%*	*13%*	*11%*
Important	(4)	**1239**	289	412	265	273	701	538	735	499	146	184	330	316	180	1010	148	1025
		50%	*50%*	*50%*	*51%*	*47%*	*50%*	*49%*	*50%*	*49%*	*47%*	*50%*	*52%*	*51%*	*51%*	*51%*	*47%*	*50%*
Very important	(5)	**893**	212	305	169	207	517	376	512	369	112	138	224	229	126	717	114	735
		36%	*37%*	*37%*	*32%*	*36%*	*37%*	*34%*	*35%*	*37%*	*36%*	*37%*	*35%*	*37%*	*35%*	*36%*	*36%*	*36%*
Don't know		**9**	1	6	-	2	7	2	5	3	*	1	1	3	-	5	*	5
		*	*	*1%*	-	*	*1%*	*	*	*	*	*	*	*	-	*	*	*
NET Not at all important/ Not very important		**62**	15	20	11	16	35	27	30	31	11	10	13	11	13	46	11	47
		2%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	*3%*	*2%*	*2%*	*4%*	*2%*	*3%*	*2%*
NET Important / Very important		**2132**	501	716	434	480	1217	914	1248	868	258	322	554	545	305	1727	262	1760
		85%	*87%*	*87%*	*83%*	*84%*	*87%*	*83%*	*85%*	*86%*	*84%*	*87%*	*87%*	*87%*	*86%*	*87%*	*84%*	*87%*
Mean		**4.18**	4.21	4.21	4.13	4.17	4.21	4.15	4.18	4.19	4.15	4.22	4.19	4.22	4.17	4.20	4.15	4.20
Std Dev.		**0.76**	0.74	0.76	0.74	0.78	0.75	0.76	0.74	0.77	0.83	0.73	0.73	0.71	0.79	0.74	0.82	0.74
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 121

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Not at all important (1)	**14**	13	*	*	12	*	1	*	2	-	1	1	3	2	-	1	2	-	*
	1%	*1%*	*	*	*1%*	*	*1%*	*1%*	**1%n**	-	*	*1%*	*1%*	*1%*	-	*	*1%*	-	*
Not very important (2)	**48**	40	8	2	37	6	4	1	1	9	8	2	1	2	7	6	3	-	6
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*1%*	*3%*	*4%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	-	*3%*
Neither important nor unimportant (3)	**296**	265	31	11	250	25	14	7	14	39	30	21	19	27	43	27	30	3	22
	12%	*13%*	*8%*	*9%*	*12%*	*12%*	*12%*	*10%*	*13%*	*14%*	*15%*	*11%*	*9%*	*11%*	*13%*	*8%*	*14%*	*8%*	*12%*
Important (4)	**1239**	1023	216	60	1035	107	56	42	48	119	98	95	109	121	167	175	103	24	83
	50%	*48%*	**58%a**	*49%*	*49%*	*50%*	*46%*	**58%df**	*45%*	*43%*	*48%*	*51%*	*52%*	*51%*	*49%*	*54%*	*49%*	**67%hijnpr**	*47%*
Very important (5)	**893**	767	126	47	753	73	46	21	43	109	66	65	77	85	123	114	71	9	64
	36%	*36%*	*33%*	*39%*	*36%*	*34%*	*38%*	*29%*	*40%*	*39%*	*32%*	*36%*	*37%*	*36%*	*36%*	*35%*	*34%*	*25%*	*36%*
Don't know	**9**	5	4	1	7	1	-	1	-	2	1	-	-	-	4	-	-	-	1
	*	*	*1%*	*1%*	*	*	-	*1%*	-	*1%*	*1%*	-	-	-	*1%*	-	-	-	*1%*
NET Not at all important/ Not very important	**62**	54	8	3	50	6	5	1	3	9	8	3	4	4	7	7	6	-	6
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	-	*3%*
NET Important / Very important	**2132**	1790	342	107	1788	179	102	63	91	228	164	160	187	205	290	289	174	33	147
	85%	*85%*	*89%*	*88%*	*85%*	*85%*	*84%*	*88%*	*85%*	*82%*	*80%*	*87%*	*89%*	*87%*	*84%*	**89%j**	*83%*	*92%*	*83%*
Mean	**4.18**	4.18	4.20	4.25	4.19	4.17	4.18	4.15	4.21	4.19	4.09	4.20	4.23	4.20	4.20	4.22	4.13	4.17	4.17
Std Dev.	**0.76**	0.77	0.68	0.73	0.76	0.75	0.82	0.69	0.82	0.79	0.81	0.73	0.74	0.74	0.73	0.70	0.80	0.56	0.78
Std Error	**0.01**	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.07	0.06	0.06	0.06	0.05	0.05	0.07	0.06	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Not at all important (1)	**14**	8	1	2	1	2	9	3	7	3	-	1	3	10	4
	1%	*1%*	*	*1%*	*	**3%b**	*1%*	*1%*	*1%*	*	-	*1%*	**5%hijm**	*1%*	**2%ijm**
Not very important (2)	**48**	11	14	13	7	2	25	9	10	18	13	5	1	28	6
	2%	*1%*	*1%*	**4%abf**	*3%*	*3%*	*1%*	*3%*	*1%*	*2%*	**4%hm**	**4%hm**	*1%*	*1%*	*3%*
Neither important nor unimportant (3)	**296**	73	100	87	27	6	172	33	91	99	82	13	3	190	16
	12%	*8%*	*11%*	**25%abdefg**	**13%a**	*8%*	*9%*	*12%*	*10%*	*10%*	**23%hiklmn**	*11%*	*6%*	*10%*	*9%*
Important (4)	**1239**	427	517	157	99	33	945	133	420	562	168	55	26	983	81
	50%	*45%*	**56%act**	*46%*	*49%*	*48%*	**51%a**	*48%*	*44%*	**56%hjm**	*47%*	*46%*	*51%*	**50%h**	*48%*
Very important (5)	**893**	422	292	80	69	26	713	95	420	317	89	46	18	737	64
	36%	**45%bcdfg**	**32%c**	*23%*	**34%c**	*37%*	**38%bc**	**35%c**	**44%ijm**	*32%*	*25%*	**38%j**	*36%*	**38%ij**	**37%j**
Don't know	**9**	3	1	4	-	1	3	1	4	2	2	-	-	6	-
	*	*	*	**1%bf**	-	**2%bf**	*	*	*	*	*1%*	-	-	*	-
NET Not at all important/ Not very important	**62**	19	15	15	7	4	34	11	17	21	13	6	3	38	9
	2%	*2%*	*2%*	**4%bf**	*4%*	*6%*	*2%*	*4%*	*2%*	*2%*	*4%*	*5%*	*7%*	*2%*	**6%hijm**
NET Important / Very important	**2132**	849	809	237	169	59	1658	228	840	879	257	101	44	1719	145
	85%	**90%cdg**	**88%c**	*69%*	**83%c**	*85%*	**89%cg**	**83%c**	**88%j**	**88%j**	*73%*	**84%j**	*87%*	**88%ij**	**85%j**
Mean	**4.18**	**4.32bcdg**	**4.17c**	3.88	**4.13c**	4.16	**4.25bc**	**4.14c**	**4.30ijn**	**4.17j**	3.95	**4.16j**	4.11	**4.24j**	**4.15j**
Std Dev.	**0.76**	0.74	0.68	0.83	0.79	0.90	0.72	0.82	0.75	0.70	0.79	0.84	0.98	0.72	0.88
Std Error	**0.01**	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.07	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 121

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Not at all important	(1)	**14**	2	12	-	4	10	-	14	-	-	-	14	-
		1%	*2%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Not very important	(2)	**48**	*	47	1	14	29	5	46	1	-	-	47	1
		2%	*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*4%*	-	-	*2%*	*21%*
Neither important nor unimportant	(3)	**296**	20	274	2	65	213	18	285	6	2	1	292	3
		12%	*16%*	*12%*	*7%*	*9%*	**13%d**	*14%*	*12%*	*21%*	*21%*	*82%*	*12%*	*51%*
Important	(4)	**1239**	46	1178	15	342	831	66	1218	16	5	-	1239	*
		50%	*37%*	**50%a**	*49%*	*48%*	*50%*	*50%*	*50%*	*61%*	*46%*	-	*50%*	*1%*
Very important	(5)	**893**	52	828	13	287	565	41	885	4	3	*	892	*
		36%	*42%*	*35%*	*41%*	**40%e**	*34%*	*31%*	*36%*	*15%*	*33%*	*18%*	*36%*	*9%*
Don't know		**9**	4	5	-	4	4	1	8	-	-	-	8	1
		*	**3%b**	*	-	*1%*	*	*1%*	*	-	-	-	*	*19%*
NET Not at all important/ Not very important		**62**	2	59	1	18	39	5	60	1	-	-	61	1
		2%	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*2%*	*4%*	-	-	*2%*	*21%*
NET Important / Very important		**2132**	98	2006	28	630	1395	107	2103	20	8	*	2131	*
		85%	*79%*	*86%*	*90%*	*88%*	*85%*	*82%*	*86%*	*75%*	*79%*	*18%*	*86%*	*9%*
Mean		**4.18**	4.21	4.18	4.29	**4.25e**	4.16	4.10	4.19	3.86	4.13	3.36	4.19	2.97
Std Dev.		**0.76**	0.84	0.75	0.72	0.75	0.75	0.77	0.75	0.72	0.76	-	0.75	0.95
Std Error		**0.01**	0.07	0.02	0.12	0.03	0.02	0.06	0.02	0.14	0.19	-	0.01	0.39

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days

Base : All participants (on odd months)

		Total	Quarter				Month												
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Not at all important	(1)	**14**	6	2	4	2	2	-	4	-	2	-	3	-	1	-	2	-
		1%	*1%*	*1%*	*	*1%*	*	-	*1%*	-	*1%*	-	*1%*	-	*	-	*1%*	-
Not very important	(2)	**48**	15	12	15	5	10	-	5	-	12	-	5	-	10	-	5	-
		2%	*2%*	*3%*	*2%*	*1%*	*2%*	-	*1%*	-	*3%*	-	*1%*	-	*2%*	-	*1%*	-
Neither important nor unimportant	(3)	**296**	90	72	90	44	48	-	42	-	72	-	47	-	44	-	44	-
		12%	*11%*	**18%acd**	*11%*	*11%*	*11%*	-	*10%*	-	**18%egkmo**	-	*11%*	-	*10%*	-	*11%*	-
Important	(4)	**1239**	487	192	386	174	248	-	239	-	192	-	177	-	210	-	174	-
		50%	**59%bcd**	*48%*	*45%*	*42%*	**58%ikmo**	-	**59%ikmo**	-	*48%*	-	*42%*	-	*49%*	-	*42%*	-
Very important	(5)	**893**	233	124	350	186	117	-	116	-	124	-	187	-	163	-	186	-
		36%	*28%*	*31%*	**41%ab**	**45%ab**	*27%*	-	*29%*	-	*31%*	-	**44%egi**	-	**38%eg**	-	**45%egi**	-
Don't know		**9**	-	-	4	5	-	-	-	-	-	-	2	-	1	-	5	-
		*******	-	-	*	**1%a**	-	-	-	-	-	-	*1%*	-	*	-	*1%*	-
NET Not at all important/ Not very important		**62**	21	15	19	7	12	-	9	-	15	-	8	-	11	-	7	-
		2%	*3%*	*4%*	*2%*	*2%*	*3%*	-	*2%*	-	*4%*	-	*2%*	-	*3%*	-	*2%*	-
NET Important / Very important		**2132**	720	316	736	360	365	-	355	-	316	-	364	-	372	-	360	-
		85%	**87%b**	*78%*	**87%b**	**87%b**	**86%l**	-	**87%l**	-	*78%*	-	**86%l**	-	**87%l**	-	**87%l**	-
Mean		**4.18**	4.11	4.05	**4.26ab**	**4.31ab**	4.10	-	4.13	-	4.05	-	**4.29egi**	-	**4.23i**	-	**4.31egi**	-
Std Dev.		**0.76**	0.72	0.81	0.75	0.75	0.71	-	0.72	-	0.81	-	0.77	-	0.74	-	0.75	-
Std Error		**0.01**	0.02	0.04	0.03	0.04	0.03	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2545	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	2499	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	1509	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Not at all important (1)	16	-	16	11	6	1	5	2	1	5	*	3	6	3	8	3	15	2	25
	1%	-	1%	1%	*	*	1%	*	*	1%	*	1%	1%	*	1%	*	1%	1%	1%
Not very important (2)	73	-	73	46	27	27	7	13	8	6	6	7	34	21	19	13	60	13	75
	3%	-	3%	4%	2%	8%fghijk	2%	3%	2%	1%	2%	3%	5%n	3%	2%	2%	3%	4%	3%
Neither important nor unimportant (3)	309	-	309	178	130	60	65	52	32	50	27	24	124	84	100	51	261	45	346
	12%	-	12%	14%d	10%	18%hijk	18%ghijk	12%	9%	11%	9%	9%	18%mno	11%	10%	9%	12%	13%	14%
Important (4)	1103	-	1103	557	543	132	165	194	148	193	156	114	297	342	463	270	938	148	1120
	44%	-	44%	44%	44%	39%	46%	45%	42%	43%	50%e	44%	43%	44%	45%	47%	44%	44%	44%
Very important (5)	988	-	988	463	525	114	115	169	161	195	122	112	230	330	428	234	851	127	971
	40%	-	40%	37%	42%c	34%	32%	39%	46%ef	43%ef	39%	43%f	33%	42%l	42%l	41%l	40%	38%	38%
Don't know	9	-	9	-	9	5	*	3	-	1	-	-	5	3	1	-	8	-	8
	*	-	*	-	1%c	2%	*	1%	-	*	-	-	1%	*	*	-	*	-	*
NET Not at all important/ Not very important	90	-	90	57	33	28	12	14	10	11	6	9	40	24	26	15	74	14	100
	4%	-	4%	5%d	3%	8%fghij	3%	3%	3%	2%	2%	3%	6%mno	3%	3%	3%	3%	4%	4%
NET Important / Very important	2091	-	2091	1019	1068	247	280	363	309	387	278	226	527	672	891	504	1789	275	2091
	84%	-	84%	81%	86%c	73%	78%	84%e	88%ef	86%ef	89%ef	87%ef	76%	86%l	87%l	88%l	84%	82%	82%
Mean	4.19	-	4.19	4.13	4.26c	4.00	4.06	4.20ef	4.31ef	4.26ef	4.26ef	4.26ef	4.03	4.25l	4.26l	4.26l	4.20	4.15	4.16
Std Dev.	0.81	-	0.81	0.85	0.77	0.93	0.84	0.79	0.77	0.80	0.70	0.80	0.88	0.78	0.77	0.75	0.81	0.83	0.84
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Not at all important (1)	**16**	1	7	4	5	7	9	8	8	3	6	3	2	1	12	3	12
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*	*1%*	*1%*	*1%*
Not very important (2)	**73**	18	23	12	21	40	33	49	24	8	20	14	17	10	61	8	62
	3%	*3%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*2%*	*3%*	**5%k**	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*
Neither important nor unimportant (3)	**309**	56	80	100	73	136	173	194	110	35	42	79	71	44	236	37	240
	12%	*10%*	*10%*	**19%abd**	*13%*	*10%*	**16%e**	*13%*	*11%*	*11%*	*11%*	*12%*	*11%*	*12%*	*12%*	*12%*	*12%*
Important (4)	**1103**	255	380	221	246	636	467	642	450	127	166	284	277	162	890	128	910
	44%	*44%*	*46%*	*42%*	*43%*	*45%*	*43%*	*44%*	*45%*	*41%*	*45%*	*45%*	*44%*	*46%*	*45%*	*41%*	*45%*
Very important (5)	**988**	247	331	183	228	577	411	566	415	135	134	258	255	138	785	136	806
	40%	*43%*	*40%*	*35%*	*40%*	*41%*	*37%*	*39%*	*41%*	*44%*	*36%*	*40%*	*41%*	*39%*	*39%*	*43%*	*40%*
Don't know	**9**	1	5	-	3	6	3	5	3	*	1	-	3	-	4	*	4
	*	*	*1%*	-	*1%*	*	*	*	*	*	*	-	*	-	*	*	*
NET Not at all important/ Not very important	**90**	18	29	17	25	47	42	56	32	12	26	17	20	11	73	12	74
	4%	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	**7%kln**	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*
NET Important / Very important	**2091**	502	711	404	474	1213	878	1208	865	262	300	542	533	300	1675	265	1716
	84%	**87%c**	**86%c**	*78%*	*82%*	**87%f**	*80%*	*83%*	*86%*	*85%*	*81%*	*85%*	*85%*	*85%*	*84%*	*84%*	*84%*
Mean	**4.19**	**4.27c**	**4.23c**	4.09	4.17	**4.24f**	4.13	4.17	4.23	4.24	4.10	4.22	4.23	4.20	4.20	4.23	4.20
Std Dev.	**0.81**	0.76	0.80	0.84	0.84	0.78	0.84	0.82	0.80	0.84	0.91	0.78	0.79	0.78	0.81	0.84	0.81
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.04	0.05	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 122

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Not at all important (1)	**16**	13	4	2	11	3	2	1	*	4	1	1	-	2	-	2	-	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**2%d**	*1%*	*	*1%*	*	*1%*	-	*1%*	-	*1%*	-	**3%jlnp**	*1%*
Not very important (2)	**73**	55	18	5	51	17	3	2	4	7	3	4	9	5	6	10	3	*	17
	3%	*3%*	*5%*	*4%*	*2%*	**8%dfg**	*3%*	*3%*	*4%*	*2%*	*1%*	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	*1%*	**10%jkmnopq**
Neither important nor unimportant (3)	**309**	260	49	22	259	23	17	11	12	32	34	16	21	34	43	28	40	4	19
	12%	*12%*	*13%*	*18%*	*12%*	*11%*	*14%*	*15%*	*11%*	*11%*	**17%o**	*8%*	*10%*	*14%*	*12%*	*9%*	**19%klo**	*10%*	*11%*
Important (4)	**1103**	940	163	51	926	92	52	33	48	124	83	94	100	104	147	136	88	21	72
	44%	*44%*	*42%*	*42%*	*44%*	*44%*	*43%*	*46%*	*45%*	*45%*	*41%*	*51%*	*48%*	*44%*	*43%*	*42%*	*42%*	**58%jr**	*41%*
Very important (5)	**988**	841	148	42	843	73	47	25	42	110	83	69	79	91	145	147	78	10	64
	40%	*40%*	*38%*	*34%*	*40%*	*35%*	*39%*	*35%*	*40%*	*39%*	*40%*	*38%*	*38%*	*38%*	*42%*	**46%q**	*37%*	*28%*	*36%*
Don't know	**9**	5	4	1	6	2	-	1	-	2	1	-	-	-	3	-	-	-	2
	*	*	*1%*	*1%*	*	*1%*	-	*1%*	-	*1%*	*1%*	-	-	-	*1%*	-	-	-	*1%*
NET Not at all important/ Not very important	**90**	68	22	7	61	20	5	3	4	11	3	6	9	8	6	12	3	1	19
	4%	*3%*	*6%*	*5%*	*3%*	**10%dfg**	*4%*	*4%*	*4%*	*4%*	*2%*	*3%*	*4%*	*3%*	*2%*	*4%*	*2%*	*4%*	**11%hijklmnop**
NET Important / Very important	**2091**	1780	311	93	1769	166	99	58	91	234	166	163	179	195	292	284	166	31	135
	84%	**84%c**	*81%*	*76%*	**84%e**	*79%*	*82%*	*81%*	*85%*	*84%*	*81%*	**89%pr**	*86%*	*82%*	*85%*	**88%r**	*79%*	*85%*	*77%*
Mean	**4.19**	4.20	4.14	4.04	**4.22e**	4.04	4.15	4.11	4.20	4.19	4.20	4.22	4.19	4.17	**4.27r**	**4.29r**	4.15	4.06	4.03
Std Dev.	**0.81**	0.80	0.88	0.91	0.79	0.96	0.88	0.84	0.81	0.84	0.79	0.75	0.78	0.83	0.74	0.79	0.78	0.86	0.98
Std Error	**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.07	0.07	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Not at all important (1)	**16**	7	6	1	-	2	14	2	10	5	*	1	1	15	1
	1%	*1%*	*1%*	*	-	*2%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**73**	16	25	6	19	7	41	27	19	36	12	4	2	54	6
	3%	*2%*	*3%*	*2%*	**10%abcf**	**11%abcf**	*2%*	**10%abcf**	*2%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*
Neither important nor unimportant (3)	**309**	84	102	83	28	6	186	34	81	115	79	20	6	196	26
	12%	*9%*	*11%*	**24%abdefg**	*14%*	*9%*	*10%*	*13%*	*8%*	*11%*	**22%him**	**16%h**	*13%*	*10%*	**15%h**
Important (4)	**1103**	377	454	161	87	20	830	107	365	495	171	48	17	860	65
	44%	*40%*	**49%aeg**	**47%e**	*43%*	*28%*	*44%*	*39%*	*38%*	**49%hmn**	**48%h**	*40%*	*34%*	**44%h**	*38%*
Very important (5)	**988**	456	336	90	69	34	793	102	473	350	89	47	24	824	72
	40%	**48%bcdfg**	**36%c**	*26%*	*34%*	**48%c**	**42%bc**	**37%c**	**50%ljm**	**35%j**	*25%*	**39%j**	**49%j**	**42%lj**	**42%j**
Don't know	**9**	4	*	2	*	1	4	1	4	2	2	-	-	6	-
	*	*	*	*1%*	*	**2%b**	*	*1%*	*	*	*1%*	-	-	*	-
NET Not at all important/ Not very important	**90**	23	32	7	19	9	55	28	29	40	12	5	2	69	8
	4%	*2%*	*3%*	*2%*	**10%abcf**	**13%abcf**	*3%*	**10%abcf**	*3%*	*4%*	*3%*	*4%*	*5%*	*4%*	*4%*
NET Important / Very important	**2091**	833	790	251	156	54	1623	210	838	845	261	95	41	1683	137
	84%	**88%cdeg**	**85%cdg**	*73%*	*77%*	*77%*	**87%cdg**	*77%*	**88%jkn**	**84%j**	*74%*	*79%*	*82%*	**86%j**	*80%*
Mean	**4.19**	**4.34bcdfg**	**4.18cd**	3.98	4.01	4.12	**4.26bcdg**	4.04	**4.34ijkmn**	**4.15j**	3.96	4.14	4.25	**4.24ij**	**4.17j**
Std Dev.	**0.81**	0.77	0.78	0.78	0.93	1.10	0.78	0.97	0.80	0.79	0.79	0.86	0.90	0.80	0.87
Std Error	**0.02**	0.02	0.03	0.04	0.06	0.13	0.02	0.06	0.03	0.03	0.04	0.08	0.12	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Not at all important	(1)	**16**	1	16	-	8	8	1	16	*	-	-	16	-
		1%	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	*2%*	-	-	*1%*	-
Not very important	(2)	**73**	-	73	-	23	51	-	72	1	-	-	73	-
		3%	-	*3%*	-	*3%*	*3%*	-	*3%*	*4%*	-	-	*3%*	-
Neither important nor unimportant	(3)	**309**	23	284	2	71	216	23	297	7	1	1	305	3
		12%	*18%*	*12%*	*6%*	*10%*	*13%*	*17%*	*12%*	*26%*	*8%*	*82%*	*12%*	*58%*
Important	(4)	**1103**	35	1054	14	288	742	73	1078	15	9	-	1102	1
		44%	*28%*	**45%a**	*44%*	*40%*	*45%*	**56%d**	*44%*	*55%*	*83%*	-	*44%*	*23%*
Very important	(5)	**988**	62	911	15	325	631	33	984	4	1	*	988	-
		40%	**50%b**	*39%*	*50%*	**45%ef**	**38%f**	*25%*	*40%*	*14%*	*9%*	*10%*	*40%*	-
Don't know		**9**	4	5	-	4	4	1	8	-	-	*	8	1
		*	**3%b**	*	-	*1%*	*	*1%*	*	-	-	*8%*	*	*19%*
NET Not at all important/ Not very important		**90**	1	89	-	30	59	1	88	2	-	-	90	-
		4%	*1%*	*4%*	-	*4%*	*4%*	*1%*	*4%*	*6%*	-	-	*4%*	-
NET Important / Very important		**2091**	96	1966	29	613	1372	106	2062	18	9	*	2090	1
		84%	*78%*	*84%*	*94%*	*85%*	*83%*	*81%*	*84%*	*69%*	*92%*	*10%*	*84%*	*23%*
Mean		**4.19**	4.31	4.19	4.43	4.26	4.18	4.06	4.20	3.75	4.01	3.22	4.20	3.29
Std Dev.		**0.81**	0.82	0.81	0.62	0.84	0.81	0.69	0.81	0.82	0.43	-	0.81	0.52
Std Error		**0.02**	0.07	0.02	0.10	0.03	0.02	0.06	0.02	0.16	0.11	-	0.02	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Not at all important (1)	**16**	7	2	5	2	3	-	4	-	2	-	2	-	4	-	2	-
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*	-
Not very important (2)	**73**	28	15	23	7	17	-	11	-	15	-	12	-	11	-	7	-
	3%	*3%*	*4%*	*3%*	*2%*	*4%*	-	*3%*	-	*4%*	-	*3%*	-	*3%*	-	*2%*	-
Neither important nor unimportant (3)	**309**	110	59	93	48	53	-	56	-	59	-	41	-	52	-	48	-
	12%	*13%*	*15%*	*11%*	*11%*	*13%*	-	*14%*	-	*15%*	-	*10%*	-	*12%*	-	*11%*	-
Important (4)	**1103**	404	195	352	152	213	-	191	-	195	-	178	-	174	-	152	-
	44%	**49%cd**	**48%d**	*41%*	*37%*	**50%mo**	-	**47%o**	-	**48%o**	-	*42%*	-	*41%*	-	*37%*	-
Very important (5)	**988**	283	131	373	201	139	-	144	-	131	-	186	-	186	-	201	-
	40%	*34%*	*33%*	**44%ab**	**48%ab**	*33%*	-	*35%*	-	*33%*	-	**44%egi**	-	**44%ei**	-	**48%egi**	-
Don't know	**9**	-	-	4	5	-	-	-	-	-	-	2	-	1	-	5	-
	*	-	-	*	**1%a**	-	-	-	-	-	-	*1%*	-	*	-	*1%*	-
NET Not at all important/ Not very important	**90**	35	17	28	9	19	-	15	-	17	-	13	-	15	-	9	-
	4%	*4%*	*4%*	*3%*	*2%*	*5%*	-	*4%*	-	*4%*	-	*3%*	-	*3%*	-	*2%*	-
NET Important / Very important	**2091**	687	326	725	353	352	-	335	-	326	-	365	-	360	-	353	-
	84%	*83%*	*81%*	*85%*	*85%*	*83%*	-	*82%*	-	*81%*	-	*87%*	-	*84%*	-	*85%*	-
Mean	**4.19**	4.12	4.09	**4.26ab**	**4.32ab**	4.10	-	4.13	-	4.09	-	**4.28egi**	-	**4.24i**	-	**4.32egi**	-
Std Dev.	**0.81**	0.82	0.82	0.80	0.79	0.81	-	0.82	-	0.82	-	0.78	-	0.83	-	0.79	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Not at all important (1)	**13**	-	13	5	8	2	4	3	1	*	1	1	6	4	3	2	11	1	17
	1%	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*
Not very important (2)	**67**	-	67	44	23	20	6	15	10	7	5	3	27	25	15	8	55	12	59
	3%	-	*3%*	**4%d**	*2%*	**6%ijk**	*2%*	*4%*	*3%*	*2%*	*2%*	*1%*	**4%no**	**3%n**	*1%*	*1%*	*3%*	*4%*	*2%*
Neither important nor unimportant (3)	**284**	-	284	154	128	47	62	36	38	46	31	23	109	75	100	54	236	46	285
	11%	-	*11%*	*12%*	*10%*	**14%g**	**17%gijk**	*8%*	*11%*	*10%*	*10%*	*9%*	**16%mno**	*10%*	*10%*	*9%*	*11%*	*14%*	*11%*
Important (4)	**1003**	-	1003	502	499	132	145	194	127	181	117	105	277	322	403	222	854	135	1019
	40%	-	*40%*	*40%*	*40%*	*39%*	*40%*	*45%*	*36%*	*40%*	*38%*	*41%*	*40%*	*41%*	*40%*	*39%*	*40%*	*40%*	*40%*
Very important (5)	**1120**	-	1120	546	572	131	140	181	170	213	158	126	271	351	497	284	970	135	1155
	45%	-	*45%*	*44%*	*46%*	*39%*	*39%*	*42%*	*48%*	*48%*	**51%ef**	**49%e**	*39%*	*45%*	**49%l**	**50%l**	*46%*	*40%*	*45%*
Don't know	**13**	-	13	3	10	5	1	1	5	1	-	*	6	6	1	*	6	6	10
	1%	-	*1%*	*	*1%*	*1%*	*	*	*1%*	*	-	*	*1%*	*1%*	*	*	*	**2%p**	*
NET Not at all important/ Not very important	**79**	-	79	49	30	23	10	18	11	7	6	4	33	29	17	10	66	13	76
	3%	-	*3%*	*4%*	*2%*	**7%ijk**	*3%*	*4%*	*3%*	*2%*	*2%*	*2%*	**5%no**	**4%n**	*2%*	*2%*	*3%*	*4%*	*3%*
NET Important / Very important	**2122**	-	2122	1048	1071	264	285	375	297	394	275	232	549	672	901	506	1824	270	2174
	85%	-	*85%*	*84%*	*86%*	*78%*	*80%*	**87%ef**	*85%*	**88%ef**	**88%ef**	**90%ef**	*79%*	**86%l**	**88%l**	**89%l**	*86%*	*81%*	*85%*
Mean	**4.27**	-	4.27	4.23	4.31	4.11	4.15	4.25	**4.31e**	**4.34ef**	**4.37ef**	**4.36ef**	4.13	**4.27l**	**4.35l**	**4.36l**	4.28	4.19	4.28
Std Dev.	**0.80**	-	0.80	0.83	0.78	0.91	0.85	0.80	0.81	0.73	0.75	0.74	0.88	0.81	0.74	0.74	0.80	0.84	0.80
Std Error	**0.02**	-	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 123

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Not at all important (1)	**13**	2	3	3	5	5	8	7	5	3	2	4	-	2	8	3	8
	1%	*	*	*1%*	*1%*	*	*1%*	*	*	**1%l**	*1%*	*1%*	-	*	*	*1%*	*
Not very important (2)	**67**	15	18	14	19	33	33	45	21	6	4	19	15	12	50	6	50
	3%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*
Neither important nor unimportant (3)	**284**	58	74	76	76	132	152	164	117	32	41	66	64	34	204	33	213
	11%	*10%*	*9%*	**15%b**	**13%b**	*9%*	**14%e**	*11%*	*12%*	*10%*	*11%*	*10%*	*10%*	*10%*	*10%*	*11%*	*10%*
Important (4)	**1003**	230	354	207	211	584	419	604	390	116	159	262	265	137	824	117	837
	40%	*40%*	*43%*	*40%*	*37%*	*42%*	*38%*	*41%*	*39%*	*37%*	*43%*	*41%*	*42%*	*39%*	*41%*	*37%*	*41%*
Very important (5)	**1120**	272	372	221	255	644	476	640	471	145	162	288	283	169	901	145	925
	45%	*47%*	*45%*	*42%*	*44%*	*46%*	*43%*	*44%*	*47%*	*47%*	*44%*	*45%*	*45%*	*48%*	*45%*	*46%*	*45%*
Don't know	**13**	1	4	-	8	5	8	4	7	7	1	-	*	-	1	8	1
	1%	*	*	-	**1%c**	*	*1%*	*	*1%*	**2%klmn**	*	-	*	-	*	**3%p**	*
NET Not at all important/ Not very important	**79**	17	21	17	24	38	41	51	26	9	6	23	15	14	58	9	58
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*	*4%*	*2%*	*4%*	*3%*	*3%*	*3%*
NET Important / Very important	**2122**	502	726	428	467	1228	895	1244	861	261	321	550	548	306	1725	262	1762
	85%	**87%d**	**88%cd**	*82%*	*81%*	**88%f**	*82%*	*85%*	*85%*	*84%*	*87%*	*86%*	*88%*	*86%*	*87%*	*84%*	*87%*
Mean	**4.27**	4.31	4.31	4.21	4.22	**4.31f**	4.21	4.25	4.30	4.30	4.29	4.27	4.30	4.30	4.29	4.29	4.29
Std Dev.	**0.80**	0.78	0.76	0.83	0.87	0.77	0.85	0.81	0.79	0.82	0.75	0.81	0.74	0.82	0.78	0.82	0.78
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.05	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 123

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Not at all important (1)	**13**	11	1	1	9	1	2	*	2	2	1	1	-	2	-	-	2	-	1
	1%	*1%*	*	*1%*	*	*1%*	**2%d**	*	**2%no**	*1%*	*	*1%*	-	*1%*	-	-	*1%*	-	*1%*
Not very important (2)	**67**	61	5	1	50	11	3	2	-	9	7	2	1	3	8	14	6	*	11
	3%	*3%*	*1%*	*1%*	*2%*	**5%d**	*3%*	*3%*	-	*3%*	*3%*	*1%*	*	*1%*	*2%*	**4%h**	*3%*	*	**6%hklm**
Neither important nor unimportant (3)	**284**	252	32	9	243	22	13	6	14	36	31	17	22	25	44	29	25	1	21
	11%	*12%*	*8%*	*8%*	*12%*	*10%*	*10%*	*8%*	*13%*	*13%*	*15%*	*9%*	*10%*	*11%*	*13%*	*9%*	*12%*	*4%*	*12%*
Important (4)	**1003**	842	161	52	845	78	47	33	46	92	80	91	92	99	134	123	88	13	65
	40%	*40%*	*42%*	*43%*	*40%*	*37%*	*39%*	*46%*	*43%*	*33%*	*39%*	**49%ir**	*44%*	*42%*	*39%*	*38%*	*42%*	*35%*	*37%*
Very important (5)	**1120**	937	183	56	937	97	55	30	45	136	84	71	93	108	153	157	89	22	76
	45%	*44%*	*48%*	*46%*	*45%*	*46%*	*46%*	*43%*	*42%*	*49%*	*41%*	*39%*	*45%*	*46%*	*45%*	*49%*	*42%*	**60%hjkpr**	*43%*
Don't know	**13**	11	2	2	11	2	-	*	-	4	1	1	2	-	3	-	-	-	2
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	-	*	-	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	-	-	*1%*
NET Not at all important/ Not very important	**79**	72	7	2	59	12	6	2	2	11	8	4	1	5	8	14	7	*	12
	3%	*3%*	*2%*	*2%*	*3%*	**6%d**	*5%*	*3%*	*2%*	*4%*	*4%*	*2%*	*	*2%*	*2%*	*4%*	*4%*	*	**7%klmn**
NET Important / Very important	**2122**	1779	344	109	1782	175	103	63	91	228	164	162	185	206	288	280	177	34	141
	85%	*84%*	**89%a**	*89%*	*85%*	*83%*	*85%*	*88%*	*85%*	*82%*	*81%*	*88%*	*88%*	*87%*	*84%*	*87%*	*84%*	**95%ijr**	*80%*
Mean	**4.27**	4.25	4.36	4.35	4.27	4.24	4.24	4.28	4.24	4.28	4.18	4.25	4.34	4.30	4.27	4.31	4.22	**4.55hjkmnpr**	4.17
Std Dev.	**0.80**	0.82	0.72	0.73	0.79	0.88	0.89	0.75	0.82	0.86	0.84	0.74	0.68	0.77	0.78	0.81	0.82	0.60	0.92
Std Error	**0.02**	0.02	0.03	0.04	0.02	0.04	0.05	0.05	0.07	0.07	0.07	0.06	0.05	0.06	0.06	0.06	0.07	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Not at all important	(1)	**13**	1	7	2	-	3	8	3	4	3	1	2	2	7	4
		1%	*	*1%*	*	-	**4%abcdf**	*	*1%*	*	*	*	*1%*	**5%hijm**	*	**2%hijm**
Not very important	(2)	**67**	17	19	12	15	2	36	17	13	38	9	6	-	51	6
		3%	*2%*	*2%*	*4%*	**7%abf**	*4%*	*2%*	**6%abf**	*1%*	**4%h**	*3%*	**5%h**	-	*3%*	*3%*
Neither important nor unimportant	(3)	**284**	86	77	81	30	5	163	36	71	114	73	14	6	185	20
		11%	*9%*	*8%*	**24%abefg**	**15%abf**	*8%*	*9%*	*13%*	*7%*	**11%h**	**21%himn**	*12%*	*13%*	*9%*	*12%*
Important	(4)	**1003**	328	422	149	78	24	749	102	325	465	145	43	18	790	61
		40%	*35%*	**46%af**	**43%a**	*39%*	*34%*	**40%a**	*37%*	*34%*	**46%hmn**	*41%*	*36%*	*36%*	**40%h**	*36%*
Very important	(5)	**1120**	512	395	97	75	34	907	110	536	376	122	56	23	912	79
		45%	**54%bcdfg**	**43%c**	*28%*	*37%*	**49%c**	**49%bcdg**	**40%c**	**56%ijm**	*38%*	*35%*	*46%*	*46%*	**47%ij**	**46%ij**
Don't know		**13**	-	4	2	4	1	4	6	3	6	3	-	-	9	-
		1%	-	*	*1%*	**2%abf**	**2%a**	*	**2%abf**	*	*1%*	*1%*	-	-	*	-
NET Not at all important/ Not very important		**79**	18	26	14	15	5	44	20	17	41	10	8	2	57	10
		3%	*2%*	*3%*	*4%*	**7%abf**	**8%af**	*2%*	**7%abf**	*2%*	**4%h**	*3%*	**6%h**	*5%*	*3%*	**6%h**
NET Important / Very important		**2122**	840	817	246	154	58	1656	212	861	842	268	99	41	1703	140
		85%	**89%cdg**	**88%cdg**	*72%*	*76%*	*83%*	**89%cdg**	*77%*	**90%ijkmn**	**84%j**	*76%*	*82%*	*83%*	**87%ij**	*82%*
Mean		**4.27**	**4.41bcdg**	**4.28cdg**	3.96	4.08	4.22	**4.35cdg**	4.11	**4.45ijkmn**	4.18	4.08	4.21	4.19	**4.31ij**	4.21
Std Dev.		**0.80**	0.74	0.76	0.84	0.91	1.04	0.75	0.94	0.73	0.80	0.82	0.93	1.00	0.78	0.95
Std Error		**0.02**	0.02	0.02	0.05	0.06	0.12	0.02	0.06	0.02	0.03	0.04	0.08	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Not at all important	(1)	**13**	2	9	2	4	7	1	12	*	*	-	13	-
		1%	*2%*	*	*5%*	*1%*	*	*1%*	*	*2%*	*1%*	-	*1%*	-
Not very important	(2)	**67**	3	64	-	14	44	9	64	-	1	1	64	1
		3%	*2%*	*3%*	-	*2%*	*3%*	**7%de**	*3%*	-	*7%*	*82%*	*3%*	*21%*
Neither important nor unimportant	(3)	**284**	15	266	3	72	197	16	277	3	2	-	283	1
		11%	*12%*	*11%*	*11%*	*10%*	*12%*	*12%*	*11%*	*12%*	*21%*	-	*11%*	*21%*
Important	(4)	**1003**	38	954	11	275	671	58	979	18	6	-	1003	*
		40%	*31%*	*41%*	*36%*	*38%*	*41%*	*44%*	*40%*	*65%*	*58%*	-	*40%*	*1%*
Very important	(5)	**1120**	62	1044	14	350	726	44	1111	5	1	*	1118	2
		45%	*50%*	*45%*	*45%*	**49%f**	*44%*	*33%*	*45%*	*20%*	*13%*	*18%*	*45%*	*38%*
Don't know		**13**	4	8	1	3	7	3	12	-	-	-	12	1
		1%	**3%b**	*	*3%*	*	*	**3%de**	*	-	-	-	*	*19%*
NET Not at all important/ Not very important		**79**	5	73	2	19	50	10	76	*	1	1	77	1
		3%	*4%*	*3%*	*5%*	*3%*	*3%*	**8%de**	*3%*	*2%*	*8%*	*82%*	*3%*	*21%*
NET Important / Very important		**2122**	99	1998	25	624	1397	101	2090	23	7	*	2120	2
		85%	*81%*	*85%*	*81%*	**87%f**	*85%*	*77%*	*85%*	*86%*	*71%*	*18%*	*85%*	*39%*
Mean		**4.27**	4.29	4.27	4.19	**4.33f**	**4.26f**	4.05	4.27	4.03	3.76	2.55	4.27	3.70
Std Dev.		**0.80**	0.90	0.80	1.04	0.78	0.80	0.92	0.80	0.71	0.83	-	0.80	1.48
Std Error		**0.02**	0.07	0.02	0.17	0.03	0.02	0.08	0.02	0.14	0.21	-	0.02	0.60

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 123

QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Not at all important (1)	**13**	4	3	5	-	1	-	4	-	3	-	1	-	4	-	-	-
	1%	*1%*	*1%*	*1%*	-	*	-	*1%*	-	*1%*	-	*	-	*1%*	-	-	-
Not very important (2)	**67**	26	10	21	9	12	-	13	-	10	-	6	-	16	-	9	-
	3%	*3%*	*3%*	*2%*	*2%*	*3%*	-	*3%*	-	*3%*	-	*1%*	-	*4%*	-	*2%*	-
Neither important nor unimportant (3)	**284**	91	74	72	47	41	-	49	-	74	-	31	-	41	-	47	-
	11%	*11%*	**18%acd**	*8%*	*11%*	*10%*	-	*12%*	-	**18%egkmo**	-	*7%*	-	*10%*	-	*11%*	-
Important (4)	**1003**	383	175	306	140	208	-	174	-	175	-	145	-	160	-	140	-
	40%	**46%cd**	**43%cd**	*36%*	*34%*	**49%kmo**	-	**43%o**	-	**43%ko**	-	*35%*	-	*37%*	-	*34%*	-
Very important (5)	**1120**	328	141	436	215	162	-	166	-	141	-	236	-	200	-	215	-
	45%	*39%*	*35%*	**51%ab**	**52%ab**	*38%*	-	*41%*	-	*35%*	-	**56%egim**	-	**47%ei**	-	**52%egi**	-
Don't know	**13**	-	-	9	4	-	-	-	-	-	-	2	-	7	-	4	-
	1%	-	-	**1%a**	**1%a**	-	-	-	-	-	-	*1%*	-	**2%egj**	-	*1%*	-
NET Not at all important/ Not very important	**79**	30	13	27	9	13	-	17	-	13	-	7	-	20	-	9	-
	3%	*4%*	*3%*	*3%*	*2%*	*3%*	-	*4%*	-	*3%*	-	*2%*	-	*5%*	-	*2%*	-
NET Important / Very important	**2122**	710	316	741	355	370	-	340	-	316	-	381	-	360	-	355	-
	85%	**85%b**	*78%*	**87%b**	**85%b**	**87%l**	-	*84%*	-	*78%*	-	**90%gim**	-	*84%*	-	**85%l**	-
Mean	**4.27**	4.21	4.09	**4.36ab**	**4.36ab**	4.22	-	4.20	-	4.09	-	**4.45egim**	-	**4.27i**	-	**4.36egi**	-
Std Dev.	**0.80**	0.79	0.83	0.80	0.77	0.75	-	0.84	-	0.83	-	0.72	-	0.86	-	0.77	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.03	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Not at all important (1)	**18**	-	18	11	6	2	3	3	4	6	-	1	4	6	7	1	16	2	20
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Not very important (2)	**28**	-	28	15	13	5	6	2	4	3	4	5	11	6	12	9	22	5	33
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Neither important nor unimportant (3)	**232**	-	232	136	93	41	49	32	30	24	20	36	90	63	79	56	202	27	215
	9%	-	*9%*	***11%d***	*8%*	***12%l***	***14%gij***	*8%*	*9%*	*5%*	*6%*	***14%gij***	***13%mn***	*8%*	*8%*	*10%*	*9%*	*8%*	*8%*
Important (4)	**1001**	-	1001	493	507	106	149	176	129	187	141	113	254	305	441	254	845	142	1022
	40%	-	*40%*	*39%*	*41%*	*31%*	***42%e***	***41%e***	*37%*	***42%e***	***45%e***	***44%e***	*37%*	*39%*	***43%l***	***44%l***	*40%*	*42%*	*40%*
Very important (5)	**1212**	-	1212	598	612	181	150	217	184	228	147	105	332	401	479	251	1042	157	1248
	49%	-	*49%*	*48%*	*49%*	***54%fk***	*42%*	***50%k***	***52%fk***	***51%k***	*47%*	*40%*	*48%*	***51%o***	*47%*	*44%*	*49%*	*47%*	*49%*
Don't know	**7**	-	7	-	7	5	-	1	-	1	-	-	5	1	1	-	5	1	7
	*	-	*	-	***1%c***	*1%*	-	*	-	*	-	-	*1%*	*	*	-	*	*	*
NET Not at all important/ Not very important	**46**	-	46	26	20	6	9	5	7	9	4	5	15	12	19	9	38	7	53
	2%	-	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
NET Important / Very important	**2213**	-	2213	1091	1119	287	299	393	313	415	287	218	586	706	920	505	1887	299	2270
	89%	-	*89%*	*87%*	***90%c***	*85%*	*84%*	***91%efk***	*89%*	***92%efk***	***92%efk***	*84%*	*84%*	***90%l***	***90%l***	*89%*	*89%*	*89%*	*89%*
Mean	**4.35**	-	4.35	4.32	4.38	**4.38f**	4.22	**4.40fk**	**4.38fk**	**4.40fk**	**4.38f**	4.22	4.30	4.39	4.35	4.31	4.35	4.34	4.36
Std Dev.	**0.75**	-	0.75	0.78	0.72	0.79	0.80	0.70	0.78	0.74	0.67	0.77	0.80	0.74	0.73	0.72	0.76	0.74	0.76
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Not at all important (1)	**18**	4	3	6	5	7	11	12	5	3	8	3	2	2	14	3	14
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**2%I**	*	*	*	*1%*	*1%*	*1%*
Not very important (2)	**28**	4	10	5	10	13	15	12	16	6	3	5	5	6	19	6	19
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
Neither important nor unimportant (3)	**232**	60	53	64	56	113	119	145	85	30	42	47	47	33	169	33	173
	9%	**10%b**	*6%*	**12%b**	*10%*	*8%*	*11%*	*10%*	*8%*	*10%*	*11%*	*7%*	*8%*	*9%*	*9%*	*10%*	*9%*
Important (4)	**1001**	238	339	213	211	577	424	582	406	121	134	264	255	155	809	122	827
	40%	*41%*	*41%*	*41%*	*37%*	*41%*	*39%*	*40%*	*40%*	*39%*	*36%*	*41%*	*41%*	*44%*	*41%*	*39%*	*41%*
Very important (5)	**1212**	271	415	233	293	686	526	709	494	149	181	318	316	159	974	149	998
	49%	*47%*	*50%*	*45%*	*51%*	*49%*	*48%*	*48%*	*49%*	*48%*	*49%*	*50%*	*50%*	*45%*	*49%*	*48%*	*49%*
Don't know	**7**	1	5	-	2	6	2	4	3	*	1	1	1	-	4	*	4
	*	*	*1%*	-	*	*	*	*	*	*	*	*	*	-	*	*	*
NET Not at all important/ Not very important	**46**	7	13	11	15	20	26	24	22	9	10	8	7	7	33	9	33
	2%	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*1%*	*2%*	*2%*	*3%*	*2%*
NET Important / Very important	**2213**	509	754	447	503	1263	950	1290	900	269	315	582	570	315	1782	271	1825
	89%	*88%*	**91%c**	*86%*	*88%*	**90%f**	*87%*	*88%*	*89%*	*87%*	*85%*	**91%j**	**91%j**	*89%*	*90%*	*86%*	*90%*
Mean	**4.35**	4.33	**4.41c**	4.27	4.35	4.38	4.31	4.35	4.36	4.31	4.30	4.40	4.40	4.31	4.37	4.30	4.37
Std Dev.	**0.75**	0.74	0.70	0.80	0.79	0.72	0.80	0.76	0.75	0.81	0.86	0.70	0.70	0.74	0.74	0.82	0.74
Std Error	**0.01**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

	Total	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Not at all important (1)	**18**	16	2	-	14	2	2	-	2	2	3	4	2	-	-	-	1	-	2
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	-	**1%no**	*1%*	*2%*	**2%n**	*1%*	-	-	-	*	-	*1%*
Not very important (2)	**28**	24	4	*	22	5	1	*	1	6	1	3	1	-	3	3	4	*	5
	1%	*1%*	*1%*	*	*1%*	*2%*	*1%*	*	*1%*	*2%*	*1%*	*2%*	*	-	*1%*	*1%*	*2%*	*	**3%m**
Neither important nor unimportant (3)	**232**	190	43	10	195	25	8	4	8	32	21	17	17	29	27	24	20	3	22
	9%	*9%*	*11%*	*8%*	*9%*	*12%*	*7%*	*6%*	*7%*	*12%*	*10%*	*9%*	*8%*	*12%*	*8%*	*7%*	*9%*	*8%*	*13%*
Important (4)	**1001**	859	141	45	848	75	46	32	43	89	95	66	83	97	158	130	86	16	59
	40%	*41%*	*37%*	*37%*	*40%*	*35%*	*38%*	*45%*	*40%*	*32%*	**47%ir**	*36%*	*39%*	*41%*	**46%ir**	*40%*	*41%*	*45%*	*33%*
Very important (5)	**1212**	1019	194	65	1011	103	64	35	54	147	82	93	105	111	154	167	98	17	87
	49%	*48%*	*50%*	*53%*	*48%*	*49%*	*53%*	*49%*	*50%*	**53%j**	*40%*	*51%*	*50%*	*47%*	*45%*	*52%*	*47%*	*46%*	*49%*
Don't know	**7**	6	1	1	6	1	-	*	-	2	1	-	1	-	-	-	1	-	1
	*	*	*	*1%*	*	*	-	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-	*1%*
NET Not at all important/ Not very important	**46**	40	6	*	36	7	3	*	2	8	4	7	3	-	3	3	5	*	7
	2%	*2%*	*2%*	*	*2%*	*3%*	*2%*	*	**2%m**	*3%*	*2%*	**4%m**	*1%*	-	*1%*	*1%*	*2%*	*	**4%m**
NET Important / Very important	**2213**	1878	335	111	1858	178	110	67	97	236	178	160	187	208	313	297	184	33	146
	89%	*89%*	*87%*	*91%*	*89%*	*84%*	*91%*	**93%e**	*91%*	*85%*	*87%*	*87%*	*89%*	*88%*	**91%r**	**92%r**	*88%*	*91%*	*83%*
Mean	**4.35**	4.35	4.36	4.45	4.35	4.29	4.40	4.42	4.37	4.34	4.24	4.32	4.38	4.35	4.35	**4.42j**	4.32	4.37	4.28
Std Dev.	**0.75**	0.75	0.76	0.65	0.75	0.84	0.77	0.62	0.78	0.83	0.79	0.87	0.75	0.69	0.67	0.67	0.76	0.66	0.88
Std Error	**0.01**	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.06	0.07	0.06	0.07	0.06	0.05	0.05	0.05	0.06	0.07	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Not at all important (1)	**18**	5	7	3	*	3	12	3	4	9	1	2	2	13	4
	1%	*	*1%*	*1%*	*	**4%af**	*1%*	*1%*	*	*1%*	*	*2%*	**3%h**	*1%*	**2%h**
Not very important (2)	**28**	11	12	3	2	-	23	2	4	20	2	3	-	24	3
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*	**2%h**	*1%*	**2%h**	-	*1%*	*2%*
Neither important nor unimportant (3)	**232**	52	64	81	21	11	115	32	44	84	82	11	6	128	16
	9%	*5%*	*7%*	**24%abdfg**	**11%a**	**15%af**	*6%*	**12%abf**	*5%*	**8%h**	**23%hikmn**	*9%*	*11%*	*7%*	**9%h**
Important (4)	**1001**	325	427	141	86	18	752	104	304	477	155	41	16	780	57
	40%	*34%*	**46%aef**	*41%*	*42%*	*25%*	**40%a**	*38%*	*32%*	**48%hkmn**	**44%h**	*34%*	*32%*	**40%h**	*34%*
Very important (5)	**1212**	550	413	112	93	38	963	131	594	412	112	63	27	1005	89
	49%	**58%bcdfg**	**45%c**	*33%*	**46%c**	**54%c**	**52%bc**	**48%c**	**62%ijm**	**41%j**	*32%*	**52%j**	**53%j**	**51%ij**	**53%ij**
Don't know	**7**	1	*	3	*	1	2	1	3	*	2	1	-	3	1
	*	*	*	**1%bf**	*	**2%bf**	*	*1%*	*	*	*1%*	**1%l**	-	*	*1%*
NET Not at all important/ Not very important	**46**	15	20	6	2	3	35	5	7	29	3	5	2	37	6
	2%	*2%*	*2%*	*2%*	*1%*	*4%*	*2%*	*2%*	*1%*	**3%h**	*1%*	**4%h**	*3%*	*2%*	**4%h**
NET Important / Very important	**2213**	875	840	253	180	55	1715	235	897	888	266	104	43	1786	147
	89%	**93%ceg**	**91%ce**	*74%*	**88%c**	*79%*	**92%ceg**	**86%c**	**94%ijklmn**	**89%j**	*75%*	**86%j**	*86%*	**91%ij**	**86%j**
Mean	**4.35**	**4.49bcdfg**	**4.33c**	4.05	**4.33c**	4.28	**4.41bc**	**4.31c**	**4.56ijklmn**	**4.26j**	4.06	**4.35j**	4.32	**4.41ij**	**4.34j**
Std Dev.	**0.75**	0.70	0.73	0.82	0.72	0.99	0.72	0.79	0.64	0.77	0.78	0.86	0.92	0.72	0.88
Std Error	**0.01**	0.02	0.02	0.04	0.05	0.12	0.02	0.05	0.02	0.02	0.04	0.08	0.13	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 124

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Not at all important (1)	**18**	1	17	-	5	12	-	18	-	-	-	18	-
	1%	*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Not very important (2)	**28**	-	28	-	10	17	1	27	*	*	1	27	-
	1%	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*82%*	*1%*	-
Neither important nor unimportant (3)	**232**	16	215	1	50	170	13	229	2	1	-	231	1
	9%	*13%*	*9%*	*3%*	*7%*	**10%d**	*10%*	*9%*	*6%*	*6%*	-	*9%*	*20%*
Important (4)	**1001**	48	941	12	274	660	66	975	20	5	-	999	1
	40%	*38%*	*40%*	*40%*	*38%*	*40%*	**51%d**	*40%*	*73%*	*46%*	-	*40%*	*23%*
Very important (5)	**1212**	58	1137	18	376	787	49	1201	4	5	*	1210	2
	49%	*47%*	*48%*	*57%*	**52%f**	*48%*	*38%*	*49%*	*15%*	*47%*	*18%*	*49%*	*38%*
Don't know	**7**	1	6	-	3	4	1	5	1	-	-	6	1
	*******	*1%*	*	-	*	*	*1%*	*	*4%*	-	-	*	*19%*
NET Not at all important/ Not very important	**46**	1	46	-	15	29	1	45	*	*	1	45	-
	2%	*	*2%*	-	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*82%*	*2%*	-
NET Important / Very important	**2213**	105	2078	30	650	1448	116	2177	24	10	*	2210	3
	89%	*85%*	*89%*	*97%*	*91%*	*88%*	*88%*	*89%*	*88%*	*93%*	*18%*	*89%*	*61%*
Mean	**4.35**	4.33	4.35	4.54	4.41	4.33	4.26	4.35	4.05	4.40	2.55	4.35	4.23
Std Dev.	**0.75**	0.74	0.76	0.57	0.75	0.76	0.67	0.75	0.55	0.67	-	0.75	0.93
Std Error	**0.01**	0.06	0.02	0.09	0.03	0.02	0.06	0.02	0.11	0.17	-	0.01	0.38

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Not at all important	(1)	**18**	9	3	5	1	3	-	5	-	3	-	-	-	5	-	1	-
		1%	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	-	*1%*	-	-	-	*1%*	-	*	-
Not very important	(2)	**28**	7	6	11	5	4	-	3	-	6	-	2	-	9	-	5	-
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*	-	*2%*	-	*1%*	-
Neither important nor unimportant	(3)	**232**	71	56	73	33	33	-	38	-	56	-	35	-	38	-	33	-
		9%	*8%*	**14%acd**	*9%*	*8%*	*8%*	-	*9%*	-	**14%eko**	-	*8%*	-	*9%*	-	*8%*	-
Important	(4)	**1001**	396	166	327	112	218	-	178	-	166	-	148	-	178	-	112	-
		40%	**48%cd**	**41%d**	**38%d**	*27%*	**51%ikmo**	-	**44%o**	-	**41%o**	-	*35%*	-	**42%o**	-	*27%*	-
Very important	(5)	**1212**	349	172	428	263	166	-	183	-	172	-	231	-	196	-	263	-
		49%	*42%*	*43%*	**50%ab**	**63%abc**	*39%*	-	*45%*	-	*43%*	-	**55%egi**	-	*46%*	-	**63%egim**	-
Don't know		**7**	-	-	6	1	-	-	-	-	-	-	5	-	1	-	1	-
		*******	-	-	*1%*	*	-	-	-	-	-	-	*1%*	-	*	-	*	-
NET Not at all important/ Not very important		**46**	16	9	16	6	7	-	8	-	9	-	2	-	14	-	6	-
		2%	*2%*	*2%*	*2%*	*1%*	*2%*	-	*2%*	-	*2%*	-	*	-	**3%k**	-	*1%*	-
NET Important / Very important		**2213**	745	338	755	375	384	-	360	-	338	-	380	-	375	-	375	-
		89%	**90%b**	*84%*	*89%*	**90%b**	**91%i**	-	*89%*	-	*84%*	-	**90%i**	-	*88%*	-	**90%i**	-
Mean		**4.35**	4.29	4.24	**4.38b**	**4.52abc**	4.27	-	4.30	-	4.24	-	**4.46egim**	-	4.29	-	**4.52egim**	-
Std Dev.		**0.75**	0.74	0.79	0.74	0.72	0.71	-	0.78	-	0.79	-	0.66	-	0.81	-	0.72	-
Std Error		**0.01**	0.03	0.04	0.03	0.03	0.03	-	0.04	-	0.04	-	0.03	-	0.04	-	0.03	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Not at all important (1)	**52**	-	52	33	18	4	7	4	14	3	12	8	10	18	24	20	46	4	48
	2%	-	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*	**4%gl**	*1%*	**4%gl**	*3%*	*1%*	*2%*	*2%*	*4%*	*2%*	*1%*	*2%*
Not very important (2)	**92**	-	92	48	44	29	8	16	11	12	10	7	37	27	29	17	80	11	100
	4%	-	*4%*	*4%*	*4%*	**8%fghijk**	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	**5%n**	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*
Neither important nor unimportant (3)	**406**	-	406	201	203	71	73	73	59	65	32	33	144	132	131	65	340	59	415
	16%	-	*16%*	*16%*	*16%*	**21%jk**	**20%jk**	*17%*	*17%*	*15%*	*10%*	*13%*	**21%no**	**17%o**	*13%*	*11%*	*16%*	*18%*	*16%*
Important (4)	**1087**	-	1087	577	509	139	170	198	143	178	134	125	308	341	438	259	927	146	1135
	44%	-	*44%*	*46%*	*41%*	*41%*	*47%*	*46%*	*41%*	*40%*	*43%*	*49%*	*44%*	*44%*	*43%*	*46%*	*43%*	*43%*	*45%*
Very important (5)	**844**	-	844	389	455	92	99	139	118	187	123	85	191	257	395	208	725	112	835
	34%	-	*34%*	*31%*	**37%c**	*27%*	*28%*	*32%*	*34%*	**42%efg**	**39%ef**	*33%*	*27%*	*33%*	**39%lm**	**37%l**	*34%*	*34%*	*33%*
Don't know	**18**	-	18	7	11	5	1	2	6	4	-	-	6	8	4	-	14	3	12
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*	*2%*	*1%*	-	-	*1%*	*1%*	*	-	*1%*	*1%*	*
NET Not at all important/ Not very important	**144**	-	144	81	62	32	15	20	25	15	22	15	47	44	52	37	126	15	148
	6%	-	*6%*	*6%*	*5%*	**10%fgj**	*4%*	*5%*	*7%*	*3%*	*7%*	*6%*	*7%*	*6%*	*5%*	*6%*	*6%*	*4%*	*6%*
NET Important / Very important	**1931**	-	1931	965	964	231	268	337	262	365	257	211	499	598	833	468	1652	258	1970
	77%	-	*77%*	*77%*	*78%*	*68%*	*75%*	**78%e**	*74%*	**81%e**	**82%e**	**82%e**	*72%*	*76%*	**82%lm**	**82%l**	*78%*	*77%*	*77%*
Mean	**4.04**	-	4.04	3.99	**4.09c**	3.86	3.97	**4.05e**	3.99	**4.20efgh**	**4.11e**	**4.06e**	3.92	4.02	**4.13l**	**4.09l**	4.04	4.06	4.03
Std Dev.	**0.92**	-	0.92	0.93	0.90	0.96	0.86	0.85	1.00	0.84	0.99	0.91	0.91	0.92	0.91	0.95	0.92	0.87	0.91
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.04	0.06	0.04	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Not at all important (1)	**52**	8	21	11	12	29	22	29	22	11	10	8	9	14	41	11	41
	2%	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	*1%*	*1%*	**4%k**	*2%*	*3%*	*2%*
Not very important (2)	**92**	34	21	13	24	55	37	60	32	13	17	14	30	11	72	13	73
	4%	**6%bc**	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*5%*	*2%*	*5%*	*3%*	*4%*	*4%*	*4%*
Neither important nor unimportant (3)	**406**	78	116	104	109	194	212	247	150	52	47	106	97	52	301	54	306
	16%	*13%*	*14%*	**20%ab**	**19%a**	*14%*	**19%e**	*17%*	*15%*	*17%*	*13%*	*17%*	*15%*	*15%*	*15%*	*17%*	*15%*
Important (4)	**1087**	243	367	244	233	610	477	637	442	112	161	302	268	163	894	114	915
	44%	*42%*	*44%*	*47%*	*40%*	*43%*	*44%*	*44%*	*44%*	*36%*	*44%*	**47%l**	*43%*	**46%l**	**45%l**	*36%*	**45%o**
Very important (5)	**844**	211	295	150	188	506	337	483	354	113	130	208	223	114	675	114	693
	34%	**37%c**	**36%c**	*29%*	*33%*	**36%f**	*31%*	*33%*	*35%*	*37%*	*35%*	*33%*	*36%*	*32%*	*34%*	*36%*	*34%*
Don't know	**18**	3	5	-	10	7	10	7	10	7	4	-	-	2	5	7	5
	1%	*	*1%*	-	**2%c**	*1%*	*1%*	*	*1%*	**2%kln**	*1%*	-	-	*1%*	*	**2%p**	*
NET Not at all important/ Not very important	**144**	43	42	24	36	84	59	89	54	24	28	22	38	24	113	24	114
	6%	*7%*	*5%*	*5%*	*6%*	*6%*	*5%*	*6%*	*5%*	**8%k**	**8%k**	*4%*	*6%*	*7%*	*6%*	*8%*	*6%*
NET Important / Very important	**1931**	454	662	394	420	1116	814	1120	796	226	291	510	491	277	1569	227	1608
	77%	*79%*	**80%d**	*76%*	*73%*	**80%f**	*74%*	*77%*	*79%*	*73%*	*79%*	*80%*	*78%*	*78%*	*79%*	*73%*	**79%o**
Mean	**4.04**	4.07	4.09	3.98	3.99	**4.08f**	3.98	4.02	4.07	4.01	4.05	4.08	4.07	4.00	4.05	4.00	4.06
Std Dev.	**0.92**	0.93	0.91	0.88	0.94	0.92	0.91	0.92	0.91	1.03	0.97	0.83	0.91	0.97	0.91	1.02	0.90
Std Error	**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.03	0.06	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Not at all important (1)	**52**	41	10	1	43	3	3	2	2	9	2	7	-	11	8	4	2	*	3
	2%	*2%*	*3%*	*1%*	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	*1%*	**4%l**	*-*	**5%l**	*2%*	*1%*	*1%*	***	*2%*
Not very important (2)	**92**	73	19	3	66	18	6	2	5	18	4	10	8	5	-	5	10	2	16
	4%	*3%*	*5%*	*3%*	*3%*	**9%dg**	*5%*	*2%*	**5%n**	**7%no**	**2%n**	**6%n**	**4%n**	*2%*	*-*	*2%*	**5%n**	**5%n**	**9%jmno**
Neither important nor unimportant (3)	**406**	343	63	18	344	31	19	13	18	44	36	26	27	44	55	53	41	5	25
	16%	*16%*	*16%*	*15%*	*16%*	*14%*	*16%*	*18%*	*17%*	*16%*	*18%*	*14%*	*13%*	*19%*	*16%*	*16%*	*20%*	*15%*	*14%*
Important (4)	**1087**	929	158	60	915	90	50	32	56	107	89	79	98	112	149	129	96	13	77
	44%	*44%*	*41%*	*49%*	*44%*	*43%*	*41%*	*45%*	**52%lo**	*38%*	*44%*	*43%*	*47%*	*47%*	*43%*	*40%*	*46%*	*37%*	*44%*
Very important (5)	**844**	710	133	38	712	67	43	23	27	94	71	62	74	63	127	133	61	15	52
	34%	*34%*	*35%*	*32%*	*34%*	*32%*	*35%*	*32%*	*25%*	*34%*	*35%*	*34%*	*36%*	*27%*	**37%h**	**41%hmpr**	*29%*	**43%hm**	*29%*
Don't know	**18**	17	1	1	15	2	-	*	-	6	1	-	2	1	5	-	-	-	2
	1%	*1%*	***	*1%*	*1%*	*1%*	*-*	*1%*	*-*	*2%*	*1%*	*-*	*1%*	*1%*	*1%*	*-*	*-*	*-*	*1%*
NET Not at all important/ Not very important	**144**	114	30	4	110	21	10	4	7	27	6	17	8	16	8	9	12	2	19
	6%	*5%*	*8%*	*4%*	*5%*	**10%d**	*8%*	*5%*	**7%n**	**10%jno**	*3%*	**9%jno**	*4%*	*7%*	*2%*	*3%*	*6%*	*6%*	**11%jno**
NET Important / Very important	**1931**	1640	291	98	1626	157	92	55	82	201	161	141	173	175	275	262	156	28	129
	77%	*78%*	*76%*	*80%*	*78%*	*74%*	*76%*	*77%*	*77%*	*72%*	*79%*	*77%*	**83%l**	*74%*	*80%*	*81%*	*75%*	*79%*	*73%*
Mean	**4.04**	4.05	4.00	4.08	4.05	3.96	4.01	4.01	3.93	3.95	4.10	3.98	**4.15hmr**	3.90	**4.14hmr**	**4.18himpr**	3.97	4.15	3.92
Std Dev.	**0.92**	0.90	0.98	0.81	0.91	0.97	0.98	0.92	0.88	1.03	0.83	1.02	0.78	0.97	0.85	0.84	0.87	0.91	0.98
Std Error	**0.02**	0.02	0.04	0.05	0.02	0.05	0.05	0.06	0.07	0.08	0.07	0.08	0.06	0.08	0.06	0.07	0.07	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Not at all important	(1)	**52**	18	26	1	*	6	44	6	23	18	3	2	5	41	7
		2%	*2%*	**3%c**	*	*	**9%acdf**	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	**10%hijm**	*2%*	**4%j**
Not very important	(2)	**92**	28	33	14	9	8	60	17	20	44	13	15	1	63	16
		4%	*3%*	*4%*	*4%*	*5%*	**11%abf**	*3%*	**6%a**	*2%*	**4%h**	*4%*	**13%hijm**	*1%*	*3%*	**9%hijm**
Neither important nor unimportant	(3)	**406**	106	147	97	42	10	253	51	109	152	110	22	7	261	29
		16%	*11%*	**16%a**	**28%abfg**	**21%af**	*14%*	*14%*	**19%a**	*11%*	*15%*	**31%hiklmn**	*19%*	*13%*	*13%*	*17%*
Important	(4)	**1087**	378	433	149	97	25	812	122	372	492	150	45	19	864	64
		44%	*40%*	**47%a**	*43%*	*48%*	*35%*	*43%*	*44%*	*39%*	**49%hkn**	*42%*	*37%*	*39%*	**44%h**	*38%*
Very important	(5)	**844**	410	280	80	51	21	690	71	421	289	75	36	19	710	54
		34%	**43%bcdfg**	**30%c**	*23%*	*25%*	*30%*	**37%bcdg**	*26%*	**44%ijkmn**	**29%j**	*21%*	*30%*	**37%j**	**36%ij**	**32%j**
Don't know		**18**	4	5	2	4	1	9	6	7	8	2	-	-	14	-
		1%	*	*1%*	*1%*	**2%af**	*2%*	*	**2%af**	*1%*	*1%*	*1%*	-	-	*1%*	-
NET Not at all important/ Not very important		**144**	45	59	16	10	14	104	23	43	61	16	17	6	105	23
		6%	*5%*	*6%*	*5%*	*5%*	**20%abcdf**	*6%*	*9%*	*5%*	*6%*	*5%*	**14%hijm**	*11%*	*5%*	**13%hijm**
NET Important / Very important		**1931**	789	713	229	148	45	1502	193	793	781	225	81	38	1574	119
		77%	**84%bcdeg**	**77%c**	*67%*	*73%*	*65%*	**80%cdeg**	*71%*	**83%ijkn**	**78%jk**	*64%*	*67%*	*76%*	**81%ijkn**	*70%*
Mean		**4.04**	**4.21bcdefg**	3.99	3.85	3.95	3.67	**4.10bcdg**	3.88	**4.21ijkmn**	**4.00j**	3.80	3.81	3.92	**4.10ijkn**	3.84
Std Dev.		**0.92**	0.89	0.93	0.84	0.82	1.26	0.92	0.96	0.91	0.88	0.85	1.06	1.21	0.90	1.10
Std Error		**0.02**	0.03	0.03	0.05	0.06	0.15	0.02	0.06	0.03	0.03	0.04	0.09	0.16	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 125

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Not at all important	(1)	**52**	2	49	-	16	35	*	51	1	-	-	52	-
		2%	*2%*	*2%*	-	*2%*	*2%*	*	*2%*	*3%*	-	-	*2%*	-
Not very important	(2)	**92**	4	88	*	27	60	5	90	1	1	-	92	-
		4%	*3%*	*4%*	*1%*	*4%*	*4%*	*4%*	*4%*	*5%*	*9%*	-	*4%*	-
Neither important nor unimportant	(3)	**406**	23	381	3	106	264	37	397	4	1	1	403	3
		16%	*18%*	*16%*	*10%*	*15%*	*16%*	**28%de**	*16%*	*15%*	*12%*	*82%*	*16%*	*51%*
Important	(4)	**1087**	35	1034	18	283	748	55	1064	17	5	-	1086	1
		44%	*28%*	**44%a**	*57%*	*39%*	**45%d**	*42%*	*43%*	*63%*	*45%*	-	*44%*	*22%*
Very important	(5)	**844**	55	778	10	275	537	32	836	4	3	*	843	*
		34%	**45%b**	*33%*	*32%*	**38%ef**	*33%*	*24%*	*34%*	*13%*	*34%*	*18%*	*34%*	*9%*
Don't know		**18**	4	14	-	10	7	1	17	-	-	-	17	1
		1%	**3%b**	*1%*	-	**1%e**	*	*1%*	*1%*	-	-	-	*1%*	*19%*
NET Not at all important/ Not very important		**144**	6	137	*	44	94	6	141	2	1	-	144	-
		6%	*5%*	*6%*	*1%*	*6%*	*6%*	*4%*	*6%*	*8%*	*9%*	-	*6%*	-
NET Important / Very important		**1931**	90	1812	28	558	1285	87	1900	21	8	*	1929	2
		77%	*73%*	*77%*	*90%*	**78%f**	**78%f**	*67%*	*77%*	*77%*	*79%*	*18%*	*77%*	*30%*
Mean		**4.04**	4.15	4.03	4.22	4.09	4.03	3.87	4.04	3.79	4.04	3.36	4.04	3.48
Std Dev.		**0.92**	0.98	0.92	0.64	0.95	0.91	0.84	0.92	0.86	0.95	-	0.92	0.78
Std Error		**0.02**	0.08	0.02	0.11	0.03	0.02	0.07	0.02	0.17	0.24	-	0.02	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Not at all important (1)	**52**	15	8	22	7	5	-	10	-	8	-	12	-	9	-	7	-
	2%	*2%*	*2%*	*3%*	*2%*	*1%*	-	*2%*	-	*2%*	-	*3%*	-	*2%*	-	*2%*	-
Not very important (2)	**92**	39	13	29	11	29	-	10	-	13	-	12	-	17	-	11	-
	4%	*5%*	*3%*	*3%*	*3%*	**7%gko**	-	*2%*	-	*3%*	-	*3%*	-	*4%*	-	*3%*	-
Neither important nor unimportant (3)	**406**	115	90	133	67	56	-	59	-	90	-	70	-	63	-	67	-
	16%	*14%*	**22%ac**	*16%*	*16%*	*13%*	-	*15%*	-	**22%egm**	-	*17%*	-	*15%*	-	*16%*	-
Important (4)	**1087**	413	186	334	154	218	-	195	-	186	-	161	-	172	-	154	-
	44%	**50%cd**	**46%d**	*39%*	*37%*	**51%kmo**	-	**48%ko**	-	**46%o**	-	*38%*	-	*40%*	-	*37%*	-
Very important (5)	**844**	249	105	319	171	116	-	133	-	105	-	163	-	156	-	171	-
	34%	*30%*	*26%*	**38%ab**	**41%ab**	*27%*	-	*33%*	-	*26%*	-	**39%ei**	-	**36%ei**	-	**41%egi**	-
Don't know	**18**	-	-	12	6	-	-	-	-	-	-	2	-	10	-	6	-
	1%	-	-	**1%a**	**1%a**	-	-	-	-	-	-	*1%*	-	**2%egj**	-	*1%*	-
NET Not at all important/ Not very important	**144**	54	22	51	17	34	-	20	-	22	-	24	-	27	-	17	-
	6%	*6%*	*5%*	*6%*	*4%*	*8%*	-	*5%*	-	*5%*	-	*6%*	-	*6%*	-	*4%*	-
NET Important / Very important	**1931**	662	291	653	325	334	-	327	-	291	-	325	-	328	-	325	-
	77%	**80%b**	*72%*	*77%*	*78%*	*79%*	-	**81%i**	-	*72%*	-	*77%*	-	*77%*	-	*78%*	-
Mean	**4.04**	4.01	3.91	**4.07b**	**4.15ab**	3.97	-	**4.06i**	-	3.91	-	**4.08i**	-	**4.07i**	-	**4.15ei**	-
Std Dev.	**0.92**	0.89	0.89	0.95	0.90	0.89	-	0.89	-	0.89	-	0.97	-	0.94	-	0.90	-
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.05	-	0.05	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Low cost	**2177**	-	2177	1081	1094	293	303	387	318	407	262	207	597	704	875	468	1847	302	2219
	87%	-	*87%*	*86%*	*88%*	*87%*	*85%*	**90%k**	**90%k**	**91%k**	*84%*	*80%*	*86%*	**90%lnc**	*86%*	*82%*	*87%*	*90%*	*87%*
Fast delivery	**2052**	-	2052	1005	1043	294	293	378	295	376	234	181	587	672	791	415	1726	300	2098
	82%	-	*82%*	*80%*	**84%c**	**87%jk**	**82%k**	**88%jk**	**84%jk**	**84%jk**	*75%*	*70%*	**84%no**	**86%no**	*78%*	*73%*	*81%*	**90%p**	*82%*
Next day delivery option	**1593**	-	1593	801	791	257	261	306	210	265	164	129	519	516	557	293	1308	262	1624
	64%	-	*64%*	*64%*	*64%*	**76%hijk**	**73%hijk**	**71%hijk**	*60%*	*59%*	*53%*	*50%*	**75%mno**	**66%no**	*55%*	*51%*	*61%*	**78%p**	*64%*
Delivery within 3 days	**2132**	-	2132	1054	1076	272	299	366	295	402	278	219	570	661	899	497	1825	283	2161
	85%	-	*85%*	*84%*	*87%*	*80%*	*84%*	*85%*	*84%*	**90%ef**	**89%e**	*85%*	*82%*	*84%*	**88%l**	*87%*	*86%*	*84%*	*85%*
Convenient to post (within 1/2 mile)	**2091**	-	2091	1019	1068	247	280	363	309	387	278	226	527	672	891	504	1789	275	2091
	84%	-	*84%*	*81%*	**86%c**	*73%*	*78%*	**84%e**	**88%ef**	**86%ef**	**89%ef**	**87%ef**	*76%*	**86%l**	**87%l**	**88%l**	*84%*	*82%*	*82%*
Same price to send to anywhere within the UK	**2122**	-	2122	1048	1071	264	285	375	297	394	275	232	549	672	901	506	1824	270	2174
	85%	-	*85%*	*84%*	*86%*	*78%*	*80%*	**87%ef**	*85%*	**88%ef**	**88%ef**	**90%ef**	*79%*	**86%l**	**88%l**	**89%l**	*86%*	*81%*	*85%*
Guaranteed delivery to recipient's door	**2213**	-	2213	1091	1119	287	299	393	313	415	287	218	586	706	920	505	1887	299	2270
	89%	-	*89%*	*87%*	**90%c**	*85%*	*84%*	**91%efk**	*89%*	**92%efk**	**92%efk**	*84%*	*84%*	**90%l**	**90%l**	*89%*	*89%*	*89%*	*89%*
Daily collection service	**1931**	-	1931	965	964	231	268	337	262	365	257	211	499	598	833	468	1652	258	1970
	77%	-	*77%*	*77%*	*78%*	*68%*	*75%*	**78%e**	*74%*	**81%e**	**82%e**	**82%e**	*72%*	*76%*	**82%lm**	**82%l**	*78%*	*77%*	*77%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Low cost	**2177**	504	720	443	510	1225	953	1284	877	278	312	569	553	313	1747	281	1788
	87%	*87%*	*87%*	*85%*	*89%*	*87%*	*87%*	*88%*	*87%*	*90%*	*84%*	*89%*	*88%*	*88%*	*88%*	*90%*	*88%*
Fast delivery	**2052**	485	692	420	455	1177	875	1244	786	242	297	531	536	306	1670	243	1704
	82%	*84%*	*84%*	*80%*	*79%*	**84%f**	*80%*	**85%h**	*78%*	*78%*	*81%*	*83%*	**86%i**	**86%i**	**84%i**	*78%*	**84%o**
Next day delivery option	**1593**	375	539	313	365	914	678	982	594	188	226	417	391	253	1287	189	1320
	64%	*65%*	*65%*	*60%*	*63%*	*65%*	*62%*	**67%h**	*59%*	*61%*	*61%*	*65%*	*62%*	**71%ijl**	*65%*	*60%*	*65%*
Delivery within 3 days	**2132**	501	716	434	480	1217	914	1248	868	258	322	554	545	305	1727	262	1760
	85%	*87%*	*87%*	*83%*	*84%*	*87%*	*83%*	*85%*	*86%*	*84%*	*87%*	*87%*	*87%*	*86%*	*87%*	*84%*	*87%*
Convenient to post (within 1/2 mile)	**2091**	502	711	404	474	1213	878	1208	865	262	300	542	533	300	1675	265	1716
	84%	**87%c**	**86%c**	*78%*	*82%*	**87%f**	*80%*	*83%*	*86%*	*85%*	*81%*	*85%*	*85%*	*85%*	*84%*	*84%*	*84%*
Same price to send to anywhere within the UK	**2122**	502	726	428	467	1228	895	1244	861	261	321	550	548	306	1725	262	1762
	85%	**87%d**	**88%cd**	*82%*	*81%*	**88%f**	*82%*	*85%*	*85%*	*84%*	*87%*	*86%*	*88%*	*86%*	*87%*	*84%*	*87%*
Guaranteed delivery to recipient's door	**2213**	509	754	447	503	1263	950	1290	900	269	315	582	570	315	1782	271	1825
	89%	*88%*	**91%c**	*86%*	*88%*	**90%f**	*87%*	*88%*	*89%*	*87%*	*85%*	**91%j**	**91%j**	*89%*	*90%*	*86%*	*90%*
Daily collection service	**1931**	454	662	394	420	1116	814	1120	796	226	291	510	491	277	1569	227	1608
	77%	*79%*	**80%d**	*76%*	*73%*	**80%f**	*74%*	*77%*	*79%*	*73%*	*79%*	*80%*	*78%*	*78%*	*79%*	*73%*	**79%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 126

QD10b_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Low cost	**2177**	1845	332	108	1824	185	105	64	97	245	175	161	182	200	306	286	172	32	152
	87%	*87%*	*86%*	*88%*	*87%*	*87%*	*87%*	*89%*	*91%*	*88%*	*86%*	*87%*	*87%*	*85%*	*89%*	*88%*	*82%*	*90%*	*87%*
Fast delivery	**2052**	1743	309	103	1716	175	96	65	86	223	158	161	176	192	302	278	139	30	144
	82%	*82%*	*80%*	*84%*	*82%*	*83%*	*79%*	**91%def**	**80%p**	**80%p**	*77%*	**88%jp**	**84%p**	**81%p**	**88%jp**	**86%p**	*66%*	**85%p**	**82%p**
Next day delivery option	**1593**	1365	228	69	1345	130	72	46	68	173	119	118	131	145	270	222	99	22	108
	64%	*65%*	*59%*	*56%*	*64%*	*61%*	*59%*	*65%*	**63%p**	**62%p**	*58%*	**64%p**	**63%p**	**61%p**	**79%hijklmopqr**	**69%p**	*47%*	*62%*	**61%p**
Delivery within 3 days	**2132**	1790	342	107	1788	179	102	63	91	228	164	160	187	205	290	289	174	33	147
	85%	*85%*	*89%*	*88%*	*85%*	*85%*	*84%*	*88%*	*85%*	*82%*	*80%*	*87%*	*89%*	*87%*	*84%*	**89%j**	*83%*	*92%*	*83%*
Convenient to post (within 1/2 mile)	**2091**	1780	311	93	1769	166	99	58	91	234	166	163	179	195	292	284	166	31	135
	84%	**84%c**	*81%*	*76%*	**84%e**	*79%*	*82%*	*81%*	*85%*	*84%*	*81%*	**89%pr**	*86%*	*82%*	*85%*	**88%r**	*79%*	*85%*	*77%*
Same price to send to anywhere within the UK	**2122**	1779	344	109	1782	175	103	63	91	228	164	162	185	206	288	280	177	34	141
	85%	*84%*	**89%a**	*89%*	*85%*	*83%*	*85%*	*88%*	*85%*	*82%*	*81%*	*88%*	*88%*	*87%*	*84%*	*87%*	*84%*	**95%ijr**	*80%*
Guaranteed delivery to recipient's door	**2213**	1878	335	111	1858	178	110	67	97	236	178	160	187	208	313	297	184	33	146
	89%	*89%*	*87%*	*91%*	*89%*	*84%*	*91%*	**93%e**	*91%*	*85%*	*87%*	*87%*	*89%*	*88%*	**91%r**	**92%r**	*88%*	*91%*	*83%*
Daily collection service	**1931**	1640	291	98	1626	157	92	55	82	201	161	141	173	175	275	262	156	28	129
	77%	*78%*	*76%*	*80%*	*78%*	*74%*	*76%*	*77%*	*77%*	*72%*	*79%*	*77%*	**83%l**	*74%*	*80%*	*81%*	*75%*	*79%*	*73%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Low cost	**2177**	838	822	261	180	66	1660	246	869	887	265	99	45	1756	144
	87%	**89%c**	**89%c**	*76%*	**89%c**	**95%c**	**89%c**	**90%c**	**91%jkn**	**88%j**	*75%*	*82%*	*90%*	**90%jk**	**84%j**
Fast delivery	**2052**	794	785	237	166	59	1579	225	818	840	246	97	36	1658	133
	82%	**84%c**	**85%c**	*69%*	**82%c**	*85%*	**85%c**	**82%c**	**86%jln**	**84%j**	*69%*	*81%*	*72%*	**85%j**	*78%*
Next day delivery option	**1593**	587	622	197	125	51	1209	176	618	651	210	70	31	1270	101
	64%	*62%*	**67%c**	*58%*	*61%*	*73%*	**65%c**	*64%*	*65%*	*65%*	*59%*	*58%*	*62%*	*65%*	*60%*
Delivery within 3 days	**2132**	849	809	237	169	59	1658	228	840	879	257	101	44	1719	145
	85%	**90%cdg**	**88%c**	*69%*	**83%c**	*85%*	**89%cg**	**83%c**	**88%j**	**88%j**	*73%*	**84%j**	*87%*	**88%j**	**85%j**
Convenient to post (within 1/2 mile)	**2091**	833	790	251	156	54	1623	210	838	845	261	95	41	1683	137
	84%	**88%cdeg**	**85%cdg**	*73%*	*77%*	*77%*	**87%cdg**	*77%*	**88%jkn**	**84%j**	*74%*	*79%*	*82%*	**86%j**	*80%*
Same price to send to anywhere within the UK	**2122**	840	817	246	154	58	1656	212	861	842	268	99	41	1703	140
	85%	**89%cdg**	**88%cdg**	*72%*	*76%*	*83%*	**89%cdg**	*77%*	**90%ijkmn**	**84%j**	*76%*	*82%*	*83%*	**87%j**	*82%*
Guaranteed delivery to recipient's door	**2213**	875	840	253	180	55	1715	235	897	888	266	104	43	1786	147
	89%	**93%ceg**	**91%ce**	*74%*	**88%c**	*79%*	**92%ceg**	**86%c**	**94%ijklmn**	**89%j**	*75%*	**86%j**	*86%*	**91%j**	**86%j**
Daily collection service	**1931**	789	713	229	148	45	1502	193	793	781	225	81	38	1574	119
	77%	**84%bcdeg**	**77%c**	*67%*	*73%*	*65%*	**80%cdeg**	*71%*	**83%ijkn**	**78%jk**	*64%*	*67%*	*76%*	**81%jkn**	*70%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Low cost	**2177**	103	2048	26	635	1445	98	2147	21	8	1	2176	*
	87%	*84%*	*87%*	*84%*	**88%f**	**88%f**	*75%*	*87%*	*78%*	*74%*	*90%*	*87%*	*9%*
Fast delivery	**2052**	102	1921	28	594	1351	107	2017	21	10	*	2048	3
	82%	*83%*	*82%*	*90%*	*83%*	*82%*	*82%*	*82%*	*79%*	*93%*	*18%*	*82%*	*60%*
Next day delivery option	**1593**	88	1482	23	481	1018	94	1560	24	4	1	1588	3
	64%	*71%*	*63%*	*74%*	**67%e**	*62%*	*72%*	*64%*	*89%*	*42%*	*90%*	*64%*	*60%*
Delivery within 3 days	**2132**	98	2006	28	630	1395	107	2103	20	8	*	2131	*
	85%	*79%*	*86%*	*90%*	*88%*	*85%*	*82%*	*86%*	*75%*	*79%*	*18%*	*86%*	*9%*
Convenient to post (within 1/2 mile)	**2091**	96	1966	29	613	1372	106	2062	18	9	*	2090	1
	84%	*78%*	*84%*	*94%*	*85%*	*83%*	*81%*	*84%*	*69%*	*92%*	*10%*	*84%*	*23%*
Same price to send to anywhere within the UK	**2122**	99	1998	25	624	1397	101	2090	23	7	*	2120	2
	85%	*81%*	*85%*	*81%*	**87%f**	*85%*	*77%*	*85%*	*86%*	*71%*	*18%*	*85%*	*39%*
Guaranteed delivery to recipient's door	**2213**	105	2078	30	650	1448	116	2177	24	10	*	2210	3
	89%	*85%*	*89%*	*97%*	*91%*	*88%*	*88%*	*89%*	*88%*	*93%*	*18%*	*89%*	*61%*
Daily collection service	**1931**	90	1812	28	558	1285	87	1900	21	8	*	1929	2
	77%	*73%*	*77%*	*90%*	**78%f**	**78%f**	*67%*	*77%*	*77%*	*79%*	*18%*	*77%*	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 126

QD10b_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Low cost	**2177**	724	335	748	370	367	-	357	-	335	-	384	-	364	-	370	-
	87%	*87%*	*83%*	*88%*	*89%*	*86%*	-	*88%*	-	*83%*	-	**91%lm**	-	*85%*	-	*89%*	-
Fast delivery	**2052**	682	321	708	341	366	-	316	-	321	-	358	-	350	-	341	-
	82%	*82%*	*80%*	*83%*	*82%*	**86%gl**	-	*78%*	-	*80%*	-	**85%g**	-	*82%*	-	*82%*	-
Next day delivery option	**1593**	558	236	532	266	291	-	267	-	236	-	262	-	270	-	266	-
	64%	**67%b**	*59%*	*63%*	*64%*	**69%l**	-	*66%*	-	*59%*	-	*62%*	-	*63%*	-	*64%*	-
Delivery within 3 days	**2132**	720	316	736	360	365	-	355	-	316	-	364	-	372	-	360	-
	85%	**87%b**	*78%*	**87%b**	**87%b**	**86%l**	-	**87%l**	-	*78%*	-	**86%l**	-	**87%l**	-	**87%l**	-
Convenient to post (within 1/2 mile)	**2091**	687	326	725	353	352	-	335	-	326	-	365	-	360	-	353	-
	84%	*83%*	*81%*	*85%*	*85%*	*83%*	-	*82%*	-	*81%*	-	*87%*	-	*84%*	-	*85%*	-
Same price to send to anywhere within the UK	**2122**	710	316	741	355	370	-	340	-	316	-	381	-	360	-	355	-
	85%	**85%b**	*78%*	**87%b**	**85%b**	**87%l**	-	*84%*	-	*78%*	-	**90%glm**	-	*84%*	-	**85%l**	-
Guaranteed delivery to recipient's door	**2213**	745	338	755	375	384	-	360	-	338	-	380	-	375	-	375	-
	89%	**90%b**	*84%*	*89%*	**90%b**	**91%l**	-	*89%*	-	*84%*	-	**90%l**	-	*88%*	-	**90%l**	-
Daily collection service	**1931**	662	291	653	325	334	-	327	-	291	-	325	-	328	-	325	-
	77%	**80%b**	*72%*	*77%*	*78%*	*79%*	-	**81%l**	-	*72%*	-	*77%*	-	*77%*	-	*78%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 127

QD10b_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Low cost	**46**	-	46	28	17	8	5	6	6	4	9	9	13	12	22	17	41	5	47
	2%	-	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*
Fast delivery	**84**	-	84	43	40	5	8	14	10	9	11	27	13	24	47	38	79	5	88
	3%	-	*3%*	*3%*	*3%*	*1%*	*2%*	*3%*	*3%*	*2%*	*4%*	**10%efghij**	*2%*	*3%*	**5%l**	**7%lm**	*4%*	*2%*	*3%*
Next day delivery option	**284**	-	284	144	140	29	22	39	43	54	46	51	52	82	151	97	261	21	276
	11%	-	*11%*	*12%*	*11%*	*9%*	*6%*	*9%*	**12%f**	**12%f**	**15%f**	**20%efgi**	*7%*	*10%*	**15%lm**	**17%lm**	**12%q**	*6%*	*11%*
Delivery within 3 days	**62**	-	62	32	29	18	6	12	11	3	6	6	24	23	15	12	51	11	70
	2%	-	*2%*	*3%*	*2%*	**5%fi**	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	**3%n**	*3%*	*1%*	*2%*	*2%*	*3%*	*3%*
Convenient to post (within 1/2 mile)	**90**	-	90	57	33	28	12	14	10	11	6	9	40	24	26	15	74	14	100
	4%	-	*4%*	**5%d**	*3%*	**8%fghij**	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	**6%mno**	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*
Same price to send to anywhere within the UK	**79**	-	79	49	30	23	10	18	11	7	6	4	33	29	17	10	66	13	76
	3%	-	*3%*	*4%*	*2%*	**7%jk**	*3%*	*4%*	*3%*	*2%*	*2%*	*2%*	**5%no**	**4%n**	*2%*	*2%*	*3%*	*4%*	*3%*
Guaranteed delivery to recipient's door	**46**	-	46	26	20	6	9	5	7	9	4	5	15	12	19	9	38	7	53
	2%	-	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
Daily collection service	**144**	-	144	81	62	32	15	20	25	15	22	15	47	44	52	37	126	15	148
	6%	-	*6%*	*6%*	*5%*	**10%fgl**	*4%*	*5%*	*7%*	*3%*	*7%*	*6%*	*7%*	*6%*	*5%*	*6%*	*6%*	*4%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Low cost	46	17	21	3	6	38	8	26	19	4	12	5	11	7	36	4	36
	2%	3%c	3%c	1%	1%	3%f	1%	2%	2%	1%	3%k	1%	2%	2%	2%	1%	2%
Fast delivery	84	22	30	13	18	52	32	31	51	13	12	22	22	8	65	14	66
	3%	4%	4%	3%	3%	4%	3%	2%	5%g	4%	3%	3%	3%	2%	3%	5%	3%
Next day delivery option	284	59	100	57	68	158	126	144	137	51	47	66	75	27	216	51	221
	11%	10%	12%	11%	12%	11%	11%	10%	14%g	16%kmn	13%	10%	12%	8%	11%	16%p	11%
Delivery within 3 days	62	15	20	11	16	35	27	30	31	11	10	13	11	13	46	11	47
	2%	3%	2%	2%	3%	2%	2%	2%	3%	4%	3%	2%	2%	4%	2%	3%	2%
Convenient to post (within 1/2 mile)	90	18	29	17	25	47	42	56	32	12	26	17	20	11	73	12	74
	4%	3%	4%	3%	4%	3%	4%	4%	3%	4%	7%kln	3%	3%	3%	4%	4%	4%
Same price to send to anywhere within the UK	79	17	21	17	24	38	41	51	26	9	6	23	15	14	58	9	58
	3%	3%	3%	3%	4%	3%	4%	4%	3%	3%	2%	4%	2%	4%	3%	3%	3%
Guaranteed delivery to recipient's door	46	7	13	11	15	20	26	24	22	9	10	8	7	7	33	9	33
	2%	1%	2%	2%	3%	1%	2%	2%	2%	3%	3%	1%	1%	2%	2%	3%	2%
Daily collection service	144	43	42	24	36	84	59	89	54	24	28	22	38	24	113	24	114
	6%	7%	5%	5%	6%	6%	5%	6%	5%	8%k	8%k	4%	6%	7%	6%	8%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 127

QD10b_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2545	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	2499	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	1509	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Low cost	46	43	4	1	38	4	3	1	1	6	2	1	8	4	2	9	7	-	4
	2%	2%	1%	1%	2%	2%	2%	1%	1%	2%	1%	*	4%n	2%	1%	3%	3%	-	2%
Fast delivery	84	67	17	5	69	8	6	1	2	13	9	4	4	8	10	3	15	*	8
	3%	3%	4%	4%	3%	4%	5%	2%	2%	5%o	5%o	2%	2%	3%	3%	1%	7%o	1%	5%o
Next day delivery option	284	226	58	14	239	28	12	5	14	39	29	24	16	30	17	28	42	2	27
	11%	11%	15%	11%	11%	13%	10%	7%	13%n	14%n	14%n	13%n	8%	13%n	5%	9%	20%lnoq	5%	15%n
Delivery within 3 days	62	54	8	3	50	6	5	1	3	9	8	3	4	4	7	7	6	-	6
	2%	3%	2%	2%	2%	3%	4%	2%	3%	3%	4%	2%	2%	2%	2%	2%	3%	-	3%
Convenient to post (within 1/2 mile)	90	68	22	7	61	20	5	3	4	11	3	6	9	8	6	12	3	1	19
	4%	3%	6%	5%	3%	10%dfg	4%	4%	4%	4%	2%	3%	4%	3%	2%	4%	2%	4%	11%hijklmnop
Same price to send to anywhere within the UK	79	72	7	2	59	12	6	2	2	11	8	4	1	5	8	14	7	*	12
	3%	3%	2%	2%	3%	6%d	5%	3%	2%	4%	4%	2%	*	2%	2%	4%	4%	*	7%klmn
Guaranteed delivery to recipient's door	46	40	6	*	36	7	3	*	2	8	4	7	3	-	3	3	5	*	7
	2%	2%	2%	*	2%	3%	2%	*	2%m	3%	2%	4%m	1%	-	1%	1%	2%	*	4%m
Daily collection service	144	114	30	4	110	21	10	4	7	27	6	17	8	16	8	9	12	2	19
	6%	5%	8%	4%	5%	10%d	8%	5%	7%n	10%jno	3%	9%jno	4%	7%	2%	3%	6%	6%	11%jno

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 127

QD10b_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Low cost	**46**	27	14	3	2	1	40	3	18	20	3	4	*	38	5
	2%	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*4%*	*1%*	*2%*	*3%*
Fast delivery	**84**	33	27	5	11	8	60	19	30	34	9	6	4	64	10
	3%	*4%*	*3%*	*2%*	*5%*	**11%abcf**	*3%*	**7%bcf**	*3%*	*3%*	*3%*	*5%*	*9%*	*3%*	*6%*
Next day delivery option	**284**	131	89	24	32	8	220	40	128	101	25	20	5	229	26
	11%	**14%bc**	*10%*	*7%*	**16%c**	*12%*	**12%c**	**15%c**	**13%j**	*10%*	*7%*	**17%j**	*11%*	**12%j**	**15%j**
Delivery within 3 days	**62**	19	15	15	7	4	34	11	17	21	13	6	3	38	9
	2%	*2%*	*2%*	**4%bf**	*4%*	*6%*	*2%*	*4%*	*2%*	*2%*	*4%*	*5%*	*7%*	*2%*	**6%him**
Convenient to post (within 1/2 mile)	**90**	23	32	7	19	9	55	28	29	40	12	5	2	69	8
	4%	*2%*	*3%*	*2%*	**10%abcf**	**13%abcf**	*3%*	**10%abcf**	*3%*	*4%*	*3%*	*4%*	*5%*	*4%*	*4%*
Same price to send to anywhere within the UK	**79**	18	26	14	15	5	44	20	17	41	10	8	2	57	10
	3%	*2%*	*3%*	*4%*	**7%abf**	**8%af**	*2%*	**7%abf**	*2%*	**4%h**	*3%*	**6%h**	*5%*	*3%*	**6%h**
Guaranteed delivery to recipient's door	**46**	15	20	6	2	3	35	5	7	29	3	5	2	37	6
	2%	*2%*	*2%*	*2%*	*1%*	*4%*	*2%*	*2%*	*1%*	**3%h**	*1%*	**4%h**	*3%*	*2%*	**4%h**
Daily collection service	**144**	45	59	16	10	14	104	23	43	61	16	17	6	105	23
	6%	*5%*	*6%*	*5%*	*5%*	**20%abcdf**	*6%*	*9%*	*5%*	*6%*	*5%*	**14%hijm**	*11%*	*5%*	**13%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Low cost	**46**	1	45	-	19	21	6	45	1	1	*	46	-
	2%	*1%*	*2%*	-	**3%e**	*1%*	**5%e**	*2%*	*3%*	*7%*	*10%*	*2%*	-
Fast delivery	**84**	2	81	1	29	51	4	82	1	*	1	83	-
	3%	*2%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*1%*	*82%*	*3%*	-
Next day delivery option	**284**	5	278	1	90	189	5	284	*	-	-	284	-
	11%	*4%*	**12%a**	*4%*	**13%f**	**11%f**	*4%*	*12%*	*2%*	-	-	*11%*	-
Delivery within 3 days	**62**	2	59	1	18	39	5	60	1	-	-	61	1
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*2%*	*4%*	-	-	*2%*	*21%*
Convenient to post (within 1/2 mile)	**90**	1	89	-	30	59	1	88	2	-	-	90	-
	4%	*1%*	*4%*	-	*4%*	*4%*	*1%*	*4%*	*6%*	-	-	*4%*	-
Same price to send to anywhere within the UK	**79**	5	73	2	19	50	10	76	*	1	1	77	1
	3%	*4%*	*3%*	*5%*	*3%*	*3%*	**8%de**	*3%*	*2%*	*8%*	*82%*	*3%*	*21%*
Guaranteed delivery to recipient's door	**46**	1	46	-	15	29	1	45	*	*	1	45	-
	2%	*	*2%*	-	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*82%*	*2%*	-
Daily collection service	**144**	6	137	*	44	94	6	141	2	1	-	144	-
	6%	*5%*	*6%*	*1%*	*6%*	*6%*	*4%*	*6%*	*8%*	*9%*	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 127

QD10b_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Low cost	**46**	16	6	19	5	8	-	8	-	6	-	9	-	10	-	5	-
	2%	*2%*	*1%*	*2%*	*1%*	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
Fast delivery	**84**	27	21	32	4	8	-	19	-	21	-	11	-	21	-	4	-
	3%	*3%*	***5%d***	***4%d***	*1%*	*2%*	-	***5%o***	-	***5%eo***	-	*3%*	-	***5%o***	-	*1%*	-
Next day delivery option	**284**	90	53	93	49	49	-	41	-	53	-	48	-	45	-	49	-
	11%	*11%*	*13%*	*11%*	*12%*	*11%*	-	*10%*	-	*13%*	-	*11%*	-	*10%*	-	*12%*	-
Delivery within 3 days	**62**	21	15	19	7	12	-	9	-	15	-	8	-	11	-	7	-
	2%	*3%*	*4%*	*2%*	*2%*	*3%*	-	*2%*	-	*4%*	-	*2%*	-	*3%*	-	*2%*	-
Convenient to post (within 1/2 mile)	**90**	35	17	28	9	19	-	15	-	17	-	13	-	15	-	9	-
	4%	*4%*	*4%*	*3%*	*2%*	*5%*	-	*4%*	-	*4%*	-	*3%*	-	*3%*	-	*2%*	-
Same price to send to anywhere within the UK	**79**	30	13	27	9	13	-	17	-	13	-	7	-	20	-	9	-
	3%	*4%*	*3%*	*3%*	*2%*	*3%*	-	*4%*	-	*3%*	-	*2%*	-	*5%*	-	*2%*	-
Guaranteed delivery to recipient's door	**46**	16	9	16	6	7	-	8	-	9	-	2	-	14	-	6	-
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	-	*2%*	-	*2%*	-	*	-	***3%k***	-	*1%*	-
Daily collection service	**144**	54	22	51	17	34	-	20	-	22	-	24	-	27	-	17	-
	6%	*6%*	*5%*	*6%*	*4%*	*8%*	-	*5%*	-	*5%*	-	*6%*	-	*6%*	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Low cost	**4.28**	-	4.28	4.25	**4.31c**	**4.32jk**	**4.25k**	**4.36fjk**	**4.31jk**	**4.34fjk**	4.18	4.09	**4.28o**	**4.34no**	**4.23o**	4.14	4.26	**4.37p**	4.25
Fast delivery	**4.12**	-	4.12	4.09	**4.16c**	**4.30ghijk**	**4.21jk**	**4.19jk**	**4.14jk**	**4.17jk**	**3.95k**	3.76	**4.26mno**	**4.16no**	**4.00o**	3.87	4.09	**4.30p**	4.12
Next day delivery option	**3.75**	-	3.75	3.76	3.75	**4.05hijk**	**3.96hijk**	**3.89hijk**	**3.65k**	**3.69k**	3.52	3.36	**4.01mno**	**3.78no**	3.56	3.45	3.70	**4.04p**	3.75
Delivery within 3 days	**4.18**	-	4.18	4.15	4.22	4.11	4.13	4.14	4.19	**4.26efg**	**4.31efg**	4.15	4.12	4.16	**4.25l**	**4.24l**	4.18	4.18	4.17
Convenient to post (within 1/2 mile)	**4.19**	-	4.19	4.13	**4.26c**	4.00	4.06	**4.20ef**	**4.31ef**	**4.26ef**	**4.26ef**	**4.26ef**	4.03	**4.25l**	**4.26l**	**4.26l**	4.20	4.15	4.16
Same price to send to anywhere within the UK	**4.27**	-	4.27	4.23	4.31	4.11	4.15	4.25	**4.31e**	**4.34ef**	**4.37ef**	**4.36ef**	4.13	**4.27l**	**4.35l**	**4.36l**	4.28	4.19	4.28
Guaranteed delivery to recipient's door	**4.35**	-	4.35	4.32	4.38	**4.38f**	4.22	**4.40fk**	**4.38fk**	**4.40fk**	**4.38f**	4.22	4.30	4.39	4.35	4.31	4.35	4.34	4.36
Daily collection service	**4.04**	-	4.04	3.99	**4.09c**	3.86	3.97	**4.05e**	3.99	**4.20efgh**	**4.11e**	**4.06e**	3.92	4.02	**4.13l**	**4.09l**	4.04	4.06	4.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Low cost	**4.28**	4.23	4.28	4.26	**4.33ac**	4.26	4.30	4.30	4.26	4.33	4.26	**4.33m**	4.28	4.25	4.29	4.33	4.28
Fast delivery	**4.12**	4.14	4.14	4.10	4.11	4.14	4.11	**4.20h**	4.01	4.04	4.10	**4.16i**	**4.15i**	**4.19ij**	**4.15i**	4.02	**4.15o**
Next day delivery option	**3.75**	3.78	3.78	3.70	3.74	3.78	3.72	**3.85h**	3.61	3.61	3.69	3.76	3.75	**3.92ij**	**3.77i**	3.61	**3.77o**
Delivery within 3 days	**4.18**	4.21	4.21	4.13	4.17	4.21	4.15	4.18	4.19	4.15	4.22	4.19	4.22	4.17	4.20	4.15	4.20
Convenient to post (within 1/2 mile)	**4.19**	**4.27c**	**4.23c**	4.09	4.17	**4.24f**	4.13	4.17	4.23	4.24	4.10	4.22	4.23	4.20	4.20	4.23	4.20
Same price to send to anywhere within the UK	**4.27**	4.31	4.31	4.21	4.22	**4.31f**	4.21	4.25	4.30	4.30	4.29	4.27	4.30	4.30	4.29	4.29	4.29
Guaranteed delivery to recipient's door	**4.35**	4.33	**4.41c**	4.27	4.35	4.38	4.31	4.35	4.36	4.31	4.30	4.40	4.40	4.31	4.37	4.30	4.37
Daily collection service	**4.04**	4.07	4.09	3.98	3.99	**4.08f**	3.98	4.02	4.07	4.01	4.05	4.08	4.07	4.00	4.05	4.00	4.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Low cost	**4.28**	4.28	4.27	4.30	4.28	4.25	4.22	4.29	**4.31p**	**4.29p**	**4.25p**	**4.29p**	**4.27p**	**4.25p**	**4.40ijklmopr**	**4.31p**	4.10	4.35	4.23
Fast delivery	**4.12**	**4.14b**	4.06	4.07	4.13	4.07	4.03	4.31	**4.12p**	**4.13p**	**4.02p**	**4.17jp**	**4.18jpr**	**4.10p**	**4.26ijmpr**	**4.25ijmpr**	3.79	4.25	**4.04p**
Next day delivery option	**3.75**	**3.78b**	3.60	3.66	3.76	3.71	3.68	3.79	**3.71p**	**3.73p**	3.59	**3.72p**	**3.79p**	**3.68p**	**4.15hijklmopqr**	**3.83jp**	3.34	**3.84p**	**3.68p**
Delivery within 3 days	**4.18**	4.18	4.20	4.25	4.19	4.17	4.18	4.15	4.21	4.19	4.09	4.20	4.23	4.20	4.20	4.22	4.13	4.17	4.17
Convenient to post (within 1/2 mile)	**4.19**	4.20	4.14	4.04	**4.22e**	4.04	4.15	4.11	4.20	4.19	4.20	4.22	4.19	4.17	**4.27r**	**4.29r**	4.15	4.06	4.03
Same price to send to anywhere within the UK	**4.27**	4.25	4.36	4.35	4.27	4.24	4.24	4.28	4.24	4.28	4.18	4.25	4.34	4.30	4.27	4.31	4.22	**4.55hjkmnpr**	4.17
Guaranteed delivery to recipient's door	**4.35**	4.35	4.36	4.45	4.35	4.29	4.40	4.42	4.37	4.34	4.24	4.32	4.38	4.35	4.35	**4.42j**	4.32	4.37	4.28
Daily collection service	**4.04**	4.05	4.00	4.08	4.05	3.96	4.01	4.01	3.93	3.95	4.10	3.98	**4.15hmr**	3.90	**4.14hmr**	**4.18himpr**	3.97	4.15	3.92

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 128

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Low cost	**4.28**	**4.35bcf**	**4.25c**	4.10	**4.28c**	**4.61abcdfg**	**4.30bc**	**4.36bc**	**4.39ijkmn**	**4.27j**	4.02	**4.20j**	**4.46ijk**	**4.33ijk**	**4.28j**
Fast delivery	**4.12**	**4.18cdg**	**4.14c**	3.96	4.07	4.11	**4.16cdg**	**4.08c**	**4.24ijklmn**	**4.12jn**	3.90	4.01	3.98	**4.18ijkln**	4.00
Next day delivery option	**3.75**	3.71	3.82	3.70	3.64	4.03	3.76	3.74	3.78	3.76	3.70	3.64	3.72	3.77	3.66
Delivery within 3 days	**4.18**	**4.32bcdg**	**4.17c**	3.88	**4.13c**	4.16	**4.25bc**	**4.14c**	**4.30ijn**	**4.17j**	3.95	**4.16j**	4.11	**4.24j**	**4.15j**
Convenient to post (within 1/2 mile)	**4.19**	**4.34bcdfg**	**4.18cd**	3.98	4.01	4.12	**4.26bcdg**	4.04	**4.34ijkmn**	**4.15j**	3.96	4.14	4.25	**4.24ij**	**4.17j**
Same price to send to anywhere within the UK	**4.27**	**4.41bcdg**	**4.28cdg**	3.96	4.08	4.22	**4.35cdg**	4.11	**4.45ijkmn**	4.18	4.08	4.21	4.19	**4.31ij**	4.21
Guaranteed delivery to recipient's door	**4.35**	**4.49bcdfg**	**4.33c**	4.05	**4.33c**	4.28	**4.41bc**	**4.31c**	**4.56ijklmn**	**4.26j**	4.06	**4.35j**	4.32	**4.41ij**	**4.34j**
Daily collection service	**4.04**	**4.21bcdefg**	3.99	3.85	3.95	3.67	**4.10bceg**	3.88	**4.21ijkmn**	**4.00j**	3.80	3.81	3.92	**4.10ijkn**	3.84

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Low cost	**4.28**	4.37	4.27	4.27	**4.31f**	**4.28f**	4.05	**4.28h**	3.86	4.09	3.78	**4.28h**	3.22
Fast delivery	**4.12**	**4.27b**	4.11	4.20	4.15	4.11	4.10	4.13	3.99	4.05	1.73	4.12	4.10
Next day delivery option	**3.75**	**4.01b**	3.74	3.81	3.78	3.72	**3.97e**	3.75	4.13	3.47	4.80	3.75	4.10
Delivery within 3 days	**4.18**	4.21	4.18	4.29	**4.25e**	4.16	4.10	4.19	3.86	4.13	3.36	4.19	2.97
Convenient to post (within 1/2 mile)	**4.19**	4.31	4.19	4.43	4.26	4.18	4.06	4.20	3.75	4.01	3.22	4.20	3.29
Same price to send to anywhere within the UK	**4.27**	4.29	4.27	4.19	**4.33f**	**4.26f**	4.05	4.27	4.03	3.76	2.55	4.27	3.70
Guaranteed delivery to recipient's door	**4.35**	4.33	4.35	4.54	4.41	4.33	4.26	4.35	4.05	4.40	2.55	4.35	4.23
Daily collection service	**4.04**	4.15	4.03	4.22	4.09	4.03	3.87	4.04	3.79	4.04	3.36	4.04	3.48

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Low cost	**4.28**	4.20	4.17	**4.35ab**	**4.39ab**	4.18	-	4.22	-	4.17	-	**4.40egim**	-	**4.29ei**	-	**4.39egim**	-
Fast delivery	**4.12**	4.06	4.00	**4.18ab**	**4.26abc**	**4.11gi**	-	4.00	-	4.00	-	**4.24egim**	-	**4.12gi**	-	**4.26egim**	-
Next day delivery option	**3.75**	**3.78b**	3.60	**3.79b**	**3.78b**	**3.78i**	-	**3.77i**	-	3.60	-	**3.79i**	-	**3.78i**	-	**3.78i**	-
Delivery within 3 days	**4.18**	4.11	4.05	**4.26ab**	**4.31ab**	4.10	-	4.13	-	4.05	-	**4.29egi**	-	**4.23i**	-	**4.31egi**	-
Convenient to post (within 1/2 mile)	**4.19**	4.12	4.09	**4.26ab**	**4.32ab**	4.10	-	4.13	-	4.09	-	**4.28egi**	-	**4.24i**	-	**4.32egi**	-
Same price to send to anywhere within the UK	**4.27**	4.21	4.09	**4.36ab**	**4.36ab**	4.22	-	4.20	-	4.09	-	**4.45egim**	-	**4.27i**	-	**4.36egi**	-
Guaranteed delivery to recipient's door	**4.35**	4.29	4.24	**4.38b**	**4.52abc**	4.27	-	4.30	-	4.24	-	**4.46egim**	-	4.29	-	**4.52egim**	-
Daily collection service	**4.04**	4.01	3.91	**4.07b**	**4.15ab**	3.97	-	**4.06i**	-	3.91	-	**4.08i**	-	**4.07i**	-	**4.15ei**	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base		**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base		**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more	(5)	**37**	-	37	17	19	12	6	9	1	3	2	4	18	10	9	6	32	5	46
		1%	-	*1%*	*1%*	*2%*	**4%hl**	*2%*	*2%*	*	*1%*	*1%*	*1%*	**3%n**	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*
Slightly more	(4)	**187**	-	187	95	91	35	44	50	20	13	10	13	79	70	37	24	141	44	186
		7%	-	*7%*	*8%*	*7%*	**10%lj**	**12%hijk**	**12%hijk**	*6%*	*3%*	*3%*	*5%*	**11%no**	**9%no**	*4%*	*4%*	*7%*	**13%p**	*7%*
No change	(3)	**1359**	-	1359	694	662	126	173	218	210	261	204	167	299	428	632	371	1214	135	1349
		54%	-	*54%*	*55%*	*53%*	*37%*	**48%e**	**51%e**	**60%efg**	**58%ef**	**65%efg**	**65%efg**	*43%*	**55%l**	**62%lm**	**65%lm**	**57%q**	*40%*	*53%*
Slightly less	(2)	**442**	-	442	216	226	69	53	76	61	94	52	37	122	137	182	89	365	68	480
		18%	-	*18%*	*17%*	*18%*	*20%*	*15%*	*18%*	*17%*	*21%*	*17%*	*14%*	*18%*	*18%*	*18%*	*16%*	*17%*	*20%*	*19%*
Much less	(1)	**444**	-	444	218	226	84	77	71	58	75	43	37	160	128	155	80	359	76	446
		18%	-	*18%*	*17%*	*18%*	**25%ghijk**	*21%*	*16%*	*16%*	*17%*	*14%*	*14%*	**23%mno**	*16%*	*15%*	*14%*	*17%*	**23%p**	*18%*
Don't know		**30**	-	30	15	15	13	5	7	1	3	1	*	18	8	4	1	20	7	38
		1%	-	*1%*	*1%*	*1%*	**4%hijk**	*1%*	*2%*	*	*1%*	*	*	**3%no**	*1%*	*	*	*1%*	*2%*	*1%*
NET Much/Slightly more		**224**	-	224	111	110	47	50	60	21	17	12	17	97	81	46	29	174	48	232
		9%	-	*9%*	*9%*	*9%*	**14%hijk**	**14%hijk**	**14%hijk**	*6%*	*4%*	*4%*	*7%*	**14%no**	**10%no**	*5%*	*5%*	*8%*	**14%p**	*9%*
NET Much/Slightly less		**886**	-	886	433	452	153	130	147	119	168	95	74	282	266	337	169	724	144	926
		35%	-	*35%*	*35%*	*36%*	**45%ghijk**	*36%*	*34%*	*34%*	*37%*	*30%*	*29%*	**41%mno**	*34%*	*33%*	*30%*	*34%*	**43%p**	*36%*
Mean		**2.57**	-	2.57	2.58	2.55	2.46	2.57	**2.65e**	2.56	2.50	2.60	2.65	2.52	2.61	2.57	2.62	2.58	2.49	2.56
Std Dev.		**0.92**	-	0.92	0.91	0.93	1.10	1.01	0.96	0.84	0.83	0.79	0.84	1.06	0.91	0.82	0.81	0.90	1.04	0.93
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	37	10	11	8	9	21	16	25	13	3	7	5	16	3	31	3	32
		1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	3%	1%	2%	1%	2%
Slightly more	(4)	187	56	63	39	29	119	68	139	47	15	30	48	54	32	165	15	167
		7%	10%d	8%	7%	5%	8%	6%	10%h	5%	5%	8%	8%	9%	9%	8%	5%	8%
No change	(3)	1359	283	455	298	324	738	622	734	607	156	175	394	339	181	1089	160	1112
		54%	49%	55%	57%a	56%	53%	57%	50%	60%g	50%	47%	62%ijlmn	54%	51%	55%j	51%	55%
Slightly less	(2)	442	112	149	85	96	260	182	285	154	59	79	103	103	58	343	59	349
		18%	19%	18%	16%	17%	19%	17%	19%h	15%	19%	21%	16%	16%	16%	17%	19%	17%
Much less	(1)	444	113	138	87	106	251	193	265	178	69	71	82	112	80	345	69	357
		18%	20%	17%	17%	18%	18%	18%	18%	18%	22%k	19%k	13%	18%	22%k	17%k	22%	18%
Don't know		30	4	10	5	11	14	16	15	12	7	7	6	2	1	16	7	17
		1%	1%	1%	1%	2%	1%	2%	1%	1%	2%l	2%	1%	*	*	1%	2%	1%
NET Much/Slightly more		224	66	74	46	38	140	84	164	59	18	37	53	70	35	196	18	199
		9%	11%d	9%	9%	7%	10%	8%	11%h	6%	6%	10%	8%	11%l	10%	10%	6%	10%
NET Much/Slightly less		886	225	286	172	202	511	374	550	332	128	150	185	215	138	687	128	706
		35%	39%	35%	33%	35%	36%	34%	38%	33%	41%k	41%k	29%	34%	39%k	35%k	41%	35%
Mean		2.57	2.54	2.58	2.60	2.54	2.57	2.57	2.57	2.56	2.42	2.51	2.67ijm	2.62l	2.49	2.59l	2.43	2.59o
Std Dev.		0.92	0.97	0.90	0.90	0.91	0.93	0.91	0.95	0.88	0.93	0.96	0.83	0.96	0.97	0.92	0.93	0.93
Std Error		0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 129

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Rurality			Nation				Region												
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**37**	31	6	4	27	4	3	3	1	1	3	6	1	4	8	1	2	1	3
		1%	*1%*	*2%*	*4%*	*1%*	*2%*	*2%*	**5%d**	*1%*	*1%*	*1%*	**3%o**	*1%*	*2%*	*2%*	*	*1%*	*2%*	*2%*
Slightly more	(4)	**187**	161	26	11	160	14	8	5	9	33	15	14	10	10	33	24	12	1	13
		7%	*8%*	*7%*	*9%*	*8%*	*7%*	*6%*	*7%*	*8%*	**12%lm**	*7%*	*8%*	*5%*	*4%*	*10%*	*7%*	*6%*	*3%*	*7%*
No change	(3)	**1359**	1141	218	70	1154	114	61	30	62	158	122	106	123	149	144	173	117	19	94
		54%	*54%*	*57%*	*57%*	**55%g**	**54%g**	*50%*	*42%*	**58%n**	**57%n**	**60%n**	**58%n**	**59%n**	**63%n**	*42%*	**53%n**	**56%n**	*54%*	**54%n**
Slightly less	(2)	**442**	367	74	21	357	39	29	17	16	39	40	32	30	34	55	72	39	8	31
		18%	*17%*	*19%*	*17%*	*17%*	*18%*	**24%d**	**24%d**	*15%*	*14%*	*20%*	*18%*	*14%*	*14%*	*16%*	*22%*	*18%*	*22%*	*18%*
Much less	(1)	**444**	386	58	15	374	37	18	15	17	41	23	24	41	36	102	51	39	4	32
		18%	*18%*	*15%*	*13%*	*18%*	*17%*	*15%*	*21%*	*16%*	*15%*	*11%*	*13%*	*19%*	*15%*	**30%hijkmopqr**	*16%*	*19%*	*12%*	*18%*
Don't know		**30**	28	2	1	23	5	2	1	1	6	2	1	4	3	2	2	1	2	3
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	**5%knop**	*2%*
NET Much/Slightly more		**224**	192	32	15	187	18	11	8	10	34	17	20	11	14	40	25	14	2	16
		9%	*9%*	*8%*	*12%*	*9%*	*8%*	*9%*	*12%*	*10%*	**12%l**	*8%*	*11%*	*5%*	*6%*	*12%*	*8%*	*7%*	*6%*	*9%*
NET Much/Slightly less		**886**	753	133	36	731	75	48	32	33	81	63	56	70	70	156	123	77	12	63
		35%	*36%*	*34%*	*30%*	*35%*	*36%*	*39%*	**45%d**	*31%*	*29%*	*31%*	*31%*	*34%*	*30%*	**46%hijklm**	*38%*	*37%*	*34%*	*36%*
Mean		**2.57**	2.56	2.60	2.73	2.57	2.56	2.56	2.50	**2.64n**	**2.68n**	**2.67n**	**2.70n**	2.52	**2.62n**	2.38	2.54	2.52	2.59	2.56
Std Dev.		**0.92**	0.93	0.88	0.92	0.92	0.92	0.92	1.05	0.90	0.89	0.82	0.91	0.88	0.86	1.08	0.86	0.90	0.87	0.93
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.05	0.06	0.08	0.07	0.07	0.07	0.07	0.07	0.08	0.07	0.07	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	37	26	7	3	1	-	34	1	20	14	1	2	-	33	2
		1%	*3%b*	*1%*	*1%*	*	-	*2%*	*	*2%*	*1%*	*	*2%*	-	*2%*	*1%*
Slightly more	(4)	187	74	86	13	13	*	160	13	81	91	4	9	*	172	9
		7%	*8%c*	*9%c*	*4%*	*6%*	*	*9%c*	*5%*	*9%j*	*9%j*	*1%*	*7%j*	*1%*	*9%j*	*5%j*
No change	(3)	1359	578	474	203	73	25	1052	98	547	525	214	41	21	1072	62
		54%	*61%bdeg*	*51%dg*	*59%bdeg*	*36%*	*36%*	*56%bdeg*	*36%*	*58%kn*	*52%kn*	*60%ikln*	*34%*	*42%*	*55%kn*	*36%*
Slightly less	(2)	442	133	181	63	53	9	314	62	133	195	71	31	10	329	41
		18%	*14%*	*20%a*	*18%*	*26%af*	*13%*	*17%*	*23%a*	*14%*	*20%h*	*20%h*	*26%hm*	*20%*	*17%*	*24%h*
Much less	(1)	444	125	166	56	62	35	290	97	165	164	62	35	18	329	53
		18%	*13%*	*18%a*	*16%*	*31%abcf*	*50%abcdf*	*16%*	*36%abcf*	*17%*	*16%*	*17%*	*29%hijm*	*37%hijm*	*17%*	*31%hijm*
Don't know		30	7	10	6	2	*	17	2	5	13	3	3	1	19	3
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*
NET Much/Slightly more		224	101	93	16	14	*	194	14	101	105	5	11	*	206	11
		9%	*11%ceg*	*10%ceg*	*5%*	*7%*	*	*10%ceg*	*5%*	*11%j*	*10%j*	*1%*	*9%j*	*1%*	*11%j*	*6%j*
NET Much/Slightly less		886	258	347	118	115	44	604	160	298	359	132	66	28	657	94
		35%	*27%*	*37%af*	*34%a*	*57%abcf*	*63%abcf*	*32%a*	*58%abcf*	*31%*	*36%*	*37%*	*55%hijm*	*56%hijm*	*34%*	*55%hijm*
Mean		2.57	2.73bcdeg	2.55deg	2.54deg	2.19	1.86	2.64deg	2.11	2.64jkln	2.59kln	2.46ln	2.25	2.07	2.61jkln	2.19
Std Dev.		0.92	0.89	0.92	0.84	0.97	0.93	0.91	0.97	0.94	0.92	0.80	1.02	0.92	0.93	0.99
Std Error		0.02	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.09	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**37**	4	33	-	19	16	2	37	*	-	-	37	-
		1%	*3%*	*1%*	-	**3%e**	*1%*	*2%*	*1%*	*2%*	-	-	*1%*	-
Slightly more	(4)	**187**	9	175	2	54	122	11	183	3	*	-	187	-
		7%	*7%*	*7%*	*7%*	*8%*	*7%*	*8%*	*7%*	*13%*	*1%*	-	*7%*	-
No change	(3)	**1359**	60	1285	15	359	945	55	1347	2	6	1	1355	3
		54%	*48%*	*55%*	*48%*	*50%*	**57%df**	*42%*	*55%*	*9%*	*59%*	*82%*	*54%*	*51%*
Slightly less	(2)	**442**	13	420	9	136	276	29	433	7	2	-	442	-
		18%	*10%*	*18%*	*30%*	*19%*	*17%*	*22%*	*18%*	*27%*	*17%*	-	*18%*	-
Much less	(1)	**444**	37	402	5	140	276	29	430	11	2	*	444	-
		18%	**30%b**	*17%*	*15%*	*19%*	*17%*	*22%*	*18%*	*42%*	*23%*	*18%*	*18%*	-
Don't know		**30**	1	29	*	10	16	4	26	2	-	-	27	3
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*7%*	-	-	*1%*	*49%*
NET Much/Slightly more		**224**	13	209	2	72	138	13	220	4	*	-	224	-
		9%	*11%*	*9%*	*7%*	*10%*	*8%*	*10%*	*9%*	*15%*	*1%*	-	*9%*	-
NET Much/Slightly less		**886**	50	822	14	276	551	58	863	18	4	*	885	-
		35%	*41%*	*35%*	*44%*	*38%*	*33%*	*44%*	*35%*	*69%*	*40%*	*18%*	*36%*	-
Mean		**2.57**	2.43	2.58	2.48	2.54	2.59	2.44	2.57	1.98	2.39	2.64	2.57	3.00
Std Dev.		**0.92**	1.09	0.91	0.84	0.98	0.89	0.99	0.92	1.15	0.89	-	0.92	*
Std Error		**0.02**	0.09	0.02	0.14	0.03	0.02	0.08	0.02	0.24	0.22	-	0.02	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Invitations/ greetings cards/ postcards

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**37**	9	8	14	6	3	-	6	-	8	-	6	-	8	-	6	-
		1%	*1%*	*2%*	*2%*	*1%*	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-
Slightly more	(4)	**187**	64	35	57	31	33	-	31	-	35	-	33	-	24	-	31	-
		7%	*8%*	*9%*	*7%*	*8%*	*8%*	-	*8%*	-	*9%*	-	*8%*	-	*6%*	-	*8%*	-
No change	(3)	**1359**	437	226	446	250	212	-	225	-	226	-	207	-	239	-	250	-
		54%	*53%*	*56%*	*53%*	**60%ac**	*50%*	-	*55%*	-	*56%*	-	*49%*	-	*56%*	-	**60%ek**	-
Slightly less	(2)	**442**	153	68	171	50	83	-	70	-	68	-	96	-	75	-	50	-
		18%	**18%d**	*17%*	**20%d**	*12%*	**20%o**	-	*17%*	-	*17%*	-	**23%o**	-	*17%*	-	*12%*	-
Much less	(1)	**444**	157	59	153	75	90	-	67	-	59	-	76	-	77	-	75	-
		18%	*19%*	*15%*	*18%*	*18%*	*21%*	-	*17%*	-	*15%*	-	*18%*	-	*18%*	-	*18%*	-
Don't know		**30**	11	7	9	3	4	-	6	-	7	-	3	-	6	-	3	-
		1%	*1%*	*2%*	*1%*	*1%*	*1%*	-	*2%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**224**	73	43	71	37	36	-	37	-	43	-	39	-	31	-	37	-
		9%	*9%*	*11%*	*8%*	*9%*	*8%*	-	*9%*	-	*11%*	-	*9%*	-	*7%*	-	*9%*	-
NET Much/Slightly less		**886**	310	127	323	125	173	-	138	-	127	-	172	-	152	-	125	-
		35%	**37%d**	*32%*	**38%d**	*30%*	**41%io**	-	*34%*	-	*32%*	-	**41%io**	-	*35%*	-	*30%*	-
Mean		**2.57**	2.53	2.66	2.53	2.62	2.47	-	2.59	-	**2.66e**	-	2.52	-	2.55	-	2.62	-
Std Dev.		**0.92**	0.92	0.91	0.92	0.91	0.94	-	0.91	-	0.91	-	0.93	-	0.91	-	0.91	-
Std Error		**0.02**	0.03	0.05	0.03	0.04	0.05	-	0.04	-	0.05	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more (5)	**36**	-	36	15	21	9	8	10	2	5	2	-	18	12	7	2	31	5	39
	1%	-	*1%*	*1%*	*2%*	**3%k**	**2%k**	**2%k**	*1%*	*1%*	*1%*	-	**3%no**	*2%*	*1%*	*	*1%*	*1%*	*2%*
Slightly more (4)	**195**	-	195	99	95	52	42	44	24	12	8	12	94	68	33	20	151	41	181
	8%	-	*8%*	*8%*	*8%*	**15%hijk**	**12%ijk**	**10%ijk**	**7%i**	*3%*	*3%*	*5%*	**14%mno**	**9%no**	*3%*	*4%*	*7%*	**12%p**	*7%*
No change (3)	**1317**	-	1317	656	659	130	177	239	219	243	175	133	307	458	551	308	1154	149	1329
	53%	-	*53%*	*52%*	*53%*	*38%*	**49%e**	**55%e**	**62%efk**	**54%e**	**56%e**	**51%e**	*44%*	**59%l**	**54%l**	**54%l**	**54%q**	*45%*	*52%*
Slightly less (2)	**431**	-	431	218	212	63	59	61	34	86	61	67	122	95	213	128	349	76	435
	17%	-	*17%*	*17%*	*17%*	**19%h**	**17%h**	*14%*	*10%*	**19%h**	**19%h**	**26%fgh**	**18%m**	*12%*	**21%m**	**22%m**	*16%*	**23%p**	*17%*
Much less (1)	**492**	-	492	257	235	75	64	74	69	98	65	46	139	144	209	111	426	59	527
	20%	-	*20%*	*21%*	*19%*	*22%*	*18%*	*17%*	*20%*	*22%*	*21%*	*18%*	*20%*	*18%*	*21%*	*20%*	*20%*	*17%*	*21%*
Don't know	**27**	-	27	9	17	9	7	3	2	6	1	*	16	5	7	1	21	5	34
	1%	-	*1%*	*1%*	*1%*	**3%gk**	*2%*	*1%*	*1%*	*1%*	*	*	**2%mno**	*1%*	*1%*	*	*1%*	*2%*	*1%*
NET Much/Slightly more	**231**	-	231	114	116	61	51	54	26	17	10	12	112	80	39	22	182	46	220
	9%	-	*9%*	*9%*	*9%*	**18%hijk**	**14%hijk**	**13%ijk**	*7%*	*4%*	*3%*	*5%*	**16%mno**	**10%no**	*4%*	*4%*	*9%*	**14%p**	*9%*
NET Much/Slightly less	**923**	-	923	475	447	138	123	136	104	184	125	113	261	239	422	239	776	135	962
	37%	-	*37%*	*38%*	*36%*	**41%gh**	*35%*	*31%*	*29%*	**41%gh**	**40%h**	**44%gh**	**38%m**	*31%*	**41%m**	**42%m**	*36%*	*40%*	*38%*
Mean	**2.54**	-	2.54	2.52	2.55	2.57	**2.63ijk**	**2.66ijk**	**2.59i**	2.41	2.43	2.43	**2.60no**	**2.63no**	2.42	2.43	2.53	2.57	2.51
Std Dev.	**0.95**	-	0.95	0.95	0.94	1.09	0.99	0.96	0.90	0.90	0.87	0.84	1.04	0.94	0.87	0.85	0.94	0.97	0.95
Std Error	**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 130

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**36**	12	7	3	14	19	18	27	9	4	4	6	14	4	28	4	29
		1%	*2%*	*1%*	*1%*	**2%b**	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Slightly more	(4)	**195**	66	53	37	39	119	76	133	55	28	25	45	57	28	156	28	158
		8%	**11%bd**	*6%*	*7%*	*7%*	*8%*	*7%*	**9%h**	*5%*	*9%*	*7%*	*7%*	*9%*	*8%*	*8%*	*9%*	*8%*
No change	(3)	**1317**	251	450	288	327	702	615	763	544	148	183	368	326	182	1059	151	1083
		53%	*43%*	**55%a**	**55%a**	**57%a**	*50%*	**56%e**	*52%*	*54%*	*48%*	*50%*	**58%i**	*52%*	*51%*	*53%*	*48%*	*53%*
Slightly less	(2)	**431**	127	143	97	65	269	162	245	182	59	62	97	110	71	340	59	348
		17%	**22%d**	**17%d**	**19%d**	*11%*	**19%f**	*15%*	*17%*	*18%*	*19%*	*17%*	*15%*	*18%*	*20%*	*17%*	*19%*	*17%*
Much less	(1)	**492**	117	161	92	122	278	214	281	210	66	88	117	117	69	390	66	400
		20%	*20%*	*19%*	*18%*	*21%*	*20%*	*20%*	*19%*	*21%*	*21%*	*24%*	*18%*	*19%*	*19%*	*20%*	*21%*	*20%*
Don't know		**27**	4	12	3	8	15	12	14	10	5	7	4	2	1	15	5	16
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*	*1%*	*1%*	*1%*
NET Much/Slightly more		**231**	78	59	41	53	138	94	160	65	32	29	52	71	32	184	32	187
		9%	**14%bc**	*7%*	*8%*	*9%*	*10%*	*9%*	**11%h**	*6%*	*10%*	*8%*	*8%*	*11%*	*9%*	*9%*	*10%*	*9%*
NET Much/Slightly less		**923**	244	303	189	187	548	376	526	392	125	150	214	227	139	730	126	748
		37%	**42%d**	*37%*	*36%*	*32%*	*39%*	*34%*	*36%*	*39%*	*40%*	*41%*	*34%*	*36%*	*39%*	*37%*	*40%*	*37%*
Mean		**2.54**	2.53	2.51	2.54	2.57	2.52	2.56	**2.57h**	2.47	2.49	2.44	2.57	2.58	2.52	2.54	2.49	2.54
Std Dev.		**0.95**	1.01	0.91	0.89	0.98	0.95	0.94	0.96	0.91	0.97	0.97	0.90	0.97	0.93	0.94	0.97	0.94
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**36**	35	1	1	31	4	*	2	1	2	5	4	7	3	5	*	3	*	3
		1%	*2%*	*	*	*1%*	*2%*	*	**2%f**	*1%*	*1%*	**3%o**	**2%o**	**3%o**	*1%*	*2%*	*	*2%*	*1%*	*2%*
Slightly more	(4)	**195**	165	30	17	170	12	10	3	7	35	14	7	11	11	50	17	18	1	11
		8%	*8%*	*8%*	**14%a**	*8%*	*6%*	*8%*	*4%*	*7%*	**13%klmo**	*7%*	*4%*	*5%*	*4%*	**15%hjklmoqr**	*5%*	*9%*	*3%*	*6%*
No change	(3)	**1317**	1112	205	55	1114	108	63	32	62	127	114	105	119	140	152	177	118	21	88
		53%	*53%*	*53%*	*45%*	**53%g**	*51%*	*52%*	*45%*	**58%lm**	*46%*	*56%*	**57%n**	**57%n**	**59%ln**	*44%*	*55%*	*56%*	*57%*	*50%*
Slightly less	(2)	**431**	356	75	24	366	33	20	11	18	64	34	33	34	41	61	52	29	6	28
		17%	*17%*	*20%*	*20%*	*17%*	*16%*	*17%*	*15%*	*17%*	*23%*	*17%*	*18%*	*16%*	*17%*	*18%*	*16%*	*14%*	*16%*	*16%*
Much less	(1)	**492**	425	67	24	393	51	26	22	17	48	37	29	34	39	72	76	40	6	44
		20%	*20%*	*17%*	*19%*	*19%*	*24%*	*22%*	**31%d**	*16%*	*17%*	*18%*	*16%*	*16%*	*17%*	*21%*	*24%*	*19%*	*18%*	*25%*
Don't know		**27**	21	6	1	21	3	1	2	2	2	-	5	5	3	3	-	2	1	2
		1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**3%d**	**2%o**	*1%*	-	**3%o**	**2%o**	*1%*	*1%*	-	*1%*	**4%jo**	*1%*
NET Much/Slightly more		**231**	201	31	18	201	16	10	4	8	37	19	11	18	13	55	18	21	2	14
		9%	*9%*	*8%*	*14%*	*10%*	*8%*	*8%*	*6%*	*8%*	**13%mo**	*9%*	*6%*	*9%*	*6%*	**16%hkmor**	*5%*	*10%*	*5%*	*8%*
NET Much/Slightly less		**923**	781	142	48	759	84	47	33	35	112	71	63	67	80	133	129	69	12	72
		37%	*37%*	*37%*	*39%*	*36%*	*40%*	*39%*	**46%d**	*33%*	*40%*	*35%*	*34%*	*32%*	*34%*	*39%*	*40%*	*33%*	*34%*	*41%*
Mean		**2.54**	2.54	2.53	2.56	**2.56g**	2.45	2.48	2.29	2.59	2.56	2.59	2.57	2.63	2.56	2.58	2.42	2.59	2.52	2.43
Std Dev.		**0.95**	0.96	0.88	0.98	0.94	0.98	0.93	1.05	0.88	0.94	0.95	0.89	0.94	0.87	1.03	0.91	0.95	0.89	1.00
Std Error		**0.02**	0.02	0.03	0.06	0.03	0.05	0.05	0.06	0.07	0.08	0.08	0.07	0.07	0.07	0.08	0.07	0.08	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	36	24	10	2	-	-	34	-	22	15	-	*	-	36	*
		1%	**3%g**	*1%*	*1%*	-	-	*2%*	-	**2%j**	*1%*	-	*	-	**2%j**	*
Slightly more	(4)	195	84	79	18	11	1	163	12	87	83	12	8	1	170	8
		8%	*9%*	*9%*	*5%*	*5%*	*1%*	*9%*	*4%*	**9%j**	**8%j**	*3%*	*6%*	*2%*	**9%j**	*5%*
No change	(3)	1317	533	475	209	71	24	1008	96	510	511	217	39	30	1021	69
		53%	**57%deg**	**51%dg**	**61%bdeg**	*35%*	*35%*	**54%deg**	*35%*	**54%kn**	**51%kn**	**61%hlkmn**	*32%*	**59%k**	**52%kn**	*40%*
Slightly less	(2)	431	153	165	52	48	14	318	62	143	195	49	35	8	338	43
		17%	*16%*	*18%*	*15%*	*23%*	*20%*	*17%*	*22%*	*15%*	**19%h**	*14%*	**29%hijm**	*16%*	*17%*	**25%hijm**
Much less	(1)	492	146	186	53	72	30	333	102	185	190	70	34	11	375	45
		20%	*16%*	**20%a**	*15%*	**35%abcf**	**44%abcf**	*18%*	**37%abcf**	*19%*	*19%*	*20%*	**28%im**	*21%*	*19%*	*26%*
Don't know		27	3	9	9	2	*	12	2	4	9	6	4	1	13	5
		1%	*	*1%*	**3%af**	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	**3%hlm**	*2%*	*1%*	**3%hm**
NET Much/Slightly more		231	108	89	20	11	1	197	12	109	97	12	8	1	206	9
		9%	**11%cdg**	**10%g**	*6%*	*5%*	*1%*	**11%cg**	*4%*	**11%jn**	**10%j**	*3%*	*6%*	*2%*	**11%j**	*5%*
NET Much/Slightly less		923	299	351	105	120	44	651	164	328	385	120	69	19	713	88
		37%	*32%*	**38%ac**	*30%*	**59%abcf**	**63%abcf**	*35%*	**60%abcf**	*35%*	*38%*	*34%*	**58%hijm**	*37%*	*37%*	**52%hijm**
Mean		2.54	**2.67bdeg**	**2.52deg**	**2.59deg**	2.11	1.94	**2.59deg**	2.06	**2.60kn**	**2.53kn**	**2.49kn**	2.18	2.42	**2.56kn**	2.25
Std Dev.		0.95	0.93	0.95	0.84	0.96	0.92	0.94	0.95	0.98	0.94	0.85	0.94	0.85	0.96	0.92
Std Error		0.02	0.03	0.03	0.05	0.07	0.11	0.02	0.06	0.03	0.03	0.05	0.08	0.12	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**36**	3	33	-	15	17	5	36	*	*	-	36	-
		1%	*3%*	*1%*	-	*2%*	*1%*	*4%*	*1%*	*2%*	*1%*	-	*1%*	-
Slightly more	(4)	**195**	12	182	1	56	128	11	185	8	1	-	194	1
		8%	*9%*	*8%*	*4%*	*8%*	*8%*	*9%*	*8%*	*30%*	*7%*	-	*8%*	*21%*
No change	(3)	**1317**	58	1244	15	339	917	60	1306	4	5	-	1315	2
		53%	*47%*	*53%*	*48%*	*47%*	***56%d***	*46%*	*53%*	*16%*	*53%*	-	*53%*	*31%*
Slightly less	(2)	**431**	20	406	5	147	261	23	420	9	1	1	430	-
		17%	*16%*	*17%*	*18%*	***21%e***	*16%*	*18%*	*17%*	*35%*	*8%*	*82%*	*17%*	-
Much less	(1)	**492**	31	452	9	153	313	27	485	5	2	*	492	-
		20%	*25%*	*19%*	*30%*	*21%*	*19%*	*20%*	*20%*	*18%*	*23%*	*18%*	*20%*	-
Don't know		**27**	-	27	*	8	15	5	24	-	1	-	25	3
		1%	-	*1%*	*1%*	*1%*	*1%*	***4%e***	*1%*	-	*8%*	-	*1%*	*49%*
NET Much/Slightly more		**231**	15	215	1	70	145	16	221	8	1	-	230	1
		9%	*12%*	*9%*	*4%*	*10%*	*9%*	*12%*	*9%*	*32%*	*8%*	-	*9%*	*21%*
NET Much/Slightly less		**923**	51	858	15	300	573	50	905	14	3	1	922	-
		37%	*41%*	*37%*	*47%*	***42%e***	*35%*	*38%*	*37%*	*52%*	*30%*	*100%*	*37%*	-
Mean		**2.54**	2.48	2.54	2.27	2.48	2.56	2.56	2.53	2.63	2.52	1.82	2.54	3.40
Std Dev.		**0.95**	1.05	0.94	0.95	0.98	0.92	1.04	0.94	1.16	1.03	-	0.95	0.62
Std Error		**0.02**	0.09	0.02	0.16	0.03	0.02	0.09	0.02	0.23	0.26	-	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. to a friend or relative)

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**36**	15	5	12	5	9	-	6	-	5	-	4	-	7	-	5	-
		1%	*2%*	*1%*	*1%*	*1%*	*2%*	-	*2%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-
Slightly more	(4)	**195**	58	38	73	26	32	-	26	-	38	-	31	-	42	-	26	-
		8%	*7%*	*9%*	*9%*	*6%*	*8%*	-	*6%*	-	*9%*	-	*7%*	-	*10%*	-	*6%*	-
No change	(3)	**1317**	424	223	430	239	209	-	215	-	223	-	229	-	202	-	239	-
		53%	*51%*	*55%*	*51%*	*58%*	*49%*	-	*53%*	-	*55%*	-	*54%*	-	*47%*	-	**58%m**	-
Slightly less	(2)	**431**	135	67	160	69	70	-	65	-	67	-	75	-	85	-	69	-
		17%	*16%*	*17%*	*19%*	*17%*	*16%*	-	*16%*	-	*17%*	-	*18%*	-	*20%*	-	*17%*	-
Much less	(1)	**492**	188	65	167	72	101	-	87	-	65	-	78	-	90	-	72	-
		20%	**23%b**	*16%*	*20%*	*17%*	**24%l**	-	*21%*	-	*16%*	-	*18%*	-	*21%*	-	*17%*	-
Don't know		**27**	11	5	7	4	4	-	6	-	5	-	4	-	3	-	4	-
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**231**	73	43	84	31	41	-	33	-	43	-	36	-	49	-	31	-
		9%	*9%*	*11%*	*10%*	*7%*	*10%*	-	*8%*	-	*11%*	-	*8%*	-	*11%*	-	*7%*	-
NET Much/Slightly less		**923**	323	132	327	141	170	-	152	-	132	-	153	-	175	-	141	-
		37%	*39%*	*33%*	*39%*	*34%*	*40%*	-	*37%*	-	*33%*	-	*36%*	-	*41%*	-	*34%*	-
Mean		**2.54**	2.49	2.62	2.53	2.57	2.47	-	2.50	-	2.62	-	2.54	-	2.51	-	2.57	-
Std Dev.		**0.95**	0.98	0.91	0.95	0.89	1.00	-	0.96	-	0.91	-	0.91	-	0.99	-	0.89	-
Std Error		**0.02**	0.03	0.05	0.03	0.04	0.05	-	0.05	-	0.05	-	0.04	-	0.05	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base		**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base		**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more	(5)	**43**	-	43	29	14	9	10	15	7	1	*	1	19	22	3	1	36	7	46
		2%	-	*2%*	*2%*	*1%*	**3%ij**	**3%ij**	**3%ijk**	*2%*	*	*	*	**3%no**	**3%no**	*	*	*2%*	*2%*	*2%*
Slightly more	(4)	**189**	-	189	104	84	46	43	41	25	17	9	7	90	65	34	16	136	45	172
		8%	-	*8%*	*8%*	*7%*	**14%hijk**	**12%ijk**	**9%ijk**	*7%*	*4%*	*3%*	*3%*	**13%mno**	**8%no**	*3%*	*3%*	*6%*	**13%p**	*7%*
No change	(3)	**1352**	-	1352	649	699	170	202	238	209	217	172	144	372	447	533	316	1174	168	1357
		54%	-	*54%*	*52%*	*56%*	*50%*	*57%*	*55%*	**60%l**	*48%*	*55%*	*56%*	*53%*	*57%*	*52%*	*55%*	*55%*	*50%*	*53%*
Slightly less	(2)	**423**	-	423	230	192	55	45	65	40	106	54	58	100	105	218	112	362	52	443
		17%	-	*17%*	*18%*	*15%*	*16%*	*13%*	*15%*	*11%*	**24%efgh**	*17%*	**22%fgh**	*14%*	*13%*	**21%lm**	**20%m**	*17%*	*16%*	*17%*
Much less	(1)	**458**	-	458	231	226	44	54	70	68	101	73	47	98	138	222	121	396	58	487
		18%	-	*18%*	*18%*	*18%*	*13%*	*15%*	*16%*	*19%*	**22%ef**	**24%ef**	*18%*	*14%*	*18%*	**22%l**	**21%l**	*19%*	*17%*	*19%*
Don't know		**35**	-	35	11	24	15	3	4	3	6	3	2	18	6	11	5	28	5	40
		1%	-	*1%*	*1%*	*2%*	**4%fghijk**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%m**	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*
NET Much/Slightly more		**231**	-	231	133	98	55	53	56	31	19	10	8	108	87	36	17	172	51	218
		9%	-	*9%*	*11%*	*8%*	**16%hijk**	**15%ijk**	**13%ijk**	**9%ijk**	*4%*	*3%*	*3%*	**16%mno**	**11%no**	*4%*	*3%*	*8%*	**15%p**	*9%*
NET Much/Slightly less		**881**	-	881	461	418	99	99	135	108	207	127	106	198	243	440	233	757	110	930
		35%	-	*35%*	*37%*	*34%*	*29%*	*28%*	*31%*	*31%*	**46%efgh**	**41%efg**	**41%efgh**	*28%*	*31%*	**43%lm**	**41%lm**	*36%*	*33%*	*37%*
Mean		**2.57**	-	2.57	2.57	2.56	**2.75ijk**	**2.75ijk**	**2.69ijk**	**2.60ij**	2.35	2.38	2.44	**2.75no**	**2.65no**	2.38	2.41	2.55	2.67	2.54
Std Dev.		**0.94**	-	0.94	0.96	0.91	0.95	0.95	0.97	0.94	0.89	0.88	0.83	0.95	0.96	0.87	0.86	0.93	0.98	0.94
Std Error		**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 131

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**43**	12	5	13	12	18	25	34	8	5	12	11	8	5	37	5	37
		2%	*2%*	*1%*	**2%b**	**2%b**	*1%*	*2%*	**2%h**	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
Slightly more	(4)	**189**	53	59	42	34	112	77	143	45	18	29	51	51	33	163	18	164
		8%	*9%*	*7%*	*8%*	*6%*	*8%*	*7%*	**10%h**	*4%*	*6%*	*8%*	*8%*	*8%*	*9%*	*8%*	*6%*	*8%*
No change	(3)	**1352**	300	438	288	326	738	614	787	550	162	173	365	342	186	1067	166	1098
		54%	*52%*	*53%*	*55%*	*57%*	*53%*	*56%*	*54%*	*54%*	*52%*	*47%*	**57%j**	*55%*	*52%*	*54%*	*53%*	*54%*
Slightly less	(2)	**423**	114	151	87	70	265	158	247	173	42	79	99	100	76	354	42	359
		17%	**20%d**	**18%d**	*17%*	*12%*	**19%f**	*14%*	*17%*	*17%*	*14%*	**21%i**	*16%*	*16%*	**21%i**	*18%*	*13%*	*18%*
Much less	(1)	**458**	91	158	84	125	249	209	236	217	74	67	108	118	53	346	74	355
		18%	*16%*	*19%*	*16%*	**22%a**	*18%*	*19%*	*16%*	**21%g**	**24%kmn**	*18%*	*17%*	*19%*	*15%*	*17%*	**24%p**	*17%*
Don't know		**35**	7	14	7	7	21	14	16	16	8	8	5	6	2	21	8	22
		1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*
NET Much/Slightly more		**231**	65	65	55	47	130	102	177	54	23	41	62	59	38	200	23	201
		9%	*11%*	*8%*	*11%*	*8%*	*9%*	*9%*	**12%h**	*5%*	*8%*	*11%*	*10%*	*9%*	*11%*	*10%*	*7%*	*10%*
NET Much/Slightly less		**881**	205	309	172	195	514	367	483	390	116	146	207	218	128	700	116	714
		35%	*36%*	*37%*	*33%*	*34%*	*37%*	*33%*	*33%*	**39%g**	*37%*	*40%*	*32%*	*35%*	*36%*	*35%*	*37%*	*35%*
Mean		**2.57**	2.62	2.51	2.63	2.54	2.55	2.59	**2.65h**	2.45	2.47	2.56	2.62	2.57	2.61	2.59	2.47	2.59
Std Dev.		**0.94**	0.93	0.91	0.93	0.97	0.92	0.95	0.95	0.91	0.98	0.99	0.92	0.93	0.90	0.93	0.98	0.93
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**43**	36	7	5	35	4	1	2	1	2	-	8	6	3	12	4	-	*	4
		2%	*2%*	*2%*	*4%*	*2%*	*2%*	*1%*	*3%*	*1%*	*1%*	-	**4%ljp**	*3%*	*1%*	**3%j**	*1%*	-	*1%*	*2%*
Slightly more	(4)	**189**	167	22	11	167	13	6	2	5	20	21	9	24	12	41	25	9	1	12
		8%	*8%*	*6%*	*9%*	**8%g**	*6%*	*5%*	*3%*	*5%*	*7%*	*10%*	*5%*	**12%p**	*5%*	**12%hkmpq**	*8%*	*4%*	*2%*	*7%*
No change	(3)	**1352**	1144	208	64	1134	118	64	36	66	152	101	103	115	142	175	155	125	21	97
		54%	*54%*	*54%*	*52%*	*54%*	*56%*	*53%*	*50%*	**61%jo**	*55%*	*49%*	*56%*	*55%*	**60%o**	*51%*	*48%*	*60%*	*58%*	*55%*
Slightly less	(2)	**423**	355	68	18	360	27	23	13	17	48	39	32	34	27	55	71	37	4	23
		17%	*17%*	*18%*	*15%*	*17%*	*13%*	*19%*	*18%*	*16%*	*17%*	*19%*	*17%*	*16%*	*11%*	*16%*	**22%m**	*17%*	*10%*	*13%*
Much less	(1)	**458**	381	76	24	372	44	24	18	18	52	44	27	27	49	57	66	33	9	35
		18%	*18%*	*20%*	*20%*	*18%*	*21%*	*20%*	**25%d**	*17%*	*19%*	*21%*	*15%*	*13%*	*21%*	*16%*	*20%*	*16%*	**25%l**	*20%*
Don't know		**35**	31	4	1	26	5	2	1	-	4	-	6	3	3	3	2	5	1	4
		1%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	-	*2%*	-	**3%j**	*2%*	*1%*	*1%*	*1%*	*3%*	**4%hjo**	*2%*
NET Much/Slightly more		**231**	203	29	15	203	17	7	4	6	22	21	17	30	16	53	30	9	1	16
		9%	*10%*	*7%*	*12%*	*10%*	*8%*	*6%*	*6%*	*6%*	*8%*	*10%*	*9%*	**15%hmpq**	*7%*	**15%himpq**	*9%*	*4%*	*3%*	*9%*
NET Much/Slightly less		**881**	736	145	41	732	71	47	31	35	100	83	59	60	75	112	137	70	13	58
		35%	*35%*	*38%*	*34%*	*35%*	*33%*	*39%*	**43%d**	*33%*	*36%*	*41%*	*32%*	*29%*	*32%*	*33%*	**42%l**	*33%*	*35%*	*33%*
Mean		**2.57**	2.58	2.51	2.62	**2.58g**	2.55	2.47	2.40	2.56	2.53	2.48	2.66	**2.75joq**	2.55	2.69	2.47	2.54	2.41	2.58
Std Dev.		**0.94**	0.93	0.94	1.02	0.93	0.96	0.91	0.99	0.86	0.90	0.94	0.95	0.93	0.93	1.00	0.95	0.82	0.94	0.97
Std Error		**0.02**	0.02	0.03	0.06	0.02	0.05	0.05	0.06	0.07	0.07	0.08	0.08	0.07	0.07	0.07	0.07	0.07	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	43	31	9	-	2	1	40	2	26	13	2	2	*	39	2
		2%	**3%bc**	*1%*	-	*1%*	*1%*	**2%c**	*1%*	**3%j**	*1%*	*	*2%*	*1%*	*2%*	*1%*
Slightly more	(4)	189	55	89	25	17	3	144	20	60	101	17	5	5	160	10
		8%	*6%*	**10%a**	*7%*	*8%*	*5%*	*8%*	*7%*	*6%*	**10%hj**	*5%*	*4%*	*10%*	*8%*	*6%*
No change	(3)	1352	554	474	199	85	34	1028	119	549	507	210	47	26	1056	73
		54%	**59%bdg**	*51%*	**58%dg**	*42%*	*48%*	**55%dg**	*43%*	**58%ikn**	**51%k**	**59%ikn**	*39%*	*53%*	**54%kn**	*43%*
Slightly less	(2)	423	143	171	62	38	9	314	47	133	198	55	31	5	331	36
		17%	*15%*	*19%*	*18%*	*19%*	*12%*	*17%*	*17%*	*14%*	**20%h**	*16%*	**26%hjm**	*9%*	*17%*	*21%*
Much less	(1)	458	152	168	50	59	23	320	83	177	169	63	32	13	346	45
		18%	*16%*	*18%*	*15%*	**29%abcf**	**34%abcf**	*17%*	**30%abcf**	*19%*	*17%*	*18%*	**27%im**	*26%*	*18%*	**27%im**
Don't know		35	9	12	7	3	*	21	3	7	14	6	3	*	21	4
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*
NET Much/Slightly more		231	86	98	25	18	4	184	22	85	114	19	7	5	199	12
		9%	*9%*	*11%*	*7%*	*9%*	*5%*	*10%*	*8%*	*9%*	**11%j**	*5%*	*6%*	*11%*	**10%j**	*7%*
NET Much/Slightly less		881	296	339	112	97	32	635	129	310	367	119	63	18	677	81
		35%	*31%*	*37%*	*33%*	**48%abcf**	*46%*	*34%*	**47%abcf**	*33%*	*37%*	*34%*	**53%hijm**	*36%*	*35%*	**48%hijm**
Mean		2.57	**2.65deg**	**2.56dg**	**2.59deg**	2.32	2.26	**2.60deg**	2.31	**2.60kn**	**2.59kn**	**2.53kn**	2.26	2.49	**2.59kn**	2.33
Std Dev.		0.94	0.93	0.93	0.83	1.02	1.01	0.93	1.01	0.95	0.93	0.86	0.97	1.02	0.94	0.99
Std Error		0.02	0.03	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.03	0.05	0.09	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**43**	3	40	-	21	20	2	42	*	-	-	43	-
		2%	*3%*	*2%*	-	***3%e***	*1%*	*1%*	*2%*	*2%*	-	-	*2%*	-
Slightly more	(4)	**189**	11	176	2	64	113	11	182	7	*	-	189	-
		8%	*9%*	*8%*	*5%*	*9%*	*7%*	*8%*	*7%*	*24%*	*1%*	-	*8%*	-
No change	(3)	**1352**	60	1274	17	347	934	72	1335	8	6	-	1349	3
		54%	*49%*	*54%*	*56%*	*48%*	***57%d***	*55%*	*54%*	*28%*	*61%*	-	*54%*	*51%*
Slightly less	(2)	**423**	18	404	1	137	270	16	413	9	1	-	423	-
		17%	*15%*	*17%*	*4%*	*19%*	*16%*	*12%*	*17%*	*33%*	*11%*	-	*17%*	-
Much less	(1)	**458**	30	417	11	140	290	28	450	3	3	1	456	-
		18%	*24%*	*18%*	*35%*	*19%*	*18%*	*21%*	*18%*	*13%*	*27%*	*100%*	*18%*	-
Don't know		**35**	1	34	-	9	23	3	32	-	-	-	32	3
		1%	*1%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	*49%*
NET Much/Slightly more		**231**	14	216	2	85	134	13	224	7	*	-	231	-
		9%	*11%*	*9%*	*5%*	***12%e***	*8%*	*10%*	*9%*	*26%*	*1%*	-	*9%*	-
NET Much/Slightly less		**881**	48	820	12	277	560	44	863	12	4	1	879	-
		35%	*39%*	*35%*	*39%*	*39%*	*34%*	*33%*	*35%*	*46%*	*37%*	*100%*	*35%*	-
Mean		**2.57**	2.50	2.58	2.32	2.56	2.57	2.55	2.57	2.69	2.37	1.00	2.57	3.00
Std Dev.		**0.94**	1.04	0.93	1.03	1.00	0.90	0.97	0.93	1.05	0.94	-	0.94	*
Std Error		**0.02**	0.09	0.02	0.17	0.04	0.02	0.08	0.02	0.21	0.23	-	0.02	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 131

QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Formal letters to organisations or individuals

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**43**	15	6	18	5	6	-	9	-	6	-	9	-	9	-	5	-
		2%	*2%*	*1%*	*2%*	*1%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*1%*	-
Slightly more	(4)	**189**	63	21	81	24	35	-	28	-	21	-	30	-	51	-	24	-
		8%	*8%*	*5%*	**9%b**	*6%*	*8%*	-	*7%*	-	*5%*	-	*7%*	-	**12%io**	-	*6%*	-
No change	(3)	**1352**	434	241	434	242	217	-	217	-	241	-	224	-	211	-	242	-
		54%	*52%*	**60%ac**	*51%*	*58%*	*51%*	-	*53%*	-	**60%em**	-	*53%*	-	*49%*	-	**58%m**	-
Slightly less	(2)	**423**	142	70	148	63	78	-	64	-	70	-	69	-	79	-	63	-
		17%	*17%*	*17%*	*17%*	*15%*	*18%*	-	*16%*	-	*17%*	-	*17%*	-	*18%*	-	*15%*	-
Much less	(1)	**458**	167	62	153	75	86	-	81	-	62	-	79	-	74	-	75	-
		18%	*20%*	*16%*	*18%*	*18%*	*20%*	-	*20%*	-	*16%*	-	*19%*	-	*17%*	-	*18%*	-
Don't know		**35**	10	3	15	7	3	-	7	-	3	-	10	-	5	-	7	-
		1%	*1%*	*1%*	*2%*	*2%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-
NET Much/Slightly more		**231**	78	27	98	28	41	-	37	-	27	-	39	-	60	-	28	-
		9%	*9%*	*7%*	**12%bd**	*7%*	*10%*	-	*9%*	-	*7%*	-	*9%*	-	**14%io**	-	*7%*	-
NET Much/Slightly less		**881**	309	133	301	138	163	-	145	-	133	-	149	-	153	-	138	-
		35%	*37%*	*33%*	*36%*	*33%*	*38%*	-	*36%*	-	*33%*	-	*35%*	-	*36%*	-	*33%*	-
Mean		**2.57**	2.53	2.59	2.59	2.56	2.52	-	2.55	-	2.59	-	2.56	-	2.63	-	2.56	-
Std Dev.		**0.94**	0.96	0.87	0.96	0.89	0.95	-	0.96	-	0.87	-	0.95	-	0.98	-	0.89	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.05	-	0.05	-	0.04	-	0.05	-	0.05	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base		**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base		**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more	(5)	**42**	-	42	26	16	10	3	20	4	1	-	3	14	23	5	3	34	7	40
		2%	-	*2%*	*2%*	*1%*	**3%ij**	*1%*	**5%fhij**	*1%*	*	-	*1%*	**2%n**	**3%no**	*	*1%*	*2%*	*2%*	*2%*
Slightly more	(4)	**137**	-	137	71	67	52	37	20	13	4	4	8	89	32	16	12	97	37	127
		5%	-	*5%*	*6%*	*5%*	**15%ghijk**	**10%ghijk**	**5%i**	**4%i**	*1%*	*1%*	*3%*	**13%mno**	**4%n**	*2%*	*2%*	*5%*	**11%p**	*5%*
No change	(3)	**1360**	-	1360	714	642	171	217	249	209	220	162	131	388	458	513	293	1170	175	1351
		54%	-	*54%*	**57%d**	*52%*	*50%*	**61%eik**	**58%i**	**59%i**	*49%*	*52%*	*50%*	*56%*	**59%no**	*50%*	*51%*	*55%*	*52%*	*53%*
Slightly less	(2)	**297**	-	297	142	154	34	32	65	39	69	25	34	67	103	127	58	246	44	335
		12%	-	*12%*	*11%*	*12%*	*10%*	*9%*	**15%fj**	*11%*	**15%fi**	*8%*	*13%*	*10%*	*13%*	*12%*	*10%*	*12%*	*13%*	*13%*
Much less	(1)	**622**	-	622	284	338	53	60	73	85	149	119	82	113	158	351	202	552	66	644
		25%	-	*25%*	*23%*	**27%c**	*16%*	*17%*	*17%*	**24%e**	**33%efgh**	**38%efgh**	**32%efg**	*16%*	*20%*	**34%lm**	**35%lm**	*26%*	*20%*	*25%*
Don't know		**41**	-	41	17	23	18	7	4	2	6	1	1	26	7	8	2	33	5	48
		2%	-	*2%*	*1%*	*2%*	**5%ghijk**	*2%*	*1%*	*1%*	*1%*	*	*1%*	**4%mno**	*1%*	*1%*	*	*2%*	*2%*	*2%*
NET Much/Slightly more		**179**	-	179	96	82	62	41	39	17	5	4	11	103	56	20	15	131	45	167
		7%	-	*7%*	*8%*	*7%*	**18%fghijk**	**11%hijk**	**9%ijk**	**5%i**	*1%*	*1%*	**4%i**	**15%mno**	**7%no**	*2%*	*3%*	*6%*	**13%p**	*7%*
NET Much/Slightly less		**919**	-	919	426	492	88	92	138	123	218	144	116	180	262	478	260	798	110	979
		37%	-	*37%*	*34%*	**40%c**	*26%*	*26%*	*32%*	**35%ef**	**48%efgh**	**46%efgh**	**45%efg**	*26%*	**33%i**	**47%lm**	**46%lm**	*37%*	*33%*	*38%*
Mean		**2.46**	-	2.46	**2.52d**	2.40	**2.79hijk**	**2.69hijk**	**2.64hijk**	**2.46ij**	2.19	2.17	2.28	**2.74mno**	**2.56no**	2.21	2.22	2.44	**2.62p**	2.43
Std Dev.		**0.98**	-	0.98	0.97	0.99	1.01	0.91	0.97	0.94	0.93	0.97	0.99	0.96	0.96	0.96	0.98	0.98	1.00	0.98
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	42	13	8	15	6	20	21	29	12	11	4	6	17	2	29	11	29
		2%	2%	1%	3%b	1%	1%	2%	2%	1%	4%kmn	1%	1%	3%	*	1%	3%p	1%
Slightly more	(4)	137	44	43	26	25	86	51	102	31	14	27	32	44	16	118	14	119
		5%	8%	5%	5%	4%	6%	5%	7%h	3%	4%	7%	5%	7%	4%	6%	4%	6%
No change	(3)	1360	269	435	298	357	705	655	806	540	151	186	386	339	185	1096	155	1121
		54%	47%	53%	57%a	62%ab	50%	60%e	55%	53%	49%	50%	60%ij	54%	52%	55%	49%	55%
Slightly less	(2)	297	100	104	56	38	204	93	190	107	29	41	63	70	64	239	29	246
		12%	17%cd	13%d	11%d	7%	15%f	9%	13%	11%	9%	11%	10%	11%	18%ijkln	12%	9%	12%
Much less	(1)	622	147	218	116	141	365	257	312	305	100	104	142	152	82	480	100	490
		25%	25%	26%	22%	25%	26%	23%	21%	30%g	32%klmn	28%	22%	24%	23%	24%	32%p	24%
Don't know		41	5	18	10	8	22	18	24	15	5	8	10	4	6	27	5	30
		2%	1%	2%	2%	1%	2%	2%	2%	1%	1%	2%	2%	1%	2%	1%	1%	1%
NET Much/Slightly more		179	56	50	41	31	107	72	131	44	25	31	38	61	18	147	25	147
		7%	10%d	6%	8%	5%	8%	7%	9%h	4%	8%	8%	6%	10%	5%	7%	8%	7%
NET Much/Slightly less		919	247	322	172	179	569	351	501	412	129	145	205	223	146	718	129	736
		37%	43%cd	39%d	33%	31%	41%f	32%	34%	41%g	42%k	39%	32%	36%	41%k	36%	41%	36%
Mean		2.46	2.43	2.40	2.55b	2.50	2.42	2.52e	2.55h	2.34	2.37	2.41	2.52	2.52	2.40	2.48	2.37	2.48
Std Dev.		0.98	1.02	0.97	0.99	0.95	0.99	0.97	0.97	0.99	1.09	1.02	0.93	1.02	0.91	0.97	1.09	0.97
Std Error		0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
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Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**42**	36	6	2	35	4	1	1	1	2	4	8	6	2	12	-	2	*	4
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	**4%lo**	**3%o**	*1%*	**3%o**	-	*1%*	*1%*	**2%o**
Slightly more	(4)	**137**	128	9	4	117	11	6	3	5	13	11	10	8	7	50	7	6	1	10
		5%	**6%b**	*2%*	*3%*	*6%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*6%*	*4%*	*3%*	**15%hijklmopr**	*2%*	*3%*	*4%*	*5%*
No change	(3)	**1360**	1171	189	58	1157	110	59	34	67	159	110	102	124	140	166	174	115	18	92
		54%	*55%*	*49%*	*48%*	*55%*	*52%*	*49%*	*48%*	**62%n**	*57%*	*54%*	*55%*	*59%*	*59%*	*48%*	*54%*	*55%*	*51%*	*52%*
Slightly less	(2)	**297**	245	52	16	240	27	20	11	9	34	20	23	22	18	49	44	21	5	22
		12%	*12%*	*14%*	*13%*	*11%*	*13%*	**16%d**	*15%*	*9%*	*12%*	*10%*	*13%*	*11%*	*8%*	*14%*	*14%*	*10%*	*14%*	*13%*
Much less	(1)	**622**	500	123	39	515	55	32	20	23	64	61	38	44	63	61	97	64	9	46
		25%	*24%*	**32%a**	*32%*	*25%*	*26%*	*26%*	*28%*	*22%*	*23%*	**30%n**	*21%*	*21%*	*27%*	*18%*	**30%n**	**31%n**	*25%*	*26%*
Don't know		**41**	34	6	3	32	4	3	2	2	7	-	3	4	5	5	2	2	2	2
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	**2%j**	*3%*	-	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	**5%jo**	*1%*
NET Much/Slightly more		**179**	164	15	6	152	15	7	4	5	15	14	18	14	9	62	7	8	2	14
		7%	**8%b**	*4%*	*5%*	*7%*	*7%*	*6%*	*6%*	*5%*	*5%*	**7%o**	**10%o**	**7%o**	*4%*	**18%hijlmopqr**	*2%*	*4%*	*5%*	**8%o**
NET Much/Slightly less		**919**	744	175	55	754	82	51	31	33	98	80	61	66	82	110	141	84	14	69
		37%	*35%*	**45%a**	**45%a**	*36%*	*39%*	*43%*	*44%*	*30%*	*35%*	*39%*	*33%*	*32%*	*35%*	*32%*	**44%hln**	*40%*	*39%*	*39%*
Mean		**2.46**	**2.50bc**	2.27	2.29	2.48	2.43	2.37	2.33	**2.52o**	2.47	2.40	**2.59op**	**2.57o**	2.42	**2.71ijmopr**	2.28	2.33	2.39	2.44
Std Dev.		**0.98**	0.98	0.99	1.03	0.98	1.01	0.98	0.99	0.91	0.93	1.02	1.02	0.97	0.95	1.04	0.92	0.98	0.97	1.02
Std Error		**0.02**	0.02	0.04	0.06	0.03	0.05	0.05	0.06	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.07	0.08	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	42	20	14	6	2	-	33	2	23	14	2	3	*	37	3
		2%	*2%*	*1%*	*2%*	*1%*	-	*2%*	*1%*	*2%*	*1%*	*	*3%*	*	*2%*	*2%*
Slightly more	(4)	137	34	64	18	19	2	98	22	44	63	16	11	3	107	14
		5%	*4%*	**7%a**	*5%*	**9%af**	*3%*	*5%*	**8%a**	*5%*	*6%*	*5%*	*9%*	*6%*	*5%*	*8%*
No change	(3)	1360	550	486	204	78	36	1036	114	531	529	217	43	27	1060	70
		54%	**58%dg**	**53%dg**	**59%dg**	*38%*	*51%*	**55%dg**	*42%*	**56%kn**	**53%kn**	**61%ikmn**	*36%*	*54%*	**54%kn**	*41%*
Slightly less	(2)	297	108	118	46	21	5	226	26	112	138	31	12	4	250	16
		12%	*11%*	*13%*	*13%*	*10%*	*8%*	*12%*	*9%*	*12%*	*14%*	*9%*	*10%*	*8%*	*13%*	*9%*
Much less	(1)	622	222	227	64	78	26	450	104	231	243	81	49	15	474	64
		25%	*24%*	*25%*	*19%*	**38%abcf**	**37%c**	*24%*	**38%abcf**	*24%*	*24%*	*23%*	**40%hijm**	*31%*	*24%*	**38%hijm**
Don't know		41	9	16	6	6	1	25	6	11	15	7	2	*	26	3
		2%	*1%*	*2%*	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*
NET Much/Slightly more		179	53	78	24	21	2	131	24	66	77	18	14	3	144	17
		7%	*6%*	*8%*	*7%*	*10%*	*3%*	*7%*	*9%*	*7%*	*8%*	*5%*	**12%j**	*6%*	*7%*	*10%*
NET Much/Slightly less		919	331	345	110	99	31	676	130	343	381	112	61	19	724	80
		37%	*35%*	*37%*	*32%*	**48%abcf**	*45%*	*36%*	**48%abcf**	*36%*	*38%*	*32%*	**51%hijm**	*39%*	*37%*	**47%hijm**
Mean		2.46	**2.49dg**	**2.47dg**	**2.57deg**	2.22	2.21	**2.48dg**	2.22	**2.48kn**	**2.46k**	**2.50kn**	2.22	2.37	**2.47kn**	2.26
Std Dev.		0.98	0.96	0.99	0.92	1.11	1.00	0.98	1.08	0.99	0.98	0.92	1.16	1.01	0.98	1.12
Std Error		0.02	0.03	0.03	0.05	0.08	0.12	0.02	0.06	0.03	0.03	0.05	0.10	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**42**	4	37	1	14	21	7	41	*	-	-	42	-
		2%	*3%*	*2%*	*3%*	*2%*	*1%*	***5%e***	*2%*	*1%*	-	-	*2%*	-
Slightly more	(4)	**137**	4	132	1	46	80	11	125	11	1	-	137	-
		5%	*3%*	*6%*	*3%*	*6%*	*5%*	*8%*	*5%*	*42%*	*7%*	-	*6%*	-
No change	(3)	**1360**	66	1275	18	381	915	65	1345	5	6	1	1356	3
		54%	*54%*	*54%*	*59%*	*53%*	*55%*	*49%*	*55%*	*18%*	*56%*	*82%*	*54%*	*51%*
Slightly less	(2)	**297**	16	281	*	79	209	9	291	6	1	-	297	-
		12%	*13%*	*12%*	*1%*	*11%*	*13%*	*7%*	*12%*	*21%*	*7%*	-	*12%*	-
Much less	(1)	**622**	33	579	10	190	398	34	615	4	3	*	622	-
		25%	*27%*	*25%*	*31%*	*26%*	*24%*	*26%*	*25%*	*14%*	*30%*	*18%*	*25%*	-
Don't know		**41**	*	40	1	8	27	6	37	1	-	-	38	3
		2%	*	*2%*	*3%*	*1%*	*2%*	***4%d***	*2%*	*3%*	-	-	*2%*	*49%*
NET Much/Slightly more		**179**	8	169	2	60	101	18	167	12	1	-	179	-
		7%	*6%*	*7%*	*6%*	*8%*	*6%*	***13%e***	*7%*	*43%*	*7%*	-	*7%*	-
NET Much/Slightly less		**919**	49	860	10	269	608	43	906	9	4	*	919	-
		37%	*40%*	*37%*	*32%*	*37%*	*37%*	*33%*	*37%*	*35%*	*37%*	*18%*	*37%*	-
Mean		**2.46**	2.42	2.46	2.44	2.46	2.46	2.58	2.46	2.96	2.39	2.64	2.46	3.00
Std Dev.		**0.98**	1.02	0.98	1.09	1.02	0.96	1.14	0.98	1.15	1.04	-	0.98	*
Std Error		**0.02**	0.08	0.02	0.18	0.04	0.02	0.10	0.02	0.23	0.26	-	0.02	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Payments for bills/ invoices/ statements

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**42**	11	5	15	10	6	-	5	-	5	-	10	-	5	-	10	-
		2%	*1%*	*1%*	*2%*	*2%*	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-
Slightly more	(4)	**137**	39	30	46	22	24	-	15	-	30	-	16	-	30	-	22	-
		5%	*5%*	*7%*	*5%*	*5%*	*6%*	-	*4%*	-	*7%*	-	*4%*	-	*7%*	-	*5%*	-
No change	(3)	**1360**	434	220	463	243	215	-	219	-	220	-	230	-	232	-	243	-
		54%	*52%*	*55%*	*54%*	*58%*	*51%*	-	*54%*	-	*55%*	-	*55%*	-	*54%*	-	*58%*	-
Slightly less	(2)	**297**	111	48	92	46	60	-	51	-	48	-	41	-	52	-	46	-
		12%	*13%*	*12%*	*11%*	*11%*	*14%*	-	*13%*	-	*12%*	-	*10%*	-	*12%*	-	*11%*	-
Much less	(1)	**622**	222	92	219	89	113	-	109	-	92	-	119	-	100	-	89	-
		25%	*27%*	*23%*	*26%*	*21%*	*27%*	-	*27%*	-	*23%*	-	*28%*	-	*23%*	-	*21%*	-
Don't know		**41**	13	8	13	6	6	-	7	-	8	-	5	-	8	-	6	-
		2%	*2%*	*2%*	*2%*	*1%*	*1%*	-	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*1%*	-
NET Much/Slightly more		**179**	51	35	61	32	30	-	21	-	35	-	26	-	35	-	32	-
		7%	*6%*	*9%*	*7%*	*8%*	*7%*	-	*5%*	-	*9%*	-	*6%*	-	*8%*	-	*8%*	-
NET Much/Slightly less		**919**	333	140	312	134	173	-	160	-	140	-	160	-	152	-	134	-
		37%	***40%d***	*35%*	*37%*	*32%*	*41%*	-	*39%*	-	*35%*	-	*38%*	-	*36%*	-	*32%*	-
Mean		**2.46**	2.40	2.51	2.46	**2.56a**	2.40	-	2.39	-	2.51	-	2.42	-	2.50	-	2.56	-
Std Dev.		**0.98**	0.98	0.97	1.00	0.97	0.99	-	0.97	-	0.97	-	1.02	-	0.97	-	0.97	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 133

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base		**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base		**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more	(5)	**80**	-	80	37	44	26	19	17	5	11	3	-	45	21	14	3	62	18	80
		3%	-	*3%*	*3%*	*4%*	**8%hijk**	**5%hjk**	**4%k**	*1%*	**3%k**	*1%*	-	**6%mno**	**3%o**	*1%*	*1%*	*3%*	*5%*	*3%*
Slightly more	(4)	**369**	-	369	169	200	88	74	75	48	45	22	17	162	123	84	38	289	76	374
		15%	-	*15%*	*14%*	*16%*	**26%ghijk**	**21%ijk**	**17%ijk**	**14%jk**	*10%*	*7%*	*6%*	**23%mno**	**16%no**	*8%*	*7%*	*14%*	**23%p**	*15%*
No change	(3)	**1484**	-	1484	757	723	146	195	252	228	289	197	176	341	480	662	373	1305	158	1507
		59%	-	*59%*	*60%*	*58%*	*43%*	**54%e**	**58%e**	**65%ef**	**64%ef**	**63%e**	**68%efg**	*49%*	**61%l**	**65%l**	**65%l**	**61%q**	*47%*	*59%*
Slightly less	(2)	**248**	-	248	136	110	44	20	41	29	46	43	25	64	70	114	68	212	32	266
		10%	-	*10%*	*11%*	*9%*	**13%f**	*6%*	*10%*	*8%*	*10%*	**14%f**	*10%*	*9%*	*9%*	*11%*	*12%*	*10%*	*10%*	*10%*
Much less	(1)	**278**	-	278	137	141	25	45	43	38	50	44	33	70	80	128	78	232	43	270
		11%	-	*11%*	*11%*	*11%*	*7%*	*12%*	*10%*	*11%*	*11%*	**14%e**	*13%*	*10%*	*10%*	*13%*	*14%*	*11%*	*13%*	*11%*
Don't know		**40**	-	40	18	22	10	5	4	4	8	3	8	15	8	18	10	31	6	48
		2%	-	*2%*	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*
NET Much/Slightly more		**449**	-	449	206	243	114	93	92	53	57	25	17	207	145	98	41	352	95	454
		18%	-	*18%*	*16%*	*20%*	**34%ghijk**	**26%hijk**	**21%ijk**	**15%jk**	**13%k**	*8%*	*6%*	**30%mno**	**18%no**	*10%*	*7%*	*16%*	**28%p**	*18%*
NET Much/Slightly less		**526**	-	526	273	251	69	64	84	67	96	87	58	133	151	242	146	444	75	536
		21%	-	*21%*	*22%*	*20%*	*20%*	*18%*	*19%*	*19%*	*21%*	**28%fg**	*23%*	*19%*	*19%*	*24%*	**26%lm**	*21%*	*23%*	*21%*
Mean		**2.89**	-	2.89	2.86	2.91	**3.14ghijk**	**3.01ijk**	**2.96jk**	**2.86j**	2.82	2.66	2.70	**3.07mno**	**2.92no**	2.74	2.68	2.88	2.98	2.89
Std Dev.		**0.91**	-	0.91	0.89	0.92	1.00	1.00	0.91	0.83	0.86	0.84	0.78	1.00	0.88	0.84	0.82	0.89	1.04	0.90
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**80**	30	16	25	10	46	35	58	22	6	13	21	24	11	68	6	71
		3%	*5%bd*	*2%*	*5%bd*	*2%*	*3%*	*3%*	*4%h*	*2%*	*2%*	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*
Slightly more	(4)	**369**	93	132	71	73	225	144	252	112	45	51	92	109	45	297	45	303
		15%	*16%*	*16%*	*14%*	*13%*	*16%*	*13%*	*17%h*	*11%*	*15%*	*14%*	*14%*	*17%*	*13%*	*15%*	*14%*	*15%*
No change	(3)	**1484**	325	482	316	360	807	677	851	618	161	205	401	376	222	1204	163	1229
		59%	*56%*	*58%*	*61%*	*63%*	*58%*	*62%*	*58%*	*61%*	*52%*	*56%*	*63%i*	*60%*	*63%i*	*61%i*	*52%*	*60%o*
Slightly less	(2)	**248**	76	72	57	43	148	100	147	101	40	43	53	44	47	187	40	193
		10%	*13%bd*	*9%*	*11%*	*7%*	*11%*	*9%*	*10%*	*10%*	*13%l*	*12%*	*8%*	*7%*	*13%l*	*9%*	*13%*	*9%*
Much less	(1)	**278**	48	107	47	76	155	122	140	136	53	46	64	69	28	206	53	210
		11%	*8%*	*13%a*	*9%*	*13%a*	*11%*	*11%*	*10%*	*13%g*	*17%klmn*	*12%*	*10%*	*11%*	*8%*	*10%*	*17%p*	*10%*
Don't know		**40**	6	16	5	14	22	19	16	22	5	12	8	3	2	26	7	29
		2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%n*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Much/Slightly more		**449**	123	148	96	83	271	179	310	133	51	63	113	133	55	365	51	374
		18%	*21%d*	*18%*	*18%*	*14%*	*19%*	*16%*	*21%h*	*13%*	*16%*	*17%*	*18%*	*21%*	*16%*	*18%*	*16%*	*18%*
NET Much/Slightly less		**526**	124	179	104	118	303	222	287	237	93	89	116	113	75	393	93	403
		21%	*22%*	*22%*	*20%*	*21%*	*22%*	*20%*	*20%*	*23%*	*30%klmn*	*24%*	*18%*	*18%*	*21%*	*20%*	*30%p*	*20%*
Mean		**2.89**	*2.97d*	2.85	2.94	2.82	2.90	2.88	*2.96h*	2.78	2.71	2.84	*2.93i*	*2.96i*	*2.90i*	*2.92i*	2.71	*2.92o*
Std Dev.		**0.91**	0.92	0.92	0.90	0.89	0.92	0.89	0.91	0.90	0.98	0.94	0.87	0.92	0.83	0.89	0.98	0.89
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**80**	73	8	4	70	5	3	2	1	-	2	12	10	7	24	12	2	1	4
		3%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*	-	*1%*	**7%hijp**	**5%ip**	**3%i**	**7%hijp**	**4%i**	*1%*	**4%i**	**2%i**
Slightly more	(4)	**369**	326	43	13	304	33	21	11	18	51	36	26	31	15	65	35	27	3	30
		15%	*15%*	*11%*	*11%*	*15%*	*16%*	*17%*	*15%*	**17%m**	**18%m**	**18%m**	**14%m**	**15%m**	*6%*	**19%m**	*11%*	*13%*	*9%*	**17%m**
No change	(3)	**1484**	1239	245	83	1251	125	71	36	68	159	120	108	118	174	174	194	136	22	103
		59%	*59%*	*64%*	*68%*	**60%g**	*59%*	*59%*	*50%*	**64%n**	*57%*	*59%*	*59%*	*56%*	**74%ijklnor**	*51%*	*60%*	**65%n**	*61%*	*59%*
Slightly less	(2)	**248**	201	47	9	204	18	17	9	11	29	24	17	26	20	27	31	19	3	14
		10%	*10%*	*12%*	*7%*	*10%*	*8%*	*14%*	*13%*	*10%*	*11%*	*12%*	*9%*	*12%*	*8%*	*8%*	*9%*	*9%*	*10%*	*8%*
Much less	(1)	**278**	240	38	11	233	27	7	11	9	32	19	18	21	17	50	43	23	4	23
		11%	*11%*	*10%*	*9%*	**11%f**	**13%f**	*6%*	**16%f**	*8%*	*11%*	*9%*	*10%*	*10%*	*7%*	**15%m**	*13%*	*11%*	*12%*	*13%*
Don't know		**40**	36	5	2	33	3	2	2	-	8	4	1	3	4	3	8	3	2	2
		2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	-	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	**4%h**	*1%*
NET Much/Slightly more		**449**	399	51	17	374	38	24	13	19	51	38	39	42	22	89	47	29	5	33
		18%	**19%b**	*13%*	*14%*	*18%*	*18%*	*20%*	*18%*	**18%m**	**18%m**	**18%m**	**21%m**	**20%m**	*9%*	**26%mop**	*15%*	*14%*	*13%*	**19%m**
NET Much/Slightly less		**526**	441	85	20	437	44	24	21	20	61	43	36	47	36	77	74	42	8	37
		21%	*21%*	*22%*	*16%*	*21%*	*21%*	*19%*	**29%cf**	*19%*	*22%*	*21%*	*19%*	*23%*	*15%*	*22%*	*23%*	*20%*	*21%*	*21%*
Mean		**2.89**	2.90	2.83	2.91	2.89	2.87	**2.98g**	2.76	2.91	2.84	2.89	2.98	2.92	2.90	2.96	2.81	2.83	2.83	2.87
Std Dev.		**0.91**	0.92	0.83	0.81	0.91	0.92	0.81	1.01	0.79	0.86	0.84	0.96	0.94	0.74	1.07	0.94	0.82	0.92	0.92
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.06	0.07	0.07	0.07	0.08	0.07	0.06	0.08	0.07	0.07	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	80	42	21	10	5	*	63	6	51	25	2	2	-	77	2
		3%	**4%b**	*2%*	*3%*	*3%*	*1%*	*3%*	*2%*	**5%ij**	*3%*	*	*2%*	-	**4%j**	*1%*
Slightly more	(4)	369	137	163	36	18	14	300	32	169	157	25	14	4	326	18
		15%	*15%*	**18%cd**	*10%*	*9%*	*20%*	**16%cd**	*12%*	**18%j**	**16%j**	*7%*	*12%*	*8%*	**17%j**	*11%*
No change	(3)	1484	602	541	216	90	27	1143	118	560	593	234	58	26	1154	84
		59%	**64%deg**	**59%deg**	**63%deg**	*44%*	*39%*	**61%deg**	*43%*	*59%*	*59%*	**66%kmn**	*48%*	*52%*	**59%n**	*49%*
Slightly less	(2)	248	66	98	34	38	10	165	48	75	105	41	19	7	180	26
		10%	*7%*	**11%a**	*10%*	**19%abcf**	*14%*	*9%*	**18%abcf**	*8%*	*10%*	*11%*	**16%h**	*15%*	*9%*	**15%hm**
Much less	(1)	278	81	86	43	49	18	167	67	86	105	45	27	12	191	39
		11%	*9%*	*9%*	*13%*	**24%abcf**	**26%abcf**	*9%*	**25%abcf**	*9%*	*10%*	*13%*	**22%hijm**	**25%him**	*10%*	**23%hijm**
Don't know		40	15	15	4	2	*	30	2	9	17	8	*	*	27	1
		2%	*2%*	*2%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*2%*	*2%*	*	*1%*	*1%*	*
NET Much/Slightly more		449	180	184	46	24	15	363	38	221	182	27	16	4	402	20
		18%	**19%d**	**20%cd**	*13%*	*12%*	*21%*	**19%cd**	*14%*	**23%ijkln**	**18%j**	*8%*	*13%*	*8%*	**21%jn**	*12%*
NET Much/Slightly less		526	147	184	76	87	28	331	115	161	210	85	46	20	371	65
		21%	*16%*	*20%*	**22%a**	**43%abcf**	**40%abcf**	*18%*	**42%abcf**	*17%*	*21%*	**24%h**	**38%hijm**	**39%him**	*19%*	**38%hijm**
Mean		2.89	**2.99cdeg**	**2.93deg**	**2.81dg**	2.47	2.56	**2.96cdeg**	2.49	**3.03ijkln**	**2.89jkln**	2.71	2.55	2.43	**2.96jkln**	2.51
Std Dev.		0.91	0.87	0.87	0.89	1.04	1.11	0.87	1.06	0.92	0.88	0.80	1.02	0.96	0.90	1.00
Std Error		0.02	0.03	0.03	0.05	0.07	0.13	0.02	0.06	0.03	0.03	0.04	0.09	0.13	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**80**	3	77	*	30	42	8	80	1	-	-	80	-
		3%	*3%*	*3%*	*1%*	*4%*	*3%*	*6%*	*3%*	*3%*	-	-	*3%*	-
Slightly more	(4)	**369**	17	348	4	118	236	15	359	8	1	1	368	-
		15%	*14%*	*15%*	*13%*	*16%*	*14%*	*12%*	*15%*	*30%*	*6%*	*82%*	*15%*	-
No change	(3)	**1484**	62	1407	14	382	1030	71	1472	4	5	-	1481	3
		59%	*50%*	*60%*	*46%*	*53%*	**62%d**	*55%*	*60%*	*13%*	*52%*	-	*59%*	*51%*
Slightly less	(2)	**248**	11	235	2	84	155	9	236	11	2	-	248	-
		10%	*9%*	*10%*	*7%*	*12%*	*9%*	*7%*	*10%*	*39%*	*16%*	-	*10%*	-
Much less	(1)	**278**	25	244	8	88	167	23	272	3	3	*	278	-
		11%	**20%b**	*10%*	*27%*	*12%*	*10%*	*17%*	*11%*	*13%*	*26%*	*8%*	*11%*	-
Don't know		**40**	5	34	2	15	20	5	37	*	-	*	38	3
		2%	*4%*	*1%*	*6%*	*2%*	*1%*	*3%*	*2%*	*1%*	-	*10%*	*2%*	*49%*
NET Much/Slightly more		**449**	20	425	4	148	278	23	439	9	1	1	448	-
		18%	*16%*	*18%*	*14%*	*21%*	*17%*	*18%*	*18%*	*33%*	*6%*	*82%*	*18%*	-
NET Much/Slightly less		**526**	36	479	11	172	322	31	507	14	4	*	525	-
		21%	*29%*	*20%*	*34%*	**24%e**	*19%*	*24%*	*21%*	*52%*	*42%*	*8%*	*21%*	-
Mean		**2.89**	2.68	**2.90a**	2.50	2.88	2.90	2.83	2.89	2.71	2.39	3.73	2.89	3.00
Std Dev.		**0.91**	1.05	0.89	1.08	0.97	0.86	1.07	0.90	1.15	0.99	-	0.91	*
Std Error		**0.02**	0.09	0.02	0.18	0.03	0.02	0.09	0.02	0.23	0.25	-	0.02	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Smaller parcels - that will fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**80**	30	11	26	13	19	-	12	-	11	-	8	-	17	-	13	-
		3%	*4%*	*3%*	*3%*	*3%*	*4%*	-	*3%*	-	*3%*	-	*2%*	-	*4%*	-	*3%*	-
Slightly more	(4)	**369**	129	51	130	59	69	-	59	-	51	-	67	-	63	-	59	-
		15%	*15%*	*13%*	*15%*	*14%*	*16%*	-	*15%*	-	*13%*	-	*16%*	-	*15%*	-	*14%*	-
No change	(3)	**1484**	481	260	493	249	234	-	247	-	260	-	243	-	250	-	249	-
		59%	*58%*	*65%*	*58%*	*60%*	*55%*	-	*61%*	-	***65%a***	-	*58%*	-	*58%*	-	*60%*	-
Slightly less	(2)	**248**	83	36	86	43	48	-	35	-	36	-	44	-	42	-	43	-
		10%	*10%*	*9%*	*10%*	*10%*	*11%*	-	*9%*	-	*9%*	-	*10%*	-	*10%*	-	*10%*	-
Much less	(1)	**278**	95	41	97	45	49	-	46	-	41	-	53	-	44	-	45	-
		11%	*11%*	*10%*	*11%*	*11%*	*12%*	-	*11%*	-	*10%*	-	*13%*	-	*10%*	-	*11%*	-
Don't know		**40**	12	3	18	8	5	-	7	-	3	-	6	-	12	-	8	-
		2%	*1%*	*1%*	*2%*	*2%*	*1%*	-	*2%*	-	*1%*	-	*1%*	-	*3%*	-	*2%*	-
NET Much/Slightly more		**449**	159	62	156	72	88	-	71	-	62	-	75	-	81	-	72	-
		18%	*19%*	*15%*	*18%*	*17%*	*21%*	-	*17%*	-	*15%*	-	*18%*	-	*19%*	-	*17%*	-
NET Much/Slightly less		**526**	179	77	182	87	97	-	81	-	77	-	97	-	85	-	87	-
		21%	*22%*	*19%*	*21%*	*21%*	*23%*	-	*20%*	-	*19%*	-	*23%*	-	*20%*	-	*21%*	-
Mean		**2.89**	2.90	2.89	2.88	2.89	2.91	-	2.89	-	2.89	-	2.84	-	2.93	-	2.89	-
Std Dev.		**0.91**	0.93	0.86	0.91	0.90	0.96	-	0.90	-	0.86	-	0.91	-	0.91	-	0.90	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.05	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 134

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base		**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base		**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more	(5)	**100**	-	100	45	54	26	22	20	12	18	2	1	48	32	21	2	81	20	106
		4%	-	*4%*	*4%*	*4%*	**8%jk**	**6%jk**	**5%jk**	**3%k**	**4%jk**	*1%*	*	**7%no**	**4%o**	*2%*	*	*4%*	*6%*	*4%*
Slightly more	(4)	**350**	-	350	155	195	86	74	68	45	34	32	11	160	112	77	43	279	66	356
		14%	-	*14%*	*12%*	*16%*	**25%ghijk**	**21%hijk**	**16%ik**	**13%k**	*8%*	**10%k**	*4%*	**23%mno**	**14%no**	*8%*	*8%*	*13%*	**20%p**	*14%*
No change	(3)	**1418**	-	1418	718	697	146	185	249	218	282	169	168	331	467	619	337	1244	158	1457
		57%	-	*57%*	*57%*	*56%*	*43%*	*52%*	**58%e**	**62%ef**	**63%ef**	**54%e**	**65%ef**	*48%*	**60%l**	**61%l**	**59%l**	**58%q**	*47%*	*57%*
Slightly less	(2)	**270**	-	270	150	118	38	36	45	26	48	47	30	74	71	124	76	234	25	263
		11%	-	*11%*	*12%*	*10%*	*11%*	*10%*	*11%*	*7%*	*11%*	**15%h**	*12%*	*11%*	*9%*	*12%*	*13%*	*11%*	*7%*	*10%*
Much less	(1)	**308**	-	308	164	143	32	35	45	45	57	57	37	67	90	151	94	249	58	307
		12%	-	*12%*	*13%*	*12%*	*9%*	*10%*	*10%*	*13%*	*13%*	**18%efg**	*14%*	*10%*	*12%*	**15%l**	**17%lm**	*12%*	**17%p**	*12%*
Don't know		**54**	-	54	22	32	11	6	5	5	9	5	12	17	10	26	17	45	7	56
		2%	-	*2%*	*2%*	*3%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*	**5%g**	*2%*	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*
NET Much/Slightly more		**450**	-	450	200	249	112	96	87	57	53	34	11	208	144	98	45	360	86	462
		18%	-	*18%*	*16%*	**20%c**	**33%ghijk**	**27%hijk**	**20%ijk**	**16%k**	**12%k**	**11%k**	*4%*	**30%mno**	**18%no**	*10%*	*8%*	*17%*	**26%p**	*18%*
NET Much/Slightly less		**578**	-	578	314	262	70	71	90	71	105	104	67	140	162	276	171	483	83	570
		23%	-	*23%*	*25%*	*21%*	*21%*	*20%*	*21%*	*20%*	*23%*	**33%efghi**	*26%*	*20%*	*21%*	**27%lm**	**30%lm**	*23%*	*25%*	*22%*
Mean		**2.86**	-	2.86	2.81	**2.92c**	**3.11ghijk**	**3.04ijk**	**2.93jk**	**2.86jk**	**2.79j**	2.59	2.63	**3.07mno**	**2.90no**	2.69	2.61	2.86	2.89	2.88
Std Dev.		**0.95**	-	0.95	0.94	0.95	1.04	0.98	0.93	0.92	0.91	0.93	0.80	1.01	0.93	0.89	0.87	0.93	1.11	0.95
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 134

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	100	33	20	29	19	53	48	76	23	9	18	17	28	20	83	9	85
		4%	6%b	2%	6%b	3%	4%	4%	5%h	2%	3%	5%	3%	5%	6%	4%	3%	4%
Slightly more	(4)	350	90	115	77	69	204	145	241	106	36	45	103	97	41	286	36	294
		14%	16%	14%	15%	12%	15%	13%	16%h	11%	12%	12%	16%	16%	12%	14%	11%	14%
No change	(3)	1418	309	467	294	347	776	641	807	592	163	195	379	358	207	1139	165	1164
		57%	54%	57%	56%	60%	55%	58%	55%	59%	53%	53%	59%	57%	58%	57%	53%	57%
Slightly less	(2)	270	75	82	71	42	157	113	166	104	39	44	59	69	35	207	39	212
		11%	13%d	10%	14%d	7%	11%	10%	11%	10%	13%	12%	9%	11%	10%	10%	12%	10%
Much less	(1)	308	58	123	47	81	180	128	149	159	55	53	71	63	50	236	56	241
		12%	10%	15%ac	9%	14%c	13%	12%	10%	16%g	18%kln	14%	11%	10%	14%	12%	18%p	12%
Don't know		54	13	19	3	18	32	22	24	27	6	14	10	11	2	37	8	38
		2%	2%	2%	1%	3%c	2%	2%	2%	3%	2%	4%m	2%	2%	1%	2%	3%	2%
NET Much/Slightly more		450	123	134	106	87	257	193	318	129	45	63	120	125	61	369	45	379
		18%	21%d	16%	20%	15%	18%	18%	22%h	13%	15%	17%	19%	20%	17%	19%	14%	19%
NET Much/Slightly less		578	132	204	118	123	337	241	314	263	95	97	130	132	85	443	95	453
		23%	23%	25%	23%	21%	24%	22%	21%	26%g	31%kln	26%	20%	21%	24%	22%	30%p	22%
Mean		2.86	2.94b	2.79	2.94b	2.83	2.85	2.88	2.95h	2.73	2.68	2.81	2.90i	2.93i	2.85	2.88i	2.68	2.88o
Std Dev.		0.95	0.97	0.95	0.93	0.94	0.96	0.94	0.95	0.94	1.00	1.01	0.90	0.93	0.99	0.95	1.00	0.95
Std Error		0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 134

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**100**	91	9	4	81	10	7	3	5	6	10	12	8	3	19	14	4	1	9
		4%	*4%*	*2%*	*3%*	*4%*	*5%*	*6%*	*4%*	*4%*	*2%*	*5%*	**7%m**	*4%*	*1%*	*6%*	*4%*	*2%*	*2%*	**5%m**
Slightly more	(4)	**350**	302	47	16	291	29	20	10	16	30	30	28	30	27	61	32	37	6	24
		14%	*14%*	*12%*	*13%*	*14%*	*14%*	*17%*	*14%*	*15%*	*11%*	*15%*	*15%*	*14%*	*11%*	**18%o**	*10%*	*18%*	*15%*	*13%*
No change	(3)	**1418**	1179	239	77	1188	124	71	34	66	157	122	101	118	158	158	183	125	20	104
		57%	*56%*	*62%*	*63%*	**57%g**	**59%g**	**59%g**	*48%*	**62%n**	*56%*	**60%n**	*55%*	*56%*	**67%kn**	*46%*	*57%*	**60%n**	*56%*	**59%n**
Slightly less	(2)	**270**	230	40	9	231	20	9	10	10	40	18	21	23	13	42	43	21	5	15
		11%	*11%*	*10%*	*7%*	*11%*	*9%*	*8%*	*14%*	*9%*	**15%m**	*9%*	*11%*	*11%*	*5%*	*12%*	**13%m**	*10%*	*13%*	*9%*
Much less	(1)	**308**	264	44	14	259	24	12	13	11	36	19	20	25	28	57	44	21	3	21
		12%	*12%*	*11%*	*11%*	*12%*	*11%*	*10%*	**18%f**	*10%*	*13%*	*9%*	*11%*	*12%*	*12%*	*16%*	*13%*	*10%*	*9%*	*12%*
Don't know		**54**	48	5	2	45	5	1	2	-	9	5	3	5	7	7	8	2	2	3
		2%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	-	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	**4%h**	*2%*
NET Much/Slightly more		**450**	393	57	20	371	39	27	13	20	37	40	40	38	30	80	45	41	6	33
		18%	*19%*	*15%*	*17%*	*18%*	*18%*	*22%*	*18%*	*19%*	*13%*	*20%*	**22%m**	*18%*	*13%*	**23%lmo**	*14%*	*20%*	*17%*	*19%*
NET Much/Slightly less		**578**	493	84	23	490	44	21	22	20	76	37	41	48	41	98	87	42	8	36
		23%	*23%*	*22%*	*19%*	*23%*	*21%*	*18%*	**31%def**	*19%*	*27%*	*18%*	*22%*	*23%*	*17%*	**29%jm**	*27%*	*20%*	*22%*	*20%*
Mean		**2.86**	2.87	2.84	2.90	2.85	2.91	**3.00dg**	2.72	2.94	2.74	**2.97i**	2.96	2.87	2.84	2.83	2.77	2.91	2.88	2.92
Std Dev.		**0.95**	0.96	0.88	0.89	0.95	0.94	0.94	1.05	0.90	0.91	0.91	0.99	0.94	0.83	1.09	0.96	0.87	0.88	0.96
Std Error		**0.02**	0.02	0.03	0.05	0.03	0.04	0.05	0.07	0.07	0.07	0.07	0.08	0.08	0.07	0.08	0.07	0.07	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 134

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more (5)	100	54	32	11	4	*	86	4	64	32	5	-	-	95	-
	4%	6%g	*3%*	*3%*	*2%*	*1%*	*5%*	*1%*	7%ijkn	*3%*	*1%*	-	-	5%jkn	-
Slightly more (4)	350	134	148	29	27	9	282	36	151	148	25	21	5	299	27
	14%	14%c	16%c	*8%*	*13%*	*13%*	15%c	*13%*	16%j	15%j	*7%*	18%ij	*10%*	15%j	16%j
No change (3)	1418	560	526	208	84	35	1086	120	528	583	222	49	24	1110	73
	57%	59%dg	57%dg	61%dg	*41%*	*51%*	58%dg	*44%*	55%kn	58%kn	63%kn	*41%*	*48%*	57%kn	*43%*
Slightly less (2)	270	84	97	48	31	7	181	39	90	108	49	16	5	199	21
	11%	*9%*	*10%*	14%a	15%af	*11%*	*10%*	*14%*	*10%*	*11%*	*14%*	*13%*	*10%*	*10%*	*12%*
Much less (1)	308	93	104	36	55	17	197	72	104	112	42	31	15	216	47
	12%	*10%*	*11%*	*11%*	27%abcf	25%abcf	*11%*	26%abcf	*11%*	*11%*	*12%*	26%hijm	31%hijm	*11%*	27%hijm
Don't know	54	18	18	11	3	*	36	3	15	20	11	3	*	34	3
	2%	*2%*	*2%*	*3%*	*1%*	*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*
NET Much/Slightly more	450	188	179	40	30	9	368	40	215	179	29	21	5	394	27
	18%	20%c	19%c	*12%*	*15%*	*14%*	20%c	*15%*	23%ij	18%j	*8%*	18%j	*10%*	20%j	16%j
NET Much/Slightly less	578	177	201	85	86	25	378	111	194	221	91	47	20	415	68
	23%	*19%*	*22%*	*25%*	42%abcf	35%af	*20%*	41%abcf	*20%*	*22%*	*26%*	39%hijm	41%hijm	*21%*	40%hijm
Mean	2.86	2.97cdeg	2.90deg	2.79dg	2.47	2.54	2.93cdeg	2.48	2.98jkln	2.88jkln	2.71ln	2.51	2.39	2.93jkln	2.48
Std Dev.	0.95	0.93	0.93	0.87	1.08	1.03	0.93	1.07	0.99	0.91	0.83	1.08	1.04	0.95	1.06
Std Error	0.02	0.03	0.03	0.05	0.08	0.12	0.02	0.06	0.03	0.03	0.04	0.10	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**100**	7	93	*	39	60	1	100	-	-	-	100	-
		4%	*6%*	*4%*	*1%*	*5%*	*4%*	*1%*	*4%*	-	-	-	*4%*	-
Slightly more	(4)	**350**	14	331	4	111	222	17	338	9	2	1	349	-
		14%	*12%*	*14%*	*13%*	*15%*	*13%*	*13%*	*14%*	*32%*	*15%*	*82%*	*14%*	-
No change	(3)	**1418**	55	1346	16	366	982	69	1405	4	5	-	1415	3
		57%	*45%*	**57%a**	*51%*	*51%*	**60%d**	*53%*	*57%*	*15%*	*51%*	-	*57%*	*51%*
Slightly less	(2)	**270**	20	247	3	92	165	13	262	7	1	-	270	-
		11%	*17%*	*11%*	*8%*	*13%*	*10%*	*10%*	*11%*	*27%*	*8%*	-	*11%*	-
Much less	(1)	**308**	22	280	7	96	189	23	300	5	3	*	308	-
		12%	*18%*	*12%*	*21%*	*13%*	*11%*	*17%*	*12%*	*18%*	*26%*	*18%*	*12%*	-
Don't know		**54**	5	47	2	13	33	8	49	2	-	-	51	3
		2%	*4%*	*2%*	*6%*	*2%*	*2%*	**6%de**	*2%*	*7%*	-	-	*2%*	*49%*
NET Much/Slightly more		**450**	21	425	4	150	282	18	439	9	2	1	449	-
		18%	*17%*	*18%*	*14%*	*21%*	*17%*	*14%*	*18%*	*32%*	*15%*	*82%*	*18%*	-
NET Much/Slightly less		**578**	42	526	9	188	354	36	562	12	3	*	577	-
		23%	**34%b**	*22%*	*29%*	**26%e**	*21%*	*27%*	*23%*	*45%*	*34%*	*18%*	*23%*	-
Mean		**2.86**	2.70	2.87	2.62	2.86	2.88	2.68	2.87	2.67	2.55	3.45	2.86	3.00
Std Dev.		**0.95**	1.08	0.94	1.02	1.02	0.92	0.96	0.95	1.17	1.08	-	0.95	*
Std Error		**0.02**	0.09	0.02	0.17	0.04	0.02	0.08	0.02	0.24	0.27	-	0.02	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Larger parcels - that will not fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**100**	30	17	37	16	17	-	13	-	17	-	23	-	14	-	16	-
		4%	*4%*	*4%*	*4%*	*4%*	*4%*	-	*3%*	-	*4%*	-	*5%*	-	*3%*	-	*4%*	-
Slightly more	(4)	**350**	118	52	129	51	61	-	57	-	52	-	58	-	70	-	51	-
		14%	*14%*	*13%*	*15%*	*12%*	*14%*	-	*14%*	-	*13%*	-	*14%*	-	*16%*	-	*12%*	-
No change	(3)	**1418**	455	248	477	237	233	-	223	-	248	-	244	-	233	-	237	-
		57%	*55%*	*61%*	*56%*	*57%*	*55%*	-	*55%*	-	*61%*	-	*58%*	-	*54%*	-	*57%*	-
Slightly less	(2)	**270**	103	38	85	44	60	-	42	-	38	-	31	-	54	-	44	-
		11%	*12%*	*9%*	*10%*	*11%*	***14%k***	-	*10%*	-	*9%*	-	*7%*	-	*13%*	-	*11%*	-
Much less	(1)	**308**	108	43	105	53	45	-	62	-	43	-	58	-	46	-	53	-
		12%	*13%*	*11%*	*12%*	*13%*	*11%*	-	*15%*	-	*11%*	-	*14%*	-	*11%*	-	*13%*	-
Don't know		**54**	18	5	17	14	8	-	9	-	5	-	6	-	11	-	14	-
		2%	*2%*	*1%*	*2%*	*3%*	*2%*	-	*2%*	-	*1%*	-	*1%*	-	*3%*	-	*3%*	-
NET Much/Slightly more		**450**	148	69	166	67	78	-	70	-	69	-	82	-	84	-	67	-
		18%	*18%*	*17%*	*19%*	*16%*	*18%*	-	*17%*	-	*17%*	-	*19%*	-	*20%*	-	*16%*	-
NET Much/Slightly less		**578**	210	81	190	97	106	-	105	-	81	-	90	-	100	-	97	-
		23%	*25%*	*20%*	*22%*	*23%*	*25%*	-	*26%*	-	*20%*	-	*21%*	-	*23%*	-	*23%*	-
Mean		**2.86**	2.83	2.91	2.89	2.83	2.87	-	2.79	-	2.91	-	2.90	-	2.88	-	2.83	-
Std Dev.		**0.95**	0.96	0.91	0.96	0.95	0.94	-	0.98	-	0.91	-	1.00	-	0.93	-	0.95	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base		**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base		**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more	(5)	**68**	-	68	37	31	22	14	18	4	7	1	2	36	22	9	3	53	15	66
		3%	-	*3%*	*3%*	*2%*	**7%hijk**	**4%jk**	**4%hijk**	*1%*	*1%*	*	*1%*	**5%no**	**3%no**	*1%*	*1%*	*2%*	*5%*	*3%*
Slightly more	(4)	**221**	-	221	113	107	53	57	49	20	14	22	5	110	69	42	28	179	40	238
		9%	-	*9%*	*9%*	*9%*	**16%hijk**	**16%hijk**	**11%hijk**	*6%*	*3%*	**7%k**	*2%*	**16%mno**	**9%no**	*4%*	*5%*	*8%*	*12%*	*9%*
No change	(3)	**1647**	-	1647	833	811	179	220	274	275	311	208	178	399	550	697	386	1442	191	1672
		66%	-	*66%*	*66%*	*65%*	*53%*	*62%*	**64%e**	**78%efgijk**	**69%e**	**67%e**	**69%e**	*57%*	**70%l**	**68%l**	**68%l**	**68%q**	*57%*	*66%*
Slightly less	(2)	**216**	-	216	104	111	38	19	44	19	46	28	22	57	63	96	51	181	27	226
		9%	-	*9%*	*8%*	*9%*	**11%fh**	*5%*	**10%f**	*6%*	**10%f**	*9%*	*9%*	*8%*	*8%*	*9%*	*9%*	*9%*	*8%*	*9%*
Much less	(1)	**289**	-	289	146	143	31	44	42	29	59	47	37	75	70	143	84	229	56	285
		12%	-	*12%*	*12%*	*12%*	*9%*	*12%*	*10%*	*8%*	*13%*	**15%h**	*14%*	*11%*	*9%*	**14%m**	**15%m**	*11%*	**17%p**	*11%*
Don't know		**58**	-	58	21	36	16	3	4	4	13	4	14	19	8	31	18	48	6	58
		2%	-	*2%*	*2%*	*3%*	**5%fgh**	*1%*	*1%*	*1%*	*3%*	*1%*	**6%fghj**	**3%m**	*1%*	**3%m**	**3%m**	*2%*	*2%*	*2%*
NET Much/Slightly more		**289**	-	289	150	138	75	71	67	24	21	23	7	146	92	51	30	232	56	304
		12%	-	*12%*	*12%*	*11%*	**22%hijk**	**20%hijk**	**16%hijk**	*7%*	*5%*	*8%*	*3%*	**21%mno**	**12%no**	*5%*	*5%*	*11%*	**17%p**	*12%*
NET Much/Slightly less		**505**	-	505	250	254	68	63	85	48	104	76	59	132	133	239	135	410	83	511
		20%	-	*20%*	*20%*	*20%*	*20%*	*18%*	*20%*	*14%*	**23%h**	**24%h**	**23%h**	*19%*	*17%*	**23%m**	**24%m**	*19%*	*25%*	*20%*
Mean		**2.82**	-	2.82	2.83	2.81	**2.99ijk**	**2.94ijk**	**2.90ijk**	**2.86ijk**	2.69	2.68	2.64	**2.96no**	**2.88no**	2.67	2.66	2.83	2.80	2.83
Std Dev.		**0.86**	-	0.86	0.86	0.85	0.97	0.93	0.88	0.69	0.80	0.83	0.79	0.95	0.80	0.81	0.81	0.83	1.02	0.85
Std Error		**0.02**	-	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.04	0.05	0.05	0.04	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**68**	22	11	22	12	33	35	51	17	13	9	21	17	2	50	13	52
		3%	***4%b***	*1%*	***4%b***	*2%*	*2%*	*3%*	***4%h***	*2%*	***4%m***	*3%*	*3%*	*3%*	*1%*	*2%*	*4%*	*3%*
Slightly more	(4)	**221**	54	88	42	36	143	78	153	66	14	42	47	57	45	191	14	196
		9%	*9%*	***11%d***	*8%*	*6%*	***10%f***	*7%*	***10%h***	*7%*	*5%*	***11%i***	*7%*	*9%*	***13%ik***	***10%l***	*5%*	***10%o***
No change	(3)	**1647**	368	533	347	399	901	746	955	673	187	214	445	433	236	1327	189	1353
		66%	*64%*	*65%*	*66%*	*69%*	*64%*	*68%*	*65%*	*67%*	*60%*	*58%*	***70%ij***	***69%ij***	*66%*	***67%j***	*60%*	*67%*
Slightly less	(2)	**216**	69	64	47	35	133	82	134	82	36	27	46	46	41	160	36	164
		9%	***12%bd***	*8%*	*9%*	*6%*	*10%*	*8%*	*9%*	*8%*	*12%*	*7%*	*7%*	*7%*	*11%*	*8%*	*12%*	*8%*
Much less	(1)	**289**	49	108	55	77	157	132	146	143	51	60	73	64	28	225	52	229
		12%	*8%*	***13%a***	*11%*	***13%a***	*11%*	*12%*	*10%*	***14%g***	***17%lmn***	***16%lmn***	*11%*	*10%*	*8%*	*11%*	***16%p***	*11%*
Don't know		**58**	15	20	8	16	35	23	24	30	8	16	7	9	2	35	10	40
		2%	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	***4%klmn***	*1%*	*1%*	*1%*	*2%*	*3%*	*2%*
NET Much/Slightly more		**289**	77	100	64	48	176	113	204	83	27	51	68	74	48	241	27	248
		12%	***13%d***	*12%*	*12%*	*8%*	*13%*	*10%*	***14%h***	*8%*	*9%*	*14%*	*11%*	*12%*	*13%*	*12%*	*9%*	*12%*
NET Much/Slightly less		**505**	118	173	103	112	290	214	279	224	87	87	119	110	69	386	88	393
		20%	*20%*	*21%*	*20%*	*19%*	*21%*	*20%*	*19%*	*22%*	***28%klmn***	*24%*	*19%*	*18%*	*19%*	*19%*	***28%p***	*19%*
Mean		**2.82**	2.88	2.79	2.86	2.77	2.83	2.81	**2.88h**	2.73	2.67	2.76	**2.84l**	**2.87l**	**2.87l**	**2.84l**	2.67	**2.84o**
Std Dev.		**0.86**	0.84	0.86	0.87	0.84	0.85	0.86	0.86	0.85	0.96	0.96	0.85	0.82	0.76	0.85	0.95	0.85
Std Error		**0.02**	0.03	0.03	0.04	0.03	0.02	0.03	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 135

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**68**	62	6	3	60	5	3	1	1	10	5	9	5	2	19	8	-	1	4
		3%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	**4%p**	*2%*	**5%p**	*2%*	*1%*	**6%mp**	*3%*	-	**2%p**	*2%*
Slightly more	(4)	**221**	193	28	6	175	25	16	6	11	21	17	21	23	13	40	15	12	4	21
		9%	*9%*	*7%*	*5%*	*8%*	*12%*	**13%d**	*8%*	*10%*	*8%*	*8%*	**12%o**	**11%o**	*6%*	**12%o**	*5%*	*6%*	*11%*	**12%o**
No change	(3)	**1647**	1382	265	90	1392	136	76	43	77	184	142	119	132	166	206	214	152	23	113
		66%	*65%*	*69%*	*74%*	*66%*	*64%*	*63%*	*61%*	**72%n**	*66%*	*69%*	*65%*	*63%*	*70%*	*60%*	*66%*	**73%n**	*64%*	*64%*
Slightly less	(2)	**216**	167	48	11	182	16	12	7	10	15	17	11	20	25	27	32	25	4	11
		9%	*8%*	**13%a**	*9%*	*9%*	*7%*	*10%*	*10%*	*9%*	*5%*	*9%*	*6%*	*10%*	*10%*	*8%*	*10%*	*12%*	*12%*	*6%*
Much less	(1)	**289**	261	27	9	239	24	14	11	8	41	21	19	23	25	46	42	16	3	22
		12%	**12%b**	*7%*	*7%*	*11%*	*11%*	*12%*	*16%*	*7%*	*15%*	*10%*	*10%*	*11%*	*10%*	*13%*	*13%*	*8%*	*7%*	*12%*
Don't know		**58**	48	11	4	48	6	1	3	*	8	2	6	5	5	5	13	5	1	4
		2%	*2%*	*3%*	*3%*	*2%*	*3%*	*1%*	**4%f**	*	*3%*	*1%*	*3%*	*2%*	*2%*	*1%*	*4%*	*2%*	*4%*	*2%*
NET Much/Slightly more		**289**	255	34	9	234	30	19	7	12	31	22	30	29	16	59	24	12	4	25
		12%	*12%*	*9%*	*7%*	*11%*	*14%*	*15%*	*9%*	*11%*	*11%*	*11%*	**16%mop**	**14%p**	*7%*	**17%mop**	*7%*	*6%*	*13%*	**14%mop**
NET Much/Slightly less		**505**	429	76	20	421	40	26	19	18	56	38	29	43	49	73	73	40	7	33
		20%	*20%*	*20%*	*16%*	*20%*	*19%*	*21%*	*26%*	*16%*	*20%*	*19%*	*16%*	*21%*	*21%*	*21%*	*23%*	*19%*	*19%*	*19%*
Mean		**2.82**	2.82	2.83	2.86	**2.82g**	2.86	2.85	2.67	2.89	2.80	2.84	**2.95o**	2.84	2.76	2.88	2.73	2.78	2.88	2.85
Std Dev.		**0.86**	0.88	0.73	0.73	0.85	0.86	0.88	0.90	0.72	0.92	0.81	0.89	0.86	0.76	0.98	0.85	0.67	0.79	0.88
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.05	0.06	0.06	0.07	0.07	0.07	0.07	0.06	0.07	0.07	0.06	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	68	34	18	10	7	*	51	7	36	28	-	4	*	63	5
		3%	*4%*	*2%*	*3%*	*3%*	*	*3%*	*2%*	**4%j**	**3%j**	-	**4%j**	*	**3%j**	**3%j**
Slightly more	(4)	221	73	104	25	9	10	177	19	82	113	15	7	3	194	10
		9%	*8%*	**11%ad**	*7%*	*4%*	**14%d**	*9%*	*7%*	**9%j**	**11%j**	*4%*	*6%*	*5%*	**10%j**	*6%*
No change	(3)	1647	657	606	231	109	35	1263	143	645	650	249	63	27	1294	90
		66%	**70%deg**	**66%dg**	**67%deg**	*53%*	*50%*	**68%deg**	*52%*	**68%kn**	**65%kn**	**70%kn**	*52%*	*53%*	**66%kn**	*53%*
Slightly less	(2)	216	67	82	32	27	9	149	35	80	79	37	14	6	159	20
		9%	*7%*	*9%*	*9%*	**13%a**	*12%*	*8%*	**13%af**	*8%*	*8%*	*10%*	*12%*	*11%*	*8%*	*12%*
Much less	(1)	289	91	99	34	47	16	190	63	92	112	40	28	15	205	42
		12%	*10%*	*11%*	*10%*	**23%abcf**	**23%abcf**	*10%*	**23%abcf**	*10%*	*11%*	*11%*	**23%hijm**	**29%hijm**	*10%*	**25%hijm**
Don't know		58	22	16	11	6	*	38	6	16	21	13	4	*	37	4
		2%	*2%*	*2%*	*3%*	*3%*	*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	*1%*	*2%*	*2%*
NET Much/Slightly more		289	106	122	35	16	10	228	25	117	140	15	12	3	258	15
		12%	*11%*	*13%*	*10%*	*8%*	*14%*	*12%*	*9%*	**12%j**	**14%j**	*4%*	*10%*	*6%*	**13%j**	*9%*
NET Much/Slightly less		505	158	180	66	74	25	339	99	173	191	77	42	20	364	62
		20%	*17%*	*20%*	*19%*	**36%abcf**	**36%abcf**	*18%*	**36%abcf**	*18%*	*19%*	*22%*	**35%hijm**	**41%hijm**	*19%*	**36%hijm**
Mean		2.82	**2.88deg**	**2.85deg**	**2.83dg**	2.50	2.55	**2.86deg**	2.52	**2.88jkln**	**2.86jkln**	**2.70ln**	2.54	2.35	**2.87jkln**	2.49
Std Dev.		0.86	0.82	0.83	0.83	1.01	1.01	0.83	1.01	0.84	0.87	0.73	1.04	0.99	0.85	1.03
Std Error		0.02	0.03	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.09	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**68**	4	63	1	28	37	3	68	*	-	-	68	-
		3%	*3%*	*3%*	*4%*	*4%*	*2%*	*3%*	*3%*	*2%*	-	-	*3%*	-
Slightly more	(4)	**221**	9	210	2	63	144	14	215	5	1	-	221	-
		9%	*7%*	*9%*	*7%*	*9%*	*9%*	*11%*	*9%*	*18%*	*6%*	-	*9%*	-
No change	(3)	**1647**	63	1566	17	445	1130	72	1629	7	7	1	1643	3
		66%	*51%*	**67%a**	*56%*	*62%*	**68%df**	*55%*	*66%*	*26%*	*69%*	*82%*	*66%*	*51%*
Slightly less	(2)	**216**	17	196	3	66	142	8	204	10	1	-	216	-
		9%	*14%*	*8%*	*9%*	*9%*	*9%*	*6%*	*8%*	*39%*	*10%*	-	*9%*	-
Much less	(1)	**289**	26	255	8	90	173	26	283	4	2	*	289	-
		12%	**21%b**	*11%*	*24%*	*13%*	*10%*	**20%e**	*12%*	*15%*	*15%*	*18%*	*12%*	-
Don't know		**58**	4	54	-	25	26	7	56	-	-	-	56	3
		2%	*3%*	*2%*	-	**4%e**	*2%*	**5%e**	*2%*	-	-	-	*2%*	*49%*
NET Much/Slightly more		**289**	13	273	3	92	180	17	283	5	1	-	289	-
		12%	*10%*	*12%*	*10%*	*13%*	*11%*	*13%*	*12%*	*20%*	*6%*	-	*12%*	-
NET Much/Slightly less		**505**	43	451	10	156	315	34	487	15	3	*	504	-
		20%	**35%b**	*19%*	*33%*	*22%*	*19%*	*26%*	*20%*	*54%*	*25%*	*18%*	*20%*	-
Mean		**2.82**	2.56	**2.84a**	2.57	2.82	2.83	2.68	2.83	2.52	2.66	2.64	2.82	3.00
Std Dev.		**0.86**	1.03	0.84	1.06	0.91	0.82	1.02	0.85	1.03	0.85	-	0.86	*
Std Error		**0.02**	0.08	0.02	0.17	0.03	0.02	0.09	0.02	0.21	0.21	-	0.02	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**68**	25	9	21	12	12	-	13	-	9	-	13	-	8	-	12	-
		3%	*3%*	*2%*	*3%*	*3%*	*3%*	-	*3%*	-	*2%*	-	*3%*	-	*2%*	-	*3%*	-
Slightly more	(4)	**221**	76	31	78	37	41	-	35	-	31	-	38	-	40	-	37	-
		9%	*9%*	*8%*	*9%*	*9%*	*10%*	-	*9%*	-	*8%*	-	*9%*	-	*9%*	-	*9%*	-
No change	(3)	**1647**	535	285	560	267	273	-	262	-	285	-	272	-	289	-	267	-
		66%	*64%*	*71%*	*66%*	*64%*	*64%*	-	*64%*	-	*71%*	-	*65%*	-	*67%*	-	*64%*	-
Slightly less	(2)	**216**	65	33	80	37	33	-	33	-	33	-	40	-	40	-	37	-
		9%	*8%*	*8%*	*9%*	*9%*	*8%*	-	*8%*	-	*8%*	-	*10%*	-	*9%*	-	*9%*	-
Much less	(1)	**289**	106	40	94	49	53	-	53	-	40	-	51	-	43	-	49	-
		12%	*13%*	*10%*	*11%*	*12%*	*13%*	-	*13%*	-	*10%*	-	*12%*	-	*10%*	-	*12%*	-
Don't know		**58**	24	6	15	13	12	-	11	-	6	-	7	-	8	-	13	-
		2%	*3%*	*2%*	*2%*	*3%*	*3%*	-	*3%*	-	*2%*	-	*2%*	-	*2%*	-	*3%*	-
NET Much/Slightly more		**289**	101	40	99	49	53	-	48	-	40	-	51	-	48	-	49	-
		12%	*12%*	*10%*	*12%*	*12%*	*12%*	-	*12%*	-	*10%*	-	*12%*	-	*11%*	-	*12%*	-
NET Much/Slightly less		**505**	172	72	174	86	86	-	86	-	72	-	91	-	83	-	86	-
		20%	*21%*	*18%*	*21%*	*21%*	*20%*	-	*21%*	-	*18%*	-	*22%*	-	*19%*	-	*21%*	-
Mean		**2.82**	2.81	2.84	2.82	2.82	2.82	-	2.81	-	2.84	-	2.81	-	2.84	-	2.82	-
Std Dev.		**0.86**	0.89	0.79	0.84	0.87	0.88	-	0.90	-	0.79	-	0.88	-	0.81	-	0.87	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2545	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	2499	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	1509	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more (5)	92	-	92	43	49	31	17	22	10	9	1	2	48	32	12	3	59	33	93
	4%	-	*4%*	*3%*	*4%*	**9%hijk**	**5%jk**	**5%ijk**	*3%*	*2%*	*	*1%*	**7%no**	**4%no**	*1%*	*1%*	*3%*	**10%p**	*4%*
Slightly more (4)	379	-	379	185	193	75	79	73	38	37	48	28	154	111	113	76	308	68	378
	15%	-	*15%*	*15%*	*16%*	**22%hik**	**22%hik**	**17%i**	*11%*	*8%*	**15%i**	*11%*	**22%mno**	*14%*	*11%*	*13%*	*14%*	**20%p**	*15%*
No change (3)	1503	-	1503	740	759	166	196	250	245	299	177	169	362	495	645	346	1340	143	1558
	60%	-	*60%*	*59%*	*61%*	*49%*	*55%*	**58%e**	**70%efgj**	**67%efgj**	*57%*	**65%ef**	*52%*	**63%l**	**63%l**	**61%l**	**63%q**	*43%*	*61%*
Slightly less (2)	223	-	223	130	92	27	33	42	22	39	37	23	60	64	99	60	188	34	219
	9%	-	*9%*	**10%d**	*7%*	*8%*	*9%*	*10%*	*6%*	*9%*	*12%*	*9%*	*9%*	*8%*	*10%*	*11%*	*9%*	*10%*	*9%*
Much less (1)	244	-	244	130	114	26	29	38	32	49	43	28	55	69	119	71	193	49	239
	10%	-	*10%*	*10%*	*9%*	*8%*	*8%*	*9%*	*9%*	*11%*	*14%*	*11%*	*8%*	*9%*	**12%l**	**12%l**	*9%*	**15%p**	*9%*
Don't know	57	-	57	25	32	14	2	6	4	16	5	10	16	10	31	15	45	7	58
	2%	-	*2%*	*2%*	*3%*	**4%fg**	*1%*	*1%*	*1%*	**4%f**	*2%*	**4%f**	*2%*	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*
NET Much/Slightly more	471	-	471	229	242	106	96	96	48	46	49	29	202	144	125	79	366	101	471
	19%	-	*19%*	*18%*	*20%*	**31%ghijk**	**27%hijk**	**22%hik**	*14%*	*10%*	*16%*	*11%*	**29%mno**	**18%n**	*12%*	*14%*	*17%*	**30%p**	*19%*
NET Much/Slightly less	467	-	467	260	206	53	62	80	53	87	81	50	115	133	218	131	381	83	458
	19%	-	*19%*	**21%d**	*17%*	*16%*	*17%*	*19%*	*15%*	*19%*	**26%eh**	*19%*	*17%*	*17%*	*21%*	**23%lm**	*18%*	**25%p**	*18%*
Mean	2.94	-	2.94	2.90	2.98	**3.18ghijk**	**3.06ijk**	**3.00ijk**	2.92	2.81	2.76	2.81	**3.12mno**	**2.97no**	2.80	2.78	2.93	3.01	2.95
Std Dev.	0.89	-	0.89	0.90	0.88	0.99	0.92	0.92	0.80	0.82	0.90	0.80	0.95	0.87	0.84	0.85	0.85	1.15	0.88
Std Error	0.02	-	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.04	0.02	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	92	29	20	27	15	50	42	69	22	13	18	21	24	7	71	13	75
		4%	*5%*	*2%*	**5%b**	*3%*	*4%*	*4%*	**5%h**	*2%*	*4%*	*5%*	*3%*	*4%*	*2%*	*4%*	*4%*	*4%*
Slightly more	(4)	379	98	138	84	59	236	143	246	130	33	63	103	102	53	322	33	330
		15%	**17%d**	**17%d**	**16%d**	*10%*	**17%f**	*13%*	**17%h**	*13%*	*11%*	*17%*	*16%*	*16%*	*15%*	**16%l**	*10%*	**16%o**
No change	(3)	1503	320	484	310	390	804	700	855	629	185	203	395	366	225	1188	189	1213
		60%	*55%*	*59%*	*59%*	**68%abc**	*57%*	**64%e**	*58%*	*62%*	*60%*	*55%*	*62%*	*58%*	*63%*	*60%*	*60%*	*60%*
Slightly less	(2)	223	72	73	48	30	145	78	139	84	24	27	60	61	40	187	24	188
		9%	**13%d**	**9%d**	**9%d**	*5%*	**10%f**	*7%*	*10%*	*8%*	*8%*	*7%*	*9%*	*10%*	*11%*	*9%*	*8%*	*9%*
Much less	(1)	244	43	89	44	69	131	113	124	120	43	49	53	58	26	187	44	192
		10%	*7%*	*11%*	*8%*	**12%a**	*9%*	*10%*	*8%*	**12%g**	**14%kmn**	**13%km**	*8%*	*9%*	*7%*	*9%*	**14%p**	*9%*
Don't know		57	15	22	9	11	37	20	29	25	10	9	6	15	3	34	10	37
		2%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	**3%k**	*3%*	*1%*	*2%*	*1%*	*2%*	*3%*	*2%*
NET Much/Slightly more		471	127	158	111	75	286	185	316	153	46	81	125	126	61	392	46	405
		19%	**22%d**	**19%d**	**21%d**	*13%*	*20%*	*17%*	**22%h**	*15%*	*15%*	*22%*	*20%*	*20%*	*17%*	*20%*	*15%*	*20%*
NET Much/Slightly less		467	115	161	92	100	276	191	263	204	67	76	113	119	66	374	68	380
		19%	*20%*	*20%*	*18%*	*17%*	*20%*	*17%*	*18%*	*20%*	*22%*	*21%*	*18%*	*19%*	*19%*	*19%*	*22%*	*19%*
Mean		2.94	**3.00d**	2.91	**3.01d**	2.86	2.95	2.93	**3.00h**	2.85	2.83	2.93	2.97	2.96	2.93	2.95	2.83	2.95
Std Dev.		0.89	0.90	0.89	0.90	0.86	0.90	0.88	0.90	0.88	0.96	1.00	0.85	0.90	0.80	0.89	0.95	0.89
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2545	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		2499	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		1509	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	92	85	7	1	80	6	4	2	2	10	7	8	9	3	27	11	4	-	6
		4%	4%	2%	1%	4%	3%	4%	3%	2%	3%	3%	4%	4%	1%	8%hmp	3%	2%	-	4%
Slightly more	(4)	379	313	66	25	310	39	20	10	16	32	30	31	34	26	64	40	37	3	35
		15%	15%	17%	21%	15%	18%	17%	14%	15%	11%	15%	17%	16%	11%	19%	12%	18%	10%	20%lm
No change	(3)	1503	1264	239	75	1267	123	74	39	76	168	128	113	124	158	170	196	134	25	99
		60%	60%	62%	61%	60%	58%	61%	54%	71%nr	60%	63%n	62%n	59%	67%n	49%	61%	64%n	69%n	56%
Slightly less	(2)	223	187	36	9	191	11	11	9	6	29	17	13	19	24	38	32	14	2	9
		9%	9%	9%	7%	9%	5%	9%	13%e	5%	11%	8%	7%	9%	10%	11%	10%	7%	7%	5%
Much less	(1)	244	215	30	8	202	27	7	9	8	30	18	16	18	18	38	39	17	3	23
		10%	10%	8%	7%	10%	13%f	6%	13%f	7%	11%	9%	9%	9%	8%	11%	12%	8%	9%	13%
Don't know		57	50	7	4	45	5	4	2	*	10	4	3	7	7	5	6	3	2	3
		2%	2%	2%	3%	2%	2%	3%	3%	*	4%	2%	2%	3%	3%	2%	2%	1%	5%h	2%
NET Much/Slightly more		471	398	73	26	390	45	25	12	18	41	37	39	42	29	92	51	41	3	41
		19%	19%	19%	22%	19%	21%	20%	17%	17%	15%	18%	21%	20%	12%	27%himoq	16%	20%	10%	24%mq
NET Much/Slightly less		467	402	65	17	393	38	18	19	13	59	35	29	36	42	76	71	31	6	32
		19%	19%	17%	14%	19%	18%	15%	26%cf	12%	21%	17%	16%	17%	18%	22%h	22%h	15%	16%	18%
Mean		2.94	2.93	2.96	3.02	2.94	2.93	3.04g	2.80	2.99	2.86	2.95	3.01	2.98	2.87	3.01	2.85	2.99	2.83	2.95
Std Dev.		0.89	0.91	0.81	0.78	0.89	0.94	0.81	0.95	0.75	0.89	0.85	0.88	0.88	0.76	1.04	0.92	0.81	0.74	0.97
Std Error		0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.06	0.06	0.07	0.07	0.07	0.07	0.06	0.08	0.07	0.07	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	92	42	33	6	8	2	76	10	60	25	2	6	1	84	6
		4%	*4%*	*4%*	*2%*	*4%*	*3%*	*4%*	*4%*	**6%jl**	*2%*	*	**5%j**	*1%*	**4%j**	**4%j**
Slightly more	(4)	379	145	163	39	19	13	309	31	148	183	29	15	1	332	17
		15%	*15%*	**18%cd**	*11%*	*9%*	*18%*	**17%d**	*11%*	**16%jl**	**18%jln**	*8%*	*13%*	*3%*	**17%jln**	*10%*
No change	(3)	1503	592	555	214	105	27	1148	132	562	602	239	57	30	1164	87
		60%	**63%deg**	**60%eg**	**62%eg**	*52%*	*38%*	**61%deg**	*48%*	*59%*	**60%k**	**67%hlkmn**	*48%*	*60%*	**60%k**	*51%*
Slightly less	(2)	223	55	88	44	26	9	143	36	86	87	33	12	3	174	15
		9%	*6%*	**10%a**	**13%af**	**13%af**	*13%*	*8%*	**13%af**	*9%*	*9%*	*9%*	*10%*	*7%*	*9%*	*9%*
Much less	(1)	244	86	69	28	42	18	155	60	81	83	39	26	14	163	41
		10%	*9%*	*7%*	*8%*	**21%abcf**	**25%abcf**	*8%*	**22%abcf**	*8%*	*8%*	*11%*	**22%hijm**	**29%hijm**	*8%*	**24%hijm**
Don't know		57	22	15	12	3	2	37	5	15	22	13	4	*	37	4
		2%	*2%*	*2%*	*4%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	*1%*	*2%*	*2%*
NET Much/Slightly more		471	188	197	45	27	14	384	42	208	208	31	21	2	416	23
		19%	**20%c**	**21%cd**	*13%*	*13%*	*21%*	**21%c**	*15%*	**22%jln**	**21%jl**	*9%*	**17%j**	*4%*	**21%jl**	*14%*
NET Much/Slightly less		467	142	157	72	68	27	299	95	167	170	72	38	18	337	56
		19%	*15%*	*17%*	**21%a**	**34%abcf**	**39%abcf**	*16%*	**35%abcf**	*18%*	*17%*	*20%*	**32%hijm**	**36%hijm**	*17%*	**33%hijm**
Mean		2.94	**3.00cdeg**	**3.00cdeg**	**2.85dg**	2.63	2.59	**3.00cdeg**	2.62	**3.02jkln**	**2.98jkln**	**2.77l**	2.68	2.41	**3.00jkln**	2.60
Std Dev.		0.89	0.88	0.85	0.80	1.04	1.15	0.87	1.07	0.92	0.85	0.78	1.11	0.99	0.88	1.08
Std Error		0.02	0.03	0.03	0.04	0.07	0.14	0.02	0.06	0.03	0.03	0.04	0.10	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**92**	5	86	1	32	52	9	91	1	*	-	92	-
		4%	*4%*	*4%*	*4%*	*4%*	*3%*	*7%*	*4%*	*3%*	*1%*	-	*4%*	-
Slightly more	(4)	**379**	18	359	2	126	241	12	368	11	1	-	379	-
		15%	*15%*	*15%*	*6%*	*18%*	*15%*	*9%*	*15%*	*39%*	*6%*	-	*15%*	-
No change	(3)	**1503**	62	1425	16	409	1025	69	1491	4	5	-	1501	3
		60%	*50%*	*61%*	*51%*	*57%*	*62%*	*53%*	*61%*	*15%*	*53%*	-	*60%*	*51%*
Slightly less	(2)	**223**	19	202	2	60	157	5	213	7	2	1	222	-
		9%	**15%b**	*9%*	*7%*	*8%*	*10%*	*4%*	*9%*	*26%*	*17%*	*82%*	*9%*	-
Much less	(1)	**244**	18	217	9	76	141	27	239	3	2	*	244	-
		10%	*14%*	*9%*	*30%*	*11%*	*9%*	**21%de**	*10%*	*10%*	*23%*	*18%*	*10%*	-
Don't know		**57**	1	55	1	14	34	9	53	2	-	-	55	3
		2%	*1%*	*2%*	*2%*	*2%*	*2%*	**7%de**	*2%*	*6%*	-	-	*2%*	*49%*
NET Much/Slightly more		**471**	23	445	3	158	293	21	459	11	1	-	471	-
		19%	*19%*	*19%*	*10%*	*22%*	*18%*	*16%*	*19%*	*43%*	*7%*	-	*19%*	-
NET Much/Slightly less		**467**	36	420	11	137	298	33	452	10	4	1	466	-
		19%	**30%b**	*18%*	*36%*	*19%*	*18%*	*25%*	*18%*	*36%*	*40%*	*100%*	*19%*	-
Mean		**2.94**	2.79	2.95	2.48	2.97	2.94	2.75	2.94	3.00	2.45	1.82	2.94	3.00
Std Dev.		**0.89**	1.00	0.88	1.13	0.94	0.85	1.13	0.89	1.15	0.98	-	0.89	*
Std Error		**0.02**	0.08	0.02	0.19	0.03	0.02	0.10	0.02	0.23	0.24	-	0.02	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**92**	29	17	24	22	16	-	14	-	17	-	16	-	8	-	22	-
		4%	*4%*	*4%*	*3%*	*5%*	*4%*	-	*3%*	-	*4%*	-	*4%*	-	*2%*	-	*5%*	-
Slightly more	(4)	**379**	137	55	140	47	70	-	66	-	55	-	67	-	74	-	47	-
		15%	*16%*	*14%*	*17%*	*11%*	*17%*	-	*16%*	-	*14%*	-	*16%*	-	*17%*	-	*11%*	-
No change	(3)	**1503**	492	246	500	265	252	-	240	-	246	-	251	-	249	-	265	-
		60%	*59%*	*61%*	*59%*	*64%*	*59%*	-	*59%*	-	*61%*	-	*60%*	-	*58%*	-	*64%*	-
Slightly less	(2)	**223**	73	37	82	31	42	-	31	-	37	-	33	-	49	-	31	-
		9%	*9%*	*9%*	*10%*	*7%*	*10%*	-	*8%*	-	*9%*	-	*8%*	-	*11%*	-	*7%*	-
Much less	(1)	**244**	74	38	90	43	36	-	38	-	38	-	47	-	42	-	43	-
		10%	*9%*	*9%*	*11%*	*10%*	*8%*	-	*9%*	-	*9%*	-	*11%*	-	*10%*	-	*10%*	-
Don't know		**57**	26	10	13	8	10	-	16	-	10	-	7	-	6	-	8	-
		2%	*3%*	*2%*	*2%*	*2%*	*2%*	-	*4%*	-	*2%*	-	*2%*	-	*1%*	-	*2%*	-
NET Much/Slightly more		**471**	166	72	164	69	86	-	80	-	72	-	82	-	82	-	69	-
		19%	*20%*	*18%*	*19%*	*17%*	*20%*	-	*20%*	-	*18%*	-	*19%*	-	*19%*	-	*17%*	-
NET Much/Slightly less		**467**	147	75	172	73	77	-	70	-	75	-	81	-	91	-	73	-
		19%	*18%*	*19%*	*20%*	*18%*	*18%*	-	*17%*	-	*19%*	-	*19%*	-	*21%*	-	*18%*	-
Mean		**2.94**	2.97	2.94	2.91	2.94	2.97	-	2.96	-	2.94	-	2.93	-	2.90	-	2.94	-
Std Dev.		**0.89**	0.88	0.89	0.90	0.91	0.87	-	0.89	-	0.89	-	0.92	-	0.87	-	0.91	-
Std Error		**0.02**	0.03	0.05	0.03	0.04	0.04	-	0.04	-	0.05	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base		**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base		**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more	(5)	**16**	-	16	12	4	4	4	5	2	-	-	-	9	7	-	-	11	4	11
		1%	-	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	-	-	**1%no**	**1%n**	-	-	*1%*	*1%*	*
Slightly more	(4)	**39**	-	39	22	17	16	6	10	6	1	1	*	22	16	2	1	25	14	46
		2%	-	*2%*	*2%*	*1%*	**5%ijk**	*2%*	**2%i**	*2%*	*	*	*	**3%no**	**2%no**	*	*	*1%*	**4%p**	*2%*
No change	(3)	**263**	-	263	153	110	47	50	41	29	48	35	12	98	70	95	47	237	26	235
		11%	-	*11%*	**12%d**	*9%*	**14%k**	**14%k**	*9%*	*8%*	**11%k**	**11%k**	*5%*	**14%mno**	*9%*	*9%*	*8%*	*11%*	*8%*	*9%*
Slightly less	(2)	**45**	-	45	30	14	13	8	7	1	6	6	4	21	8	16	10	35	10	39
		2%	-	*2%*	*2%*	*1%*	**4%h**	*2%*	*2%*	*	*1%*	*2%*	*2%*	**3%m**	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*
Much less	(1)	**73**	-	73	34	39	9	13	20	7	4	16	4	23	27	24	20	58	15	62
		3%	-	*3%*	*3%*	*3%*	*3%*	**4%i**	**5%i**	*2%*	*1%*	**5%i**	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*5%*	*2%*
Don't know		**2063**	-	2063	1002	1056	249	275	349	306	390	254	238	525	655	882	492	1766	265	2152
		83%	-	*83%*	*80%*	**85%c**	*74%*	*77%*	**81%e**	**87%ef**	**87%ef**	*82%*	**92%efgj**	*75%*	**84%l**	**87%l**	**86%l**	*83%*	*79%*	*85%*
NET Much/Slightly more		**55**	-	55	34	21	20	10	15	8	1	1	*	30	23	2	1	37	18	57
		2%	-	*2%*	*3%*	*2%*	**6%ijk**	**3%ik**	**3%ijk**	**2%l**	*	*	*	**4%no**	**3%no**	*	*	*2%*	**5%p**	*2%*
NET Much/Slightly less		**118**	-	118	64	53	22	22	27	8	10	21	9	44	34	40	30	93	25	101
		5%	-	*5%*	*5%*	*4%*	**7%hi**	**6%hi**	**6%hi**	*2%*	*2%*	**7%hi**	*3%*	*6%*	*4%*	*4%*	*5%*	*4%*	*8%*	*4%*
Mean		**2.72**	-	2.72	2.79	2.64	2.92	2.75	2.68	2.89	2.78	2.38	2.40	2.84	2.75	2.55	2.38	2.72	2.74	2.76
Std Dev.		**0.97**	-	0.97	0.95	0.99	0.97	0.99	1.15	0.97	0.59	0.91	0.84	0.98	1.09	0.79	0.89	0.92	1.20	0.95
Std Error		**0.05**	-	0.05	0.07	0.07	0.11	0.11	0.13	0.14	0.08	0.16	0.16	0.08	0.10	0.07	0.11	0.05	0.18	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**16**	8	4	3	1	12	4	15	1	4	-	4	5	3	12	4	12
		1%	*1%*	*	*1%*	*	*1%*	*	**1%h**	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Slightly more	(4)	**39**	9	8	10	12	17	22	26	13	4	5	10	11	7	34	4	34
		2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*
No change	(3)	**263**	60	71	68	64	131	132	174	87	26	29	84	79	35	227	26	228
		11%	*10%*	*9%*	**13%b**	*11%*	*9%*	*12%*	**12%h**	*9%*	*8%*	*8%*	*13%*	*13%*	*10%*	*11%*	*8%*	*11%*
Slightly less	(2)	**45**	12	23	6	4	35	10	31	14	4	10	8	16	7	40	4	40
		2%	*2%*	**3%d**	*1%*	*1%*	**3%f**	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*	*3%*	*2%*	*2%*	*1%*	*2%*
Much less	(1)	**73**	17	27	15	13	45	28	54	19	13	8	12	26	12	57	13	57
		3%	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	**4%h**	*2%*	*4%*	*2%*	*2%*	*4%*	*3%*	*3%*	*4%*	*3%*
Don't know		**2063**	470	692	420	481	1162	901	1163	877	258	317	521	490	291	1619	262	1663
		83%	*81%*	*84%*	*80%*	*84%*	*83%*	*82%*	*79%*	**87%g**	*83%*	**86%l**	*82%*	*78%*	*82%*	*81%*	*84%*	*82%*
NET Much/Slightly more		**55**	18	12	13	13	29	26	41	14	8	5	14	16	10	45	8	45
		2%	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*	*1%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*
NET Much/Slightly less		**118**	29	51	21	17	80	38	85	33	17	18	20	42	19	98	17	98
		5%	*5%*	**6%d**	*4%*	*3%*	**6%f**	*3%*	**6%h**	*3%*	*5%*	*5%*	*3%*	**7%k**	*5%*	*5%*	*5%*	*5%*
Mean		**2.72**	2.80	2.54	2.79	2.83	2.65	2.81	2.72	2.72	2.65	2.61	2.88	2.66	2.72	2.73	2.65	2.74
Std Dev.		**0.97**	1.06	0.98	0.92	0.86	1.02	0.89	1.02	0.85	1.18	0.87	0.82	0.99	1.05	0.94	1.18	0.94
Std Error		**0.05**	0.11	0.09	0.09	0.09	0.07	0.06	0.07	0.07	0.16	0.12	0.08	0.10	0.14	0.05	0.16	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**16**	16	*	-	16	-	-	*	-	-	2	5	2	1	5	-	-	-	-
		1%	*1%*	*	-	*1%*	-	-	*	-	-	*1%*	**3%lopr**	*1%*	*1%*	*1%*	-	-	-	-
Slightly more	(4)	**39**	36	4	2	32	4	2	1	2	5	7	-	1	2	11	2	3	1	3
		2%	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	**3%k**	-	*	*1%*	*3%*	*1%*	*1%*	**2%k**	*2%*
No change	(3)	**263**	237	26	9	231	14	11	6	9	46	15	13	25	24	40	40	20	2	12
		11%	**11%b**	*7%*	*7%*	*11%*	*7%*	*9%*	*8%*	*8%*	**17%jkr**	*7%*	*7%*	*12%*	*10%*	*12%*	*12%*	*9%*	*6%*	*7%*
Slightly less	(2)	**45**	41	4	1	41	2	1	2	4	5	2	1	3	4	16	5	1	*	2
		2%	*2%*	*1%*	*1%*	*2%*	*1%*	*	*2%*	**4%p**	*2%*	*1%*	*1%*	*1%*	*2%*	**5%kp**	*2%*	*	*1%*	*1%*
Much less	(1)	**73**	60	13	2	56	11	4	3	3	1	3	5	8	8	17	11	2	1	10
		3%	*3%*	*3%*	*2%*	*3%*	*5%*	*3%*	*4%*	*2%*	*	*1%*	*3%*	**4%l**	*3%*	**5%l**	*3%*	*1%*	*2%*	**6%ljp**
Don't know		**2063**	1725	338	108	1719	180	103	61	89	222	177	160	170	198	254	265	185	32	148
		83%	*82%*	**88%a**	*88%*	*82%*	*85%*	*86%*	*85%*	*84%*	*80%*	**86%n**	**87%n**	*81%*	**84%n**	*74%*	*82%*	**88%n**	**89%n**	**84%n**
NET Much/Slightly more		**55**	52	4	2	48	4	2	1	2	5	8	5	3	3	16	2	3	1	3
		2%	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	**4%o**	*3%*	*2%*	*1%*	**5%o**	*1%*	*1%*	*2%*	*2%*
NET Much/Slightly less		**118**	101	17	4	97	13	4	4	6	5	4	6	11	12	33	16	3	1	12
		5%	*5%*	*4%*	*3%*	*5%*	*6%*	*3%*	*6%*	**6%p**	*2%*	*2%*	*3%*	*5%*	*5%*	**10%jlkp**	*5%*	*1%*	*3%*	**7%jp**
Mean		**2.72**	2.76	2.43	2.73	2.76	2.37	2.66	2.48	2.62	2.98	3.12	3.00	2.68	2.60	2.67	2.57	2.93	2.76	2.31
Std Dev.		**0.97**	0.96	1.00	0.89	0.95	1.11	0.96	1.00	0.92	0.48	0.98	1.35	1.03	0.99	1.09	0.84	0.64	1.13	1.11
Std Error		**0.05**	0.06	0.10	0.13	0.06	0.14	0.13	0.14	0.18	0.09	0.22	0.29	0.19	0.22	0.17	0.16	0.16	0.34	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	16	9	5	1	*	-	14	*	10	2	3	1	-	12	1
		1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*
Slightly more	(4)	39	13	18	4	3	2	31	4	17	11	4	4	2	29	6
		2%	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	*1%*	*4%*	*3%*	*1%*	**4%i**
No change	(3)	263	109	84	43	19	8	193	27	98	104	49	6	5	202	11
		11%	*12%*	*9%*	*12%*	*10%*	*11%*	*10%*	*10%*	*10%*	*10%*	**14%kn**	*5%*	*9%*	*10%*	*6%*
Slightly less	(2)	45	13	13	17	2	-	26	2	14	13	16	3	-	26	3
		2%	*1%*	*1%*	**5%abdfg**	*1%*	-	*1%*	*1%*	*1%*	*1%*	**4%him**	*3%*	-	*1%*	*2%*
Much less	(1)	73	24	20	12	14	3	44	16	31	19	15	3	5	50	8
		3%	*3%*	*2%*	*4%*	**7%abf**	*4%*	*2%*	**6%abf**	*3%*	*2%*	**4%i**	*2%*	**9%im**	*3%*	*4%*
Don't know		2063	776	783	266	166	58	1559	224	781	853	267	102	39	1634	141
		83%	*82%*	**85%c**	*77%*	*82%*	*83%*	**83%c**	*82%*	**82%j**	**85%j**	*75%*	*85%*	*78%*	**84%j**	*83%*
NET Much/Slightly more		55	21	24	5	3	2	45	5	27	13	7	6	2	41	7
		2%	*2%*	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	**5%i**	*3%*	*2%*	**4%i**
NET Much/Slightly less		118	37	33	30	16	3	70	18	45	32	31	6	5	76	11
		5%	*4%*	*4%*	**9%abf**	**8%bf**	*4%*	*4%*	*7%*	*5%*	*3%*	**9%him**	*5%*	*9%*	*4%*	*6%*
Mean		2.72	**2.82g**	**2.83g**	2.54	2.29	2.74	**2.82g**	2.40	2.78	2.76	2.59	2.87	2.30	2.77	2.65
Std Dev.		0.97	0.96	0.96	0.88	1.06	1.01	0.96	1.05	1.05	0.82	0.95	1.16	1.23	0.95	1.20
Std Error		0.05	0.08	0.08	0.10	0.17	0.29	0.06	0.15	0.09	0.07	0.11	0.28	0.39	0.06	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**16**	2	13	1	4	9	3	16	-	-	-	16	-
		1%	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
Slightly more	(4)	**39**	2	36	1	14	23	2	37	2	-	-	39	-
		2%	*1%*	*2%*	*4%*	*2%*	*1%*	*1%*	*2%*	*9%*	-	-	*2%*	-
No change	(3)	**263**	11	250	3	54	196	13	257	6	-	-	263	-
		11%	*9%*	*11%*	*9%*	*8%*	**12%d**	*10%*	*10%*	*23%*	-	-	*11%*	-
Slightly less	(2)	**45**	-	45	-	13	25	7	43	2	-	-	45	-
		2%	-	*2%*	-	*2%*	*2%*	**5%e**	*2%*	*8%*	-	-	*2%*	-
Much less	(1)	**73**	7	64	3	25	44	4	72	-	1	-	73	-
		3%	*5%*	*3%*	*9%*	*4%*	*3%*	*3%*	*3%*	-	*15%*	-	*3%*	-
Don't know		**2063**	103	1936	23	606	1353	103	2031	16	9	1	2056	5
		83%	*84%*	*83%*	*75%*	*85%*	*82%*	*79%*	*83%*	*60%*	*85%*	*100%*	*83%*	*100%*
NET Much/Slightly more		**55**	3	49	2	18	32	5	53	2	-	-	55	-
		2%	*3%*	*2%*	*8%*	*3%*	*2%*	*4%*	*2%*	*9%*	-	-	*2%*	-
NET Much/Slightly less		**118**	7	109	3	39	69	11	115	2	1	-	118	-
		5%	*5%*	*5%*	*9%*	*5%*	*4%*	*8%*	*5%*	*8%*	*15%*	-	*5%*	-
Mean		**2.72**	2.60	2.73	2.74	2.63	2.76	2.75	2.72	3.04	1.00	-	2.72	-
Std Dev.		**0.97**	1.26	0.94	1.53	1.08	0.90	1.12	0.97	0.68	-	-	0.97	-
Std Error		**0.05**	0.30	0.05	0.51	0.10	0.06	0.21	0.05	0.21	-	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Other types of mail

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**16**	4	3	6	3	1	-	2	-	3	-	2	-	4	-	3	-
		1%	*	*1%*	*1%*	*1%*	*	-	*1%*	-	*1%*	-	*	-	*1%*	-	*1%*	-
Slightly more	(4)	**39**	3	7	24	5	3	-	-	-	7	-	11	-	13	-	5	-
		2%	*	**2%a**	**3%a**	*1%*	*1%*	-	-	-	**2%g**	-	**3%g**	-	**3%g**	-	*1%*	-
No change	(3)	**263**	6	4	165	88	2	-	3	-	4	-	71	-	94	-	88	-
		11%	*1%*	*1%*	**19%ab**	**21%ab**	*1%*	-	*1%*	-	*1%*	-	**17%egi**	-	**22%egi**	-	**21%egi**	-
Slightly less	(2)	**45**	2	-	28	15	1	-	1	-	-	-	10	-	18	-	15	-
		2%	*	-	**3%ab**	**4%ab**	*	-	*	-	-	-	**2%egi**	-	**4%egi**	-	**4%egi**	-
Much less	(1)	**73**	5	2	49	17	3	-	2	-	2	-	29	-	20	-	17	-
		3%	*1%*	*	**6%ab**	**4%ab**	*1%*	-	*1%*	-	*	-	**7%egi**	-	**5%egi**	-	**4%egi**	-
Don't know		**2063**	812	387	576	287	414	-	398	-	387	-	298	-	279	-	287	-
		83%	**98%cd**	**96%cd**	*68%*	*69%*	**98%kmo**	-	**98%kmo**	-	**96%kmo**	-	*71%*	-	*65%*	-	*69%*	-
NET Much/Slightly more		**55**	7	10	30	9	4	-	2	-	10	-	13	-	17	-	9	-
		2%	*1%*	*2%*	**4%a**	*2%*	*1%*	-	*1%*	-	*2%*	-	**3%g**	-	**4%eg**	-	*2%*	-
NET Much/Slightly less		**118**	7	2	77	32	4	-	3	-	2	-	39	-	38	-	32	-
		5%	*1%*	*	**9%ab**	**8%ab**	*1%*	-	*1%*	-	*	-	**9%egi**	-	**9%egi**	-	**8%egi**	-
Mean		**2.72**	2.89	3.54	2.67	2.71	2.83	-	2.97	-	3.54	-	2.57	-	2.76	-	2.71	-
Std Dev.		**0.97**	1.48	1.21	0.95	0.84	1.49	-	1.56	-	1.21	-	1.00	-	0.90	-	0.84	-
Std Error		**0.05**	0.32	0.38	0.06	0.07	0.43	-	0.52	-	0.38	-	0.09	-	0.08	-	0.07	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_M. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Invitations/ greetings cards/ postcards	**224**	-	224	111	110	47	50	60	21	17	12	17	97	81	46	29	174	48	232
	9%	-	*9%*	*9%*	*9%*	**14%hijk**	**14%hijk**	**14%hijk**	*6%*	*4%*	*4%*	*7%*	**14%no**	**10%no**	*5%*	*5%*	*8%*	**14%p**	*9%*
Personal letters (e.g. to a friend or relative)	**231**	-	231	114	116	61	51	54	26	17	10	12	112	80	39	22	182	46	220
	9%	-	*9%*	*9%*	*9%*	**18%hijk**	**14%hijk**	**13%ijk**	*7%*	*4%*	*3%*	*5%*	**16%mno**	**10%no**	*4%*	*4%*	*9%*	**14%p**	*9%*
Formal letters to organisations or individuals	**231**	-	231	133	98	55	53	56	31	19	10	8	108	87	36	17	172	51	218
	9%	-	*9%*	*11%*	*8%*	**16%hijk**	**15%ijk**	**13%ijk**	**9%ijk**	*4%*	*3%*	*3%*	**16%mno**	**11%no**	*4%*	*3%*	*8%*	**15%p**	*9%*
Payments for bills/ invoices/ statements	**179**	-	179	96	82	62	41	39	17	5	4	11	103	56	20	15	131	45	167
	7%	-	*7%*	*8%*	*7%*	**18%fghijk**	**11%hijk**	**9%ijk**	**5%i**	*1%*	*1%*	**4%i**	**15%mno**	**7%no**	*2%*	*3%*	*6%*	**13%p**	*7%*
Smaller parcels - that will fit through a letterbox	**449**	-	449	206	243	114	93	92	53	57	25	17	207	145	98	41	352	95	454
	18%	-	*18%*	*16%*	*20%*	**34%ghijk**	**26%hijk**	**21%ijk**	**15%jk**	**13%k**	*8%*	*6%*	**30%mno**	**18%no**	*10%*	*7%*	*16%*	**28%p**	*18%*
Larger parcels - that will not fit through a letterbox	**450**	-	450	200	249	112	96	87	57	53	34	11	208	144	98	45	360	86	462
	18%	-	*18%*	*16%*	**20%c**	**33%ghijk**	**27%hijk**	**20%ijk**	**16%k**	**12%k**	**11%k**	*4%*	**30%mno**	**18%no**	*10%*	*8%*	*17%*	**26%p**	*18%*
Items requiring a signature	**289**	-	289	150	138	75	71	67	24	21	23	7	146	92	51	30	232	56	304
	12%	-	*12%*	*12%*	*11%*	**22%hijk**	**20%hijk**	**16%hijk**	*7%*	*5%*	*8%*	*3%*	**21%mno**	**12%no**	*5%*	*5%*	*11%*	**17%p**	*12%*
Tracked post, e.g. items that you can track where they are in the delivery process	**471**	-	471	229	242	106	96	96	48	46	49	29	202	144	125	79	366	101	471
	19%	-	*19%*	*18%*	*20%*	**31%ghijk**	**27%hijk**	**22%hik**	*14%*	*10%*	*16%*	*11%*	**29%mno**	**18%n**	*12%*	*14%*	*17%*	**30%p**	*19%*
Other types of mail	**55**	-	55	34	21	20	10	15	8	1	1	*	30	23	2	1	37	18	57
	2%	-	*2%*	*3%*	*2%*	**6%ijk**	**3%ik**	**3%ijk**	**2%i**	*	*	*	**4%no**	**3%no**	*	*	*2%*	**5%p**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 138

QD12_NET_M. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Invitations/ greetings cards/ postcards	224	66	74	46	38	140	84	164	59	18	37	53	70	35	196	18	199
	9%	11%d	9%	9%	7%	10%	8%	11%h	6%	6%	10%	8%	11%l	10%	10%	6%	10%
Personal letters (e.g. to a friend or relative)	231	78	59	41	53	138	94	160	65	32	29	52	71	32	184	32	187
	9%	14%bd	7%	8%	9%	10%	9%	11%h	6%	10%	8%	8%	11%	9%	9%	10%	9%
Formal letters to organisations or individuals	231	65	65	55	47	130	102	177	54	23	41	62	59	38	200	23	201
	9%	11%	8%	11%	8%	9%	9%	12%h	5%	8%	11%	10%	9%	11%	10%	7%	10%
Payments for bills/ invoices/ statements	179	56	50	41	31	107	72	131	44	25	31	38	61	18	147	25	147
	7%	10%d	6%	8%	5%	8%	7%	9%h	4%	8%	8%	6%	10%	5%	7%	8%	7%
Smaller parcels - that will fit through a letterbox	449	123	148	96	83	271	179	310	133	51	63	113	133	55	365	51	374
	18%	21%d	18%	18%	14%	19%	16%	21%h	13%	16%	17%	18%	21%	16%	18%	16%	18%
Larger parcels - that will not fit through a letterbox	450	123	134	106	87	257	193	318	129	45	63	120	125	61	369	45	379
	18%	21%d	16%	20%	15%	18%	18%	22%h	13%	15%	17%	19%	20%	17%	19%	14%	19%
Items requiring a signature	289	77	100	64	48	176	113	204	83	27	51	68	74	48	241	27	248
	12%	13%d	12%	12%	8%	13%	10%	14%h	8%	9%	14%	11%	12%	13%	12%	9%	12%
Tracked post, e.g. items that you can track where they are in the delivery process	471	127	158	111	75	286	185	316	153	46	81	125	126	61	392	46	405
	19%	22%d	19%d	21%d	13%	20%	17%	22%h	15%	15%	22%	20%	20%	17%	20%	15%	20%
Other types of mail	55	18	12	13	13	29	26	41	14	8	5	14	16	10	45	8	45
	2%	3%	1%	2%	2%	2%	2%	3%	1%	3%	1%	2%	3%	3%	2%	3%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_M. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2545	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	2499	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	1509	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Invitations/ greetings cards/ postcards	224 9%	192 9%	32 8%	15 12%	187 9%	18 8%	11 9%	8 12%	10 10%	34 12%l	17 8%	20 11%	11 5%	14 6%	40 12%	25 8%	14 7%	2 6%	16 9%
Personal letters (e.g. to a friend or relative)	231 9%	201 9%	31 8%	18 14%	201 10%	16 8%	10 8%	4 6%	8 8%	37 13%mo	19 9%	11 6%	18 9%	13 6%	55 16%hkmor	18 5%	21 10%	2 5%	14 8%
Formal letters to organisations or individuals	231 9%	203 10%	29 7%	15 12%	203 10%	17 8%	7 6%	4 6%	6 6%	22 8%	21 10%	17 9%	30 15%hmpq	16 7%	53 15%himpq	30 9%	9 4%	1 3%	16 9%
Payments for bills/ invoices/ statements	179 7%	164 8%b	15 4%	6 5%	152 7%	15 7%	7 6%	4 6%	5 5%	15 5%	14 7%o	18 10%o	14 7%o	9 4%	62 18%hijlmopqr	7 2%	8 4%	2 5%	14 8%o
Smaller parcels - that will fit through a letterbox	449 18%	399 19%b	51 13%	17 14%	374 18%	38 18%	24 20%	13 18%	19 18%m	51 18%m	38 18%m	39 21%m	42 20%m	22 9%	89 26%mop	47 15%	29 14%	5 13%	33 19%m
Larger parcels - that will not fit through a letterbox	450 18%	393 19%	57 15%	20 17%	371 18%	39 18%	27 22%	13 18%	20 19%	37 13%	40 20%	40 22%m	38 18%	30 13%	80 23%imo	45 14%	41 20%	6 17%	33 19%
Items requiring a signature	289 12%	255 12%	34 9%	9 7%	234 11%	30 14%	19 15%	7 9%	12 11%	31 11%	22 11%	30 16%mop	29 14%p	16 7%	59 17%mop	24 7%	12 6%	4 13%	25 14%mop
Tracked post, e.g. items that you can track where they are in the delivery process	471 19%	398 19%	73 19%	26 22%	390 19%	45 21%	25 20%	12 17%	18 17%	41 15%	37 18%	39 21%	42 20%	29 12%	92 27%himoq	51 16%	41 20%	3 10%	41 24%mq
Other types of mail	55 2%	52 2%	4 1%	2 1%	48 2%	4 2%	2 2%	1 1%	2 2%	5 2%	8 4%o	5 3%	3 2%	3 1%	16 5%o	2 1%	3 1%	1 2%	3 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_M. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Invitations/ greetings cards/ postcards	**224**	101	93	16	14	*	194	14	101	105	5	11	*	206	11
	9%	**11%ceg**	**10%ceg**	*5%*	*7%*	*	**10%ceg**	*5%*	**11%j**	**10%j**	*1%*	**9%**	*1%*	**11%j**	**6%j**
Personal letters (e.g. to a friend or relative)	**231**	108	89	20	11	1	197	12	109	97	12	8	1	206	9
	9%	**11%cdg**	**10%g**	*6%*	*5%*	*1%*	**11%cg**	*4%*	**11%jn**	**10%j**	*3%*	*6%*	*2%*	**11%j**	*5%*
Formal letters to organisations or individuals	**231**	86	98	25	18	4	184	22	85	114	19	7	5	199	12
	9%	*9%*	*11%*	*7%*	*9%*	*5%*	*10%*	*8%*	*9%*	**11%j**	*5%*	*6%*	*11%*	**10%j**	*7%*
Payments for bills/ invoices/ statements	**179**	53	78	24	21	2	131	24	66	77	18	14	3	144	17
	7%	*6%*	*8%*	*7%*	*10%*	*3%*	*7%*	*9%*	*7%*	*8%*	*5%*	**12%j**	*6%*	*7%*	*10%*
Smaller parcels - that will fit through a letterbox	**449**	180	184	46	24	15	363	38	221	182	27	16	4	402	20
	18%	**19%d**	**20%cd**	*13%*	*12%*	*21%*	**19%cd**	*14%*	**23%ijkln**	**18%j**	*8%*	*13%*	*8%*	**21%jn**	*12%*
Larger parcels - that will not fit through a letterbox	**450**	188	179	40	30	9	368	40	215	179	29	21	5	394	27
	18%	**20%c**	**19%c**	*12%*	*15%*	*14%*	**20%c**	*15%*	**23%ij**	**18%j**	*8%*	**18%j**	*10%*	**20%j**	**16%j**
Items requiring a signature	**289**	106	122	35	16	10	228	25	117	140	15	12	3	258	15
	12%	*11%*	*13%*	*10%*	*8%*	*14%*	*12%*	*9%*	**12%j**	**14%j**	*4%*	*10%*	*6%*	**13%j**	*9%*
Tracked post, e.g. items that you can track where they are in the delivery process	**471**	188	197	45	27	14	384	42	208	208	31	21	2	416	23
	19%	**20%c**	**21%cd**	*13%*	*13%*	*21%*	**21%c**	*15%*	**22%jln**	**21%jl**	*9%*	**17%j**	*4%*	**21%jl**	*14%*
Other types of mail	**55**	21	24	5	3	2	45	5	27	13	7	6	2	41	7
	2%	*2%*	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	**5%j**	*3%*	*2%*	**4%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_M. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Invitations/ greetings cards/ postcards	**224**	13	209	2	72	138	13	220	4	*	-	224	-
	9%	*11%*	*9%*	*7%*	*10%*	*8%*	*10%*	*9%*	*15%*	*1%*	-	*9%*	-
Personal letters (e.g. to a friend or relative)	**231**	15	215	1	70	145	16	221	8	1	-	230	1
	9%	*12%*	*9%*	*4%*	*10%*	*9%*	*12%*	*9%*	*32%*	*8%*	-	*9%*	*21%*
Formal letters to organisations or individuals	**231**	14	216	2	85	134	13	224	7	*	-	231	-
	9%	*11%*	*9%*	*5%*	***12%e***	*8%*	*10%*	*9%*	*26%*	*1%*	-	*9%*	-
Payments for bills/ invoices/ statements	**179**	8	169	2	60	101	18	167	12	1	-	179	-
	7%	*6%*	*7%*	*6%*	*8%*	*6%*	***13%e***	*7%*	*43%*	*7%*	-	*7%*	-
Smaller parcels - that will fit through a letterbox	**449**	20	425	4	148	278	23	439	9	1	1	448	-
	18%	*16%*	*18%*	*14%*	*21%*	*17%*	*18%*	*18%*	*33%*	*6%*	*82%*	*18%*	-
Larger parcels - that will not fit through a letterbox	**450**	21	425	4	150	282	18	439	9	2	1	449	-
	18%	*17%*	*18%*	*14%*	*21%*	*17%*	*14%*	*18%*	*32%*	*15%*	*82%*	*18%*	-
Items requiring a signature	**289**	13	273	3	92	180	17	283	5	1	-	289	-
	12%	*10%*	*12%*	*10%*	*13%*	*11%*	*13%*	*12%*	*20%*	*6%*	-	*12%*	-
Tracked post, e.g. items that you can track where they are in the delivery process	**471**	23	445	3	158	293	21	459	11	1	-	471	-
	19%	*19%*	*19%*	*10%*	*22%*	*18%*	*16%*	*19%*	*43%*	*7%*	-	*19%*	-
Other types of mail	**55**	3	49	2	18	32	5	53	2	-	-	55	-
	2%	*3%*	*2%*	*8%*	*3%*	*2%*	*4%*	*2%*	*9%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_M. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Invitations/ greetings cards/ postcards	**224**	73	43	71	37	36	-	37	-	43	-	39	-	31	-	37	-
	9%	*9%*	*11%*	*8%*	*9%*	*8%*	-	*9%*	-	*11%*	-	*9%*	-	*7%*	-	*9%*	-
Personal letters (e.g. to a friend or relative)	**231**	73	43	84	31	41	-	33	-	43	-	36	-	49	-	31	-
	9%	*9%*	*11%*	*10%*	*7%*	*10%*	-	*8%*	-	*11%*	-	*8%*	-	*11%*	-	*7%*	-
Formal letters to organisations or individuals	**231**	78	27	98	28	41	-	37	-	27	-	39	-	60	-	28	-
	9%	*9%*	*7%*	**12%bd**	*7%*	*10%*	-	*9%*	-	*7%*	-	*9%*	-	**14%io**	-	*7%*	-
Payments for bills/ invoices/ statements	**179**	51	35	61	32	30	-	21	-	35	-	26	-	35	-	32	-
	7%	*6%*	*9%*	*7%*	*8%*	*7%*	-	*5%*	-	*9%*	-	*6%*	-	*8%*	-	*8%*	-
Smaller parcels - that will fit through a letterbox	**449**	159	62	156	72	88	-	71	-	62	-	75	-	81	-	72	-
	18%	*19%*	*15%*	*18%*	*17%*	*21%*	-	*17%*	-	*15%*	-	*18%*	-	*19%*	-	*17%*	-
Larger parcels - that will not fit through a letterbox	**450**	148	69	166	67	78	-	70	-	69	-	82	-	84	-	67	-
	18%	*18%*	*17%*	*19%*	*16%*	*18%*	-	*17%*	-	*17%*	-	*19%*	-	*20%*	-	*16%*	-
Items requiring a signature	**289**	101	40	99	49	53	-	48	-	40	-	51	-	48	-	49	-
	12%	*12%*	*10%*	*12%*	*12%*	*12%*	-	*12%*	-	*10%*	-	*12%*	-	*11%*	-	*12%*	-
Tracked post, e.g. items that you can track where they are in the delivery process	**471**	166	72	164	69	86	-	80	-	72	-	82	-	82	-	69	-
	19%	*20%*	*18%*	*19%*	*17%*	*20%*	-	*20%*	-	*18%*	-	*19%*	-	*19%*	-	*17%*	-
Other types of mail	**55**	7	10	30	9	4	-	2	-	10	-	13	-	17	-	9	-
	2%	*1%*	*2%*	**4%a**	*2%*	*1%*	-	*1%*	-	*2%*	-	**3%g**	-	**4%eg**	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_N. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Invitations/ greetings cards/ postcards	**1359**	-	1359	694	662	126	173	218	210	261	204	167	299	428	632	371	1214	135	1349
	54%	-	*54%*	*55%*	*53%*	*37%*	**48%e**	**51%e**	**60%efg**	**58%ef**	**65%efg**	**65%efg**	*43%*	**55%l**	**62%lm**	**65%lm**	**57%q**	*40%*	*53%*
Personal letters (e.g. to a friend or relative)	**1317**	-	1317	656	659	130	177	239	219	243	175	133	307	458	551	308	1154	149	1329
	53%	-	*53%*	*52%*	*53%*	*38%*	**49%e**	**55%e**	**62%efk**	**54%e**	**56%e**	**51%e**	*44%*	**59%l**	**54%l**	**54%l**	**54%q**	*45%*	*52%*
Formal letters to organisations or individuals	**1352**	-	1352	649	699	170	202	238	209	217	172	144	372	447	533	316	1174	168	1357
	54%	-	*54%*	*52%*	*56%*	*50%*	*57%*	*55%*	**60%l**	*48%*	*55%*	*56%*	*53%*	*57%*	*52%*	*55%*	*55%*	*50%*	*53%*
Payments for bills/ invoices/ statements	**1360**	-	1360	714	642	171	217	249	209	220	162	131	388	458	513	293	1170	175	1351
	54%	-	*54%*	**57%d**	*52%*	*50%*	**61%eik**	**58%l**	**59%l**	*49%*	*52%*	*50%*	*56%*	**59%no**	*50%*	*51%*	*55%*	*52%*	*53%*
Smaller parcels - that will fit through a letterbox	**1484**	-	1484	757	723	146	195	252	228	289	197	176	341	480	662	373	1305	158	1507
	59%	-	*59%*	*60%*	*58%*	*43%*	**54%e**	**58%e**	**65%ef**	**64%ef**	**63%e**	**68%efg**	*49%*	**61%l**	**65%l**	**65%l**	**61%q**	*47%*	*59%*
Larger parcels - that will not fit through a letterbox	**1418**	-	1418	718	697	146	185	249	218	282	169	168	331	467	619	337	1244	158	1457
	57%	-	*57%*	*57%*	*56%*	*43%*	*52%*	**58%e**	**62%ef**	**63%ef**	**54%e**	**65%ef**	*48%*	**60%l**	**61%l**	**59%l**	**58%q**	*47%*	*57%*
Items requiring a signature	**1647**	-	1647	833	811	179	220	274	275	311	208	178	399	550	697	386	1442	191	1672
	66%	-	*66%*	*66%*	*65%*	*53%*	*62%*	**64%e**	**78%efgjjk**	**69%e**	**67%e**	**69%e**	*57%*	**70%l**	**68%l**	**68%l**	**68%q**	*57%*	*66%*
Tracked post, e.g. items that you can track where they are in the delivery process	**1503**	-	1503	740	759	166	196	250	245	299	177	169	362	495	645	346	1340	143	1558
	60%	-	*60%*	*59%*	*61%*	*49%*	*55%*	**58%e**	**70%efgj**	**67%efgj**	*57%*	**65%ef**	*52%*	**63%l**	**63%l**	**61%l**	**63%q**	*43%*	*61%*
Other types of mail	**263**	-	263	153	110	47	50	41	29	48	35	12	98	70	95	47	237	26	235
	11%	-	*11%*	**12%d**	*9%*	**14%k**	**14%k**	*9%*	*8%*	**11%k**	**11%k**	*5%*	**14%mno**	*9%*	*9%*	*8%*	*11%*	*8%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_N. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Invitations/ greetings cards/ postcards	1359	283	455	298	324	738	622	734	607	156	175	394	339	181	1089	160	1112
	54%	*49%*	*55%*	**57%a**	*56%*	*53%*	*57%*	*50%*	**60%g**	*50%*	*47%*	**62%ijlmn**	*54%*	*51%*	**55%j**	*51%*	*55%*
Personal letters (e.g. to a friend or relative)	1317	251	450	288	327	702	615	763	544	148	183	368	326	182	1059	151	1083
	53%	*43%*	**55%a**	**55%a**	**57%a**	*50%*	**56%o**	*52%*	*54%*	*48%*	*50%*	**58%l**	*52%*	*51%*	*53%*	*48%*	*53%*
Formal letters to organisations or individuals	1352	300	438	288	326	738	614	787	550	162	173	365	342	186	1067	166	1098
	54%	*52%*	*53%*	*55%*	*57%*	*53%*	*56%*	*54%*	*54%*	*52%*	*47%*	**57%j**	*55%*	*52%*	*54%*	*53%*	*54%*
Payments for bills/ invoices/ statements	1360	269	435	298	357	705	655	806	540	151	186	386	339	185	1096	155	1121
	54%	*47%*	*53%*	**57%a**	**62%ab**	*50%*	**60%o**	*55%*	*53%*	*49%*	*50%*	**60%lj**	*54%*	*52%*	*55%*	*49%*	*55%*
Smaller parcels - that will fit through a letterbox	1484	325	482	316	360	807	677	851	618	161	205	401	376	222	1204	163	1229
	59%	*56%*	*58%*	*61%*	*63%*	*58%*	*62%*	*58%*	*61%*	*52%*	*56%*	**63%l**	*60%*	**63%l**	**61%l**	*52%*	**60%o**
Larger parcels - that will not fit through a letterbox	1418	309	467	294	347	776	641	807	592	163	195	379	358	207	1139	165	1164
	57%	*54%*	*57%*	*56%*	*60%*	*55%*	*58%*	*55%*	*59%*	*53%*	*53%*	*59%*	*57%*	*58%*	*57%*	*53%*	*57%*
Items requiring a signature	1647	368	533	347	399	901	746	955	673	187	214	445	433	236	1327	189	1353
	66%	*64%*	*65%*	*66%*	*69%*	*64%*	*68%*	*65%*	*67%*	*60%*	*58%*	**70%lj**	**69%lj**	*66%*	**67%j**	*60%*	*67%*
Tracked post, e.g. items that you can track where they are in the delivery process	1503	320	484	310	390	804	700	855	629	185	203	395	366	225	1188	189	1213
	60%	*55%*	*59%*	*59%*	**68%abc**	*57%*	**64%o**	*58%*	*62%*	*60%*	*55%*	*62%*	*58%*	*63%*	*60%*	*60%*	*60%*
Other types of mail	263	60	71	68	64	131	132	174	87	26	29	84	79	35	227	26	228
	11%	*10%*	*9%*	**13%b**	*11%*	*9%*	*12%*	**12%h**	*9%*	*8%*	*8%*	*13%*	*13%*	*10%*	*11%*	*8%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_N. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2545	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	2499	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	1509	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Invitations/ greetings cards/ postcards	1359 *54%*	1141 *54%*	218 *57%*	70 *57%*	1154 **55%g**	114 **54%g**	61 *50%*	30 *42%*	62 **58%n**	158 **57%n**	122 **60%n**	106 **58%n**	123 **59%n**	149 **63%n**	144 *42%*	173 **53%n**	117 **56%n**	19 *54%*	94 **54%n**
Personal letters (e.g. to a friend or relative)	1317 *53%*	1112 *53%*	205 *53%*	55 *45%*	1114 **53%g**	108 *51%*	63 *52%*	32 *45%*	62 **58%in**	127 *46%*	114 *56%*	105 **57%n**	119 **57%n**	140 **59%in**	152 *44%*	177 *55%*	118 *56%*	21 *57%*	88 *50%*
Formal letters to organisations or individuals	1352 *54%*	1144 *54%*	208 *54%*	64 *52%*	1134 *54%*	118 *56%*	64 *53%*	36 *50%*	66 **61%jo**	152 *55%*	101 *49%*	103 *56%*	115 *55%*	142 **60%o**	175 *51%*	155 *48%*	125 *60%*	21 *58%*	97 *55%*
Payments for bills/ invoices/ statements	1360 *54%*	1171 *55%*	189 *49%*	58 *48%*	1157 *55%*	110 *52%*	59 *49%*	34 *48%*	67 **62%n**	159 *57%*	110 *54%*	102 *55%*	124 *59%*	140 *59%*	166 *48%*	174 *54%*	115 *55%*	18 *51%*	92 *52%*
Smaller parcels - that will fit through a letterbox	1484 *59%*	1239 *59%*	245 *64%*	83 *68%*	1251 **60%g**	125 *59%*	71 *59%*	36 *50%*	68 **64%n**	159 *57%*	120 *59%*	108 *59%*	118 *56%*	174 **74%ijklnor**	174 *51%*	194 *60%*	136 **65%n**	22 *61%*	103 *59%*
Larger parcels - that will not fit through a letterbox	1418 *57%*	1179 *56%*	239 *62%*	77 *63%*	1188 **57%g**	124 **59%g**	71 **59%g**	34 *48%*	66 **62%n**	157 *56%*	122 **60%n**	101 *55%*	118 *56%*	158 **67%kn**	158 *46%*	183 *57%*	125 **60%n**	20 *56%*	104 **59%n**
Items requiring a signature	1647 *66%*	1382 *65%*	265 *69%*	90 *74%*	1392 *66%*	136 *64%*	76 *63%*	43 *61%*	77 **72%n**	184 *66%*	142 *69%*	119 *65%*	132 *63%*	166 *70%*	206 *60%*	214 *66%*	152 **73%n**	23 *64%*	113 *64%*
Tracked post, e.g. items that you can track where they are in the delivery process	1503 *60%*	1264 *60%*	239 *62%*	75 *61%*	1267 *60%*	123 *58%*	74 *61%*	39 *54%*	76 **71%nr**	168 *60%*	128 **63%n**	113 **62%n**	124 *59%*	158 **67%n**	170 *49%*	196 *61%*	134 **64%n**	25 **69%n**	99 *56%*
Other types of mail	263 *11%*	237 **11%b**	26 *7%*	9 *7%*	231 *11%*	14 *7%*	11 *9%*	6 *8%*	9 *8%*	46 **17%jkr**	15 *7%*	13 *7%*	25 *12%*	24 *10%*	40 *12%*	40 *12%*	20 *9%*	2 *6%*	12 *7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_N. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Invitations/ greetings cards/ postcards	**1359**	578	474	203	73	25	1052	98	547	525	214	41	21	1072	62
	54%	**61%bdeg**	**51%dg**	**59%bdeg**	*36%*	*36%*	**56%bdeg**	*36%*	**58%kn**	**52%kn**	**60%ikn**	*34%*	*42%*	**55%kn**	*36%*
Personal letters (e.g. to a friend or relative)	**1317**	533	475	209	71	24	1008	96	510	511	217	39	30	1021	69
	53%	**57%deg**	**51%dg**	**61%bdeg**	*35%*	*35%*	**54%deg**	*35%*	**54%kn**	**51%kn**	**61%hikmn**	*32%*	**59%k**	**52%kn**	*40%*
Formal letters to organisations or individuals	**1352**	554	474	199	85	34	1028	119	549	507	210	47	26	1056	73
	54%	**59%bdg**	*51%*	**58%dg**	*42%*	*48%*	**55%dg**	*43%*	**58%ikn**	**51%k**	**59%ikn**	*39%*	*53%*	**54%kn**	*43%*
Payments for bills/ invoices/ statements	**1360**	550	486	204	78	36	1036	114	531	529	217	43	27	1060	70
	54%	**58%dg**	**53%dg**	**59%dg**	*38%*	*51%*	**55%dg**	*42%*	**56%kn**	**53%kn**	**61%ikmn**	*36%*	*54%*	**54%kn**	*41%*
Smaller parcels - that will fit through a letterbox	**1484**	602	541	216	90	27	1143	118	560	593	234	58	26	1154	84
	59%	**64%deg**	**59%deg**	**63%deg**	*44%*	*39%*	**61%deg**	*43%*	*59%*	*59%*	**66%kmn**	*48%*	*52%*	**59%n**	*49%*
Larger parcels - that will not fit through a letterbox	**1418**	560	526	208	84	35	1086	120	528	583	222	49	24	1110	73
	57%	**59%dg**	**57%dg**	**61%dg**	*41%*	*51%*	**58%dg**	*44%*	**55%kn**	**58%kn**	**63%kn**	*41%*	*48%*	**57%kn**	*43%*
Items requiring a signature	**1647**	657	606	231	109	35	1263	143	645	650	249	63	27	1294	90
	66%	**70%deg**	**66%dg**	**67%deg**	*53%*	*50%*	**68%deg**	*52%*	**68%kn**	**65%kn**	**70%kn**	*52%*	*53%*	**66%kn**	*53%*
Tracked post, e.g. items that you can track where they are in the delivery process	**1503**	592	555	214	105	27	1148	132	562	602	239	57	30	1164	87
	60%	**63%deg**	**60%eg**	**62%eg**	*52%*	*38%*	**61%deg**	*48%*	*59%*	**60%k**	**67%hikmn**	*48%*	*60%*	**60%k**	*51%*
Other types of mail	**263**	109	84	43	19	8	193	27	98	104	49	6	5	202	11
	11%	*12%*	*9%*	*12%*	*10%*	*11%*	*10%*	*10%*	*10%*	*10%*	**14%kn**	*5%*	*9%*	*10%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 139

QD12_NET_N. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Invitations/ greetings cards/ postcards	**1359**	60	1285	15	359	945	55	1347	2	6	1	1355	3
	54%	*48%*	*55%*	*48%*	*50%*	**57%df**	*42%*	*55%*	*9%*	*59%*	*82%*	*54%*	*51%*
Personal letters (e.g. to a friend or relative)	**1317**	58	1244	15	339	917	60	1306	4	5	-	1315	2
	53%	*47%*	*53%*	*48%*	*47%*	**56%d**	*46%*	*53%*	*16%*	*53%*	-	*53%*	*31%*
Formal letters to organisations or individuals	**1352**	60	1274	17	347	934	72	1335	8	6	-	1349	3
	54%	*49%*	*54%*	*56%*	*48%*	**57%d**	*55%*	*54%*	*28%*	*61%*	-	*54%*	*51%*
Payments for bills/ invoices/ statements	**1360**	66	1275	18	381	915	65	1345	5	6	1	1356	3
	54%	*54%*	*54%*	*59%*	*53%*	*55%*	*49%*	*55%*	*18%*	*56%*	*82%*	*54%*	*51%*
Smaller parcels - that will fit through a letterbox	**1484**	62	1407	14	382	1030	71	1472	4	5	-	1481	3
	59%	*50%*	*60%*	*46%*	*53%*	**62%d**	*55%*	*60%*	*13%*	*52%*	-	*59%*	*51%*
Larger parcels - that will not fit through a letterbox	**1418**	55	1346	16	366	982	69	1405	4	5	-	1415	3
	57%	*45%*	**57%a**	*51%*	*51%*	**60%d**	*53%*	*57%*	*15%*	*51%*	-	*57%*	*51%*
Items requiring a signature	**1647**	63	1566	17	445	1130	72	1629	7	7	1	1643	3
	66%	*51%*	**67%a**	*56%*	*62%*	**68%df**	*55%*	*66%*	*26%*	*69%*	*82%*	*66%*	*51%*
Tracked post, e.g. items that you can track where they are in the delivery process	**1503**	62	1425	16	409	1025	69	1491	4	5	-	1501	3
	60%	*50%*	*61%*	*51%*	*57%*	*62%*	*53%*	*61%*	*15%*	*53%*	-	*60%*	*51%*
Other types of mail	**263**	11	250	3	54	196	13	257	6	-	-	263	-
	11%	*9%*	*11%*	*9%*	*8%*	**12%d**	*10%*	*10%*	*23%*	-	-	*11%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_N. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Invitations/ greetings cards/ postcards	**1359**	437	226	446	250	212	-	225	-	226	-	207	-	239	-	250	-
	54%	*53%*	*56%*	*53%*	**60%ac**	*50%*	-	*55%*	-	*56%*	-	*49%*	-	*56%*	-	**60%ek**	-
Personal letters (e.g. to a friend or relative)	**1317**	424	223	430	239	209	-	215	-	223	-	229	-	202	-	239	-
	53%	*51%*	*55%*	*51%*	*58%*	*49%*	-	*53%*	-	*55%*	-	*54%*	-	*47%*	-	**58%m**	-
Formal letters to organisations or individuals	**1352**	434	241	434	242	217	-	217	-	241	-	224	-	211	-	242	-
	54%	*52%*	**60%ac**	*51%*	*58%*	*51%*	-	*53%*	-	**60%em**	-	*53%*	-	*49%*	-	**58%m**	-
Payments for bills/ invoices/ statements	**1360**	434	220	463	243	215	-	219	-	220	-	230	-	232	-	243	-
	54%	*52%*	*55%*	*54%*	*58%*	*51%*	-	*54%*	-	*55%*	-	*55%*	-	*54%*	-	*58%*	-
Smaller parcels - that will fit through a letterbox	**1484**	481	260	493	249	234	-	247	-	260	-	243	-	250	-	249	-
	59%	*58%*	*65%*	*58%*	*60%*	*55%*	-	*61%*	-	**65%e**	-	*58%*	-	*58%*	-	*60%*	-
Larger parcels - that will not fit through a letterbox	**1418**	455	248	477	237	233	-	223	-	248	-	244	-	233	-	237	-
	57%	*55%*	*61%*	*56%*	*57%*	*55%*	-	*55%*	-	*61%*	-	*58%*	-	*54%*	-	*57%*	-
Items requiring a signature	**1647**	535	285	560	267	273	-	262	-	285	-	272	-	289	-	267	-
	66%	*64%*	*71%*	*66%*	*64%*	*64%*	-	*64%*	-	*71%*	-	*65%*	-	*67%*	-	*64%*	-
Tracked post, e.g. items that you can track where they are in the delivery process	**1503**	492	246	500	265	252	-	240	-	246	-	251	-	249	-	265	-
	60%	*59%*	*61%*	*59%*	*64%*	*59%*	-	*59%*	-	*61%*	-	*60%*	-	*58%*	-	*64%*	-
Other types of mail	**263**	6	4	165	88	2	-	3	-	4	-	71	-	94	-	88	-
	11%	*1%*	*1%*	**19%ab**	**21%ab**	*1%*	-	*1%*	-	*1%*	-	**17%egj**	-	**22%egj**	-	**21%egj**	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_L. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	351	449	311	259	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Invitations/ greetings cards/ postcards	**886**	-	886	433	452	153	130	147	119	168	95	74	282	266	337	169	724	144	926
	35%	-	*35%*	*35%*	*36%*	**45%ghjk**	*36%*	*34%*	*34%*	*37%*	*30%*	*29%*	**41%mno**	*34%*	*33%*	*30%*	*34%*	**43%p**	*36%*
Personal letters (e.g. to a friend or relative)	**923**	-	923	475	447	138	123	136	104	184	125	113	261	239	422	239	776	135	962
	37%	-	*37%*	*38%*	*36%*	**41%gh**	*35%*	*31%*	*29%*	**41%gh**	**40%h**	**44%gh**	**38%m**	*31%*	**41%m**	**42%m**	*36%*	*40%*	*38%*
Formal letters to organisations or individuals	**881**	-	881	461	418	99	99	135	108	207	127	106	198	243	440	233	757	110	930
	35%	-	*35%*	*37%*	*34%*	*29%*	*28%*	*31%*	*31%*	**46%efgh**	**41%efg**	**41%efgh**	*28%*	*31%*	**43%lm**	**41%lm**	*36%*	*33%*	*37%*
Payments for bills/ invoices/ statements	**919**	-	919	426	492	88	92	138	123	218	144	116	180	262	478	260	798	110	979
	37%	-	*37%*	*34%*	**40%c**	*26%*	*26%*	*32%*	**35%ef**	**48%efgh**	**46%efgh**	**45%efg**	*26%*	**33%l**	**47%lm**	**46%lm**	*37%*	*33%*	*38%*
Smaller parcels - that will fit through a letterbox	**526**	-	526	273	251	69	64	84	67	96	87	58	133	151	242	146	444	75	536
	21%	-	*21%*	*22%*	*20%*	*20%*	*18%*	*19%*	*19%*	*21%*	**28%fg**	*23%*	*19%*	*19%*	*24%*	**26%lm**	*21%*	*23%*	*21%*
Larger parcels - that will not fit through a letterbox	**578**	-	578	314	262	70	71	90	71	105	104	67	140	162	276	171	483	83	570
	23%	-	*23%*	*25%*	*21%*	*21%*	*20%*	*21%*	*20%*	*23%*	**33%efghi**	*26%*	*20%*	*21%*	**27%lm**	**30%lm**	*23%*	*25%*	*22%*
Items requiring a signature	**505**	-	505	250	254	68	63	85	48	104	76	59	132	133	239	135	410	83	511
	20%	-	*20%*	*20%*	*20%*	*20%*	*18%*	*20%*	*14%*	**23%h**	**24%h**	**23%h**	*19%*	*17%*	**23%m**	**24%m**	*19%*	*25%*	*20%*
Tracked post, e.g. items that you can track where they are in the delivery process	**467**	-	467	260	206	53	62	80	53	87	81	50	115	133	218	131	381	83	458
	19%	-	*19%*	**21%d**	*17%*	*16%*	*17%*	*19%*	*15%*	*19%*	**26%eh**	*19%*	*17%*	*17%*	*21%*	**23%lm**	*18%*	**25%p**	*18%*
Other types of mail	**118**	-	118	64	53	22	22	27	8	10	21	9	44	34	40	30	93	25	101
	5%	-	*5%*	*5%*	*4%*	**7%hi**	**6%hi**	**6%hi**	*2%*	*2%*	**7%hi**	*3%*	*6%*	*4%*	*4%*	*5%*	*4%*	*8%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_L. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Invitations/ greetings cards/ postcards	**886**	225	286	172	202	511	374	550	332	128	150	185	215	138	687	128	706
	35%	*39%*	*35%*	*33%*	*35%*	*36%*	*34%*	*38%*	*33%*	**41%k**	**41%k**	*29%*	*34%*	**39%k**	**35%k**	*41%*	*35%*
Personal letters (e.g. to a friend or relative)	**923**	244	303	189	187	548	376	526	392	125	150	214	227	139	730	126	748
	37%	**42%d**	*37%*	*36%*	*32%*	*39%*	*34%*	*36%*	*39%*	*40%*	*41%*	*34%*	*36%*	*39%*	*37%*	*40%*	*37%*
Formal letters to organisations or individuals	**881**	205	309	172	195	514	367	483	390	116	146	207	218	128	700	116	714
	35%	*36%*	*37%*	*33%*	*34%*	*37%*	*33%*	*33%*	**39%g**	*37%*	*40%*	*32%*	*35%*	*36%*	*35%*	*37%*	*35%*
Payments for bills/ invoices/ statements	**919**	247	322	172	179	569	351	501	412	129	145	205	223	146	718	129	736
	37%	**43%cd**	**39%d**	*33%*	*31%*	**41%f**	*32%*	*34%*	**41%g**	**42%k**	*39%*	*32%*	*36%*	**41%k**	*36%*	*41%*	*36%*
Smaller parcels - that will fit through a letterbox	**526**	124	179	104	118	303	222	287	237	93	89	116	113	75	393	93	403
	21%	*22%*	*22%*	*20%*	*21%*	*22%*	*20%*	*20%*	*23%*	**30%klmn**	*24%*	*18%*	*18%*	*21%*	*20%*	**30%p**	*20%*
Larger parcels - that will not fit through a letterbox	**578**	132	204	118	123	337	241	314	263	95	97	130	132	85	443	95	453
	23%	*23%*	*25%*	*23%*	*21%*	*24%*	*22%*	*21%*	**26%g**	**31%kln**	*26%*	*20%*	*21%*	*24%*	*22%*	**30%p**	*22%*
Items requiring a signature	**505**	118	173	103	112	290	214	279	224	87	87	119	110	69	386	88	393
	20%	*20%*	*21%*	*20%*	*19%*	*21%*	*20%*	*19%*	*22%*	**28%klmn**	*24%*	*19%*	*18%*	*19%*	*19%*	**28%p**	*19%*
Tracked post, e.g. items that you can track where they are in the delivery process	**467**	115	161	92	100	276	191	263	204	67	76	113	119	66	374	68	380
	19%	*20%*	*20%*	*18%*	*17%*	*20%*	*17%*	*18%*	*20%*	*22%*	*21%*	*18%*	*19%*	*19%*	*19%*	*22%*	*19%*
Other types of mail	**118**	29	51	21	17	80	38	85	33	17	18	20	42	19	98	17	98
	5%	*5%*	**6%d**	*4%*	*3%*	**6%f**	*3%*	**6%h**	*3%*	*5%*	*5%*	*3%*	**7%k**	*5%*	*5%*	*5%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_L. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Invitations/ greetings cards/ postcards	**886**	753	133	36	731	75	48	32	33	81	63	56	70	70	156	123	77	12	63
	35%	*36%*	*34%*	*30%*	*35%*	*36%*	*39%*	**45%d**	*31%*	*29%*	*31%*	*31%*	*34%*	*30%*	**46%hijklm**	*38%*	*37%*	*34%*	*36%*
Personal letters (e.g. to a friend or relative)	**923**	781	142	48	759	84	47	33	35	112	71	63	67	80	133	129	69	12	72
	37%	*37%*	*37%*	*39%*	*36%*	*40%*	*39%*	**46%d**	*33%*	*40%*	*35%*	*34%*	*32%*	*34%*	*39%*	*40%*	*33%*	*34%*	*41%*
Formal letters to organisations or individuals	**881**	736	145	41	732	71	47	31	35	100	83	59	60	75	112	137	70	13	58
	35%	*35%*	*38%*	*34%*	*35%*	*33%*	*39%*	**43%d**	*33%*	*36%*	*41%*	*32%*	*29%*	*32%*	*33%*	**42%l**	*33%*	*35%*	*33%*
Payments for bills/ invoices/ statements	**919**	744	175	55	754	82	51	31	33	98	80	61	66	82	110	141	84	14	69
	37%	*35%*	**45%a**	**45%a**	*36%*	*39%*	*43%*	*44%*	*30%*	*35%*	*39%*	*33%*	*32%*	*35%*	*32%*	**44%hln**	*40%*	*39%*	*39%*
Smaller parcels - that will fit through a letterbox	**526**	441	85	20	437	44	24	21	20	61	43	36	47	36	77	74	42	8	37
	21%	*21%*	*22%*	*16%*	*21%*	*21%*	*19%*	**29%df**	*19%*	*22%*	*21%*	*19%*	*23%*	*15%*	*22%*	*23%*	*20%*	*21%*	*21%*
Larger parcels - that will not fit through a letterbox	**578**	493	84	23	490	44	21	22	20	76	37	41	48	41	98	87	42	8	36
	23%	*23%*	*22%*	*19%*	*23%*	*21%*	*18%*	**31%def**	*19%*	*27%*	*18%*	*22%*	*23%*	*17%*	**29%jm**	*27%*	*20%*	*22%*	*20%*
Items requiring a signature	**505**	429	76	20	421	40	26	19	18	56	38	29	43	49	73	73	40	7	33
	20%	*20%*	*20%*	*16%*	*20%*	*19%*	*21%*	*26%*	*16%*	*20%*	*19%*	*16%*	*21%*	*21%*	*21%*	*23%*	*19%*	*19%*	*19%*
Tracked post, e.g. items that you can track where they are in the delivery process	**467**	402	65	17	393	38	18	19	13	59	35	29	36	42	76	71	31	6	32
	19%	*19%*	*17%*	*14%*	*19%*	*18%*	*15%*	**26%df**	*12%*	*21%*	*17%*	*16%*	*17%*	*18%*	**22%h**	**22%h**	*15%*	*16%*	*18%*
Other types of mail	**118**	101	17	4	97	13	4	4	6	5	4	6	11	12	33	16	3	1	12
	5%	*5%*	*4%*	*3%*	*5%*	*6%*	*3%*	*6%*	**6%p**	*2%*	*2%*	*3%*	*5%*	*5%*	**10%ijkp**	*5%*	*1%*	*3%*	**7%ip**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 140

QD12_NET_L. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Invitations/ greetings cards/ postcards	**886**	258	347	118	115	44	604	160	298	359	132	66	28	657	94
	35%	*27%*	**37%af**	**34%a**	**57%abcf**	**63%abcf**	**32%a**	**58%abcf**	*31%*	*36%*	*37%*	**55%hijm**	**56%hijm**	*34%*	**55%hijm**
Personal letters (e.g. to a friend or relative)	**923**	299	351	105	120	44	651	164	328	385	120	69	19	713	88
	37%	*32%*	**38%ac**	*30%*	**59%abcf**	**63%abcf**	*35%*	**60%abcf**	*35%*	*38%*	*34%*	**58%hijm**	*37%*	*37%*	**52%hijm**
Formal letters to organisations or individuals	**881**	296	339	112	97	32	635	129	310	367	119	63	18	677	81
	35%	*31%*	*37%*	*33%*	**48%abcf**	*46%*	*34%*	**47%abcf**	*33%*	*37%*	*34%*	**53%hijm**	*36%*	*35%*	**48%hijm**
Payments for bills/ invoices/ statements	**919**	331	345	110	99	31	676	130	343	381	112	61	19	724	80
	37%	*35%*	*37%*	*32%*	**48%abcf**	*45%*	*36%*	**48%abcf**	*36%*	*38%*	*32%*	**51%hijm**	*39%*	*37%*	**47%hijm**
Smaller parcels - that will fit through a letterbox	**526**	147	184	76	87	28	331	115	161	210	85	46	20	371	65
	21%	*16%*	*20%*	**22%a**	**43%abcf**	**40%abcf**	*18%*	**42%abcf**	*17%*	*21%*	**24%h**	**38%hijm**	**39%him**	*19%*	**38%hijm**
Larger parcels - that will not fit through a letterbox	**578**	177	201	85	86	25	378	111	194	221	91	47	20	415	68
	23%	*19%*	*22%*	*25%*	**42%abcf**	**35%af**	*20%*	**41%abcf**	*20%*	*22%*	*26%*	**39%hijm**	**41%him**	*21%*	**40%hijm**
Items requiring a signature	**505**	158	180	66	74	25	339	99	173	191	77	42	20	364	62
	20%	*17%*	*20%*	*19%*	**36%abcf**	**36%abcf**	*18%*	**36%abcf**	*18%*	*19%*	*22%*	**35%hijm**	**41%hijm**	*19%*	**36%hijm**
Tracked post, e.g. items that you can track where they are in the delivery process	**467**	142	157	72	68	27	299	95	167	170	72	38	18	337	56
	19%	*15%*	*17%*	**21%a**	**34%abcf**	**39%abcf**	*16%*	**35%abcf**	*18%*	*17%*	*20%*	**32%hijm**	**36%him**	*17%*	**33%hijm**
Other types of mail	**118**	37	33	30	16	3	70	18	45	32	31	6	5	76	11
	5%	*4%*	*4%*	**9%abf**	**8%bf**	*4%*	*4%*	*7%*	*5%*	*3%*	**9%him**	*5%*	*9%*	*4%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_L. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Invitations/ greetings cards/ postcards	**886**	50	822	14	276	551	58	863	18	4	*	885	-
	35%	*41%*	*35%*	*44%*	*38%*	*33%*	*44%*	*35%*	*69%*	*40%*	*18%*	*36%*	-
Personal letters (e.g. to a friend or relative)	**923**	51	858	15	300	573	50	905	14	3	1	922	-
	37%	*41%*	*37%*	*47%*	**42%e**	*35%*	*38%*	*37%*	*52%*	*30%*	*100%*	*37%*	-
Formal letters to organisations or individuals	**881**	48	820	12	277	560	44	863	12	4	1	879	-
	35%	*39%*	*35%*	*39%*	*39%*	*34%*	*33%*	*35%*	*46%*	*37%*	*100%*	*35%*	-
Payments for bills/ invoices/ statements	**919**	49	860	10	269	608	43	906	9	4	*	919	-
	37%	*40%*	*37%*	*32%*	*37%*	*37%*	*33%*	*37%*	*35%*	*37%*	*18%*	*37%*	-
Smaller parcels - that will fit through a letterbox	**526**	36	479	11	172	322	31	507	14	4	*	525	-
	21%	*29%*	*20%*	*34%*	**24%e**	*19%*	*24%*	*21%*	*52%*	*42%*	*8%*	*21%*	-
Larger parcels - that will not fit through a letterbox	**578**	42	526	9	188	354	36	562	12	3	*	577	-
	23%	**34%b**	*22%*	*29%*	**26%e**	*21%*	*27%*	*23%*	*45%*	*34%*	*18%*	*23%*	-
Items requiring a signature	**505**	43	451	10	156	315	34	487	15	3	*	504	-
	20%	**35%b**	*19%*	*33%*	*22%*	*19%*	*26%*	*20%*	*54%*	*25%*	*18%*	*20%*	-
Tracked post, e.g. items that you can track where they are in the delivery process	**467**	36	420	11	137	298	33	452	10	4	1	466	-
	19%	**30%b**	*18%*	*36%*	*19%*	*18%*	*25%*	*18%*	*36%*	*40%*	*100%*	*19%*	-
Other types of mail	**118**	7	109	3	39	69	11	115	2	1	-	118	-
	5%	*5%*	*5%*	*9%*	*5%*	*4%*	*8%*	*5%*	*8%*	*15%*	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_NET_L. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Invitations/ greetings cards/ postcards	**886**	310	127	323	125	173	-	138	-	127	-	172	-	152	-	125	-
	35%	**37%d**	*32%*	**38%d**	*30%*	**41%io**	-	*34%*	-	*32%*	-	**41%io**	-	*35%*	-	*30%*	-
Personal letters (e.g. to a friend or relative)	**923**	323	132	327	141	170	-	152	-	132	-	153	-	175	-	141	-
	37%	*39%*	*33%*	*39%*	*34%*	*40%*	-	*37%*	-	*33%*	-	*36%*	-	*41%*	-	*34%*	-
Formal letters to organisations or individuals	**881**	309	133	301	138	163	-	145	-	133	-	149	-	153	-	138	-
	35%	*37%*	*33%*	*36%*	*33%*	*38%*	-	*36%*	-	*33%*	-	*35%*	-	*36%*	-	*33%*	-
Payments for bills/ invoices/ statements	**919**	333	140	312	134	173	-	160	-	140	-	160	-	152	-	134	-
	37%	**40%d**	*35%*	*37%*	*32%*	*41%*	-	*39%*	-	*35%*	-	*38%*	-	*36%*	-	*32%*	-
Smaller parcels - that will fit through a letterbox	**526**	179	77	182	87	97	-	81	-	77	-	97	-	85	-	87	-
	21%	*22%*	*19%*	*21%*	*21%*	*23%*	-	*20%*	-	*19%*	-	*23%*	-	*20%*	-	*21%*	-
Larger parcels - that will not fit through a letterbox	**578**	210	81	190	97	106	-	105	-	81	-	90	-	100	-	97	-
	23%	*25%*	*20%*	*22%*	*23%*	*25%*	-	*26%*	-	*20%*	-	*21%*	-	*23%*	-	*23%*	-
Items requiring a signature	**505**	172	72	174	86	86	-	86	-	72	-	91	-	83	-	86	-
	20%	*21%*	*18%*	*21%*	*21%*	*20%*	-	*21%*	-	*18%*	-	*22%*	-	*19%*	-	*21%*	-
Tracked post, e.g. items that you can track where they are in the delivery process	**467**	147	75	172	73	77	-	70	-	75	-	81	-	91	-	73	-
	19%	*18%*	*19%*	*20%*	*18%*	*18%*	-	*17%*	-	*19%*	-	*19%*	-	*21%*	-	*18%*	-
Other types of mail	**118**	7	2	77	32	4	-	3	-	2	-	39	-	38	-	32	-
	5%	*1%*	*	**9%ab**	**8%ab**	*1%*	-	*1%*	-	*	-	**9%egl**	-	**9%egl**	-	**8%egl**	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Invitations/ greetings cards/ postcards	**2.57**	-	2.57	2.58	2.55	2.46	2.57	**2.65ei**	2.56	2.50	**2.60ei**	**2.65ei**	2.52	**2.61l**	2.57	**2.62l**	**2.58q**	2.49	2.56
Personal letters (e.g. to a friend or relative)	**2.54**	-	2.54	2.52	2.55	**2.57ijk**	**2.63ijk**	**2.66ijk**	**2.59ijk**	2.41	2.43	2.43	**2.60no**	**2.63no**	2.42	2.43	2.53	2.57	2.51
Formal letters to organisations or individuals	**2.57**	-	2.57	2.57	2.56	**2.75ijk**	**2.75ijk**	**2.69ijk**	**2.60ij**	2.35	2.38	2.44	**2.75no**	**2.65no**	2.38	2.41	2.55	2.67	2.54
Payments for bills/ invoices/ statements	**2.46**	-	2.46	**2.52d**	2.40	**2.79hijk**	**2.69hijk**	**2.64hijk**	**2.46ij**	2.19	2.17	2.28	**2.74mno**	**2.56no**	2.21	2.22	2.44	**2.62p**	2.43
Smaller parcels - that will fit through a letterbox	**2.89**	-	2.89	2.86	2.91	**3.14ghijk**	**3.01ijk**	**2.96jk**	**2.86j**	2.82	2.66	2.70	**3.07mno**	**2.92no**	2.74	2.68	2.88	2.98	2.89
Larger parcels - that will not fit through a letterbox	**2.86**	-	2.86	2.81	**2.92c**	**3.11ghijk**	**3.04ijk**	**2.93jk**	**2.86jk**	**2.79j**	2.59	2.63	**3.07mno**	**2.90no**	2.69	2.61	2.86	2.89	2.88
Items requiring a signature	**2.82**	-	2.82	2.83	2.81	**2.99ijk**	**2.94ijk**	**2.90ijk**	**2.86ijk**	2.69	2.68	2.64	**2.96no**	**2.88no**	2.67	2.66	2.83	2.80	2.83
Tracked post, e.g. items that you can track where they are in the delivery process	**2.94**	-	2.94	2.90	2.98	**3.18ghijk**	**3.06ijk**	**3.00ijk**	2.92	2.81	2.76	2.81	**3.12mno**	**2.97no**	2.80	2.78	2.93	3.01	2.95
Other types of mail	**2.72**	-	2.72	2.79	2.64	2.92	2.75	2.68	2.89	2.78	2.38	2.40	2.84	2.75	2.55	2.38	2.72	2.74	2.76

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Invitations/ greetings cards/ postcards	**2.57**	2.54	2.58	2.60	2.54	2.57	2.57	2.57	2.56	2.42	2.51	**2.67ijmn**	**2.62ijm**	2.49	**2.59im**	2.43	**2.59o**
Personal letters (e.g. to a friend or relative)	**2.54**	2.53	2.51	2.54	2.57	2.52	2.56	**2.57h**	2.47	2.49	2.44	**2.57j**	**2.58j**	2.52	**2.54j**	2.49	2.54
Formal letters to organisations or individuals	**2.57**	2.62	2.51	2.63	2.54	2.55	2.59	**2.65h**	2.45	2.47	2.56	2.62	2.57	2.61	2.59	2.47	2.59
Payments for bills/ invoices/ statements	**2.46**	2.43	2.40	**2.55b**	2.50	2.42	**2.52e**	**2.55h**	2.34	2.37	2.41	2.52	2.52	2.40	2.48	2.37	2.48
Smaller parcels - that will fit through a letterbox	**2.89**	**2.97d**	2.85	2.94	2.82	2.90	2.88	**2.96h**	2.78	2.71	2.84	**2.93i**	**2.96i**	**2.90i**	**2.92i**	2.71	**2.92o**
Larger parcels - that will not fit through a letterbox	**2.86**	**2.94b**	2.79	**2.94b**	2.83	2.85	2.88	**2.95h**	2.73	2.68	2.81	**2.90i**	**2.93i**	2.85	**2.88i**	2.68	**2.88o**
Items requiring a signature	**2.82**	2.88	2.79	2.86	2.77	2.83	2.81	**2.88h**	2.73	2.67	2.76	**2.84i**	**2.87i**	**2.87i**	**2.84i**	2.67	**2.84o**
Tracked post, e.g. items that you can track where they are in the delivery process	**2.94**	**3.00d**	2.91	**3.01d**	2.86	2.95	2.93	**3.00h**	2.85	2.83	2.93	2.97	2.96	2.93	2.95	2.83	2.95
Other types of mail	**2.72**	2.80	2.54	2.79	2.83	2.65	2.81	2.72	2.72	2.65	2.61	2.88	2.66	2.72	2.73	2.65	2.74

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Invitations/ greetings cards/ postcards	**2.57**	2.56	2.60	**2.73a**	2.57	2.56	2.56	2.50	**2.64n**	**2.68lnop**	**2.67lnop**	**2.70lnop**	**2.52n**	**2.62n**	2.38	**2.54n**	**2.52n**	2.59	**2.56n**
Personal letters (e.g. to a friend or relative)	**2.54**	2.54	2.53	2.56	2.56	2.45	2.48	2.29	2.59	**2.56o**	**2.59o**	**2.57o**	**2.63or**	**2.56o**	**2.58o**	2.42	**2.59o**	2.52	2.43
Formal letters to organisations or individuals	**2.57**	2.58	2.51	2.62	**2.58g**	2.55	2.47	2.40	2.56	2.53	2.48	2.66	**2.75joq**	2.55	2.69	2.47	2.54	2.41	2.58
Payments for bills/ invoices/ statements	**2.46**	**2.50bc**	2.27	2.29	2.48	2.43	2.37	2.33	**2.52o**	2.47	2.40	**2.59op**	**2.57o**	2.42	**2.71ijmopr**	2.28	2.33	2.39	2.44
Smaller parcels - that will fit through a letterbox	**2.89**	2.90	2.83	2.91	2.89	2.87	**2.98g**	2.76	2.91	2.84	2.89	2.98	2.92	2.90	2.96	2.81	2.83	2.83	2.87
Larger parcels - that will not fit through a letterbox	**2.86**	2.87	2.84	2.90	2.85	2.91	**3.00dg**	2.72	2.94	2.74	**2.97l**	2.96	2.87	2.84	2.83	2.77	2.91	2.88	2.92
Items requiring a signature	**2.82**	2.82	2.83	2.86	**2.82g**	2.86	2.85	2.67	2.89	2.80	2.84	**2.95o**	2.84	2.76	2.88	2.73	2.78	2.88	2.85
Tracked post, e.g. items that you can track where they are in the delivery process	**2.94**	2.93	2.96	3.02	2.94	2.93	**3.04g**	2.80	2.99	2.86	2.95	3.01	2.98	2.87	3.01	2.85	2.99	2.83	2.95
Other types of mail	**2.72**	2.76	2.43	2.73	2.76	2.37	2.66	2.48	2.62	2.98	3.12	3.00	2.68	2.60	2.67	2.57	2.93	2.76	2.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Invitations/ greetings cards/ postcards	**2.57**	**2.73bcdefg**	**2.55deg**	**2.54deg**	**2.19e**	1.86	**2.64bcdeg**	**2.11e**	**2.64jkln**	**2.59jkln**	**2.46kln**	2.25	2.07	**2.61jkln**	2.19
Personal letters (e.g. to a friend or relative)	**2.54**	**2.67bdefg**	**2.52deg**	**2.59deg**	2.11	1.94	**2.59bdeg**	2.06	**2.60jkn**	**2.53kn**	**2.49kn**	2.18	2.42	**2.56kn**	2.25
Formal letters to organisations or individuals	**2.57**	**2.65deg**	**2.56dg**	**2.59deg**	2.32	2.26	**2.60deg**	2.31	**2.60kn**	**2.59kn**	**2.53kn**	2.26	2.49	**2.59kn**	2.33
Payments for bills/ invoices/ statements	**2.46**	**2.49dg**	**2.47dg**	**2.57deg**	2.22	2.21	**2.48dg**	2.22	**2.48kn**	**2.46k**	**2.50kn**	2.22	2.37	**2.47kn**	2.26
Smaller parcels - that will fit through a letterbox	**2.89**	**2.99cdeg**	**2.93deg**	**2.81dg**	2.47	2.56	**2.96cdeg**	2.49	**3.03ijkln**	**2.89jkln**	2.71	2.55	2.43	**2.96jkln**	2.51
Larger parcels - that will not fit through a letterbox	**2.86**	**2.97cdeg**	**2.90deg**	**2.79dg**	2.47	2.54	**2.93cdeg**	2.48	**2.98jkln**	**2.88jkln**	**2.71ln**	2.51	2.39	**2.93jkln**	2.48
Items requiring a signature	**2.82**	**2.88deg**	**2.85deg**	**2.83dg**	2.50	2.55	**2.86deg**	2.52	**2.88jkln**	**2.86jkln**	**2.70ln**	2.54	2.35	**2.87jkln**	2.49
Tracked post, e.g. items that you can track where they are in the delivery process	**2.94**	**3.00cdeg**	**3.00cdeg**	**2.85dg**	2.63	2.59	**3.00cdeg**	2.62	**3.02jkln**	**2.98jkln**	**2.77l**	2.68	2.41	**3.00jkln**	2.60
Other types of mail	**2.72**	**2.82g**	**2.83g**	2.54	2.29	2.74	**2.82g**	2.40	2.78	2.76	2.59	2.87	2.30	2.77	2.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Invitations/ greetings cards/ postcards	**2.57**	2.43	**2.58a**	2.48	2.54	**2.59f**	2.44	**2.57h**	1.98	2.39	2.64	**2.57h**	3.00
Personal letters (e.g. to a friend or relative)	**2.54**	2.48	2.54	2.27	2.48	**2.56d**	2.56	2.53	2.63	2.52	1.82	2.54	3.40
Formal letters to organisations or individuals	**2.57**	2.50	2.58	2.32	2.56	2.57	2.55	2.57	2.69	2.37	1.00	2.57	3.00
Payments for bills/ invoices/ statements	**2.46**	2.42	2.46	2.44	2.46	2.46	2.58	2.46	2.96	2.39	2.64	2.46	3.00
Smaller parcels - that will fit through a letterbox	**2.89**	2.68	**2.90a**	2.50	2.88	2.90	2.83	2.89	2.71	2.39	3.73	2.89	3.00
Larger parcels - that will not fit through a letterbox	**2.86**	2.70	2.87	2.62	2.86	2.88	2.68	2.87	2.67	2.55	3.45	2.86	3.00
Items requiring a signature	**2.82**	2.56	**2.84a**	2.57	2.82	2.83	2.68	2.83	2.52	2.66	2.64	2.82	3.00
Tracked post, e.g. items that you can track where they are in the delivery process	**2.94**	2.79	2.95	2.48	2.97	2.94	2.75	2.94	3.00	2.45	1.82	2.94	3.00
Other types of mail	**2.72**	2.60	2.73	2.74	2.63	2.76	2.75	2.72	3.04	1.00	-	2.72	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Invitations/ greetings cards/ postcards	**2.57**	2.53	**2.66ac**	2.53	**2.62ac**	2.47	-	**2.59e**	-	**2.66ekm**	-	2.52	-	2.55	-	**2.62ek**	-
Personal letters (e.g. to a friend or relative)	**2.54**	2.49	**2.62ac**	2.53	2.57	2.47	-	2.50	-	**2.62egm**	-	2.54	-	2.51	-	2.57	-
Formal letters to organisations or individuals	**2.57**	2.53	2.59	2.59	2.56	2.52	-	2.55	-	2.59	-	2.56	-	2.63	-	2.56	-
Payments for bills/ invoices/ statements	**2.46**	2.40	2.51	2.46	**2.56a**	2.40	-	2.39	-	2.51	-	2.42	-	2.50	-	2.56	-
Smaller parcels - that will fit through a letterbox	**2.89**	2.90	2.89	2.88	2.89	2.91	-	2.89	-	2.89	-	2.84	-	2.93	-	2.89	-
Larger parcels - that will not fit through a letterbox	**2.86**	2.83	2.91	2.89	2.83	2.87	-	2.79	-	2.91	-	2.90	-	2.88	-	2.83	-
Items requiring a signature	**2.82**	2.81	2.84	2.82	2.82	2.82	-	2.81	-	2.84	-	2.81	-	2.84	-	2.82	-
Tracked post, e.g. items that you can track where they are in the delivery process	**2.94**	2.97	2.94	2.91	2.94	2.97	-	2.96	-	2.94	-	2.93	-	2.90	-	2.94	-
Other types of mail	**2.72**	2.89	3.54	2.67	2.71	2.83	-	2.97	-	3.54	-	2.57	-	2.76	-	2.71	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2602**	-	2602	1224	1371	325	327	468	371	486	370	241	652	839	1097	611	2239	324	2602
Weighted Base	**2648**	-**	2648	1255	1390	348	354	517	381	456	322	264	702	899	1042	587	2167	436	2602
Effective Base	**1600**	-	1600	791	809	224	213	321	218	277	178	169	437	538	622	345	1327	250	2602
Email	**1553**	-	1553	762	790	199	193	285	239	301	193	142	392	524	636	335	1221	308	1532
	59%	-	*59%*	*61%*	*57%*	*57%*	*55%*	*55%*	*63%*	**66%efgk**	*60%*	*54%*	*56%*	*58%*	*61%*	*57%*	*56%*	**71%p**	*59%*
Mobile phone calls	**813**	-	813	396	416	127	117	131	114	154	88	82	244	245	323	170	636	167	864
	31%	-	*31%*	*32%*	*30%*	**37%gj**	*33%*	*25%*	*30%*	**34%g**	*27%*	*31%*	**35%m**	*27%*	*31%*	*29%*	*29%*	**38%p**	*33%*
Landline calls	**350**	-	350	180	169	45	38	46	38	61	62	61	82	83	184	123	285	65	361
	13%	-	*13%*	*14%*	*12%*	*13%*	*11%*	*9%*	*10%*	*13%*	**19%fgh**	**23%efghi**	*12%*	*9%*	**18%lm**	**21%lm**	*13%*	*15%*	*14%*
Text messaging/ SMS	**943**	-	943	457	485	162	118	149	147	179	108	79	280	296	366	187	740	194	926
	36%	-	*36%*	*36%*	*35%*	**47%fgjk**	*33%*	*29%*	**38%g**	**39%gk**	*34%*	*30%*	**40%mo**	*33%*	*35%*	*32%*	*34%*	**45%p**	*36%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1044**	-	1044	454	587	162	175	195	162	173	115	60	337	358	349	176	813	219	1060
	39%	-	*39%*	*36%*	**42%c**	**47%gjk**	**50%gjik**	**38%k**	**43%k**	**38%k**	**36%k**	*23%*	**48%mno**	**40%no**	*33%*	*30%*	*38%*	**50%p**	*41%*
Social networking websites/ apps	**669**	-	669	326	343	159	129	149	105	75	32	21	288	253	127	52	487	175	654
	25%	-	*25%*	*26%*	*25%*	**46%fghijk**	**36%hijk**	**29%ijk**	**27%ijk**	**16%jk**	*10%*	*8%*	**41%mno**	**28%no**	*12%*	*9%*	*22%*	**40%p**	*25%*
In person/ face-to-face	**303**	-	303	137	166	75	37	62	43	50	22	13	112	105	85	35	235	63	298
	11%	-	*11%*	*11%*	*12%*	**22%fghijk**	*10%*	**12%k**	**11%k**	**11%k**	*7%*	*5%*	**16%no**	**12%no**	*8%*	*6%*	*11%*	*15%*	*11%*
Other: please specify	**19**	-	19	13	6	3	1	2	*	1	7	6	4	2	13	12	18	-	21
	1%	-	*1%*	*1%*	*	*1%*	*	*	*	*	**2%i**	**2%ghi**	*1%*	*	**1%m**	**2%m**	*1%*	-	*1%*
None in particular	**506**	-	506	242	265	28	42	103	64	97	80	88	70	168	266	168	456	39	490
	19%	-	*19%*	*19%*	*19%*	*8%*	*12%*	**20%ef**	**17%e**	**21%ef**	**25%efh**	**33%efghi**	*10%*	**19%l**	**25%lm**	**29%lm**	**21%q**	*9%*	*19%*
I don't know	**68**	-	68	19	48	15	14	10	15	7	5	3	28	25	14	8	58	5	65
	3%	-	*3%*	*2%*	**3%c**	*4%*	*4%*	*2%*	*4%*	*1%*	*1%*	*1%*	**4%no**	*3%*	*1%*	*1%*	*3%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2602**	632	847	496	627	1479	1123	1302	1250	327	346	702	623	354	2025	333	2074
Weighted Base	**2648**	608	925	546	569	1533	1115	1616	1001	292	332	731	634	400	2096	297	2144
Effective Base	**1600**	364	537	306	404	902	700	871	747	209	205	425	388	226	1243	211	1270
Email	**1553**	390	549	327	287	939	614	981	556	141	194	440	389	242	1266	145	1297
	59%	**64%d**	**59%d**	**60%d**	*50%*	**61%f**	*55%*	**61%h**	*56%*	*48%*	**59%l**	**60%l**	**61%l**	**61%l**	**60%l**	*49%*	**60%o**
Mobile phone calls	**813**	226	239	180	168	465	348	493	305	82	109	227	170	123	629	82	652
	31%	**37%bd**	*26%*	**33%b**	*30%*	*30%*	*31%*	*31%*	*30%*	*28%*	*33%*	*31%*	*27%*	*31%*	*30%*	*28%*	*30%*
Landline calls	**350**	100	117	66	68	217	134	175	170	35	50	114	71	46	281	35	285
	13%	*16%*	*13%*	*12%*	*12%*	*14%*	*12%*	*11%*	**17%g**	*12%*	*15%*	*16%*	*11%*	*11%*	*13%*	*12%*	*13%*
Text messaging/ SMS	**943**	237	293	214	198	531	412	595	340	95	117	257	230	153	756	100	771
	36%	**39%b**	*32%*	**39%b**	*35%*	*35%*	*37%*	*37%*	*34%*	*33%*	*35%*	*35%*	*36%*	*38%*	*36%*	*34%*	*36%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1044**	268	347	215	213	616	428	690	344	94	133	308	232	173	845	96	869
	39%	**44%b**	*38%*	*39%*	*37%*	*40%*	*38%*	**43%h**	*34%*	*32%*	*40%*	**42%l**	*37%*	**43%l**	**40%l**	*32%*	**41%o**
Social networking websites/ apps	**669**	165	206	151	147	370	298	452	205	67	105	171	148	119	543	67	551
	25%	*27%*	*22%*	*28%*	*26%*	*24%*	*27%*	**28%h**	*20%*	*23%*	**32%kl**	*23%*	*23%*	*30%*	*26%*	*23%*	*26%*
In person/ face-to-face	**303**	70	90	78	65	160	143	200	101	34	45	80	83	36	243	34	249
	11%	*12%*	*10%*	**14%b**	*11%*	*10%*	*13%*	*12%*	*10%*	*12%*	*14%*	*11%*	*13%*	*9%*	*12%*	*11%*	*12%*
Other: please specify	**19**	11	3	5	1	14	5	7	12	2	2	5	5	4	16	2	16
	1%	**2%bd**	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
None in particular	**506**	78	211	97	120	289	217	251	248	83	63	140	109	58	370	83	379
	19%	*13%*	**23%a**	*18%*	**21%a**	*19%*	*19%*	*16%*	**25%g**	**28%jklmn**	*19%*	*19%*	*17%*	*14%*	*18%*	**28%p**	*18%*
I don't know	**68**	16	21	8	23	37	31	38	26	6	7	17	15	9	48	6	48
	3%	*3%*	*2%*	*1%*	**4%c**	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 142

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2602	1903	699	298	1455	485	382	280	124	161	158	150	177	158	178	184	165	92	393
Weighted Base	2648	2299	349	121*	2216	229	129	74	101	283	219	188	243	240	334	379	231	42*	187
Effective Base	1600	1361	245	92	1211	251	210	141	109	142	131	130	151	136	156	165	147	42	209
Email	1553	1347	207	71	1298	140	71	44	66	166	129	98	152	137	211	217	121	24	117
	59%	*59%*	*59%*	*58%*	*59%*	*61%*	*55%*	*59%*	**66%kp**	*59%*	*59%*	*52%*	*62%*	*57%*	*63%*	*57%*	*53%*	*57%*	*62%*
Mobile phone calls	813	708	106	34	667	75	43	29	36	87	72	58	81	53	111	102	67	12	63
	31%	*31%*	*30%*	*28%*	*30%*	*33%*	*33%*	**39%d**	**36%m**	*31%*	**33%m**	*31%*	**33%m**	*22%*	**33%m**	*27%*	*29%*	*28%*	**34%m**
Landline calls	350	279	71	27	285	37	19	9	17	36	28	26	30	29	50	49	22	6	31
	13%	*12%*	**20%a**	**22%a**	*13%*	*16%*	*15%*	*13%*	*16%*	*13%*	*13%*	*14%*	*12%*	*12%*	*15%*	*13%*	*9%*	*15%*	*16%*
Text messaging/ SMS	943	830	113	41	790	77	47	30	38	106	80	71	81	66	129	137	81	16	61
	36%	*36%*	*32%*	*34%*	*36%*	*34%*	*36%*	*40%*	*38%*	*37%*	*37%*	*38%*	*33%*	*28%*	*39%*	*36%*	*35%*	*39%*	*33%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	1044	894	149	63	865	85	59	35	43	123	78	64	95	80	144	150	89	16	69
	39%	*39%*	*43%*	**52%a**	*39%*	*37%*	*46%*	*47%*	*43%*	*43%*	*35%*	*34%*	*39%*	*33%*	*43%*	*40%*	*38%*	*39%*	*37%*
Social networking websites/ apps	669	597	71	35	564	49	35	20	27	84	41	47	75	34	104	102	50	7	43
	25%	*26%*	*20%*	*29%*	*25%*	*22%*	*27%*	*27%*	**27%m**	**30%jm**	*19%*	**25%m**	**31%jm**	*14%*	**31%jm**	**27%m**	*22%*	*16%*	**23%m**
In person/ face-to-face	303	254	49	16	262	20	11	9	17	33	23	26	32	24	33	45	28	3	17
	11%	*11%*	*14%*	*13%*	*12%*	*9%*	*8%*	*13%*	**17%r**	*12%*	*11%*	*14%*	*13%*	*10%*	*10%*	*12%*	*12%*	*8%*	*9%*
Other: please specify	19	14	5	5	16	1	1	1	1	-	4	3	-	3	2	3	-	*	1
	1%	*1%*	*1%*	**4%a**	*1%*	*1%*	*1%*	*1%*	*1%*	-	*2%*	*2%*	-	*1%*	*1%*	*1%*	-	*	*1%*
None in particular	506	434	72	26	424	44	26	13	14	49	43	40	42	54	43	79	61	11	33
	19%	*19%*	*21%*	*21%*	*19%*	*19%*	*20%*	*18%*	*14%*	*17%*	*20%*	*21%*	*17%*	**23%n**	*13%*	*21%*	**26%hnr**	**26%n**	*18%*
I don't know	68	63	5	1	58	6	2	1	1	7	7	11	3	4	14	8	4	*	6
	3%	*3%*	*2%*	*1%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	**6%hl**	*1%*	*2%*	*4%*	*2%*	*2%*	*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 142

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2602**	965	1055	312	180	66	2020	246	1049	1029	325	126	50	2078	176
Weighted Base	**2648**	938	1094	349	182	66*	2032	249	1012	1056	360	154*	52*	2068	206
Effective Base	**1600**	583	648	202	112	43	1230	155	619	638	211	89	32	1257	121
Email	**1553**	517	683	197	117	30	1200	148	586	640	209	89	22	1227	111
	59%	*55%*	**62%ae**	*57%*	**64%e**	*46%*	*59%*	*59%*	*58%*	**61%l**	*58%*	*58%*	*42%*	*59%*	*54%*
Mobile phone calls	**813**	262	355	115	67	11	617	78	319	339	96	41	15	658	56
	31%	*28%*	**32%e**	**33%e**	**37%e**	*16%*	**30%e**	*31%*	*31%*	*32%*	*27%*	*27%*	*28%*	*32%*	*27%*
Landline calls	**350**	139	136	50	18	6	275	25	143	128	45	27	8	271	34
	13%	*15%*	*12%*	*14%*	*10%*	*9%*	*14%*	*10%*	*14%*	*12%*	*12%*	*17%*	*15%*	*13%*	*17%*
Text messaging/ SMS	**943**	312	405	131	73	17	717	90	383	355	127	53	21	739	74
	36%	*33%*	*37%*	*38%*	*40%*	*26%*	*35%*	*36%*	*38%*	*34%*	*35%*	*34%*	*40%*	*36%*	*36%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1044**	320	438	164	86	30	758	116	411	414	141	53	18	825	71
	39%	*34%*	**40%a**	**47%af**	**47%af**	*45%*	*37%*	**47%af**	*41%*	*39%*	*39%*	*34%*	*36%*	*40%*	*35%*
Social networking websites/ apps	**669**	188	291	117	53	17	479	70	286	263	87	18	11	550	29
	25%	*20%*	**27%a**	**33%af**	**29%a**	*26%*	*24%*	**28%a**	**28%kn**	**25%kn**	**24%kn**	*12%*	*22%*	**27%kn**	*14%*
In person/ face-to-face	**303**	103	117	48	27	6	221	33	115	125	39	16	5	240	21
	11%	*11%*	*11%*	*14%*	*15%*	*9%*	*11%*	*13%*	*11%*	*12%*	*11%*	*10%*	*10%*	*12%*	*10%*
Other: please specify	**19**	8	8	1	2	*	16	2	4	8	4	2	2	12	4
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	**4%hm**	*1%*	*2%*
None in particular	**506**	246	157	46	27	26	403	53	227	158	69	32	17	385	49
	19%	**26%bcdf**	*14%*	*13%*	*15%*	**39%bcdfg**	**20%bc**	**21%bc**	**22%i**	*15%*	*19%*	*21%*	**33%im**	**19%l**	**24%l**
I don't know	**68**	13	37	10	3	*	50	4	13	30	16	6	*	43	6
	3%	*1%*	**3%a**	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	**4%hm**	*4%*	*1%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 142

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2602**	173	2370	59	817	1622	163	2536	24	23	1	2583	18
Weighted Base	**2648**	136*	2451	61*	727	1744	177	2574	30**	26**	2**	2629	17**
Effective Base	**1600**	98	1471	34	478	1025	102	1554	18	16	1	1588	12
Email	**1553**	76	1456	21	405	1063	86	1514	15	16	-	1545	8
	59%	**56%c**	**59%c**	*35%*	*56%*	**61%f**	*49%*	*59%*	*51%*	*62%*	-	*59%*	*49%*
Mobile phone calls	**813**	54	734	26	248	510	55	787	8	11	-	806	7
	31%	**40%b**	*30%*	*42%*	*34%*	*29%*	*31%*	*31%*	*28%*	*43%*	-	*31%*	*44%*
Landline calls	**350**	21	322	8	113	214	22	331	6	6	2	343	5
	13%	*15%*	*13%*	*13%*	*16%*	*12%*	*13%*	*13%*	*22%*	*24%*	*100%*	*13%*	*28%*
Text messaging/ SMS	**943**	43	879	21	297	584	62	918	8	13	-	940	3
	36%	*31%*	*36%*	*34%*	**41%e**	*34%*	*35%*	*36%*	*28%*	*52%*	-	*36%*	*17%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1044**	52	975	17	311	680	53	1026	7	6	-	1039	5
	39%	*38%*	*40%*	*27%*	**43%f**	*39%*	*30%*	*40%*	*23%*	*24%*	-	*40%*	*31%*
Social networking websites/ apps	**669**	36	606	27	189	431	48	656	6	2	-	664	4
	25%	*27%*	*25%*	**44%b**	*26%*	*25%*	*27%*	*25%*	*20%*	*9%*	-	*25%*	*26%*
In person/ face-to-face	**303**	23	269	11	113	170	19	292	3	6	-	301	2
	11%	*17%*	*11%*	*18%*	**16%e**	*10%*	*11%*	*11%*	*10%*	*22%*	-	*11%*	*12%*
Other: please specify	**19**	*	19	-	4	15	*	19	-	-	-	19	-
	1%	*	*1%*	-	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-
None in particular	**506**	17	481	8	137	333	37	503	-	3	-	506	-
	19%	*13%*	*20%*	*12%*	*19%*	*19%*	*21%*	*20%*	-	*11%*	-	*19%*	-
I don't know	**68**	2	59	7	20	41	7	63	2	-	-	64	3
	3%	*2%*	*2%*	**11%ab**	*3%*	*2%*	*4%*	*2%*	*6%*	-	-	*2%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?

Base : All participants (on even months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2602**	433	885	424	860	-	433	-	441	-	444	-	424	-	430	-	430
Weighted Base	**2648**	451	886	435	876	-**	451	-**	426	-**	460	-**	435	-**	430	-**	447
Effective Base	**1600**	289	603	244	479	-	289	-	284	-	319	-	244	-	241	-	239
Email	**1553**	269	520	263	501	-	269	-	247	-	272	-	263	-	263	-	238
	59%	*60%*	*59%*	*60%*	*57%*	-	*60%*	-	*58%*	-	*59%*	-	*60%*	-	*61%*	-	*53%*
Mobile phone calls	**813**	120	274	150	269	-	120	-	135	-	139	-	150	-	152	-	117
	31%	*27%*	*31%*	*34%*	*31%*	-	*27%*	-	*32%*	-	*30%*	-	*34%*	-	**35%fp**	-	*26%*
Landline calls	**350**	53	126	44	127	-	53	-	60	-	66	-	44	-	63	-	65
	13%	*12%*	*14%*	*10%*	*15%*	-	*12%*	-	*14%*	-	*14%*	-	*10%*	-	*15%*	-	*15%*
Text messaging/ SMS	**943**	147	332	159	306	-	147	-	146	-	186	-	159	-	162	-	144
	36%	*33%*	*37%*	*37%*	*35%*	-	*33%*	-	*34%*	-	**40%fp**	-	*37%*	-	*38%*	-	*32%*
Instant Messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	**1044**	164	382	153	344	-	164	-	194	-	189	-	153	-	184	-	160
	39%	*36%*	**43%c**	*35%*	*39%*	-	*36%*	-	**46%fip**	-	*41%*	-	*35%*	-	*43%*	-	*36%*
Social networking websites/ apps	**669**	122	210	121	215	-	122	-	115	-	95	-	121	-	118	-	97
	25%	*27%*	*24%*	*28%*	*24%*	-	*27%*	-	*27%*	-	*21%*	-	**28%j**	-	*27%*	-	*22%*
In person/ face-to-face	**303**	58	106	38	100	-	58	-	46	-	60	-	38	-	46	-	54
	11%	*13%*	*12%*	*9%*	*11%*	-	*13%*	-	*11%*	-	*13%*	-	*9%*	-	*11%*	-	*12%*
Other: please specify	**19**	10	5	2	3	-	10	-	3	-	2	-	2	-	*	-	2
	1%	**2%bd**	*1%*	*	*	-	**2%n**	-	*1%*	-	*1%*	-	*	-	*	-	*1%*
None in particular	**506**	83	174	83	167	-	83	-	79	-	95	-	83	-	80	-	86
	19%	*18%*	*20%*	*19%*	*19%*	-	*18%*	-	*18%*	-	*21%*	-	*19%*	-	*19%*	-	*19%*
I don't know	**68**	9	22	13	24	-	9	-	12	-	10	-	13	-	10	-	14
	3%	*2%*	*3%*	*3%*	*3%*	-	*2%*	-	*3%*	-	*2%*	-	*3%*	-	*2%*	-	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**3863**	-	3863	1863	1992	482	492	712	597	700	478	397	974	1309	1575	874	3255	537	3890
	75%	-	*75%*	*74%*	*76%*	*70%*	*69%*	**75%f**	**81%efgj**	**77%ef**	*75%*	**76%f**	*70%*	**78%l**	**76%l**	**76%l**	**76%q**	*70%*	*76%*
1-2	**931**	-	931	475	455	154	189	176	83	134	111	84	343	258	329	195	745	181	897
	18%	-	*18%*	*19%*	*17%*	**22%hik**	**27%ghijk**	**19%h**	*11%*	*15%*	**18%h**	*16%*	**25%mno**	*15%*	*16%*	*17%*	*17%*	**23%p**	*17%*
3-4	**147**	-	147	64	83	24	19	24	24	27	13	15	43	47	55	28	117	28	146
	3%	-	*3%*	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*3%*
5-10	**163**	-	163	78	84	24	9	31	25	30	23	21	34	55	73	44	144	19	160
	3%	-	*3%*	*3%*	*3%*	**4%f**	*1%*	**3%f**	**3%f**	**3%f**	**4%f**	**4%f**	*2%*	*3%*	*4%*	*4%*	*3%*	*2%*	*3%*
11-20	**31**	-	31	22	10	2	1	5	1	10	6	6	4	6	22	12	28	3	36
	1%	-	*1%*	*1%*	*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	*	**1%l**	*1%*	*1%*	*	*1%*
21+	**12**	-	12	7	5	-	*	1	3	4	3	1	*	5	7	3	10	2	18
	*	-	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Received (non-zero entry)	**1284**	-	1284	645	637	205	219	236	136	204	156	126	424	372	487	282	1045	233	1257
	25%	-	*25%*	*26%*	*24%*	**30%hi**	**31%ghik**	**25%h**	*19%*	*23%*	**25%h**	*24%*	**30%mno**	*22%*	*24%*	*24%*	*24%*	**30%p**	*24%*
Total Mean (including those not Receiving any)																			
Mean	**0.73**	-	0.73	0.79	0.68	0.69	0.58	0.67	0.66	0.89	0.84	0.80	0.64	0.67	0.85	0.82	0.74	0.76	0.77
Std Dev.	**2.44**	-	2.44	2.67	2.20	1.56	1.45	2.09	2.41	3.26	2.99	2.65	1.51	2.24	3.03	2.84	2.47	2.38	2.74
Std Error	**0.03**	-	0.03	0.05	0.04	0.06	0.06	0.07	0.09	0.10	0.11	0.12	0.04	0.06	0.07	0.08	0.04	0.10	0.04
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.94**	-	2.94	3.06	2.82	2.32	1.89	**2.71f**	**3.57ef**	**3.93efg**	**3.39f**	**3.32ef**	2.10	**3.02l**	**3.60l**	**3.36l**	3.04	2.51	3.15
Std Dev.	**4.17**	-	4.17	4.56	3.74	2.11	2.09	3.48	4.60	5.93	5.26	4.57	2.11	3.94	5.39	4.96	4.25	3.79	4.83
Std Error	**0.12**	-	0.12	0.18	0.15	0.16	0.15	0.24	0.38	0.40	0.41	0.41	0.11	0.21	0.24	0.29	0.13	0.29	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	**3863**	824	1340	796	903	2164	1700	2271	1553	464	536	1039	919	541	3035	471	3107
	75%	*70%*	**77%a**	**75%a**	**79%a**	*74%*	**77%e**	*74%*	**77%g**	*77%*	*77%*	*76%*	*73%*	*72%*	*74%*	*77%*	*74%*
1-2	**931**	253	302	203	173	555	376	607	309	96	120	252	258	150	780	99	795
	18%	**21%bd**	*17%*	*19%*	*15%*	*19%*	*17%*	**20%h**	*15%*	*16%*	*17%*	*18%*	*20%*	*20%*	*19%*	*16%*	*19%*
3-4	**147**	41	37	35	35	77	70	86	59	25	23	33	23	24	103	25	106
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**4%l**	*3%*	*2%*	*2%*	*3%*	*3%*	*4%*	*3%*
5-10	**163**	56	53	25	28	110	53	92	70	9	11	38	51	34	134	10	135
	3%	**5%cd**	*3%*	*2%*	*2%*	**4%f**	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	**4%lj**	**4%lj**	*3%*	*2%*	*3%*
11-20	**31**	6	13	8	5	19	13	15	16	5	8	8	6	1	23	5	26
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*
21+	**12**	5	6	1	1	11	1	7	5	1	2	*	2	5	9	1	9
	*	*	*	*	*	*	*	*	*	*	*	*	*	**1%k**	*	*	*
Any Received (non-zero entry)	**1284**	361	410	271	241	771	512	807	459	136	164	330	341	214	1049	139	1071
	25%	**30%bcd**	*23%*	*25%*	*21%*	**26%f**	*23%*	**26%h**	*23%*	*23%*	*23%*	*24%*	*27%*	*28%*	*26%*	*23%*	*26%*
Total Mean (including those not Receiving any)																	
Mean	**0.73**	**0.97cd**	0.72	0.66	0.57	**0.82f**	0.61	0.72	0.75	0.64	0.71	0.59	0.78	**0.90k**	0.73	0.64	0.73
Std Dev.	**2.44**	2.85	2.59	1.99	2.08	2.70	2.04	2.30	2.66	2.46	2.43	1.80	2.46	2.84	2.34	2.45	2.35
Std Error	**0.03**	0.08	0.06	0.06	0.06	0.05	0.04	0.05	0.05	0.09	0.09	0.05	0.07	0.11	0.04	0.09	0.04
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.94**	3.17	3.09	2.62	2.69	3.13	2.65	2.75	3.31	2.82	3.01	2.45	2.89	3.18	2.83	2.80	2.85
Std Dev.	**4.17**	4.45	4.61	3.24	3.85	4.53	3.54	3.82	4.76	4.55	4.27	2.98	4.03	4.61	3.91	4.50	3.93
Std Error	**0.12**	0.23	0.24	0.20	0.24	0.17	0.15	0.15	0.20	0.37	0.34	0.17	0.22	0.33	0.12	0.36	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 143

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	**3863**	3327	536	175	3214	336	200	113	145	426	317	299	314	366	468	545	334	61	276
	75%	*75%*	*73%*	*72%*	*75%*	*76%*	**80%d**	*78%*	*70%*	*76%*	*75%*	**80%hln**	*69%*	**77%n**	*69%*	**78%hln**	*76%*	*78%*	*76%*
1-2	**931**	788	143	47	797	81	31	22	47	104	77	61	105	75	143	106	77	12	69
	18%	*18%*	*20%*	*20%*	**18%f**	**18%f**	*12%*	*15%*	**23%o**	*19%*	*18%*	*16%*	**23%mo**	*16%*	*21%*	*15%*	*18%*	*16%*	*19%*
3-4	**147**	122	24	7	127	10	7	3	5	8	13	11	11	13	27	25	14	2	8
	3%	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*
5-10	**163**	134	28	11	142	7	8	5	8	14	13	1	19	19	35	23	11	2	5
	3%	*3%*	*4%*	*5%*	*3%*	*2%*	*3%*	**4%e**	**4%k**	**2%k**	**3%k**	*	**4%kr**	**4%k**	**5%kr**	**3%k**	**2%k**	**3%k**	*1%*
11-20	**31**	29	2	2	25	3	2	1	3	7	2	-	1	3	2	3	4	-	3
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%kn**	*1%*	*1%*	-	*	*1%*	*	*	*1%*	-	*1%*
21+	**12**	12	1	*	7	2	2	1	-	3	-	-	2	-	2	-	-	*	2
	*	*	*	*	*	*	**1%d**	**1%d**	-	*1%*	-	-	*	-	*	-	-	*	*1%*
Any Received (non-zero entry)	**1284**	1085	198	68	1098	104	50	32	62	136	105	73	138	110	209	158	106	17	87
	25%	*25%*	*27%*	*28%*	**25%f**	*24%*	*20%*	*22%*	**30%ko**	*24%*	*25%*	*20%*	**31%ko**	*23%*	**31%kmo**	*22%*	*24%*	*22%*	*24%*
Total Mean (including those not Receiving any)																			
Mean	**0.73**	0.73	0.72	0.89	0.72	0.69	0.89	0.93	**0.86k**	**0.86k**	**0.63k**	0.34	**0.85k**	**0.65k**	**0.93k**	**0.64k**	**0.63k**	0.52	**0.73k**
Std Dev.	**2.44**	2.49	2.10	2.77	2.24	2.63	4.00	3.74	2.43	3.13	1.84	0.88	2.46	1.84	2.61	1.79	2.03	1.94	2.75
Std Error	**0.03**	0.04	0.06	0.11	0.04	0.08	0.14	0.16	0.15	0.18	0.10	0.05	0.13	0.10	0.14	0.10	0.11	0.14	0.10
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.94**	2.98	2.67	3.16	2.83	2.95	**4.43d**	**4.20d**	**2.88k**	**3.53k**	2.52	1.75	2.77	**2.82k**	**3.02k**	**2.87k**	2.62	2.41	**3.05k**
Std Dev.	**4.17**	4.30	3.33	4.52	3.70	4.77	8.05	7.14	3.75	5.57	2.98	1.23	3.82	2.93	3.98	2.81	3.46	3.66	4.97
Std Error	**0.12**	0.14	0.18	0.37	0.14	0.31	0.64	0.63	0.42	0.64	0.34	0.16	0.38	0.34	0.39	0.30	0.40	0.55	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**3863**	1357	1525	528	306	116	2882	422	1479	1522	565	194	75	3002	269
	75%	*72%*	*76%*	*76%*	**79%a**	**85%af**	*74%*	**81%af**	*75%*	*74%*	**79%ikmn**	*71%*	*74%*	*75%*	*71%*
1-2	**931**	360	366	124	64	16	726	79	349	390	108	61	17	739	78
	18%	*19%*	*18%*	*18%*	*16%*	*12%*	*19%*	*15%*	*18%*	*19%*	*15%*	**22%j**	*17%*	*18%*	*21%*
3-4	**147**	65	44	22	10	4	110	15	55	58	19	8	5	114	13
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*	*3%*
5-10	**163**	70	73	16	4	-	143	4	60	73	15	10	5	133	14
	3%	**4%dg**	**4%dg**	*2%*	*1%*	-	**4%dg**	*1%*	*3%*	*4%*	*2%*	*4%*	*4%*	*3%*	*4%*
11-20	**31**	20	7	2	2	-	27	2	15	8	6	2	-	23	2
	1%	**1%b**	*	*	*1%*	-	*1%*	*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*
21+	**12**	9	3	-	-	-	12	-	4	7	2	-	-	10	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Any Received (non-zero entry)	**1284**	524	493	165	80	20	1017	101	484	536	150	81	27	1020	108
	25%	**28%deg**	*24%*	*24%*	*21%*	*15%*	**26%eg**	*19%*	*25%*	**26%j**	*21%*	**29%j**	*26%*	**25%j**	**29%j**
Total Mean (including those not Receiving any)															
Mean	**0.73**	**0.98bcdg**	0.65	0.57	0.50	0.29	**0.81g**	0.44	0.75	0.75	0.63	0.79	0.73	0.75	0.77
Std Dev.	**2.44**	3.26	1.90	1.73	1.60	0.79	2.65	1.44	2.56	2.40	2.51	1.98	1.71	2.48	1.91
Std Error	**0.03**	0.07	0.04	0.07	0.08	0.07	0.04	0.06	0.06	0.05	0.10	0.12	0.17	0.04	0.10
Receiving Mean (excluding those not Receiving any)															
Mean	**2.94**	**3.51b**	2.64	2.39	2.41	1.92	3.09	2.31	3.05	2.87	3.02	2.67	2.75	2.96	2.69
Std Dev.	**4.17**	5.41	3.08	2.88	2.79	1.02	4.46	2.54	4.43	4.00	4.78	2.88	2.36	4.21	2.75
Std Error	**0.12**	0.23	0.14	0.24	0.31	0.24	0.14	0.26	0.20	0.18	0.39	0.34	0.48	0.13	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**3863**	168	3635	60	1018	2618	226	3802	24	21	3	3847	13
	75%	*65%*	**76%a**	*65%*	*71%*	**77%d**	*73%*	**76%h**	*43%*	*59%*	*100%*	**75%h**	*57%*
1-2	**931**	67	837	26	308	570	53	892	23	9	-	924	6
	18%	**26%b**	*17%*	**28%b**	**21%e**	*17%*	*17%*	*18%*	**40%gk**	*25%*	-	*18%*	*29%*
3-4	**147**	11	132	4	50	86	11	141	5	-	-	146	1
	3%	*4%*	*3%*	*5%*	*3%*	*3%*	*4%*	*3%*	**9%gk**	-	-	*3%*	*3%*
5-10	**163**	9	152	2	51	95	16	150	5	6	-	160	2
	3%	*3%*	*3%*	*2%*	*4%*	*3%*	*5%*	*3%*	*8%*	*15%*	-	*3%*	*11%*
11-20	**31**	4	27	-	13	16	2	31	-	-	-	31	-
	1%	*2%*	*1%*	-	*1%*	*	*1%*	*1%*	-	-	-	*1%*	-
21+	**12**	1	11	-	4	8	-	12	-	-	-	12	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	**1284**	92	1159	32	426	776	82	1227	32	15	-	1274	9
	25%	**35%b**	*24%*	*35%*	**29%e**	*23%*	*27%*	*24%*	**57%gk**	*41%*	-	*25%*	*43%*
Total Mean (including those not Receiving any)													
Mean	**0.73**	**1.15b**	0.71	0.64	**0.91e**	0.65	0.78	0.71	**1.59gk**	1.75	0.00	0.73	1.26
Std Dev.	**2.44**	3.99	2.34	1.26	2.95	2.22	1.92	2.43	2.51	3.22	0.00	2.44	2.49
Std Error	**0.03**	0.22	0.03	0.13	0.07	0.04	0.11	0.03	0.36	0.52	0.00	0.03	0.50
Receiving Mean (excluding those not Receiving any)													
Mean	**2.94**	3.25	2.94	1.82	3.09	2.85	2.93	2.92	2.77	4.30	-	2.94	2.94
Std Dev.	**4.17**	6.20	4.01	1.56	4.78	3.92	2.76	4.21	2.78	3.86	-	4.18	3.15
Std Error	**0.12**	0.61	0.12	0.28	0.23	0.15	0.29	0.12	0.55	1.03	-	0.12	1.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_1. Approximately how many of the following have you personally received in the last week?
Invitations/ greetings cards/ postcards

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**3863**	1058	843	975	987	357	366	336	349	306	187	313	345	317	326	343	318
	75%	**83%bcd**	*65%*	**76%b**	**76%b**	**84%ijkmnp**	**81%jp**	**83%jkmp**	**82%jkmp**	**76%j**	*41%*	**74%j**	**79%jp**	**74%j**	**76%j**	**82%jkmp**	**71%j**
1-2	**931**	178	261	238	254	47	70	61	58	66	137	79	82	78	85	60	108
	18%	*14%*	**20%a**	**19%a**	**20%a**	*11%*	*16%*	*15%*	*14%*	*16%*	**30%efghiklmno**	**19%e**	**19%e**	**18%e**	**20%e**	*15%*	**24%efghio**
3-4	**147**	20	72	29	24	9	8	4	11	15	46	14	5	11	8	6	11
	3%	*2%*	**6%acd**	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	**4%g**	**10%efghiklmnop**	*3%*	*1%*	*2%*	*2%*	*1%*	*3%*
5-10	**163**	21	84	38	21	11	4	6	8	13	63	14	2	21	8	5	8
	3%	*2%*	**6%acd**	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	**3%l**	**14%efghiklmnop**	**3%fl**	*1%*	**5%fglo**	*2%*	*1%*	*2%*
11-20	**31**	5	22	*	5	2	3	-	-	1	21	-	*	*	1	2	1
	1%	*	**2%acd**	*	*	*	*1%*	-	-	*	**4%efghiklmnop**	-	*	*	*	*	*
21+	**12**	*	7	3	2	-	-	*	*	2	5	2	-	1	2	-	*
	*	*	**1%a**	*	*	-	-	*	*	*	*1%*	*	-	*	*	-	*
Any Received (non-zero entry)	**1284**	223	446	309	305	68	85	71	77	97	273	108	90	111	104	73	128
	25%	*17%*	**35%acd**	**24%a**	**24%a**	*16%*	*19%*	*17%*	*18%*	**24%e**	**59%efghiklmnop**	**26%eghc**	*21%*	**26%egho**	**24%e**	*18%*	**29%efghio**
Total Mean (including those not Receiving any)																	
Mean	**0.73**	0.39	**1.41acd**	**0.61a**	0.53	0.41	0.43	0.32	0.37	**0.77ghio**	**2.93efghiklmnop**	**0.71g**	0.36	**0.76efghio**	**0.66g**	0.37	**0.54g**
Std Dev.	**2.44**	1.30	3.77	2.05	1.75	1.34	1.47	1.01	1.13	2.91	5.26	2.65	0.91	2.17	2.36	1.28	1.37
Std Error	**0.03**	0.04	0.11	0.06	0.05	0.06	0.07	0.05	0.05	0.14	0.25	0.13	0.04	0.11	0.11	0.06	0.07
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.94**	2.21	**4.06acd**	2.53	2.22	**2.55l**	2.28	1.81	2.04	**3.19l**	**4.94efghiklmnop**	2.77	1.73	**2.95glp**	2.70	2.12	1.89
Std Dev.	**4.17**	2.37	5.51	3.55	3.02	2.40	2.72	1.78	1.92	5.26	6.06	4.67	1.30	3.45	4.19	2.40	2.00
Std Error	**0.12**	0.16	0.26	0.20	0.18	0.29	0.31	0.20	0.21	0.57	0.37	0.43	0.13	0.34	0.40	0.29	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**4056**	-	4056	1875	2174	488	540	739	609	759	516	399	1028	1348	1674	916	3428	559	4094
	79%	-	*79%*	*75%*	**83%c**	*71%*	*76%*	**78%e**	**83%efgk**	**84%efgk**	**81%e**	*76%*	*74%*	**80%l**	**81%l**	**79%l**	**80%q**	*73%*	*80%*
1-2	**890**	-	890	502	388	145	131	161	102	132	108	110	276	264	350	218	732	151	870
	17%	-	*17%*	**20%d**	*15%*	**21%hi**	*18%*	*17%*	*14%*	*15%*	*17%*	**21%hi**	**20%m**	*16%*	*17%*	*19%*	*17%*	*20%*	*17%*
3-4	**113**	-	113	73	39	35	21	29	1	8	8	10	56	30	26	18	76	37	108
	2%	-	*2%*	**3%d**	*1%*	**5%hijk**	**3%hi**	**3%hi**	*	*1%*	*1%*	**2%h**	**4%mno**	*2%*	*1%*	*2%*	*2%*	**5%p**	*2%*
5-10	**80**	-	80	51	29	19	16	18	17	5	1	3	35	35	10	5	58	20	68
	2%	-	*2%*	**2%d**	*1%*	**3%ijk**	**2%ij**	**2%ij**	**2%ij**	*1%*	*	*1%*	**3%no**	**2%no**	*	*	*1%*	**3%p**	*1%*
11-20	**4**	-	4	4	-	-	3	*	-	1	-	-	3	*	1	-	1	3	5
	*	-	*	*	-	-	*	*	-	*	-	-	*	*	*	-	*	*p	*
21+	**4**	-	4	4	-	-	-	1	3	-	-	-	-	4	-	-	4	-	2
	*	-	*	*	-	-	-	*	*	-	-	-	-	*	-	-	*	-	*
Any Received (non-zero entry)	**1091**	-	1091	634	456	199	171	209	124	146	117	124	370	333	387	241	871	211	1053
	21%	-	*21%*	**25%d**	*17%*	**29%ghij**	**24%hi**	**22%hi**	*17%*	*16%*	*19%*	**24%hi**	**26%mno**	*20%*	*19%*	*21%*	*20%*	**27%p**	*20%*
Total Mean (including those not Receiving any)																			
Mean	**0.44**	-	0.44	**0.57d**	0.31	**0.65gijk**	**0.57ijk**	**0.46ij**	0.48	0.27	0.26	**0.38j**	**0.61no**	**0.47no**	0.29	0.31	0.40	**0.65p**	0.40
Std Dev.	**1.46**	-	1.46	1.83	0.96	1.46	1.52	1.35	2.53	0.88	0.62	0.83	1.49	1.95	0.80	0.72	1.45	1.55	1.27
Std Error	**0.02**	-	0.02	0.04	0.02	0.06	0.06	0.04	0.10	0.03	0.02	0.04	0.04	0.05	0.02	0.02	0.02	0.07	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.06**	-	2.06	**2.24d**	1.79	**2.25ijk**	**2.38ijk**	**2.09j**	**2.81j**	1.66	1.38	1.59	**2.31no**	**2.36no**	1.55	1.49	1.98	2.37	1.96
Std Dev.	**2.59**	-	2.59	3.09	1.62	1.96	2.31	2.21	5.61	1.59	0.74	0.98	2.12	3.85	1.20	0.88	2.68	2.17	2.20
Std Error	**0.08**	-	0.08	0.13	0.07	0.15	0.18	0.17	0.51	0.12	0.06	0.09	0.12	0.23	0.06	0.05	0.09	0.18	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 144

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	**4056**	871	1422	810	954	2292	1764	2381	1635	484	557	1073	964	596	3190	492	3266
	79%	*73%*	**81%ac**	*76%*	**83%ac**	*78%*	*80%*	*77%*	**81%g**	*81%*	*79%*	*78%*	*77%*	*79%*	*78%*	*81%*	*78%*
1-2	**890**	252	267	209	162	519	371	545	330	92	119	246	241	123	729	93	745
	17%	**21%bd**	*15%*	**20%bd**	*14%*	*18%*	*17%*	*18%*	*16%*	*15%*	*17%*	*18%*	*19%*	*16%*	*18%*	*15%*	*18%*
3-4	**113**	29	44	25	14	73	39	80	30	11	15	29	35	17	96	11	96
	2%	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	**3%h**	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*
5-10	**80**	29	16	21	14	45	35	66	14	12	9	19	19	16	63	12	65
	2%	**2%b**	*1%*	*2%*	*1%*	*2%*	*2%*	**2%h**	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*
11-20	**4**	-	2	2	*	2	2	2	2	2	*	2	-	-	2	2	2
	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
21+	**4**	4	-	-	-	4	-	4	-	-	-	-	1	3	4	-	4
	*	*	-	-	-	*	-	*	-	-	-	-	*	*	*	-	*
Any Received (non-zero entry)	**1091**	314	328	257	191	643	448	697	377	117	144	296	296	158	894	118	912
	21%	**27%bd**	*19%*	**24%bd**	*17%*	*22%*	*20%*	**23%h**	*19%*	*19%*	*21%*	*22%*	*23%*	*21%*	*22%*	*19%*	*22%*
Total Mean (including those not Receiving any)																	
Mean	**0.44**	**0.64bd**	0.36	**0.49bd**	0.30	0.47	0.39	**0.52h**	0.31	0.40	0.37	0.40	0.48	0.58	0.45	0.40	0.45
Std Dev.	**1.46**	2.30	1.02	1.29	0.92	1.67	1.12	1.73	0.91	1.20	0.98	1.11	1.37	2.54	1.53	1.20	1.53
Std Error	**0.02**	0.06	0.03	0.04	0.03	0.03	0.02	0.03	0.02	0.05	0.04	0.03	0.04	0.10	0.02	0.05	0.02
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.06**	2.40	1.89	2.05	1.77	2.14	1.93	**2.28h**	1.66	2.05	1.80	1.83	2.05	**2.75k**	2.06	2.05	2.07
Std Dev.	**2.59**	3.97	1.63	1.93	1.57	3.02	1.79	3.02	1.47	2.01	1.45	1.75	2.18	4.99	2.72	2.02	2.72
Std Error	**0.08**	0.22	0.09	0.13	0.11	0.12	0.09	0.13	0.07	0.18	0.12	0.11	0.13	0.42	0.09	0.18	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	4056	3467	589	188	3379	360	204	113	160	424	349	310	345	397	475	561	357	63	297
	79%	79%	80%	77%	78%	82%	82%	78%	77%	75%	83%ln	83%ln	76%	83%ln	70%	80%n	81%n	82%n	82%n
1-2	890	772	118	42	753	72	36	28	44	118	57	53	83	72	143	114	69	14	58
	17%	17%	16%	17%	17%	16%	14%	19%	21%jk	21%jk	14%	14%	18%	15%	21%jk	16%	16%	18%	16%
3-4	113	97	15	7	96	7	7	4	2	16	9	4	12	1	33	11	9	-	7
	2%	2%	2%	3%	2%	1%	3%	2%	1%	3%m	2%m	1%	3%m	*	5%hkmoqr	2%	2%m	-	2%m
5-10	80	69	11	5	76	1	3	1	2	4	7	5	10	4	23	16	5	*	*
	2%	2%	2%	2%	2%e	*	1%e	*	1%	1%	2%r	1%	2%r	1%	3%imr	2%r	1%	*	*
11-20	4	4	*	*	3	*	*	*	-	-	-	-	-	2	-	-	1	-	*
	*	*	*	*	*	*	*	*	-	-	-	-	-	*	-	-	*	-	*
21+	4	4	-	-	4	-	-	-	-	-	-	-	1	-	3	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	*	-	*	-	-	-	-
Any Received (non-zero entry)	1091	946	145	55	932	80	46	32	47	138	74	62	107	79	202	141	83	14	66
	21%	21%	20%	23%	22%	18%	18%	22%	23%	25%km	17%	17%	24%m	17%	30%jkmopqr	20%	19%	18%	18%
Total Mean (including those not Receiving any)																			
Mean	0.44	0.45	0.37	0.43	0.46e	0.28	0.36	0.37	0.35	0.40	0.35	0.32	0.53r	0.30	0.84hijkmopr	0.43	0.35	0.26	0.28
Std Dev.	1.46	1.51	1.06	1.09	1.54	0.76	1.08	0.92	0.82	0.84	1.12	0.97	1.64	1.17	2.81	1.20	1.06	0.67	0.78
Std Error	0.02	0.02	0.03	0.04	0.03	0.02	0.04	0.04	0.05	0.05	0.06	0.06	0.09	0.07	0.15	0.06	0.06	0.05	0.03
Receiving Mean (excluding those not Receiving any)																			
Mean	2.06	2.08	1.88	1.88	2.12e	1.53	1.97e	1.66	1.54	1.65	2.04	1.88	2.26	1.80	2.83ir	2.12	1.86	1.39	1.56
Std Dev.	2.59	2.70	1.68	1.59	2.73	1.13	1.79	1.31	1.07	0.92	1.95	1.66	2.75	2.36	4.57	1.91	1.77	0.94	1.17
Std Error	0.08	0.10	0.10	0.14	0.11	0.08	0.15	0.13	0.13	0.10	0.25	0.23	0.32	0.32	0.45	0.23	0.23	0.17	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 144

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**4056**	1440	1614	536	316	119	3054	435	1558	1584	586	216	80	3142	296
	79%	*77%*	**80%a**	*77%*	*82%*	**87%a**	*78%*	**83%af**	*79%*	*77%*	**82%i**	*79%*	*79%*	*78%*	*79%*
1-2	**890**	365	333	120	60	11	697	71	337	383	111	41	15	720	57
	17%	**19%eg**	**16%e**	**17%e**	*16%*	*8%*	**18%e**	*14%*	*17%*	*19%*	*16%*	*15%*	*15%*	*18%*	*15%*
3-4	**113**	45	37	24	6	*	82	6	42	49	13	6	2	91	9
	2%	*2%*	*2%*	*3%*	*2%*	*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
5-10	**80**	27	32	12	4	6	59	10	24	37	4	10	4	61	14
	2%	*1%*	*2%*	*2%*	*1%*	*4%*	*2%*	*2%*	*1%*	*2%*	*1%*	**4%hjm**	**4%j**	*2%*	**4%hjm**
11-20	**4**	1	2	*	-	*	3	*	1	2	-	*	*	3	1
	*	*	*	*	-	*	*	*	*	*	-	*	*	*	*
21+	**4**	3	1	-	-	-	4	-	1	3	-	-	-	4	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Any Received (non-zero entry)	**1091**	441	405	156	70	17	846	87	406	474	128	59	22	880	80
	21%	**23%beg**	*20%*	*23%*	*18%*	*13%*	**22%g**	*17%*	*21%*	**23%j**	*18%*	*21%*	*21%*	*22%*	*21%*
Total Mean (including those not Receiving any)															
Mean	**0.44**	0.50	0.39	0.46	0.36	0.39	0.44	0.37	0.40	**0.50j**	0.30	**0.55j**	**0.57j**	**0.45j**	**0.56j**
Std Dev.	**1.46**	1.84	1.19	1.13	1.16	1.39	1.54	1.22	1.20	1.81	0.79	1.57	1.53	1.54	1.56
Std Error	**0.02**	0.04	0.03	0.04	0.06	0.12	0.02	0.05	0.03	0.04	0.03	0.10	0.15	0.02	0.08
Receiving Mean (excluding those not Receiving any)															
Mean	**2.06**	2.13	1.95	2.04	2.00	3.05	2.04	2.21	1.94	2.16	1.69	**2.59j**	2.66	2.06	**2.61hj**
Std Dev.	**2.59**	3.31	2.02	1.57	2.04	2.69	2.77	2.21	1.99	3.25	1.07	2.52	2.35	2.75	2.46
Std Error	**0.08**	0.16	0.10	0.14	0.24	0.56	0.10	0.23	0.10	0.15	0.10	0.34	0.50	0.09	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 144

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**4056**	187	3807	62	1078	2753	226	3994	25	21	3	4040	13
	79%	*72%*	***79%ac***	*68%*	*75%*	***81%df***	*73%*	***79%h***	*45%*	*59%*	*100%*	***79%h***	*57%*
1-2	**890**	58	804	28	298	534	58	853	22	8	-	883	7
	17%	*22%*	*17%*	***30%b***	***21%e***	*16%*	*19%*	*17%*	***39%gk***	*23%*	-	*17%*	*32%*
3-4	**113**	4	107	1	38	62	12	105	5	3	-	113	-
	2%	*2%*	*2%*	*1%*	*3%*	*2%*	*4%*	*2%*	***9%gk***	*8%*	-	*2%*	-
5-10	**80**	10	69	1	26	42	12	72	4	1	-	78	2
	2%	***4%b***	*1%*	*1%*	*2%*	*1%*	***4%e***	*1%*	***8%gk***	*2%*	-	*2%*	*11%*
11-20	**4**	*	4	-	2	2	-	4	-	-	-	4	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
21+	**4**	-	4	-	3	1	-	1	-	3	-	4	-
	*	-	*	-	*	*	-	*	-	*8%*	-	*	-
Any Received (non-zero entry)	**1091**	72	988	30	367	642	82	1035	31	15	-	1081	9
	21%	***28%b***	*21%*	***32%b***	***25%e***	*19%*	***27%e***	*21%*	***55%gk***	*41%*	-	*21%*	*43%*
Total Mean (including those not Receiving any)													
Mean	**0.44**	0.57	0.43	0.42	**0.57e**	0.36	**0.64e**	0.40	**1.58gk**	3.65	0.00	0.43	1.07
Std Dev.	**1.46**	1.26	1.48	0.77	2.04	1.10	1.59	1.13	2.51	10.07	0.00	1.45	1.97
Std Error	**0.02**	0.07	0.02	0.08	0.05	0.02	0.09	0.02	0.36	1.61	0.00	0.02	0.39
Receiving Mean (excluding those not Receiving any)													
Mean	**2.06**	2.03	2.08	1.28	2.24	1.91	2.39	1.93	2.86	8.92	-	2.05	2.50
Std Dev.	**2.59**	1.65	2.67	0.85	3.56	1.84	2.32	1.82	2.78	14.43	-	2.59	2.38
Std Error	**0.08**	0.18	0.09	0.16	0.18	0.08	0.26	0.06	0.58	4.00	-	0.08	0.75

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_2. Approximately how many of the following have you personally received in the last week?
Personal letters (e.g. to a friend or relative)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**4056**	1025	975	1021	1036	341	365	318	332	315	328	353	350	317	354	330	351
	79%	**80%b**	*76%*	*79%*	**80%b**	**80%j**	**81%j**	**78%j**	*78%*	*78%*	*71%*	**84%jm**	**80%j**	*74%*	**82%jm**	**79%j**	**79%j**
1-2	**890**	209	258	213	210	65	75	69	77	63	117	57	74	82	64	70	76
	17%	*16%*	**20%a**	*17%*	*16%*	*15%*	*17%*	*17%*	*18%*	*16%*	**26%efghiklnop**	*13%*	*17%*	*19%*	*15%*	*17%*	*17%*
3-4	**113**	34	26	28	25	12	6	15	2	13	11	9	8	11	3	4	18
	2%	*3%*	*2%*	*2%*	*2%*	**3%h**	*1%*	**4%hn**	*	**3%hn**	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	**4%hno**
5-10	**80**	12	31	23	15	5	3	4	15	12	4	2	3	18	5	9	1
	2%	*1%*	**2%a**	*2%*	*1%*	*1%*	*1%*	*1%*	**4%fgjklp**	**3%fjklp**	*1%*	*1%*	*1%*	**4%efgjklp**	*1%*	**2%p**	*
11-20	**4**	2	-	*	2	-	1	*	-	-	-	-	*	-	-	2	-
	*	*	-	*	*	-	*	*	-	-	-	-	*	-	-	*1%*	-
21+	**4**	1	-	-	3	1	-	-	-	-	-	-	-	-	3	-	-
	*	*	-	-	*	*	-	-	-	-	-	-	-	-	*1%*	-	-
Any Received (non-zero entry)	**1091**	257	314	263	256	83	86	88	94	88	132	68	85	111	75	85	95
	21%	*20%*	**24%ad**	*21%*	*20%*	*20%*	*19%*	*22%*	*22%*	*22%*	**29%efgklnop**	*16%*	*20%*	**26%kn**	*18%*	*21%*	*21%*
Total Mean (including those not Receiving any)																	
Mean	**0.44**	0.39	0.48	0.42	0.46	0.44	0.31	0.42	0.47	**0.49k**	**0.47fk**	0.29	0.32	**0.64fklp**	0.51	0.49	0.38
Std Dev.	**1.46**	1.21	1.18	1.20	2.04	1.53	0.93	1.09	1.30	1.34	0.89	0.79	0.90	1.69	3.10	1.49	0.87
Std Error	**0.02**	0.03	0.03	0.03	0.06	0.07	0.04	0.05	0.06	0.07	0.04	0.04	0.04	0.08	0.15	0.07	0.04
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.06**	1.94	1.96	2.05	2.30	2.25	1.65	1.93	**2.13j**	**2.26j**	1.63	1.81	1.66	**2.49fjl**	2.89	**2.37j**	1.77
Std Dev.	**2.59**	2.07	1.69	1.93	4.11	2.81	1.53	1.62	2.02	2.07	0.94	1.07	1.38	2.54	6.96	2.53	1.03
Std Error	**0.08**	0.13	0.10	0.12	0.27	0.30	0.18	0.18	0.21	0.22	0.08	0.12	0.15	0.25	0.80	0.29	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**2145**	-	2145	965	1174	385	357	410	292	328	220	150	742	701	698	370	1786	320	2112
	42%	-	*42%*	*38%*	**45%c**	**56%ghijk**	**50%ghijk**	**43%ijk**	**40%k**	**36%k**	*35%*	*29%*	**53%mno**	**42%no**	*34%*	*32%*	*42%*	*42%*	*41%*
1-2	**1823**	-	1823	909	912	201	234	342	252	319	247	226	435	594	792	473	1549	247	1813
	35%	-	*35%*	*36%*	*35%*	*29%*	*33%*	**36%e**	*34%*	**35%e**	**39%e**	**43%efghl**	*31%*	*35%*	**38%l**	**41%lm**	*36%*	*32%*	*35%*
3-4	**684**	-	684	349	335	53	77	98	112	148	97	97	129	210	343	194	581	98	712
	13%	-	*13%*	*14%*	*13%*	*8%*	*11%*	*10%*	**15%efg**	**16%efg**	**15%eg**	**19%efg**	*9%*	**13%l**	**17%lm**	**17%lm**	*14%*	*13%*	*14%*
5-10	**456**	-	456	264	191	45	40	96	66	102	64	42	85	163	208	106	355	96	472
	9%	-	*9%*	**11%d**	*7%*	*6%*	*6%*	**10%ef**	*9%*	**11%ef**	**10%f**	*8%*	*6%*	**10%l**	**10%l**	**9%l**	*8%*	**12%p**	*9%*
11-20	**27**	-	27	14	12	1	3	1	6	6	5	5	4	7	16	11	22	5	29
	1%	-	*1%*	*1%*	*	*	*	*	*1%*	*1%*	*1%*	**1%g**	*	*	*1%*	*1%*	*1%*	*1%*	*1%*
21+	**12**	-	12	6	6	2	*	2	4	2	-	2	2	6	4	2	7	5	9
	*	-	*	*	*	*	*	*	*1%*	*	-	*	*	*	*	*	*	*1%*	*
Any Received (non-zero entry)	**3002**	-	3002	1543	1456	302	354	539	441	577	414	373	656	980	1363	786	2514	450	3035
	58%	-	*58%*	**62%d**	*55%*	*44%*	*50%*	**57%ef**	**60%ef**	**64%efg**	**65%efg**	**71%efghl**	*47%*	**58%l**	**66%lm**	**68%lm**	*58%*	*58%*	*59%*
Total Mean (including those not Receiving any)																			
Mean	**1.70**	-	1.70	**1.85d**	1.55	1.14	1.22	**1.61ef**	**2.08efg**	**1.95efg**	**1.83ef**	**2.12efg**	1.18	**1.82l**	**1.96l**	**1.96l**	1.64	**2.06p**	1.71
Std Dev.	**3.03**	-	3.03	3.09	2.93	2.10	1.98	2.92	4.45	2.65	2.47	3.92	2.04	3.67	2.98	3.21	2.72	4.43	2.78
Std Error	**0.04**	-	0.04	0.06	0.06	0.08	0.08	0.10	0.17	0.09	0.09	0.18	0.06	0.09	0.06	0.09	0.04	0.19	0.04
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.92**	-	2.92	3.00	2.80	2.59	2.46	2.84	**3.46ef**	**3.07ef**	2.80	2.97	2.52	**3.12l**	**2.96l**	2.88	2.81	**3.53p**	2.91
Std Dev.	**3.49**	-	3.49	3.47	3.47	2.50	2.20	3.39	5.30	2.76	2.58	4.36	2.34	4.37	3.23	3.53	3.06	5.32	3.10
Std Error	**0.06**	-	0.06	0.09	0.09	0.15	0.12	0.15	0.26	0.11	0.12	0.24	0.09	0.14	0.09	0.12	0.06	0.29	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 145

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	2145	393	733	502	517	1126	1018	1321	794	257	304	593	494	268	1658	262	1692
	42%	*33%*	**42%a**	**47%ab**	**45%a**	*38%*	**46%e**	*43%*	*39%*	**43%m**	**43%m**	**43%m**	*39%*	*35%*	**41%m**	*43%*	*40%*
1-2	1823	433	650	351	390	1082	740	1043	766	228	242	496	450	257	1445	231	1478
	35%	*37%*	*37%*	*33%*	*34%*	**37%f**	*33%*	*34%*	**38%g**	*38%*	*34%*	*36%*	*36%*	*34%*	*35%*	*38%*	*35%*
3-4	684	198	229	117	139	428	257	400	272	78	102	146	185	125	558	79	576
	13%	**17%bcd**	*13%*	*11%*	*12%*	**15%f**	*12%*	*13%*	*14%*	*13%*	**15%k**	*11%*	**15%k**	**17%k**	**14%k**	*13%*	*14%*
5-10	456	150	126	89	91	276	180	293	163	31	49	124	121	101	395	31	402
	9%	**13%bcd**	*7%*	*8%*	*8%*	*9%*	*8%*	*10%*	*8%*	*5%*	*7%*	**9%l**	**10%i**	**13%ijkln**	**10%i**	*5%*	**10%o**
11-20	27	6	7	7	8	12	15	15	12	2	3	9	8	3	22	2	22
	1%	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*1%*
21+	12	5	5	2	-	10	2	7	5	5	2	3	2	1	7	5	7
	*	*	*	*	-	*	*	*	*	**1%n**	*	*	*	*	*	**1%p**	*
Any Received (non-zero entry)	3002	792	1017	566	628	1809	1193	1758	1217	343	397	777	766	487	2427	348	2487
	58%	**67%bcd**	**58%c**	*53%*	*55%*	**62%f**	*54%*	*57%*	*61%*	*57%*	*57%*	*57%*	*61%*	**65%ijkn**	*59%*	*57%*	*60%*
Total Mean (including those not Receiving any)																	
Mean	1.70	2.13bcd	1.62	1.56	1.50	1.83f	1.53	1.72	1.69	1.63	1.61	1.64	1.83	1.95	1.75	1.62	1.75
Std Dev.	3.03	3.70	2.96	3.01	2.24	3.29	2.64	3.15	2.86	3.83	3.22	2.93	3.20	2.33	2.97	3.81	2.95
Std Error	0.04	0.10	0.07	0.09	0.06	0.06	0.06	0.06	0.06	0.15	0.12	0.08	0.09	0.09	0.05	0.14	0.05
Receiving Mean (excluding those not Receiving any)																	
Mean	2.92	3.19	2.79	2.95	2.74	2.96	2.84	3.01	2.79	2.85	2.84	2.89	3.01	3.03	2.94	2.83	2.94
Std Dev.	3.49	4.14	3.44	3.61	2.40	3.76	3.04	3.68	3.24	4.71	3.84	3.40	3.64	2.28	3.37	4.69	3.34
Std Error	0.06	0.14	0.11	0.15	0.09	0.09	0.09	0.10	0.08	0.24	0.19	0.12	0.13	0.11	0.07	0.24	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	2145 42%	1839 42%	305 42%	102 42%	1807 42%	180 41%	94 38%	63 43%	76 37%	240 43%	184 43%	160 43%	197 44%	213 45%	304 45%	264 38%	169 38%	33 42%	148 41%
1-2	1823 35%	1554 35%	269 37%	83 34%	1528 35%	159 36%	88 35%	48 33%	82 39%l	208 37%	133 32%	142 38%	140 31%	179 38%	216 32%	258 37%	169 38%	25 32%	134 37%
3-4	684 13%	586 13%	98 13%	37 15%	551 13%	69 16%	43 17%d	21 15%	30 14%	73 13%	67 16%km	35 9%	63 14%	46 10%	84 12%	94 13%	59 13%	12 16%	57 16%km
5-10	456 9%	400 9%	56 8%	17 7%	392 9%	28 6%	24 9%	12 9%	18 9%	41 7%	36 9%	31 8%	45 10%	34 7%	66 10%	82 12%r	38 9%	7 9%	21 6%
11-20	27 1%	22 *	6 1%	3 1%	23 1%	3 1%	1 *	1 1%	2 1%l	- -	2 *	2 *	3 1%	3 1%	5 1%	2 *	6 1%l	- -	3 1%
21+	12 *	12 *	* *	- -	11 *	1 *	- -	- -	- -	- -	- -	3 1%	4 1%	1 *	2 *	2 *	- -	1 1%ijpr	* *
Any Received (non-zero entry)	3002 58%	2573 58%	429 58%	140 58%	2505 58%	260 59%	156 62%	82 57%	132 63%	322 57%	239 57%	212 57%	255 56%	263 55%	373 55%	438 62%	271 62%	45 58%	215 59%
Total Mean (including those not Receiving any)																			
Mean	1.70	1.72	1.58	1.60	1.71	1.65	1.76	1.60	1.66	1.42	1.64	1.71	2.08l	1.48	1.73	1.89l	1.69	2.09l	1.55
Std Dev.	3.03	3.15	2.20	2.25	3.13	2.64	2.31	2.17	2.06	1.80	2.28	4.45	5.18	2.37	3.46	2.57	2.29	4.31	2.12
Std Error	0.04	0.05	0.06	0.09	0.06	0.09	0.08	0.09	0.12	0.10	0.13	0.26	0.28	0.13	0.18	0.14	0.13	0.32	0.08
Receiving Mean (excluding those not Receiving any)																			
Mean	2.92	2.95	2.71	2.77	2.94	2.80	2.82	2.83	2.62	2.47	2.90	3.00	3.68ir	2.68	3.13	3.03l	2.75	3.61ir	2.62
Std Dev.	3.49	3.65	2.28	2.35	3.64	2.94	2.36	2.21	2.04	1.74	2.36	5.55	6.45	2.64	4.16	2.67	2.38	5.17	2.18
Std Error	0.06	0.08	0.08	0.13	0.09	0.12	0.11	0.13	0.16	0.13	0.18	0.43	0.47	0.20	0.29	0.18	0.17	0.51	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 145

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	2145	656	852	355	179	77	1507	255	758	843	351	115	51	1602	166
	42%	*35%*	**42%af**	**51%abf**	**46%af**	**56%abf**	**39%a**	**49%abf**	*39%*	*41%*	**49%hlm**	*42%*	*50%*	*40%*	*44%*
1-2	1823	707	722	209	142	39	1429	181	699	741	251	96	28	1439	124
	35%	**38%c**	**36%c**	*30%*	*37%*	*29%*	**37%c**	*35%*	*36%*	*36%*	*35%*	*35%*	*28%*	*36%*	*33%*
3-4	684	311	260	73	31	8	571	39	297	285	62	31	9	582	40
	13%	**17%bcdeg**	**13%dg**	*11%*	*8%*	*6%*	**15%cdeg**	*7%*	**15%j**	**14%j**	*9%*	*11%*	*9%*	**14%j**	*11%*
5-10	456	183	178	52	30	12	360	42	193	174	45	30	13	368	43
	9%	*10%*	*9%*	*8%*	*8%*	*9%*	*9%*	*8%*	**10%j**	*8%*	*6%*	**11%j**	*13%*	*9%*	**11%j**
11-20	27	15	6	3	3	-	22	3	10	10	4	2	-	21	2
	1%	*1%*	*	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
21+	12	9	1	*	2	-	10	2	6	4	1	-	-	10	-
	*	*b	*	*	**1%b**	-	*	*	*	*	*	-	-	*	-
Any Received (non-zero entry)	3002	1225	1167	337	207	60	2392	267	1205	1215	364	160	51	2420	210
	58%	**65%bcdefg**	**58%ceg**	*49%*	*54%*	*44%*	**61%bcdeg**	*51%*	**61%j**	**59%j**	*51%*	*58%*	*50%*	**60%j**	*56%*
Total Mean (including those not Receiving any)															
Mean	1.70	**2.05bcfg**	1.57	1.36	1.56	1.18	**1.80bc**	1.47	**1.87j**	1.67	1.42	1.70	1.39	**1.77j**	1.61
Std Dev.	3.03	4.02	2.13	2.26	2.85	1.97	3.19	2.66	3.48	2.51	3.45	2.23	1.99	3.03	2.17
Std Error	0.04	0.09	0.05	0.09	0.15	0.17	0.05	0.12	0.08	0.06	0.13	0.14	0.19	0.05	0.11
Receiving Mean (excluding those not Receiving any)															
Mean	2.92	**3.15b**	2.71	2.79	2.92	2.70	2.94	2.87	3.05	2.83	2.79	2.91	2.79	2.94	2.88
Std Dev.	3.49	4.62	2.18	2.55	3.35	2.19	3.65	3.13	4.02	2.72	4.42	2.23	2.01	3.43	2.18
Std Error	0.06	0.13	0.06	0.15	0.23	0.26	0.07	0.19	0.11	0.08	0.24	0.18	0.26	0.07	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 145

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**2145**	86	2014	45	534	1478	132	2094	25	10	3	2129	12
	42%	*33%*	***42%a***	***48%a***	*37%*	***44%d***	*43%*	*42%*	*44%*	*28%*	*100%*	*42%*	*54%*
1-2	**1823**	105	1692	25	536	1175	112	1776	24	16	-	1815	7
	35%	*41%*	*35%*	*27%*	*37%*	*35%*	*36%*	*35%*	*42%*	*44%*	-	*35%*	*33%*
3-4	**684**	39	632	14	220	425	39	670	3	9	-	682	3
	13%	*15%*	*13%*	*15%*	***15%e***	*13%*	*13%*	*13%*	*5%*	*24%*	-	*13%*	*13%*
5-10	**456**	29	418	9	139	292	25	449	5	2	-	456	-
	9%	*11%*	*9%*	*9%*	*10%*	*9%*	*8%*	*9%*	*9%*	*4%*	-	*9%*	-
11-20	**27**	1	26	-	8	19	-	27	-	-	-	27	-
	1%	*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
21+	**12**	-	12	-	6	6	-	12	-	-	-	12	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	**3002**	174	2781	48	910	1916	176	2934	31	26	-	2992	10
	58%	***67%bc***	*58%*	*52%*	***63%e***	*56%*	*57%*	*58%*	*56%*	*72%*	-	*58%*	*46%*
Total Mean (including those not Receiving any)													
Mean	**1.70**	1.83	1.70	1.48	**1.98e**	1.61	1.42	1.71	1.52	1.71	0.00	1.70	0.92
Std Dev.	**3.03**	2.22	3.08	2.02	3.99	2.61	1.82	3.05	2.38	2.19	0.00	3.04	1.32
Std Error	**0.04**	0.12	0.04	0.21	0.10	0.05	0.10	0.04	0.34	0.35	0.00	0.04	0.26
Receiving Mean (excluding those not Receiving any)													
Mean	**2.92**	2.74	2.93	2.87	3.14	2.85	2.49	2.93	2.73	2.36	-	2.92	2.01
Std Dev.	**3.49**	2.22	3.58	1.98	4.65	2.92	1.77	3.51	2.62	2.25	-	3.50	1.27
Std Error	**0.06**	0.15	0.07	0.27	0.15	0.07	0.13	0.06	0.50	0.47	-	0.06	0.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 145

QE1_3. Approximately how many of the following have you personally received in the last week?
Formal letters to organisations or individuals

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**2145**	444	483	628	590	159	157	128	158	144	182	225	222	181	182	191	217
	42%	*35%*	*38%*	**49%ab**	**46%ab**	*38%*	*35%*	*31%*	*37%*	*36%*	**39%g**	**53%efghijmn**	**51%efghijm**	**42%g**	**42%g**	**46%fghi**	**49%efghi**
1-2	**1823**	484	477	441	420	150	164	171	148	149	180	138	146	157	143	144	133
	35%	**38%d**	*37%*	*34%*	*33%*	*35%*	*36%*	**42%klnp**	*35%*	*37%*	**39%p**	*33%*	*34%*	*37%*	*33%*	*35%*	*30%*
3-4	**684**	222	165	127	171	75	84	63	63	61	40	39	42	46	78	46	46
	13%	**17%bcd**	*13%*	*10%*	**13%c**	**18%jklmop**	**19%jklmop**	**16%jkl**	**15%jk**	**15%jk**	*9%*	*9%*	*10%*	*11%*	**18%jklmop**	*11%*	*10%*
5-10	**456**	126	149	80	101	40	42	43	52	45	53	18	20	41	22	29	50
	9%	**10%c**	**12%cd**	*6%*	*8%*	**9%kl**	**9%kl**	**11%kln**	**12%kln**	**11%kln**	**11%kln**	*4%*	*5%*	**10%kl**	*5%*	*7%*	**11%kln**
11-20	**27**	3	11	4	8	1	1	1	3	5	4	-	1	3	3	5	-
	1%	*	*1%*	*	*1%*	*	*	*	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	-
21+	**12**	3	3	4	1	-	3	-	2	-	2	2	3	-	1	-	-
	*	*	*	*	*	-	*1%*	-	*	-	*	*	*1%*	-	*	-	-
Any Received (non-zero entry)	**3002**	838	805	656	702	265	294	279	267	259	279	197	212	247	248	225	229
	58%	**65%cd**	**62%cd**	*51%*	*54%*	**62%klp**	**65%klop**	**69%jklmnop**	**63%klop**	**64%klop**	**61%klp**	*47%*	*49%*	**58%kl**	**58%k**	*54%*	*51%*
Total Mean (including those not Receiving any)																	
Mean	**1.70**	**1.83cd**	**1.94cd**	1.47	1.56	1.67	**1.94kp**	**1.87kp**	**1.99kp**	**1.92kp**	1.91	1.29	1.47	1.67	1.72	1.53	1.43
Std Dev.	**3.03**	2.23	3.22	3.52	2.99	1.92	2.56	2.13	2.99	2.57	3.87	3.60	4.15	2.62	4.06	2.53	1.98
Std Error	**0.04**	0.06	0.09	0.10	0.08	0.09	0.12	0.10	0.14	0.13	0.18	0.17	0.20	0.13	0.20	0.12	0.10
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.92**	2.79	3.11	2.88	2.87	2.66	2.97	2.73	3.17	2.99	3.16	2.76	3.00	2.88	2.98	2.83	2.79
Std Dev.	**3.49**	2.21	3.60	4.49	3.55	1.79	2.64	2.07	3.24	2.66	4.56	4.88	5.54	2.89	4.98	2.86	1.97
Std Error	**0.06**	0.08	0.13	0.18	0.13	0.11	0.15	0.12	0.19	0.17	0.28	0.35	0.37	0.19	0.32	0.19	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 146

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	2307	-	2307	1085	1218	343	307	405	327	396	295	232	650	732	923	527	1942	327	2273
	45%	-	45%	43%	46%	50%fg	43%	43%	45%	44%	47%	44%	47%	44%	45%	46%	45%	42%	44%
1-2	2151	-	2151	1024	1124	246	317	395	299	402	263	226	563	694	890	488	1793	320	2158
	42%	-	42%	41%	43%	36%	45%e	42%	41%	44%e	41%	43%e	40%	41%	43%	42%	42%	41%	42%
3-4	462	-	462	259	201	62	58	92	69	74	54	51	121	161	179	105	379	82	482
	9%	-	9%	10%d	8%	9%	8%	10%	9%	8%	8%	10%	9%	10%	9%	9%	9%	11%	9%
5-10	214	-	214	134	80	27	28	55	36	32	22	14	55	91	68	35	175	39	222
	4%	-	4%	5%d	3%	4%	4%	6%k	5%	4%	3%	3%	4%	5%no	3%	3%	4%	5%	4%
11-20	12	-	12	7	5	8	1	1	2	*	-	-	9	3	*	-	9	3	11
	*	-	*	*	*	1%fgijk	*	*	*	*	-	-	1%no	*	*	-	*	*	*
21+	1	-	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	-	1
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	*	*	-	*
Any Received (non-zero entry)	2840	-	2840	1423	1411	343	404	543	406	508	339	291	747	950	1138	629	2357	443	2874
	55%	-	55%	57%	54%	50%	57%e	57%e	55%	56%	53%	56%	53%	56%	55%	54%	55%	58%	56%
Total Mean (including those not Receiving any)																			
Mean	1.19	-	1.19	1.30d	1.07	1.20	1.17	1.30ik	1.26	1.10	1.14	1.07	1.19	1.28no	1.10	1.11	1.16	1.36p	1.21
Std Dev.	1.71	-	1.71	1.82	1.59	2.09	1.62	1.85	1.77	1.46	1.66	1.35	1.86	1.82	1.50	1.52	1.66	1.99	1.72
Std Error	0.02	-	0.02	0.04	0.03	0.08	0.06	0.06	0.07	0.05	0.06	0.06	0.05	0.05	0.03	0.04	0.02	0.08	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	2.15	-	2.15	2.30d	2.00	2.40ik	2.07	2.28ik	2.27ik	1.96	2.13	1.92	2.22n	2.28no	2.00	2.03	2.12	2.36	2.17
Std Dev.	1.80	-	1.80	1.88	1.69	2.41	1.67	1.95	1.83	1.45	1.74	1.27	2.05	1.90	1.50	1.55	1.74	2.13	1.79
Std Error	0.03	-	0.03	0.05	0.04	0.13	0.08	0.09	0.09	0.06	0.09	0.08	0.08	0.06	0.04	0.06	0.03	0.12	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	2307	454	840	440	573	1294	1013	1270	1005	295	325	609	539	289	1762	301	1797
	45%	*38%*	**48%ac**	*41%*	**50%ac**	*44%*	*46%*	*41%*	**50%g**	**49%lmn**	**46%m**	**44%m**	*43%*	*38%*	*43%*	**49%p**	*43%*
1-2	2151	518	713	472	448	1231	920	1356	783	248	286	587	525	334	1732	252	1779
	42%	*44%*	*41%*	*44%*	*39%*	*42%*	*42%*	**44%h**	*39%*	*41%*	*41%*	*43%*	*42%*	*44%*	*42%*	*41%*	*43%*
3-4	462	145	139	98	80	284	178	294	158	32	58	117	129	93	397	32	409
	9%	**12%bd**	*8%*	*9%*	*7%*	*10%*	*8%*	*10%*	*8%*	*5%*	*8%*	**9%l**	**10%l**	**12%ik**	**10%l**	*5%*	**10%o**
5-10	214	62	54	56	41	117	97	146	66	20	29	53	64	38	185	20	185
	4%	**5%b**	*3%*	**5%b**	*4%*	*4%*	*4%*	**5%h**	*3%*	*3%*	*4%*	*4%*	*5%*	*5%*	*5%*	*3%*	*4%*
11-20	12	6	3	1	2	9	3	12	*	4	3	4	1	-	7	4	8
	*	*1%*	*	*	*	*	*	*h	*	**1%n**	*	*	*	-	*	**1%p**	*
21+	1	-	-	1	-	-	1	1	-	-	-	-	1	-	1	-	1
	*	-	-	*	-	-	*	*	-	-	-	-	*	-	*	-	*
Any Received (non-zero entry)	2840	731	910	628	571	1641	1199	1809	1006	306	375	761	720	466	2322	309	2382
	55%	**62%bd**	*52%*	**59%bd**	*50%*	*56%*	*54%*	**59%h**	*50%*	*51%*	*54%*	*56%*	**57%l**	**62%ijk**	**57%l**	*51%*	**57%o**
Total Mean (including those not Receiving any)																	
Mean	1.19	**1.43bd**	1.07	**1.25bd**	1.06	1.21	1.15	**1.30h**	1.02	1.08	1.16	1.15	1.26	**1.37ik**	1.23	1.08	1.23
Std Dev.	1.71	1.90	1.58	1.76	1.63	1.72	1.70	1.87	1.42	1.97	1.67	1.60	1.79	1.71	1.69	1.96	1.69
Std Error	0.02	0.05	0.04	0.06	0.05	0.03	0.04	0.04	0.03	0.08	0.06	0.04	0.05	0.07	0.03	0.07	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	2.15	**2.32b**	2.05	2.13	2.12	2.17	2.12	**2.21h**	2.03	2.12	2.17	2.08	2.21	2.22	2.16	2.12	2.16
Std Dev.	1.80	1.94	1.66	1.84	1.76	1.79	1.80	1.98	1.40	2.33	1.74	1.63	1.88	1.69	1.74	2.31	1.73
Std Error	0.03	0.07	0.06	0.08	0.07	0.04	0.05	0.05	0.04	0.12	0.09	0.06	0.07	0.08	0.04	0.12	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 146

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	2307	2001	306	106	1953	189	109	56	100	268	213	162	199	227	292	300	193	28	161
	45%	45%	42%	44%	45%g	43%	43%	38%	48%	48%	50%q	44%	44%	48%	43%	43%	44%	36%	44%
1-2	2151	1813	338	102	1789	189	109	65	85	222	157	169	177	205	264	302	207	33	156
	42%	41%	46%a	42%	41%	43%	44%	45%	41%	39%	37%	46%	39%	43%	39%	43%	47%j	42%	43%
3-4	462	404	58	20	379	44	22	17	14	39	40	24	51	32	82	67	29	13	30
	9%	9%	8%	8%	9%	10%	9%	12%	7%	7%	10%	7%	11%	7%	12%hikmp	10%	7%	17%hijkmopr	8%
5-10	214	182	32	15	180	17	9	8	9	31	11	16	22	11	37	31	11	3	15
	4%	4%	4%	6%	4%	4%	4%	5%	4%	6%	3%	4%	5%	2%	5%	4%	3%	3%	4%
11-20	12	12	*	*	11	1	1	*	-	2	2	-	3	-	2	3	-	-	1
	*	*	*	*	*	*	*	*	-	*	*	-	1%	-	*	*	-	-	*
21+	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	*	-	-	-	*d	-	-	-	-	-	-	-	-	-	-	-	1%ijkimnopr	-
Any Received (non-zero entry)	2840	2412	429	137	2358	251	141	90	108	294	210	210	253	249	385	402	247	49	201
	55%	55%	58%	56%	55%	57%	57%	62%d	52%	52%	50%	56%	56%	52%	57%	57%	56%	64%j	56%
Total Mean (including those not Receiving any)																			
Mean	1.19	1.19	1.17	1.26	1.18	1.22	1.19	1.40d	1.04	1.20	1.04	1.17	1.26m	0.94	1.38hjmp	1.28m	1.03	1.57hjmpr	1.14
Std Dev.	1.71	1.75	1.48	1.61	1.70	1.77	1.68	1.79	1.52	1.95	1.65	1.60	1.81	1.21	1.91	1.85	1.24	2.62	1.53
Std Error	0.02	0.03	0.04	0.07	0.03	0.06	0.06	0.08	0.09	0.11	0.09	0.09	0.10	0.07	0.10	0.10	0.07	0.19	0.06
Receiving Mean (excluding those not Receiving any)																			
Mean	2.15	2.18	2.01	2.25	2.15	2.13	2.11	2.27	2.00	2.30mp	2.09	2.08	2.25mp	1.79	2.43mpr	2.23mp	1.84	2.46mp	2.05
Std Dev.	1.80	1.85	1.44	1.54	1.79	1.89	1.75	1.80	1.59	2.17	1.82	1.62	1.91	1.12	1.96	1.97	1.12	2.93	1.53
Std Error	0.03	0.04	0.05	0.08	0.05	0.08	0.08	0.10	0.13	0.17	0.15	0.13	0.14	0.09	0.14	0.14	0.08	0.27	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**2307**	813	878	346	165	81	1692	246	857	898	357	115	57	1754	172
	45%	*43%*	*44%*	**50%abf**	*43%*	**59%abdf**	*43%*	*47%*	*44%*	*44%*	**50%hlm**	*42%*	**56%hlkm**	*44%*	*46%*
1-2	**2151**	812	861	259	170	40	1673	209	848	871	275	113	33	1719	146
	42%	**43%ce**	**43%e**	*37%*	**44%e**	*29%*	**43%ce**	*40%*	*43%*	*42%*	*38%*	*41%*	*32%*	*43%*	*39%*
3-4	**462**	164	190	67	30	10	354	40	173	193	61	25	9	366	34
	9%	*9%*	*9%*	*10%*	*8%*	*7%*	*9%*	*8%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*
5-10	**214**	88	82	20	20	4	169	24	78	94	21	19	2	171	22
	4%	*5%*	*4%*	*3%*	*5%*	*3%*	*4%*	*5%*	*4%*	*5%*	*3%*	**7%j**	*2%*	*4%*	*6%*
11-20	**12**	3	7	-	-	2	10	2	7	3	1	2	-	10	2
	*	*	*	-	-	**1%ac**	*	*	*	*	*	*1%*	-	*	*
21+	**1**	1	-	-	-	-	1	-	1	-	-	-	-	1	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
Any Received (non-zero entry)	**2840**	1068	1140	346	221	55	2208	276	1107	1160	358	159	44	2267	204
	55%	**57%ce**	**56%ce**	*50%*	**57%e**	*41%*	**57%ce**	*53%*	**56%jl**	**56%jl**	*50%*	**58%jl**	*44%*	**56%jl**	*54%*
Total Mean (including those not Receiving any)															
Mean	**1.19**	1.23	1.21	1.07	1.19	1.01	1.22	1.14	**1.23j**	**1.20j**	1.00	**1.40j**	0.93	**1.22j**	**1.27j**
Std Dev.	**1.71**	1.73	1.73	1.55	1.65	2.07	1.73	1.77	1.83	1.66	1.42	1.98	1.29	1.75	1.83
Std Error	**0.02**	0.04	0.04	0.06	0.08	0.17	0.03	0.08	0.04	0.04	0.05	0.12	0.13	0.03	0.10
Receiving Mean (excluding those not Receiving any)															
Mean	**2.15**	2.17	2.14	2.14	2.07	2.49	2.16	2.16	2.19	2.13	2.00	**2.41j**	2.12	2.16	2.35
Std Dev.	**1.80**	1.80	1.82	1.58	1.70	2.63	1.81	1.93	1.97	1.71	1.43	2.08	1.12	1.84	1.91
Std Error	**0.03**	0.05	0.05	0.09	0.12	0.34	0.04	0.12	0.06	0.05	0.08	0.18	0.17	0.04	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	2307	102	2161	44	608	1560	139	2264	23	8	-	2295	12
	45%	*39%*	*45%*	*47%*	*42%*	**46%d**	*45%*	*45%*	*40%*	*24%*	-	*45%*	*53%*
1-2	2151	115	1996	39	611	1421	118	2100	23	17	3	2140	8
	42%	*44%*	*42%*	*43%*	*42%*	*42%*	*38%*	*42%*	*41%*	*46%*	*100%*	*42%*	*35%*
3-4	462	27	430	6	146	284	32	448	7	6	-	460	2
	9%	*10%*	*9%*	*7%*	*10%*	*8%*	*10%*	*9%*	*12%*	*15%*	-	*9%*	*11%*
5-10	214	15	195	3	73	122	19	204	4	5	-	214	*
	4%	*6%*	*4%*	*4%*	*5%*	*4%*	*6%*	*4%*	*8%*	*15%*	-	*4%*	*1%*
11-20	12	*	12	-	6	6	-	12	-	-	-	12	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
21+	1	-	1	-	-	1	-	1	-	-	-	1	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	2840	158	2634	49	837	1835	169	2765	34	28	3	2826	10
	55%	*61%*	*55%*	*53%*	**58%e**	*54%*	*55%*	*55%*	*60%*	*76%*	*100%*	*55%*	*47%*
Total Mean (including those not Receiving any)													
Mean	1.19	1.29	1.18	1.06	**1.32e**	1.12	1.30	1.17	1.68	2.34	1.40	1.19	0.82
Std Dev.	1.71	1.61	1.72	1.41	1.84	1.65	1.71	1.69	2.36	3.10	0.58	1.71	1.11
Std Error	0.02	0.09	0.03	0.14	0.05	0.03	0.10	0.02	0.34	0.50	0.29	0.02	0.22
Receiving Mean (excluding those not Receiving any)													
Mean	2.15	2.13	2.15	2.01	**2.28e**	2.07	2.37	2.14	2.80	3.07	1.40	2.15	1.75
Std Dev.	1.80	1.58	1.82	1.37	1.92	1.75	1.67	1.77	2.48	3.22	0.58	1.80	0.99
Std Error	0.03	0.11	0.04	0.19	0.06	0.04	0.13	0.03	0.47	0.62	0.29	0.03	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_4. Approximately how many of the following have you personally received in the last week?
Bills/ invoices/ statements

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**2307**	568	612	589	538	194	207	167	188	203	221	206	204	179	162	161	214
	45%	*44%*	**47%d**	*46%*	*42%*	*46%*	*46%*	*41%*	*44%*	**50%gno**	**48%no**	**49%no**	**47%n**	*42%*	*38%*	*39%*	**48%no**
1-2	**2151**	584	500	513	554	184	199	201	177	149	174	160	176	176	194	185	175
	42%	**46%bc**	*39%*	*40%*	*43%*	*43%*	*44%*	**49%jklp**	*42%*	*37%*	*38%*	*38%*	*41%*	*41%*	*45%*	*45%*	*39%*
3-4	**462**	88	115	132	127	32	29	27	43	34	38	42	43	46	39	53	36
	9%	*7%*	*9%*	**10%a**	**10%a**	*8%*	*6%*	*7%*	*10%*	*8%*	*8%*	*10%*	*10%*	*11%*	*9%*	**13%fg**	*8%*
5-10	**214**	41	59	47	67	14	16	10	17	17	25	12	11	24	31	16	20
	4%	*3%*	*5%*	*4%*	*5%*	*3%*	*4%*	*3%*	*4%*	*4%*	*6%*	*3%*	*2%*	*6%*	**7%gkl**	*4%*	*4%*
11-20	**12**	-	3	3	6	-	-	-	1	-	2	-	-	3	4	-	3
	*	-	*	*	*	-	-	-	*	-	*	-	-	*1%*	*1%*	-	*1%*
21+	**1**	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	**2840**	714	677	695	754	231	244	239	238	200	239	215	230	249	267	254	233
	55%	*56%*	*53%*	*54%*	**58%b**	*54%*	*54%*	**59%l**	*56%*	*50%*	*52%*	*51%*	*53%*	*58%*	**62%jklp**	**61%jkp**	*52%*
Total Mean (including those not Receiving any)																	
Mean	**1.19**	1.09	1.17	1.16	**1.32a**	1.08	1.09	1.10	1.24	1.06	1.19	1.03	1.02	**1.45efgikl**	**1.53efgiklp**	**1.30l**	1.15
Std Dev.	**1.71**	1.51	1.63	1.73	1.93	1.32	1.56	1.64	1.64	1.49	1.73	1.48	1.34	2.21	2.35	1.64	1.71
Std Error	**0.02**	0.04	0.05	0.05	0.05	0.06	0.08	0.08	0.08	0.07	0.08	0.07	0.06	0.11	0.11	0.08	0.08
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.15**	1.96	**2.22a**	2.15	**2.27a**	1.99	2.01	1.87	2.22	2.13	**2.29gl**	2.01	1.93	**2.48egl**	**2.46egl**	2.12	2.21
Std Dev.	**1.80**	1.55	1.65	1.84	2.07	1.18	1.63	1.77	1.62	1.47	1.81	1.52	1.28	2.41	2.57	1.63	1.81
Std Error	**0.03**	0.06	0.06	0.07	0.08	0.08	0.11	0.11	0.10	0.10	0.12	0.10	0.08	0.15	0.15	0.10	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**2280**	-	2280	1118	1158	281	318	419	331	405	277	246	599	750	928	523	1935	303	2235
	44%	-	*44%*	*45%*	*44%*	*41%*	*45%*	*44%*	*45%*	*45%*	*44%*	*47%*	*43%*	*45%*	*45%*	*45%*	**45%q**	*39%*	*43%*
1-2	**2136**	-	2136	1032	1101	291	299	373	287	377	275	232	590	660	884	507	1777	337	2127
	41%	-	*41%*	*41%*	*42%*	*42%*	*42%*	*39%*	*39%*	*42%*	*43%*	*44%*	*42%*	*39%*	*43%*	*44%*	*41%*	*44%*	*41%*
3-4	**472**	-	472	223	246	67	52	87	85	87	59	34	119	173	180	93	390	71	513
	9%	-	*9%*	*9%*	*9%*	*10%*	*7%*	*9%*	**12%fk**	*10%*	*9%*	*7%*	*8%*	*10%*	*9%*	*8%*	*9%*	*9%*	*10%*
5-10	**242**	-	242	125	117	43	40	64	29	34	20	9	84	93	63	29	187	54	254
	5%	-	*5%*	*5%*	*4%*	**6%ijk**	**6%k**	**7%ijk**	*4%*	*4%*	*3%*	*2%*	**6%no**	**6%no**	*3%*	*3%*	*4%*	**7%p**	*5%*
11-20	**16**	-	16	10	6	4	2	5	*	2	3	1	6	5	6	4	11	4	16
	*	-	*	*	*	*1%*	*	*1%*	*	*	*	*	*	*	*	*	*	*	*
21+	**1**	-	1	-	1	1	-	*	-	-	-	-	1	*	-	-	*	1	2
	*	-	*	-	*	*	-	*	-	-	-	-	*	*	-	-	*	*	*
Any Received (non-zero entry)	**2867**	-	2867	1391	1471	406	393	529	402	499	356	277	799	931	1133	634	2365	467	2912
	56%	-	*56%*	*55%*	*56%*	*59%*	*55%*	*56%*	*55%*	*55%*	*56%*	*53%*	*57%*	*55%*	*55%*	*55%*	*55%*	**61%p**	*57%*
Total Mean (including those not Receiving any)																			
Mean	**1.22**	-	1.22	1.21	1.23	**1.47ijk**	**1.25k**	**1.34k**	**1.20k**	**1.15k**	1.12	0.93	**1.36no**	**1.28no**	1.08	1.03	1.18	**1.46p**	1.28
Std Dev.	**1.88**	-	1.88	1.88	1.88	2.36	1.98	2.14	1.65	1.62	1.54	1.52	2.18	1.94	1.58	1.54	1.83	2.12	1.97
Std Error	**0.03**	-	0.03	0.04	0.04	0.09	0.08	0.07	0.06	0.05	0.06	0.07	0.06	0.05	0.03	0.04	0.03	0.09	0.03
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.20**	-	2.20	2.19	2.21	**2.48ijk**	**2.26k**	**2.41ijk**	**2.19k**	**2.08k**	1.99	1.75	**2.37no**	**2.31no**	1.97	1.89	2.15	2.41	2.26
Std Dev.	**2.05**	-	2.05	2.07	2.04	2.63	2.19	2.38	1.66	1.69	1.58	1.70	2.43	2.11	1.66	1.64	2.00	2.27	2.16
Std Error	**0.04**	-	0.04	0.06	0.05	0.13	0.11	0.11	0.08	0.07	0.08	0.11	0.09	0.07	0.05	0.06	0.04	0.12	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	**2280**	455	810	472	542	1265	1015	1329	928	319	299	628	515	283	1726	324	1763
	44%	*38%*	**46%a**	**44%a**	**47%a**	*43%*	*46%*	*43%*	*46%*	**53%jklmn**	*43%*	**46%lm**	*41%*	*38%*	*42%*	**53%p**	*42%*
1-2	**2136**	551	704	445	437	1254	882	1290	819	209	284	571	552	360	1767	212	1807
	41%	**46%bd**	*40%*	*42%*	*38%*	*43%*	*40%*	*42%*	*41%*	*35%*	*41%*	**42%i**	**44%i**	**48%ijk**	**43%i**	*35%*	**43%o**
3-4	**472**	123	146	102	100	269	202	288	179	45	74	114	110	79	378	45	388
	9%	*10%*	*8%*	*10%*	*9%*	*9%*	*9%*	*9%*	*9%*	*7%*	*11%*	*8%*	*9%*	*11%*	*9%*	*7%*	*9%*
5-10	**242**	56	82	42	61	139	103	161	80	25	39	52	79	32	202	25	208
	5%	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*	*4%*	*4%*	*6%*	*4%*	**6%k**	*4%*	*5%*	*4%*	*5%*
11-20	**16**	-	8	4	4	8	8	11	4	4	3	3	4	-	11	4	11
	*	-	*	*	*	*	*	*	*	*1%*	*	*	*	-	*	*1%*	*
21+	**1**	-	-	1	-	-	1	*	1	-	*	1	-	-	1	-	1
	*	-	-	*	-	-	*	*	*	-	*	*	-	-	*	-	*
Any Received (non-zero entry)	**2867**	730	940	595	602	1670	1197	1750	1083	282	401	741	745	472	2359	286	2415
	56%	**62%bcd**	*54%*	*56%*	*53%*	*57%*	*54%*	*57%*	*54%*	*47%*	**57%i**	**54%i**	**59%ik**	**62%ik**	**58%i**	*47%*	**58%o**
Total Mean (including those not Receiving any)																	
Mean	**1.22**	1.28	1.19	1.22	1.23	1.23	1.22	**1.28h**	1.14	1.11	1.34	1.14	**1.33k**	1.28	1.26	1.10	1.26
Std Dev.	**1.88**	1.63	1.95	1.99	1.92	1.82	1.96	1.93	1.79	2.03	2.09	1.83	1.95	1.49	1.86	2.02	1.85
Std Error	**0.03**	0.05	0.05	0.06	0.05	0.03	0.04	0.04	0.04	0.08	0.08	0.05	0.06	0.06	0.03	0.08	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.20**	2.07	2.22	2.19	**2.33a**	2.15	2.26	2.25	2.12	2.36	2.34	2.11	2.25	2.05	2.18	2.35	2.18
Std Dev.	**2.05**	1.62	2.19	2.23	2.11	1.96	2.17	2.09	1.97	2.42	2.31	2.04	2.09	1.40	2.00	2.41	1.99
Std Error	**0.04**	0.06	0.07	0.09	0.08	0.05	0.06	0.05	0.05	0.13	0.11	0.07	0.08	0.07	0.04	0.13	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	2280	1959	321	93	1901	215	107	56	97	267	162	180	204	222	280	307	182	33	182
	44%	*44%*	*44%*	*38%*	*44%*	**49%g**	*43%*	*39%*	*47%*	**48%j**	*38%*	**48%j**	*45%*	*47%*	*41%*	*44%*	*41%*	*42%*	**50%jnp**
1-2	2136	1818	317	108	1803	177	96	60	84	219	203	135	180	198	284	279	220	36	141
	41%	*41%*	*43%*	*45%*	*42%*	*40%*	*38%*	*41%*	*40%*	*39%*	**48%ikor**	*36%*	*40%*	*42%*	*42%*	*40%*	**50%hiklor**	*46%*	*39%*
3-4	472	407	64	29	393	28	33	17	19	48	36	34	42	42	68	75	29	4	24
	9%	*9%*	*9%*	*12%*	*9%*	*6%*	**13%de**	**12%e**	*9%*	*9%*	*9%*	*9%*	*9%*	*9%*	*10%*	*11%*	*7%*	*6%*	*7%*
5-10	242	213	29	9	199	18	14	10	8	26	20	20	26	11	42	36	10	3	15
	5%	*5%*	*4%*	*4%*	*5%*	*4%*	*6%*	*7%*	*4%*	*5%*	*5%*	*5%*	**6%mp**	*2%*	**6%mp**	*5%*	*2%*	*4%*	*4%*
11-20	16	13	3	3	14	1	*	1	-	1	2	3	1	2	2	4	-	1	*
	*	*	*	**1%a**	*	*	*	*1%*	-	*	*	*1%*	*	*	*	*1%*	-	**1%pr**	*
21+	1	1	*	-	1	-	-	*	-	-	-	-	-	1	-	-	-	-	-
	*	*	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-
Any Received (non-zero entry)	2867	2453	413	150	2410	225	143	89	111	295	261	192	248	254	397	395	258	45	180
	56%	*56%*	*56%*	*62%*	*56%*	*51%*	*57%*	**61%e**	*53%*	*52%*	**62%ikr**	*52%*	*55%*	*53%*	**59%r**	*56%*	**59%r**	*58%*	*50%*
Total Mean (including those not Receiving any)																			
Mean	1.22	1.22	1.23	**1.51a**	1.22	1.07	**1.39e**	**1.55de**	1.10	1.11	**1.30pr**	1.26	1.23	1.07	**1.35pr**	**1.37pr**	1.02	1.31	1.01
Std Dev.	1.88	1.87	1.94	2.39	1.88	1.66	1.95	2.43	1.56	1.82	1.91	2.15	1.73	1.79	1.86	2.24	1.31	2.20	1.52
Std Error	0.03	0.03	0.05	0.10	0.03	0.05	0.07	0.10	0.09	0.10	0.11	0.12	0.09	0.10	0.10	0.12	0.07	0.16	0.05
Receiving Mean (excluding those not Receiving any)																			
Mean	2.20	2.20	2.19	2.46	2.18	2.09	**2.42e**	**2.52de**	**2.06p**	2.11	**2.12p**	**2.44p**	**2.24p**	2.00	**2.31p**	**2.44p**	1.73	**2.26p**	**2.04p**
Std Dev.	2.05	2.04	2.15	2.65	2.05	1.80	2.03	2.69	1.60	2.05	2.05	2.47	1.79	2.04	1.92	2.51	1.29	2.49	1.60
Std Error	0.04	0.04	0.07	0.14	0.05	0.08	0.10	0.14	0.13	0.16	0.15	0.20	0.13	0.16	0.13	0.18	0.09	0.24	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	2280	791	872	347	183	68	1663	251	797	888	393	124	54	1684	178
	44%	*42%*	*43%*	*50%abf*	*47%*	*50%*	*43%*	*48%*	*41%*	*43%*	*55%hiklm*	*45%*	*53%*	*42%*	*47%*
1-2	2136	811	855	261	151	45	1666	196	855	858	267	111	33	1714	145
	41%	*43%*	*42%*	*38%*	*39%*	*33%*	*43%*	*38%*	*44%j*	*42%*	*37%*	*41%*	*33%*	*43%j*	*39%*
3-4	472	182	189	51	32	17	371	49	200	207	37	18	10	407	27
	9%	*10%*	*9%*	*7%*	*8%*	*12%*	*10%*	*9%*	*10%j*	*10%j*	*5%*	*7%*	*9%*	*10%j*	*7%*
5-10	242	89	95	31	20	6	184	26	103	98	15	21	5	200	26
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%j*	*5%j*	*2%*	*8%j*	*5%*	*5%j*	*7%j*
11-20	16	7	8	1	-	-	15	-	9	6	1	-	-	15	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
21+	1	-	-	1	*	-	-	*	-	1	*	-	-	1	-
	*	-	-	*f	*	-	-	*	-	*	*	-	-	*	-
Any Received (non-zero entry)	2867	1090	1147	345	203	68	2237	271	1167	1171	321	150	48	2337	198
	56%	*58%c*	*57%c*	*50%*	*53%*	*50%*	*57%c*	*52%*	*59%j*	*57%j*	*45%*	*55%j*	*47%*	*58%j*	*53%*
Total Mean (including those not Receiving any)															
Mean	1.22	1.29c	1.24	1.07	1.17	1.11	1.27c	1.16	1.36j	1.25j	0.82	1.30j	0.98	1.30j	1.21j
Std Dev.	1.88	1.93	1.88	1.82	1.92	1.53	1.90	1.82	2.05	1.84	1.49	1.99	1.40	1.94	1.85
Std Error	0.03	0.04	0.04	0.07	0.10	0.13	0.03	0.08	0.05	0.04	0.06	0.12	0.14	0.03	0.10
Receiving Mean (excluding those not Receiving any)															
Mean	2.20	2.23	2.19	2.14	2.23	2.22	2.21	2.23	2.28j	2.20j	1.83	2.38j	2.07	2.24j	2.31j
Std Dev.	2.05	2.09	2.03	2.08	2.15	1.49	2.06	2.00	2.22	1.96	1.77	2.16	1.38	2.09	2.00
Std Error	0.04	0.06	0.06	0.12	0.15	0.17	0.04	0.12	0.06	0.06	0.10	0.19	0.20	0.04	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	2280	99	2135	46	548	1597	134	2218	31	21	1	2271	8
	44%	*38%*	*45%*	*50%*	*38%*	**47%d**	*44%*	*44%*	*55%*	*58%*	*33%*	*44%*	*38%*
1-2	2136	117	1978	40	636	1387	113	2097	15	10	2	2121	12
	41%	*45%*	*41%*	*44%*	*44%*	*41%*	*37%*	*42%*	*26%*	*27%*	*64%*	*41%*	*55%*
3-4	472	29	439	4	164	274	34	467	4	*	-	472	*
	9%	*11%*	*9%*	*4%*	**11%e**	*8%*	*11%*	*9%*	*8%*	*1%*	-	*9%*	*1%*
5-10	242	15	225	2	90	129	24	230	6	4	*	240	1
	5%	*6%*	*5%*	*2%*	**6%e**	*4%*	**8%e**	*5%*	*10%*	*11%*	*3%*	*5%*	*7%*
11-20	16	-	16	-	5	8	3	15	-	1	-	16	-
	*	-	*	-	*	*	*1%*	*	-	*3%*	-	*	-
21+	1	-	1	-	1	*	-	1	-	-	-	1	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	2867	161	2660	46	897	1797	173	2811	25	15	2	2851	14
	56%	*62%*	*55%*	*50%*	**62%e**	*53%*	*56%*	*56%*	*45%*	*42%*	*67%*	*56%*	*62%*
Total Mean (including those not Receiving any)													
Mean	1.22	1.34c	1.23	0.75	1.45e	1.10	1.55e	1.22	1.43	1.58	1.01	1.22	1.14
Std Dev.	1.88	1.62	1.91	1.03	2.00	1.73	2.60	1.87	2.49	3.03	2.08	1.88	1.33
Std Error	0.03	0.09	0.03	0.10	0.05	0.03	0.15	0.03	0.36	0.49	1.04	0.03	0.27
Receiving Mean (excluding those not Receiving any)													
Mean	2.20	2.16	2.21	1.50	2.34e	2.08	2.75e	2.18	3.19	3.79	1.50	2.20	1.83
Std Dev.	2.05	1.57	2.09	1.00	2.10	1.91	2.96	2.03	2.88	3.75	2.60	2.06	1.25
Std Error	0.04	0.11	0.04	0.14	0.07	0.05	0.22	0.04	0.56	0.91	1.50	0.04	0.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_5. Approximately how many of the following have you personally received in the last week?
Smaller parcels - that will fit through a letterbox

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**2280**	562	537	600	581	168	204	190	189	165	183	204	214	182	180	190	211
	44%	*44%*	*42%*	**47%b**	*45%*	*39%*	*45%*	*47%*	*44%*	*41%*	*40%*	**48%ej**	**49%ej**	*43%*	*42%*	*46%*	*47%*
1-2	**2136**	556	548	506	526	205	180	171	177	174	197	148	173	184	177	161	188
	41%	*43%*	*43%*	*39%*	*41%*	**48%ko**	*40%*	*42%*	*42%*	*43%*	*43%*	*35%*	*40%*	*43%*	*41%*	*39%*	*42%*
3-4	**472**	109	119	123	120	36	45	28	38	34	48	53	36	34	54	32	34
	9%	*8%*	*9%*	*10%*	*9%*	*9%*	*10%*	*7%*	*9%*	*8%*	*10%*	**13%g**	*8%*	*8%*	**12%g**	*8%*	*8%*
5-10	**242**	53	80	47	61	14	21	18	19	29	32	13	10	25	16	32	14
	5%	*4%*	**6%c**	*4%*	*5%*	*3%*	*5%*	*5%*	*5%*	**7%eklp**	**7%eklp**	*3%*	*2%*	*6%*	*4%*	**8%eklp**	*3%*
11-20	**16**	2	4	6	4	2	-	-	2	2	1	3	2	1	4	*	*
	*	*	*	*	*	*	-	-	*	*	*	*1%*	*	*	*1%*	*	*
21+	**1**	-	-	1	*	-	-	-	-	-	-	-	-	1	-	*	-
	*	-	-	*	*	-	-	-	-	-	-	-	-	*	-	*	-
Any Received (non-zero entry)	**2867**	720	752	684	711	257	247	217	236	238	277	217	221	246	250	226	236
	56%	*56%*	**58%c**	*53%*	*55%*	**61%kl**	*55%*	*53%*	*56%*	*59%*	**60%kl**	*52%*	*51%*	*57%*	*58%*	*54%*	*53%*
Total Mean (including those not Receiving any)																	
Mean	**1.22**	1.17	1.33	1.18	1.23	1.27	1.18	1.04	1.20	**1.37glp**	**1.41glp**	1.22	1.00	1.32	**1.36l**	1.28	1.05
Std Dev.	**1.88**	1.70	1.87	1.99	1.95	1.93	1.69	1.43	1.72	1.95	1.93	1.89	1.72	2.31	2.24	1.99	1.57
Std Error	**0.03**	0.05	0.05	0.06	0.05	0.09	0.08	0.07	0.08	0.10	0.09	0.09	0.08	0.11	0.11	0.10	0.08
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.20**	2.08	2.28	2.21	2.23	2.10	2.16	1.95	2.16	2.32	**2.35g**	2.37	1.96	2.29	2.34	2.35	1.99
Std Dev.	**2.05**	1.80	1.96	2.27	2.16	2.10	1.76	1.44	1.81	2.06	2.00	2.06	1.98	2.65	2.52	2.18	1.67
Std Error	**0.04**	0.07	0.07	0.09	0.08	0.13	0.11	0.10	0.11	0.13	0.12	0.13	0.13	0.17	0.16	0.14	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**2571**	-	2571	1302	1263	316	355	456	352	474	336	276	671	808	1086	612	2175	349	2505
	50%	-	*50%*	**52%d**	*48%*	*46%*	*50%*	*48%*	*48%*	**52%e**	*53%*	*53%*	*48%*	*48%*	**53%lm**	*53%*	**51%q**	*45%*	*49%*
1-2	**1854**	-	1854	874	980	241	255	359	266	317	217	199	496	625	733	416	1536	294	1861
	36%	-	*36%*	*35%*	*37%*	*35%*	*36%*	*38%*	*36%*	*35%*	*34%*	*38%*	*35%*	*37%*	*36%*	*36%*	*36%*	*38%*	*36%*
3-4	**472**	-	472	223	249	70	60	92	73	74	66	35	131	166	175	102	385	83	498
	9%	-	*9%*	*9%*	*9%*	*10%*	*8%*	*10%*	*10%*	*8%*	*10%*	*7%*	*9%*	*10%*	*9%*	*9%*	*9%*	*11%*	*10%*
5-10	**225**	-	225	102	121	49	36	41	37	37	14	11	85	77	63	25	190	35	257
	4%	-	*4%*	*4%*	*5%*	**7%gijk**	**5%jk**	*4%*	**5%jk**	*4%*	*2%*	*2%*	**6%no**	**5%o**	*3%*	*2%*	*4%*	*5%*	*5%*
11-20	**20**	-	20	6	14	6	5	1	4	3	-	1	11	5	4	1	12	6	17
	*	-	*	*	*1%*	*1%*	*1%*	*	*1%*	*	-	*	**1%n**	*	*	*	*	*1%*	*
21+	**5**	-	5	2	2	4	*	*	*	-	-	*	4	*	*	*	1	4	9
	*	-	*	*	*	*1%*	*	*	*	-	-	*	*	*	*	*	*	*p	*
Any Received (non-zero entry)	**2576**	-	2576	1207	1366	370	357	493	380	431	297	247	727	873	975	544	2125	421	2642
	50%	-	*50%*	*48%*	**52%c**	**54%il**	*50%*	*52%*	*52%*	*48%*	*47%*	*47%*	**52%n**	**52%n**	*47%*	*47%*	*49%*	**55%p**	*51%*
Total Mean (including those not Receiving any)																			
Mean	**1.17**	-	1.17	1.10	1.25	**1.58gijk**	**1.27jk**	1.12	**1.29jk**	1.05	0.96	0.94	**1.42mno**	**1.20no**	0.99	0.95	1.13	**1.46p**	1.26
Std Dev.	**2.17**	-	2.17	2.08	2.26	3.44	2.44	1.71	2.23	1.73	1.38	1.68	2.98	1.95	1.62	1.52	1.98	3.02	2.60
Std Error	**0.03**	-	0.03	0.04	0.04	0.13	0.09	0.06	0.08	0.06	0.05	0.08	0.08	0.05	0.03	0.04	0.03	0.13	0.04
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.34**	-	2.34	2.28	2.40	**2.93gijk**	**2.53jk**	2.16	**2.48jk**	2.20	2.04	1.98	**2.73mno**	**2.30o**	2.10	2.01	2.28	**2.67p**	2.45
Std Dev.	**2.59**	-	2.59	2.51	2.66	4.25	2.94	1.83	2.58	1.93	1.37	1.97	3.67	2.19	1.79	1.67	2.31	3.67	3.20
Std Error	**0.05**	-	0.05	0.07	0.07	0.22	0.15	0.08	0.13	0.09	0.07	0.13	0.14	0.08	0.05	0.07	0.05	0.21	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 148

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	**2571**	570	867	521	612	1437	1134	1506	1044	325	356	695	604	350	2006	331	2045
	50%	*48%*	*50%*	*49%*	**54%a**	*49%*	*51%*	*49%*	*52%*	**54%lm**	*51%*	*51%*	*48%*	*46%*	*49%*	**54%p**	*49%*
1-2	**1854**	416	651	408	379	1067	787	1128	700	203	244	511	457	286	1497	206	1538
	36%	*35%*	*37%*	**38%d**	*33%*	*36%*	*36%*	*37%*	*35%*	*34%*	*35%*	*37%*	*36%*	*38%*	*37%*	*34%*	*37%*
3-4	**472**	127	148	89	108	276	197	274	192	45	65	116	136	76	392	46	399
	9%	*11%*	*8%*	*8%*	*9%*	*9%*	*9%*	*9%*	*10%*	*8%*	*9%*	*8%*	*11%*	*10%*	*10%*	*8%*	*10%*
5-10	**225**	68	74	45	38	142	83	154	68	22	31	41	58	43	173	22	179
	4%	**6%d**	*4%*	*4%*	*3%*	*5%*	*4%*	**5%h**	*3%*	*4%*	*4%*	*3%*	*5%*	**6%k**	*4%*	*4%*	*4%*
11-20	**20**	4	9	3	5	12	8	14	6	3	4	5	6	-	15	3	15
	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	-	*	*	*
21+	**5**	*	1	2	2	1	3	2	2	3	*	2	-	*	2	3	2
	*	*	*	*	*	*	*	*	*	*n	*	*	-	*	*	*p	*
Any Received (non-zero entry)	**2576**	615	883	546	532	1498	1078	1573	967	276	344	674	656	404	2079	279	2133
	50%	**52%d**	*50%*	*51%*	*46%*	*51%*	*49%*	*51%*	*48%*	*46%*	*49%*	*49%*	**52%l**	**54%l**	*51%*	*46%*	**51%o**
Total Mean (including those not Receiving any)																	
Mean	**1.17**	1.25	1.19	1.15	1.10	1.21	1.12	1.23	1.08	1.12	1.21	1.09	1.23	1.22	1.18	1.12	1.18
Std Dev.	**2.17**	2.02	2.34	2.11	2.12	2.22	2.12	2.28	1.97	3.11	2.14	2.03	2.06	1.77	2.01	3.09	2.01
Std Error	**0.03**	0.06	0.06	0.07	0.06	0.04	0.04	0.05	0.04	0.12	0.08	0.06	0.06	0.07	0.03	0.12	0.03
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.34**	2.41	2.35	2.25	2.36	2.37	2.30	2.41	2.24	2.44	2.46	2.21	2.36	2.27	2.31	2.44	2.31
Std Dev.	**2.59**	2.26	2.85	2.50	2.59	2.62	2.54	2.71	2.34	4.23	2.49	2.43	2.34	1.86	2.31	4.20	2.31
Std Error	**0.05**	0.09	0.10	0.11	0.10	0.07	0.08	0.07	0.07	0.24	0.13	0.09	0.09	0.09	0.05	0.24	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 148

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	2571	2210	360	104	2172	215	109	74	107	271	226	187	212	228	345	364	231	34	182
	50%	50%	49%	43%	50%f	49%	44%	51%	52%	48%	53%	50%	47%	48%	51%	52%	53%	43%	50%
1-2	1854	1584	271	92	1553	156	97	48	68	227	149	139	171	185	230	230	155	30	126
	36%	36%	37%	38%	36%	35%	39%	33%	33%	40%	35%	37%	38%	39%	34%	33%	35%	39%	35%
3-4	472	403	70	30	385	45	27	15	21	54	24	37	40	40	61	74	33	8	37
	9%	9%	9%	12%	9%	10%	11%	10%	10%j	10%	6%	10%	9%	9%	9%	10%j	8%	11%	10%j
5-10	225	195	30	15	180	22	15	8	10	7	19	8	27	20	38	32	19	5	17
	4%	4%	4%	6%	4%	5%	6%	5%	5%i	1%	4%i	2%	6%ik	4%i	6%i	5%i	4%i	6%i	5%i
11-20	20	17	3	1	17	1	2	-	1	3	3	1	2	1	3	2	2	-	1
	*	*	*	1%	*	*	1%	-	*	*	1%	*	*	*	*	*	*	-	*
21+	5	4	1	*	4	*	-	*	-	-	2	-	-	2	-	*	-	*	-
	*	*	*	*	*	*	-	*	-	-	*	-	-	*	-	*	-	1%n	-
Any Received (non-zero entry)	2576	2202	374	139	2139	225	141	71	100	291	197	185	240	248	331	338	209	44	181
	50%	50%	51%	57%	50%	51%	56%d	49%	48%	52%	47%	50%	53%	52%	49%	48%	47%	57%	50%
Total Mean (including those not Receiving any)																			
Mean	1.17	1.17	1.21	1.57a	1.15	1.19	1.45d	1.28	1.15	1.05	1.23	1.05	1.25	1.25	1.19	1.15	1.04	1.44	1.13
Std Dev.	2.17	2.18	2.12	2.58	2.12	1.97	2.18	3.81	2.00	1.70	2.78	1.78	2.04	2.63	2.12	1.92	1.93	2.78	1.76
Std Error	0.03	0.04	0.06	0.10	0.04	0.06	0.08	0.16	0.12	0.10	0.16	0.10	0.11	0.15	0.11	0.10	0.11	0.20	0.06
Receiving Mean (excluding those not Receiving any)																			
Mean	2.34	2.34	2.38	2.76	2.32	2.32	2.57	2.61	2.39	2.03	2.63	2.11	2.36	2.40	2.43	2.39	2.18	2.54	2.27
Std Dev.	2.59	2.61	2.46	2.90	2.51	2.24	2.36	5.12	2.31	1.91	3.59	2.03	2.29	3.24	2.48	2.16	2.31	3.31	1.90
Std Error	0.05	0.06	0.09	0.15	0.07	0.10	0.11	0.30	0.20	0.15	0.30	0.17	0.17	0.25	0.19	0.17	0.19	0.32	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	2571	879	993	404	200	74	1872	274	889	1019	438	139	62	1908	201
	50%	*47%*	*49%*	**58%abf**	*52%*	*55%*	*48%*	*53%*	*45%*	**50%h**	**61%hlkm**	*51%*	**61%hm**	*47%*	**53%h**
1-2	1854	716	734	213	139	41	1450	181	776	744	213	91	24	1520	115
	36%	**38%c**	**36%c**	*31%*	*36%*	*30%*	**37%c**	*35%*	**40%jln**	**36%jl**	*30%*	*33%*	*23%*	**38%jln**	*31%*
3-4	472	197	183	52	26	14	379	40	196	191	47	29	7	387	36
	9%	*10%*	*9%*	*8%*	*7%*	*10%*	*10%*	*8%*	**10%j**	*9%*	*7%*	*11%*	*7%*	**10%j**	*10%*
5-10	225	81	101	18	17	7	182	24	89	99	14	10	9	188	20
	4%	*4%*	**5%c**	*3%*	*5%*	*5%*	**5%c**	*5%*	**5%j**	**5%j**	*2%*	*4%*	**9%j**	**5%j**	**5%j**
11-20	20	7	7	3	3	-	14	3	11	3	2	4	-	14	4
	*	*	*	*	*1%*	-	*	*1%*	*1%*	*	*	**1%im**	-	*	**1%i**
21+	5	*	2	2	*	*	2	*	2	2	1	-	-	4	-
	*	*	*	*	*	*	*	*	*	*	*	-	-	*	-
Any Received (non-zero entry)	2576	1002	1026	288	186	62	2028	248	1074	1039	277	135	40	2113	175
	50%	**53%c**	**51%c**	*42%*	*48%*	*45%*	**52%c**	*47%*	**55%ijln**	**50%j**	*39%*	**49%j**	*39%*	**53%jl**	*47%*
Total Mean (including those not Receiving any)															
Mean	1.17	**1.21c**	**1.22c**	0.95	1.17	1.15	**1.22c**	1.16	**1.30j**	**1.17j**	0.81	**1.27j**	1.04	**1.23j**	**1.21j**
Std Dev.	2.17	1.96	2.18	2.21	2.32	3.77	2.08	2.77	2.25	2.15	1.93	2.35	1.78	2.20	2.21
Std Error	0.03	0.04	0.05	0.09	0.12	0.32	0.03	0.12	0.05	0.05	0.07	0.15	0.17	0.03	0.12
Receiving Mean (excluding those not Receiving any)															
Mean	2.34	2.28	2.40	2.27	2.43	2.52	2.34	2.45	2.38	2.32	2.09	2.58	2.66	2.35	2.60
Std Dev.	2.59	2.18	2.56	2.95	2.84	5.29	2.38	3.60	2.59	2.55	2.65	2.80	1.93	2.57	2.62
Std Error	0.05	0.07	0.08	0.18	0.20	0.66	0.05	0.22	0.08	0.08	0.16	0.26	0.32	0.05	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	2571	115	2405	51	626	1793	152	2517	23	20	2	2560	8
	50%	*44%*	*50%*	*55%*	*43%*	**53%d**	*49%*	*50%*	*41%*	*56%*	*67%*	*50%*	*38%*
1-2	1854	102	1721	30	590	1158	105	1812	21	11	1	1843	10
	36%	*39%*	*36%*	*33%*	**41%e**	*34%*	*34%*	*36%*	*37%*	*29%*	*33%*	*36%*	*45%*
3-4	472	32	431	10	146	302	24	462	5	2	-	469	4
	9%	*12%*	*9%*	*10%*	*10%*	*9%*	*8%*	*9%*	*8%*	*6%*	-	*9%*	*17%*
5-10	225	10	213	2	70	129	26	214	8	3	-	225	-
	4%	*4%*	*4%*	*2%*	*5%*	*4%*	**9%de**	*4%*	**14%gk**	*9%*	-	*4%*	-
11-20	20	*	20	-	12	8	*	20	-	-	-	20	-
	*	*	*	-	**1%e**	*	*	*	-	-	-	*	-
21+	5	-	5	-	1	3	*	5	-	-	-	5	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
Any Received (non-zero entry)	2576	145	2390	41	819	1601	156	2512	34	16	1	2561	14
	50%	*56%*	*50%*	*45%*	**57%e**	*47%*	*51%*	*50%*	*59%*	*44%*	*33%*	*50%*	*62%*
Total Mean (including those not Receiving any)													
Mean	1.17	1.21	1.18	0.90	**1.39e**	1.07	1.30	1.17	**1.90g**	1.38	0.33	1.17	1.01
Std Dev.	2.17	1.62	2.21	1.23	2.60	1.97	2.00	2.17	2.72	2.52	0.56	2.18	1.08
Std Error	0.03	0.09	0.03	0.13	0.06	0.03	0.11	0.03	0.39	0.40	0.28	0.03	0.22
Receiving Mean (excluding those not Receiving any)													
Mean	2.34	2.16	2.36	2.00	2.46	2.26	2.56	2.33	3.20	3.15	1.00	2.35	1.63
Std Dev.	2.59	1.63	2.65	1.08	3.06	2.35	2.16	2.59	2.89	3.01	-	2.60	0.91
Std Error	0.05	0.12	0.05	0.17	0.10	0.06	0.17	0.05	0.57	0.75	-	0.05	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_6. Approximately how many of the following have you personally received in the last week?
Larger parcels - that will not fit through a letterbox

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**2571**	672	603	665	631	228	231	213	217	201	185	219	219	227	188	209	234
	50%	**52%b**	*47%*	**52%b**	*49%*	**54%jn**	**51%j**	**52%j**	**51%j**	**50%j**	*40%*	**52%j**	**50%j**	**53%jn**	*44%*	**50%j**	**52%j**
1-2	**1854**	466	463	446	479	154	164	148	165	129	170	150	157	139	166	153	160
	36%	*36%*	*36%*	*35%*	*37%*	*36%*	*36%*	*36%*	*39%*	*32%*	*37%*	*36%*	*36%*	*32%*	*39%*	*37%*	*36%*
3-4	**472**	110	139	99	124	33	41	36	26	48	65	26	39	34	53	27	43
	9%	*9%*	**11%c**	*8%*	*10%*	*8%*	*9%*	*9%*	*6%*	**12%hko**	**14%eghkmo**	*6%*	*9%*	*8%*	**12%hko**	*7%*	*10%*
5-10	**225**	34	72	68	51	10	15	9	17	19	36	27	18	23	18	22	10
	4%	*3%*	**6%a**	**5%a**	*4%*	*2%*	*3%*	*2%*	*4%*	*5%*	**8%efghp**	**6%egp**	*4%*	*5%*	*4%*	*5%*	*2%*
11-20	**20**	-	11	4	5	-	-	-	1	6	4	-	1	3	2	3	-
	*	-	**1%a**	*	*	-	-	-	*	**1%efgp**	*1%*	-	*	*1%*	*	*1%*	-
21+	**5**	*	1	1	2	-	-	*	-	1	*	-	-	1	2	*	-
	*	*	*	*	*	-	-	*	-	*	*	-	-	*	*	*	-
Any Received (non-zero entry)	**2576**	610	686	619	661	197	220	193	209	202	276	203	216	201	241	206	213
	50%	*48%*	**53%ac**	*48%*	*51%*	*46%*	*49%*	*48%*	*49%*	*50%*	**60%efghiklmop**	*48%*	*50%*	*47%*	**56%em**	*50%*	*48%*
Total Mean (including those not Receiving any)																	
Mean	**1.17**	0.94	**1.39a**	**1.17a**	**1.19a**	0.89	0.99	0.93	1.03	**1.39efgp**	**1.73efghklop**	1.06	1.09	**1.36e**	**1.46efghp**	1.19	0.94
Std Dev.	**2.17**	1.44	2.53	2.38	2.16	1.41	1.50	1.39	1.68	2.89	2.79	1.60	1.83	3.32	2.64	2.29	1.36
Std Error	**0.03**	0.04	0.07	0.07	0.06	0.07	0.07	0.07	0.08	0.14	0.13	0.08	0.09	0.16	0.13	0.11	0.07
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.34**	1.97	**2.61a**	**2.43a**	**2.33a**	1.93	2.03	1.95	2.10	**2.77efghp**	**2.88efghklp**	2.21	2.20	**2.89efgp**	**2.59eg**	2.40	1.97
Std Dev.	**2.59**	1.51	2.98	2.95	2.55	1.51	1.58	1.44	1.88	3.59	3.12	1.67	2.08	4.37	3.07	2.77	1.36
Std Error	**0.05**	0.06	0.11	0.12	0.10	0.10	0.11	0.10	0.12	0.25	0.19	0.11	0.14	0.31	0.20	0.18	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**4182**	-	4182	1947	2228	500	508	737	599	792	571	471	1008	1336	1834	1042	3576	540	4207
	81%	-	*81%*	*78%*	85%c	*73%*	*71%*	78%f	82%ef	87%efgh	90%efgh	90%efgh	*72%*	79%l	89%lm	90%lm	83%q	*70%*	*82%*
1-2	**762**	-	762	433	328	133	168	157	98	100	53	49	301	255	203	102	580	171	745
	15%	-	*15%*	17%d	*12%*	19%hijk	24%ghijk	17%ijk	13%j	*11%*	*8%*	*9%*	22%mno	15%no	*10%*	*9%*	*13%*	22%p	*14%*
3-4	**113**	-	113	72	42	30	21	31	12	11	8	2	51	42	20	9	72	41	114
	2%	-	*2%*	3%d	*2%*	4%hijk	3%k	3%ik	*2%*	*1%*	*1%*	*	4%no	3%no	*1%*	*1%*	*2%*	5%p	*2%*
5-10	**82**	-	82	51	30	21	12	23	22	2	2	1	33	44	4	3	67	15	74
	2%	-	*2%*	2%d	*1%*	3%ijk	2%ik	2%ijk	3%ijk	*	*	*	2%no	3%no	*	*	*2%*	*2%*	*1%*
11-20	**7**	-	7	5	2	3	1	1	2	-	-	-	3	3	-	-	5	2	5
	*	-	*	*	*	*	*	*	*	-	-	-	*	*	-	-	*	*	*
21+	**2**	-	2	2	*	-	2	*	-	-	-	-	2	*	-	-	*	2	2
	*	-	*	*	*	-	*	*	-	-	-	-	*	*	-	-	*	*p	*
Any Received (non-zero entry)	**965**	-	965	562	402	186	203	212	133	113	63	52	389	345	227	114	723	231	940
	19%	-	*19%*	22%d	*15%*	27%hijk	29%ghijk	22%ijk	18%ijk	*13%*	*10%*	*10%*	28%mno	21%no	*11%*	*10%*	*17%*	30%p	*18%*
Total Mean (including those not Receiving any)																			
Mean	**0.39**	-	0.39	0.50d	0.30	0.63ijk	0.56ijk	0.49ijk	0.50ijk	0.19	0.18	0.14	0.59no	0.50no	0.17	0.16	0.35	0.68p	0.38
Std Dev.	**1.30**	-	1.30	1.48	1.09	1.57	1.60	1.41	1.76	0.61	0.68	0.60	1.58	1.57	0.63	0.64	1.16	1.90	1.28
Std Error	**0.02**	-	0.02	0.03	0.02	0.06	0.06	0.05	0.07	0.02	0.03	0.03	0.04	0.04	0.01	0.02	0.02	0.08	0.02
Receiving Mean (excluding those not Receiving any)																			
Mean	**2.10**	-	2.10	2.21	1.94	2.32ik	1.95	2.21i	2.74ik	1.54	1.78	1.43	2.13n	2.42no	1.58	1.63	2.06	2.27	2.09
Std Dev.	**2.32**	-	2.32	2.44	2.13	2.27	2.51	2.26	3.31	0.96	1.34	1.33	2.40	2.72	1.17	1.34	2.11	2.91	2.32
Std Error	**0.08**	-	0.08	0.11	0.10	0.18	0.18	0.17	0.29	0.08	0.15	0.19	0.13	0.15	0.07	0.11	0.08	0.23	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	**4182**	939	1462	820	961	2400	1781	2387	1746	513	568	1101	1000	587	3256	522	3341
	81%	*79%*	**84%ac**	*77%*	**84%ac**	*82%*	*81%*	*78%*	**87%g**	**85%klmn**	*81%*	*80%*	*79%*	*78%*	*80%*	**86%p**	*80%*
1-2	**762**	188	236	190	147	424	337	534	223	67	103	219	198	136	656	67	661
	15%	*16%*	*14%*	**18%bd**	*13%*	*14%*	*15%*	**17%h**	*11%*	*11%*	*15%*	**16%i**	**16%i**	**18%i**	**16%i**	*11%*	**16%o**
3-4	**113**	27	30	37	20	56	57	79	32	13	11	32	28	24	95	13	96
	2%	*2%*	*2%*	**3%bd**	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
5-10	**82**	31	16	18	16	47	34	71	11	8	16	14	32	7	69	8	72
	2%	**3%b**	*1%*	*2%*	*1%*	*2%*	*2%*	**2%h**	*1%*	*1%*	*2%*	*1%*	**3%k**	*1%*	*2%*	*1%*	*2%*
11-20	**7**	*	5	2	-	5	2	7	-	-	3	3	1	*	7	-	7
	*	*	*	*	-	*	*	*	-	-	*	*	*	*	*	-	*
21+	**2**	-	2	*	-	2	*	2	-	-	*	-	2	-	2	-	2
	*	-	*	*	-	*	*	*	-	-	*	-	*	-	*	-	*
Any Received (non-zero entry)	**965**	246	288	248	183	534	431	691	265	88	132	269	260	168	829	88	837
	19%	**21%bd**	*16%*	**23%bd**	*16%*	*18%*	*19%*	**22%h**	*13%*	*15%*	*19%*	**20%i**	**21%i**	**22%i**	**20%i**	*14%*	**20%o**
Total Mean (including those not Receiving any)																	
Mean	**0.39**	**0.46d**	0.35	**0.47d**	0.31	0.40	0.39	**0.51h**	0.22	0.29	0.44	0.39	**0.49i**	0.41	**0.43i**	0.29	**0.43o**
Std Dev.	**1.30**	1.30	1.46	1.35	0.91	1.40	1.15	1.56	0.72	0.92	1.48	1.27	1.60	1.08	1.38	0.92	1.38
Std Error	**0.02**	0.04	0.04	0.04	0.03	0.03	0.02	0.03	0.01	0.04	0.06	0.03	0.05	0.04	0.02	0.03	0.02
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.10**	2.21	2.15	2.04	1.94	2.18	2.00	**2.26h**	1.69	1.99	2.35	1.97	2.37	1.82	2.13	1.99	2.13
Std Dev.	**2.32**	2.08	3.01	2.16	1.43	2.62	1.88	2.62	1.21	1.57	2.68	2.26	2.81	1.62	2.42	1.56	2.42
Std Error	**0.08**	0.13	0.19	0.15	0.10	0.12	0.09	0.11	0.06	0.15	0.24	0.14	0.18	0.13	0.09	0.15	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	4182	3556	626	207	3497	362	206	116	167	470	348	308	349	389	500	577	388	59	303
	81%	*81%*	**85%a**	*85%*	*81%*	*82%*	*83%*	*80%*	*80%*	**84%n**	**82%n**	**83%n**	*77%*	**82%n**	*74%*	**82%n**	**88%hjlmnoq**	*76%*	**84%ln**
1-2	762	670	92	27	643	63	31	25	32	71	62	50	79	76	127	104	43	15	48
	15%	*15%*	*12%*	*11%*	*15%*	*14%*	*13%*	*17%*	**15%p**	*13%*	*15%*	*13%*	**17%p**	**16%p**	**19%ip**	*15%*	*10%*	**19%p**	*13%*
3-4	113	103	11	5	93	9	10	3	3	17	5	4	12	10	29	7	5	2	7
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	**4%d**	*2%*	*1%*	*3%*	*1%*	*1%*	*3%*	*2%*	**4%jkop**	*1%*	*1%*	*2%*	*2%*
5-10	82	76	6	4	71	6	2	2	5	4	6	9	11	1	21	12	3	2	4
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**2%m**	*1%*	*1%*	**2%m**	**3%m**	*	**3%imp**	*2%*	*1%*	**3%m**	*1%*
11-20	7	6	*	*	6	*	-	-	1	-	2	1	-	-	-	3	-	*	-
	*	*	*	*	*	*	-	-	*	-	*	*	-	-	-	*	-	*	-
21+	2	2	*	-	2	-	-	*	-	-	-	-	-	-	-	-	2	-	-
	*	*	*	-	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-
Any Received (non-zero entry)	965	857	109	36	815	78	44	29	41	92	75	64	103	87	177	125	52	19	59
	19%	**19%b**	*15%*	*15%*	*19%*	*18%*	*17%*	*20%*	**20%p**	*16%*	**18%p**	*17%*	**23%pr**	**18%p**	**26%ijkmopr**	**18%p**	*12%*	**24%p**	*16%*
Total Mean (including those not Receiving any)																			
Mean	0.39	0.42b	0.26	0.31	0.40	0.36	0.36	0.40	0.44m	0.30	0.40	0.42	0.50lmr	0.27	0.58impr	0.38	0.27	0.56im	0.32
Std Dev.	1.30	1.35	0.91	1.07	1.33	1.06	1.02	1.32	1.47	0.87	1.64	1.57	1.29	0.68	1.34	1.38	1.61	1.51	0.94
Std Error	0.02	0.02	0.02	0.04	0.02	0.03	0.04	0.06	0.09	0.05	0.09	0.09	0.07	0.04	0.07	0.07	0.09	0.11	0.03
Receiving Mean (excluding those not Receiving any)																			
Mean	2.10	2.15	1.74	2.10	2.11	2.05	2.06	1.97	2.27m	1.83	2.25	2.46m	2.21m	1.46	2.21m	2.15	2.32	2.34	1.95m
Std Dev.	2.32	2.38	1.75	2.02	2.40	1.72	1.59	2.39	2.65	1.36	3.34	3.07	1.88	0.92	1.82	2.64	4.18	2.35	1.48
Std Error	0.08	0.09	0.11	0.20	0.10	0.14	0.14	0.24	0.36	0.18	0.45	0.43	0.21	0.12	0.19	0.33	0.65	0.38	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**4182**	1547	1623	562	304	117	3170	422	1592	1659	612	204	85	3251	290
	81%	*82%*	*80%*	*81%*	*79%*	*86%*	*81%*	*81%*	**81%k**	*81%*	**86%hiklmn**	*75%*	*84%*	**81%k**	*77%*
1-2	**762**	263	312	102	68	12	575	80	294	320	86	47	9	614	57
	15%	*14%*	*15%*	*15%*	*18%*	*9%*	*15%*	*15%*	*15%*	*16%*	*12%*	*17%*	*9%*	*15%*	*15%*
3-4	**113**	39	37	22	9	7	76	15	37	44	11	14	7	81	21
	2%	*2%*	*2%*	*3%*	*2%*	*5%*	*2%*	*3%*	*2%*	*2%*	*2%*	**5%hijm**	**7%hijm**	*2%*	**6%hijm**
5-10	**82**	28	43	6	4	1	70	5	34	33	6	9	-	67	9
	2%	*1%*	*2%*	*1%*	*1%*	*	*2%*	*1%*	*2%*	*2%*	*1%*	**3%j**	-	*2%*	*2%*
11-20	**7**	4	3	-	*	-	6	*	4	3	-	-	-	7	-
	*	*	*	-	*	-	*	*	*	*	-	-	-	*	-
21+	**2**	-	2	-	*	-	2	*	2	-	*	-	-	2	-
	*	-	*	-	*	-	*	*	*	-	*	-	-	*	-
Any Received (non-zero entry)	**965**	334	396	131	82	19	730	101	371	399	103	70	16	770	86
	19%	*18%*	*20%*	*19%*	*21%*	*14%*	*19%*	*19%*	**19%j**	**19%j**	*14%*	**25%hijm**	*16%*	**19%j**	**23%j**
Total Mean (including those not Receiving any)															
Mean	**0.39**	0.39	0.43	0.34	0.38	0.30	0.41	0.36	**0.42j**	**0.40j**	0.25	**0.55j**	0.38	**0.41j**	**0.50j**
Std Dev.	**1.30**	1.34	1.42	0.94	1.11	0.94	1.38	1.07	1.50	1.23	0.86	1.26	1.04	1.37	1.20
Std Error	**0.02**	0.03	0.03	0.04	0.06	0.08	0.02	0.05	0.03	0.03	0.03	0.08	0.10	0.02	0.06
Receiving Mean (excluding those not Receiving any)															
Mean	**2.10**	2.19	2.18	1.83	1.81	2.13	2.18	1.87	2.22	2.06	1.76	2.16	2.37	2.14	2.20
Std Dev.	**2.32**	2.47	2.55	1.41	1.80	1.58	2.51	1.76	2.82	2.10	1.58	1.65	1.44	2.47	1.61
Std Error	**0.08**	0.13	0.13	0.13	0.20	0.37	0.09	0.18	0.15	0.11	0.16	0.22	0.36	0.09	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**4182**	186	3922	73	1130	2830	221	4113	28	26	2	4167	13
	81%	*72%*	**82%a**	*80%*	*78%*	**83%df**	*72%*	**82%h**	*49%*	*71%*	*67%*	**81%h**	*58%*
1-2	**762**	58	686	18	242	458	62	730	19	6	1	755	6
	15%	**22%b**	*14%*	*19%*	**17%e**	*13%*	**20%e**	*15%*	**34%gk**	*16%*	*33%*	*15%*	*25%*
3-4	**113**	6	106	1	38	63	12	106	6	1	-	112	1
	2%	*2%*	*2%*	*1%*	*3%*	*2%*	*4%*	*2%*	**10%gk**	*2%*	-	*2%*	*7%*
5-10	**82**	9	72	-	30	40	12	72	4	4	-	79	2
	2%	**4%b**	*2%*	-	*2%*	*1%*	**4%e**	*1%*	**7%gk**	*11%*	-	*2%*	*10%*
11-20	**7**	-	7	-	3	4	*	7	-	-	-	7	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
21+	**2**	-	2	-	2	*	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	**965**	74	873	19	314	564	86	915	29	10	1	955	9
	19%	**28%b**	*18%*	*20%*	**22%e**	*17%*	**28%e**	*18%*	**51%gk**	*29%*	*33%*	*19%*	*42%*
Total Mean (including those not Receiving any)													
Mean	**0.39**	0.56	0.39	0.28	**0.49e**	0.33	**0.67e**	0.37	**1.41gk**	1.24	0.33	0.39	1.07
Std Dev.	**1.30**	1.21	1.31	0.64	1.55	1.14	1.50	1.25	2.32	2.97	0.56	1.29	1.89
Std Error	**0.02**	0.07	0.02	0.07	0.04	0.02	0.09	0.02	0.33	0.48	0.28	0.02	0.38
Receiving Mean (excluding those not Receiving any)													
Mean	**2.10**	1.98	2.13	1.37	2.26	1.97	2.38	2.05	2.75	4.33	1.00	2.10	2.54
Std Dev.	**2.32**	1.54	2.39	0.72	2.66	2.15	2.00	2.27	2.63	4.28	-	2.32	2.22
Std Error	**0.08**	0.17	0.08	0.15	0.14	0.10	0.21	0.08	0.54	1.29	-	0.08	0.78

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_7. Approximately how many of the following have you personally received in the last week?
Items requiring a signature

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**4182**	1052	1013	1055	1062	357	372	323	339	324	350	342	359	355	349	359	353
	81%	*82%*	*79%*	*82%*	*82%*	**84%j**	**82%j**	*80%*	*80%*	*80%*	*76%*	*81%*	*82%*	**83%j**	*81%*	**87%ghjp**	*79%*
1-2	**762**	194	218	181	169	55	68	71	72	56	90	59	67	55	66	38	66
	15%	*15%*	**17%d**	*14%*	*13%*	*13%*	**15%o**	**17%o**	**17%o**	*14%*	**20%emo**	*14%*	**15%o**	*13%*	**15%o**	*9%*	*15%*
3-4	**113**	19	31	30	33	7	7	5	7	12	13	14	5	11	5	7	20
	2%	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	*3%*	*3%*	*1%*	*3%*	*1%*	*2%*	**5%gln**
5-10	**82**	17	25	17	23	6	3	7	8	11	5	6	3	7	9	8	5
	2%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*
11-20	**7**	*	2	1	3	-	-	*	-	-	2	-	1	-	-	1	3
	*	*	*	*	*	-	-	*	-	-	*	-	*	-	-	*	*1%*
21+	**2**	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
Any Received (non-zero entry)	**965**	230	276	229	230	68	79	83	87	79	110	80	76	73	80	56	94
	19%	*18%*	*21%*	*18%*	*18%*	*16%*	*18%*	**20%o**	**20%o**	*20%*	**24%efmo**	*19%*	*18%*	*17%*	*19%*	*13%*	**21%o**
Total Mean (including those not Receiving any)																	
Mean	**0.39**	0.32	**0.46a**	0.36	0.44	0.33	0.29	0.35	0.41	0.43	**0.53f**	0.36	0.32	0.38	0.41	0.41	0.49
Std Dev.	**1.30**	0.97	1.36	1.16	1.60	1.05	0.86	1.02	1.14	1.10	1.71	0.99	1.24	1.24	1.26	1.95	1.52
Std Error	**0.02**	0.03	0.04	0.03	0.04	0.05	0.04	0.05	0.05	0.05	0.08	0.05	0.06	0.06	0.06	0.09	0.07
Receiving Mean (excluding those not Receiving any)																	
Mean	**2.10**	1.80	2.14	2.00	**2.45a**	2.06	1.66	1.72	2.01	2.20	2.21	1.92	1.85	2.24	2.18	**3.06f**	2.31
Std Dev.	**2.32**	1.63	2.25	2.08	3.07	1.83	1.40	1.65	1.78	1.50	2.93	1.48	2.46	2.20	2.17	4.52	2.61
Std Error	**0.08**	0.11	0.14	0.13	0.21	0.22	0.16	0.19	0.20	0.17	0.30	0.17	0.28	0.25	0.24	0.57	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**449**	-	449	245	202	88	110	76	61	57	39	18	198	137	114	58	355	81	412
	9%	-	*9%*	**10%d**	*8%*	**13%ghijk**	**15%ghijk**	**8%k**	**8%k**	*6%*	*6%*	*3%*	**14%mno**	**8%no**	*6%*	*5%*	*8%*	*11%*	*8%*
1-2	**1062**	-	1062	488	572	153	139	213	150	175	124	108	292	363	407	232	916	123	998
	21%	-	*21%*	*19%*	*22%*	*22%*	*19%*	*22%*	*20%*	*19%*	*20%*	*21%*	*21%*	*22%*	*20%*	*20%*	**21%q**	*16%*	*19%*
3-4	**1023**	-	1023	460	562	119	113	186	148	191	143	120	232	334	455	263	888	120	1030
	20%	-	*20%*	*18%*	**21%c**	*17%*	*16%*	*20%*	*20%*	**21%f**	**23%f**	**23%ef**	*17%*	*20%*	**22%l**	**23%l**	**21%q**	*16%*	*20%*
5-10	**1663**	-	1663	801	861	187	214	276	245	325	221	194	401	521	740	415	1390	255	1728
	32%	-	*32%*	*32%*	*33%*	*27%*	*30%*	*29%*	**33%e**	**36%eg**	**35%e**	**37%efg**	*29%*	*31%*	**36%lm**	**36%lm**	*32%*	*33%*	*34%*
11-20	**725**	-	725	374	349	90	105	151	89	131	85	73	195	239	288	157	588	129	733
	14%	-	*14%*	*15%*	*13%*	*13%*	*15%*	*16%*	*12%*	*14%*	*13%*	*14%*	*14%*	*14%*	*14%*	*14%*	*14%*	*17%*	*14%*
21+	**225**	-	225	140	83	50	30	47	41	26	20	10	81	88	57	31	163	62	246
	4%	-	*4%*	**6%d**	*3%*	**7%ijk**	*4%*	**5%k**	**6%ik**	*3%*	*3%*	*2%*	**6%no**	**5%no**	*3%*	*3%*	*4%*	**8%p**	*5%*
Any Received (non-zero entry)	**4698**	-	4698	2263	2427	599	601	873	672	848	594	505	1200	1545	1947	1099	3945	689	4735
	91%	-	*91%*	*90%*	**92%c**	*87%*	*85%*	**92%ef**	**92%ef**	**94%ef**	**94%ef**	**97%efgh**	*86%*	**92%l**	**94%lm**	**95%lm**	*92%*	*89%*	*92%*
Total Mean (including those not Receiving any)																			
Mean	**6.85**	-	6.85	**7.31d**	6.40	7.36	6.63	7.01	7.47	6.60	6.31	6.37	6.99	**7.21no**	6.45	6.34	6.60	**8.43p**	7.01
Std Dev.	**8.35**	-	8.35	9.12	7.51	9.77	8.31	8.36	10.89	6.90	5.96	6.84	9.06	9.55	6.61	6.37	7.93	10.44	8.25
Std Error	**0.12**	-	0.12	0.18	0.14	0.38	0.32	0.28	0.41	0.22	0.22	0.31	0.25	0.24	0.14	0.18	0.12	0.44	0.11
Receiving Mean (excluding those not Receiving any)																			
Mean	**7.50**	-	7.50	**8.10d**	6.93	**8.44ijk**	**7.84jk**	7.62	**8.15jk**	7.04	6.73	6.60	**8.14no**	**7.85no**	6.83	6.67	7.20	**9.43p**	7.62
Std Dev.	**8.45**	-	8.45	9.26	7.58	10.02	8.50	8.44	11.13	6.91	5.92	6.85	9.29	9.71	6.61	6.36	8.02	10.60	8.33
Std Error	**0.12**	-	0.12	0.20	0.15	0.41	0.35	0.29	0.44	0.23	0.23	0.32	0.27	0.25	0.15	0.19	0.12	0.47	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 150

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	449	68	152	100	128	220	229	288	151	63	74	131	77	38	320	65	323
	9%	*6%*	**9%a**	**9%a**	**11%a**	*7%*	**10%e**	*9%*	*7%*	**11%lm**	**11%lm**	**10%lm**	*6%*	*5%*	**8%m**	**11%p**	*8%*
1-2	1062	184	392	233	253	576	486	619	437	139	151	284	258	133	826	140	843
	21%	*16%*	**22%a**	**22%a**	**22%a**	*20%*	*22%*	*20%*	*22%*	**23%m**	*22%*	*21%*	*21%*	*18%*	*20%*	*23%*	*20%*
3-4	1023	209	374	216	224	583	440	563	447	128	134	268	249	143	794	132	817
	20%	*18%*	*21%*	*20%*	*20%*	*20%*	*20%*	*18%*	**22%g**	*21%*	*19%*	*20%*	*20%*	*19%*	*19%*	*22%*	*20%*
5-10	1663	468	517	314	364	985	678	992	655	179	220	455	422	257	1354	179	1388
	32%	**39%bcd**	*30%*	*29%*	*32%*	*34%*	*31%*	*32%*	*33%*	*30%*	*31%*	*33%*	*34%*	*34%*	*33%*	*29%*	*33%*
11-20	725	184	249	153	139	433	292	454	260	68	84	184	189	152	609	69	624
	14%	*15%*	*14%*	*14%*	*12%*	*15%*	*13%*	*15%*	*13%*	*11%*	*12%*	*13%*	*15%*	**20%ijkln**	*15%*	*11%*	*15%*
21+	225	73	65	51	36	138	87	162	61	24	37	48	64	32	181	24	184
	4%	**6%bd**	*4%*	*5%*	*3%*	*5%*	*4%*	**5%h**	*3%*	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*
Any Received (non-zero entry)	4698	1118	1597	967	1016	2715	1983	2791	1861	538	626	1238	1183	717	3764	545	3855
	91%	**94%bcd**	*91%*	*91%*	*89%*	**93%f**	*90%*	*91%*	*93%*	*89%*	*89%*	*90%*	**94%ijk**	**95%ijkn**	*92%*	*89%*	**92%o**
Total Mean (including those not Receiving any)																	
Mean	6.85	**8.15bcd**	6.50	6.82	6.06	**7.17f**	6.42	**7.27h**	6.21	6.27	6.84	6.40	**7.40ik**	**7.70ik**	7.02	6.23	7.03
Std Dev.	8.35	9.80	7.76	8.70	6.99	8.68	7.87	9.19	6.86	8.30	8.84	7.64	8.97	8.26	8.40	8.26	8.40
Std Error	0.12	0.28	0.19	0.27	0.20	0.16	0.16	0.18	0.14	0.32	0.33	0.21	0.26	0.32	0.13	0.31	0.13
Receiving Mean (excluding those not Receiving any)																	
Mean	7.50	**8.64bcd**	7.12	7.53	6.82	7.75	7.17	**8.02h**	6.71	7.01	7.64	7.07	7.89	**8.10k**	7.62	6.98	7.61
Std Dev.	8.45	9.88	7.84	8.84	7.06	8.77	7.98	9.33	6.89	8.48	9.01	7.73	9.05	8.28	8.49	8.44	8.48
Std Error	0.12	0.29	0.20	0.29	0.21	0.17	0.18	0.19	0.14	0.34	0.35	0.22	0.27	0.32	0.14	0.34	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	449	389	60	16	380	45	16	8	16	42	38	38	46	32	75	60	33	6	39
	9%	9%	8%	7%	9%	10%fg	6%	6%	8%	7%	9%	10%	10%	7%	11%	9%	7%	8%	11%
1-2	1062	932	130	33	910	79	49	24	42	127	90	73	92	121	140	131	95	10	69
	21%	21%c	18%	14%	21%g	18%	20%	16%	20%	23%	21%	20%	20%	25%oq	21%	19%	22%	13%	19%
3-4	1023	862	161	53	844	97	47	35	38	126	88	86	76	93	127	111	98	16	81
	20%	20%	22%	22%	20%	22%	19%	24%	19%	22%o	21%	23%o	17%	19%	19%	16%	22%o	21%	22%o
5-10	1663	1408	255	90	1378	147	87	51	70	173	133	122	134	167	163	268	148	30	117
	32%	32%	35%	37%	32%	33%	35%	35%	34%n	31%	31%n	33%n	30%	35%n	24%	38%ln	34%n	39%n	32%n
11-20	725	618	107	37	620	50	36	20	34	77	57	41	76	55	121	103	55	9	41
	14%	14%	15%	15%	14%	11%	14%	14%	16%	14%	14%	11%	17%	11%	18%kmr	15%	12%	11%	11%
21+	225	204	21	14	180	22	15	9	7	17	16	11	27	9	52	29	11	6	15
	4%	5%	3%	6%	4%	5%	6%	6%	3%	3%	4%	3%	6%mp	2%	8%hikmp	4%	3%	8%ikmp	4%
Any Received (non-zero entry)	4698	4024	674	227	3932	395	234	137	191	520	385	334	406	444	602	642	407	71	323
	91%	91%	92%	93%	91%	90%	94%e	94%e	92%	93%	91%	90%	90%	93%	89%	91%	93%	92%	89%
Total Mean (including those not Receiving any)																			
Mean	6.85	6.90	6.55	7.57	6.83	6.45	7.39	7.52	6.61	6.33	6.59	6.28	7.70mpr	5.95	8.01ikmpr	7.14	6.03	7.75mp	6.17
Std Dev.	8.35	8.56	6.91	7.80	8.46	7.06	8.04	9.12	6.49	7.36	8.21	7.41	10.39	6.96	11.06	7.93	6.68	8.73	6.64
Std Error	0.12	0.14	0.18	0.32	0.16	0.23	0.29	0.39	0.39	0.41	0.47	0.43	0.56	0.39	0.58	0.42	0.38	0.64	0.24
Receiving Mean (excluding those not Receiving any)																			
Mean	7.50	7.56	7.13	8.11	7.49	7.19	7.90	7.96	7.17	6.84	7.25	7.00	8.59impr	6.38	9.00hikmpr	7.81mp	6.52	8.39mp	6.93
Std Dev.	8.45	8.68	6.92	7.80	8.57	7.09	8.07	9.20	6.45	7.42	8.33	7.50	10.61	7.02	11.34	7.97	6.72	8.78	6.65
Std Error	0.12	0.15	0.19	0.33	0.17	0.24	0.30	0.40	0.41	0.43	0.50	0.46	0.61	0.41	0.63	0.44	0.39	0.67	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	449	103	159	122	37	20	263	56	121	152	128	25	15	273	40
	9%	*5%*	**8%a**	**18%abdfg**	**9%a**	**14%abf**	*7%*	**11%af**	*6%*	*7%*	**18%hlkmn**	*9%*	**15%him**	*7%*	**11%hm**
1-2	1062	323	444	136	105	40	768	145	374	414	171	66	23	789	89
	21%	*17%*	**22%a**	*20%*	**27%acf**	**29%af**	*20%*	**28%abcf**	*19%*	*20%*	**24%hm**	*24%*	*23%*	*20%*	*24%*
3-4	1023	383	409	128	72	24	793	96	403	424	127	46	17	827	63
	20%	*20%*	*20%*	*18%*	*19%*	*17%*	*20%*	*18%*	*21%*	*21%*	*18%*	*17%*	*16%*	*21%*	*17%*
5-10	1663	686	630	199	112	33	1316	145	673	695	194	74	24	1368	98
	32%	**36%bcdeg**	*31%*	*29%*	*29%*	*24%*	**34%cg**	*28%*	**34%jn**	**34%jn**	*27%*	*27%*	*24%*	**34%jn**	*26%*
11-20	725	287	297	78	45	16	584	60	302	278	78	42	21	580	63
	14%	**15%c**	*15%*	*11%*	*12%*	*11%*	**15%c**	*12%*	**15%j**	*14%*	*11%*	*15%*	**20%j**	*14%*	**17%j**
21+	225	98	79	29	15	4	177	19	90	95	16	22	2	185	24
	4%	*5%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	**5%j**	**5%j**	*2%*	**8%jm**	*2%*	**5%j**	**6%j**
Any Received (non-zero entry)	4698	1778	1859	570	349	117	3637	466	1843	1906	587	249	87	3749	336
	91%	**95%bcdeg**	**92%ce**	*82%*	**91%c**	*86%*	**93%ceg**	**89%c**	**94%jln**	**93%jl**	*82%*	**91%j**	*85%*	**93%jln**	**89%j**
Total Mean (including those not Receiving any)															
Mean	6.85	**7.66bcdeg**	**6.70c**	5.81	6.34	5.43	**7.16cg**	6.10	**7.34j**	**6.94j**	5.24	**7.56j**	6.00	**7.14j**	**7.14j**
Std Dev.	8.35	9.34	7.65	6.97	8.99	7.83	8.52	8.70	8.66	8.50	6.94	8.68	6.40	8.58	8.15
Std Error	0.12	0.21	0.17	0.27	0.46	0.66	0.14	0.38	0.19	0.19	0.27	0.54	0.63	0.13	0.43
Receiving Mean (excluding those not Receiving any)															
Mean	7.50	**8.10bg**	7.28	7.05	7.00	6.34	7.68	6.84	**7.82j**	**7.49j**	6.37	**8.32j**	7.06	**7.66j**	**7.99j**
Std Dev.	8.45	9.41	7.71	7.09	9.20	8.11	8.59	8.93	8.73	8.59	7.17	8.76	6.38	8.66	8.22
Std Error	0.12	0.22	0.18	0.30	0.49	0.72	0.14	0.41	0.20	0.20	0.30	0.58	0.67	0.14	0.46

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**449**	18	423	7	86	325	38	435	3	3	-	441	7
	9%	*7%*	*9%*	*8%*	*6%*	**10%d**	**12%d**	*9%*	*6%*	*8%*	-	*9%*	*34%*
1-2	**1062**	46	1002	14	241	760	62	1045	13	-	2	1058	2
	21%	*18%*	*21%*	*15%*	*17%*	**22%d**	*20%*	*21%*	*23%*	-	*60%*	*21%*	*8%*
3-4	**1023**	43	952	28	269	703	51	1001	4	13	1	1018	3
	20%	*16%*	*20%*	**31%ab**	*19%*	*21%*	*17%*	**20%h**	*6%*	*37%*	*37%*	**20%h**	*14%*
5-10	**1663**	98	1534	30	516	1057	90	1628	20	9	-	1658	5
	32%	*38%*	*32%*	*33%*	**36%e**	*31%*	*29%*	*32%*	*36%*	*25%*	-	*32%*	*24%*
11-20	**725**	35	679	11	255	429	41	707	10	6	*	723	2
	14%	*14%*	*14%*	*12%*	**18%e**	*13%*	*13%*	*14%*	*17%*	*17%*	*3%*	*14%*	*10%*
21+	**225**	20	205	1	78	121	26	212	7	5	-	223	2
	4%	**8%b**	*4%*	*1%*	**5%e**	*4%*	**8%e**	*4%*	**12%gk**	*13%*	-	*4%*	*10%*
Any Received (non-zero entry)	**4698**	242	4372	85	1358	3070	270	4594	53	33	3	4680	15
	91%	*93%*	*91%*	*92%*	**94%ef**	*90%*	*88%*	*91%*	*94%*	*92%*	*100%*	*91%*	*66%*
Total Mean (including those not Receiving any)													
Mean	**6.85**	**7.95c**	6.81	5.52	**8.11e**	6.24	**7.65e**	6.75	**11.11gk**	13.66	3.06	6.85	7.29
Std Dev.	**8.35**	8.42	8.40	4.43	10.15	7.31	8.98	8.00	15.65	22.62	2.27	8.34	9.92
Std Error	**0.12**	0.47	0.12	0.45	0.25	0.13	0.51	0.11	2.24	3.62	1.14	0.12	1.98
Receiving Mean (excluding those not Receiving any)													
Mean	**7.50**	**8.54c**	7.47	6.00	**8.63e**	6.90	**8.72e**	7.39	**11.80gk**	14.90	3.06	7.49	10.96
Std Dev.	**8.45**	8.43	8.51	4.30	10.26	7.38	9.09	8.09	15.88	23.25	2.27	8.45	10.42
Std Error	**0.12**	0.49	0.13	0.47	0.26	0.14	0.55	0.12	2.32	4.05	1.14	0.12	2.53

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Post. Approximately how many of the following have you personally received in the last week?
All Post

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**449**	98	105	124	121	42	32	24	48	38	19	44	49	31	25	32	65
	9%	*8%*	*8%*	*10%*	*9%*	**10%j**	*7%*	*6%*	**11%gjn**	**9%j**	*4%*	**11%j**	**11%gjn**	*7%*	*6%*	*8%*	**14%fgjmno**
1-2	**1062**	265	204	304	289	90	85	91	75	77	52	96	99	109	90	106	93
	21%	**21%b**	*16%*	**24%b**	**22%b**	**21%j**	**19%j**	**22%j**	**18%j**	**19%j**	*11%*	**23%j**	**23%j**	**25%hj**	**21%j**	**25%hj**	**21%j**
3-4	**1023**	256	231	272	264	68	91	97	79	73	79	99	102	71	80	99	85
	20%	*20%*	*18%*	*21%*	*20%*	*16%*	*20%*	**24%ejm**	*19%*	*18%*	*17%*	**24%e**	**23%e**	*16%*	*19%*	**24%em**	*19%*
5-10	**1663**	475	422	379	387	164	177	133	140	125	158	123	127	129	156	104	127
	32%	**37%cd**	*33%*	*30%*	*30%*	**39%klmop**	**39%iklmop**	*33%*	*33%*	*31%*	**34%o**	*29%*	*29%*	*30%*	**36%o**	*25%*	*28%*
11-20	**725**	156	237	161	171	47	57	51	64	68	105	47	48	67	54	56	61
	14%	*12%*	**18%acd**	*13%*	*13%*	*11%*	*13%*	*13%*	*15%*	*17%*	**23%efghklmnop**	*11%*	*11%*	*16%*	*13%*	*14%*	*14%*
21+	**225**	32	90	44	59	14	8	10	19	23	47	12	10	22	24	19	16
	4%	*3%*	**7%acd**	*3%*	**5%a**	*3%*	*2%*	*2%*	*5%*	**6%fgl**	**10%efghiklmnop**	*3%*	*2%*	**5%f**	**6%f**	*5%*	*4%*
Any Received (non-zero entry)	**4698**	1184	1184	1160	1171	383	419	382	378	365	441	377	386	397	405	384	382
	91%	*92%*	*92%*	*90%*	*91%*	*90%*	**93%p**	**94%hlp**	*89%*	*91%*	**96%ehiklp**	*89%*	*89%*	**93%p**	**94%hlp**	**92%p**	*86%*
Total Mean (including those not Receiving any)																	
Mean	**6.85**	6.12	**8.17acd**	6.37	6.72	6.09	6.24	6.02	6.71	**7.43efgklp**	**10.17efghiklmnop**	5.96	5.58	**7.58l**	**7.64eglp**	6.57	5.98
Std Dev.	**8.35**	5.87	9.24	8.84	8.84	6.16	5.82	5.61	7.02	8.42	11.20	8.00	6.57	11.21	10.78	8.40	6.90
Std Error	**0.12**	0.16	0.26	0.25	0.25	0.30	0.28	0.27	0.33	0.42	0.53	0.38	0.32	0.54	0.52	0.40	0.33
Receiving Mean (excluding those not Receiving any)																	
Mean	**7.50**	6.63	**8.89acd**	7.05	**7.42a**	6.76	6.71	6.41	**7.56gl**	**8.20efgkl**	**10.61efghiklmnop**	6.67	6.29	**8.16gl**	**8.11gl**	7.11	6.99
Std Dev.	**8.45**	5.82	9.30	9.04	9.01	6.13	5.77	5.57	7.01	8.48	11.23	8.18	6.65	11.43	10.93	8.52	6.97
Std Error	**0.12**	0.17	0.27	0.26	0.26	0.31	0.29	0.28	0.35	0.44	0.54	0.41	0.34	0.58	0.54	0.43	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**954**	-	954	449	502	195	178	169	142	127	94	49	373	312	269	143	775	157	909
	19%	-	*19%*	*18%*	*19%*	**28%ghijk**	**25%ghijk**	**18%k**	**19%lk**	**14%k**	**15%k**	*9%*	**27%mno**	**19%no**	*13%*	*12%*	*18%*	*20%*	*18%*
1-2	**1563**	-	1563	693	868	204	188	327	219	272	185	167	391	546	624	352	1336	201	1546
	30%	-	*30%*	*28%*	**33%c**	*30%*	*26%*	**34%f**	*30%*	*30%*	*29%*	*32%*	*28%*	**32%l**	*30%*	*30%*	**31%q**	*26%*	*30%*
3-4	**1072**	-	1072	528	544	95	138	178	149	224	157	132	232	326	512	289	939	117	1109
	21%	-	*21%*	*21%*	*21%*	*14%*	**19%e**	**19%e**	**20%e**	**25%efg**	**25%eg**	**25%eg**	*17%*	*19%*	**25%lm**	**25%lm**	**22%q**	*15%*	*22%*
5-10	**1202**	-	1202	618	583	140	173	203	160	220	158	144	313	363	523	302	974	215	1216
	23%	-	*23%*	*25%*	*22%*	*20%*	*24%*	*21%*	*22%*	*24%*	*25%*	**28%eg**	*22%*	*22%*	**25%m**	**26%m**	*23%*	**28%p**	*24%*
11-20	**260**	-	260	158	102	37	31	50	44	47	27	25	67	94	99	52	201	59	278
	5%	-	*5%*	**6%d**	*4%*	*5%*	*4%*	*5%*	*6%*	*5%*	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*	**8%p**	*5%*
21+	**94**	-	94	63	30	16	4	22	18	15	12	6	21	40	34	18	74	21	89
	2%	-	*2%*	**3%d**	*1%*	**2%f**	*1%*	**2%f**	**2%f**	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
Any Received (non-zero entry)	**4192**	-	4192	2059	2127	492	533	779	590	778	540	474	1025	1370	1792	1014	3524	613	4238
	81%	-	*81%*	*82%*	*81%*	*72%*	*75%*	**82%ef**	**81%ef**	**86%efh**	**85%ef**	**91%efghjl**	*73%*	**81%l**	**87%lm**	**88%lm**	*82%*	*80%*	*82%*
Total Mean (including those not Receiving any)																			
Mean	**4.06**	-	4.06	**4.50d**	3.62	3.68	3.55	4.05	**4.48f**	**4.21f**	4.06	**4.37f**	3.62	**4.24l**	**4.20l**	**4.20l**	3.95	**4.83p**	4.10
Std Dev.	**5.50**	-	5.50	6.03	4.88	5.10	4.76	5.43	7.43	5.22	4.57	5.35	4.93	6.38	5.06	4.94	5.31	6.57	5.39
Std Error	**0.08**	-	0.08	0.12	0.09	0.20	0.18	0.18	0.28	0.17	0.17	0.24	0.13	0.16	0.11	0.14	0.08	0.28	0.08
Receiving Mean (excluding those not Receiving any)																			
Mean	**4.98**	-	4.98	**5.49d**	4.47	5.14	4.74	4.93	5.56	4.90	4.76	4.82	4.93	5.20	4.83	4.79	4.81	**6.07p**	4.97
Std Dev.	**5.70**	-	5.70	6.23	5.06	5.37	4.97	5.61	7.90	5.32	4.60	5.42	5.17	6.70	5.14	5.00	5.50	6.83	5.56
Std Error	**0.09**	-	0.09	0.14	0.11	0.24	0.22	0.21	0.33	0.18	0.19	0.26	0.16	0.18	0.12	0.15	0.09	0.32	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	954	145	337	233	240	482	473	567	367	110	143	269	202	94	709	112	722
	19%	*12%*	**19%a**	**22%a**	**21%a**	*16%*	**21%e**	*18%*	*18%*	**18%m**	**20%m**	**20%m**	*16%*	*12%*	**17%m**	*18%*	*17%*
1-2	1563	341	570	302	350	911	652	938	618	215	218	405	395	201	1219	218	1247
	30%	*29%*	*33%*	*28%*	*31%*	*31%*	*29%*	*30%*	*31%*	**36%kmn**	*31%*	*30%*	*31%*	*27%*	*30%*	**36%p**	*30%*
3-4	1072	231	356	222	262	587	485	594	466	128	152	297	258	161	868	131	884
	21%	*20%*	*20%*	*21%*	*23%*	*20%*	*22%*	*19%*	**23%g**	*21%*	*22%*	*22%*	*20%*	*21%*	*21%*	*21%*	*21%*
5-10	1202	354	378	230	239	733	470	743	446	112	141	316	307	236	1000	113	1034
	23%	**30%bcd**	*22%*	*22%*	*21%*	**25%f**	*21%*	*24%*	*22%*	*19%*	*20%*	*23%*	**24%i**	**31%ijkln**	**24%i**	*19%*	**25%o**
11-20	260	79	78	65	38	158	103	172	86	26	33	63	67	51	214	26	215
	5%	**7%bd**	*4%*	**6%d**	*3%*	*5%*	*5%*	*6%*	*4%*	*4%*	*5%*	*5%*	*5%*	*7%*	*5%*	*4%*	*5%*
21+	94	34	30	15	15	65	30	66	29	10	14	19	31	11	76	10	78
	2%	**3%d**	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*
Any Received (non-zero entry)	4192	1040	1413	835	904	2453	1739	2512	1644	491	558	1100	1057	661	3376	498	3457
	81%	**88%bcd**	*81%*	*78%*	*79%*	**84%f**	*79%*	*82%*	*82%*	*82%*	*80%*	*80%*	*84%*	**88%ijkn**	*83%*	*82%*	*83%*
Total Mean (including those not Receiving any)																	
Mean	4.06	**5.17bcd**	3.77	**3.97d**	3.42	**4.33f**	3.69	**4.26h**	3.77	3.75	3.84	3.78	**4.36k**	**4.80ijkn**	4.16	3.73	4.16
Std Dev.	5.50	6.92	5.02	5.49	4.22	5.91	4.88	5.94	4.78	5.57	5.43	4.92	5.87	5.84	5.50	5.54	5.50
Std Error	0.08	0.20	0.13	0.17	0.12	0.11	0.10	0.12	0.09	0.21	0.20	0.13	0.17	0.22	0.09	0.21	0.09
Receiving Mean (excluding those not Receiving any)																	
Mean	4.98	**5.89bcd**	4.66	**5.08d**	4.33	**5.18f**	4.69	**5.22h**	4.61	4.59	4.83	4.71	5.19	**5.48ik**	5.03	4.57	5.03
Std Dev.	5.70	7.10	5.20	5.73	4.31	6.11	5.06	6.18	4.91	5.84	5.68	5.07	6.06	5.94	5.67	5.81	5.68
Std Error	0.09	0.21	0.14	0.20	0.14	0.12	0.12	0.14	0.11	0.25	0.23	0.15	0.19	0.24	0.10	0.24	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 151

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	954	823	131	49	813	79	40	22	35	97	94	71	98	90	137	123	69	15	64
	19%	19%	18%	20%	19%	18%	16%	15%	17%	17%	22%	19%	22%	19%	20%	17%	16%	19%	18%
1-2	1563	1351	213	59	1305	133	79	46	64	191	106	119	114	171	203	193	145	17	117
	30%	31%	29%	24%	30%	30%	32%	31%	31%	34%jlq	25%	32%	25%	36%jloq	30%	28%	33%jlq	22%	32%
3-4	1072	918	154	42	878	106	57	31	44	104	106	91	85	104	99	149	95	20	86
	21%	21%	21%	17%	20%	24%	23%	21%	21%n	19%	25%n	24%n	19%	22%n	15%	21%n	22%n	26%n	24%n
5-10	1202	1006	196	76	1015	93	57	37	51	136	98	79	110	82	166	188	105	20	73
	23%	23%	27%	31%a	24%	21%	23%	25%	25%m	24%m	23%	21%	24%m	17%	25%m	27%m	24%	26%	20%
11-20	260	229	31	13	220	20	12	8	12	21	11	8	32	26	51	38	22	3	18
	5%	5%	4%	5%	5%	5%	5%	5%	6%k	4%	3%	2%	7%jk	5%	8%ijk	5%k	5%	3%	5%
21+	94	86	9	4	80	8	4	3	2	13	8	4	12	4	21	11	4	2	5
	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%	1%	3%	1%	3%	2%	1%	3%	1%
Any Received (non-zero entry)	4192	3589	603	194	3498	361	209	123	173	465	329	301	354	386	540	580	371	63	299
	81%	81%	82%	80%	81%	82%	84%	85%	83%	83%	78%	81%	78%	81%	80%	83%	84%	81%	82%
Total Mean (including those not Receiving any)																			
Mean	4.06	4.09	3.85	4.18	4.06	3.84	4.20	4.30	3.91	3.88	3.66	3.55	4.72jkmr	3.37	4.88jkmpr	4.24m	3.71	4.44m	3.71
Std Dev.	5.50	5.65	4.48	5.18	5.53	4.81	5.78	5.91	4.09	4.81	4.13	5.09	7.58	4.04	7.57	4.91	4.32	6.20	4.46
Std Error	0.08	0.09	0.12	0.21	0.10	0.16	0.21	0.25	0.25	0.27	0.23	0.29	0.41	0.23	0.40	0.26	0.24	0.45	0.16
Receiving Mean (excluding those not Receiving any)																			
Mean	4.98	5.03	4.69	5.23	5.00	4.67	5.01	5.07	4.70	4.69	4.70	4.39	6.03ijkmpr	4.15	6.13hijkmpr	5.13m	4.40	5.50m	4.50
Std Dev.	5.70	5.87	4.53	5.29	5.74	4.93	5.98	6.11	4.04	4.92	4.13	5.33	8.09	4.11	8.02	4.96	4.37	6.47	4.54
Std Error	0.09	0.11	0.13	0.24	0.12	0.18	0.24	0.28	0.27	0.30	0.26	0.34	0.50	0.26	0.47	0.29	0.27	0.52	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**954**	272	357	189	78	38	629	116	321	352	188	48	28	673	76
	19%	*14%*	**18%a**	**27%abdf**	**20%a**	**28%abf**	*16%*	**22%af**	*16%*	*17%*	**26%hlkm**	*17%*	**27%hlm**	*17%*	*20%*
1-2	**1563**	513	650	186	151	57	1163	207	611	629	199	83	28	1241	111
	30%	*27%*	**32%ac**	*27%*	**39%abcf**	**42%acf**	*30%*	**40%abcf**	*31%*	*31%*	*28%*	*30%*	*28%*	*31%*	*30%*
3-4	**1072**	447	407	141	58	16	855	74	396	464	152	42	14	861	56
	21%	**24%bdeg**	**20%g**	**20%g**	*15%*	*12%*	**22%deg**	*14%*	*20%*	**23%kn**	**21%n**	*15%*	*14%*	**21%n**	*15%*
5-10	**1202**	498	475	133	77	17	972	95	492	465	146	76	22	957	98
	23%	**26%cdeg**	**24%eg**	*19%*	*20%*	*13%*	**25%ceg**	*18%*	**25%j**	*23%*	*20%*	**28%j**	*22%*	*24%*	*26%*
11-20	**260**	100	104	32	18	6	204	24	100	108	22	20	9	208	30
	5%	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*3%*	**7%j**	**9%j**	*5%*	**8%j**
21+	**94**	51	26	11	5	2	77	7	42	40	8	5	*	82	5
	2%	**3%b**	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*	*2%*	*1%*
Any Received (non-zero entry)	**4192**	1609	1661	503	308	98	3271	406	1642	1706	526	226	74	3348	300
	81%	**86%bcdeg**	**82%ce**	*73%*	**80%c**	*72%*	**84%ceg**	*78%*	**84%jl**	**83%jl**	*74%*	**83%j**	*73%*	**83%jl**	*80%*
Total Mean (including those not Receiving any)															
Mean	**4.06**	**4.76bcdefg**	3.81	3.46	3.61	2.87	**4.27bceg**	3.42	**4.26j**	**4.12j**	3.35	**4.44j**	3.60	**4.19j**	**4.21j**
Std Dev.	**5.50**	6.76	4.45	4.30	5.53	4.75	5.70	5.34	5.73	5.55	5.04	5.05	4.12	5.64	4.83
Std Error	**0.08**	0.15	0.10	0.17	0.28	0.40	0.09	0.23	0.13	0.12	0.19	0.32	0.40	0.09	0.25
Receiving Mean (excluding those not Receiving any)															
Mean	**4.98**	**5.57bg**	4.63	4.75	4.53	3.99	**5.09b**	4.40	5.09	4.97	4.55	5.38	4.96	5.03	5.27
Std Dev.	**5.70**	6.99	4.51	4.39	5.84	5.19	5.88	5.69	5.92	5.74	5.39	5.09	4.08	5.83	4.85
Std Error	**0.09**	0.17	0.11	0.20	0.33	0.50	0.10	0.28	0.14	0.14	0.24	0.35	0.46	0.10	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**954**	41	900	13	224	653	77	933	7	3	-	943	12
	19%	*16%*	*19%*	*14%*	*16%*	**19%d**	**25%d**	*19%*	*12%*	*8%*	-	*18%*	*53%*
1-2	**1563**	63	1474	27	415	1076	72	1537	15	8	3	1560	*
	30%	*24%*	*31%*	*29%*	*29%*	**32%f**	*23%*	*31%*	*27%*	*21%*	*100%*	*30%*	*
3-4	**1072**	62	984	25	311	704	57	1042	13	13	-	1067	5
	21%	*24%*	*21%*	*28%*	*22%*	*21%*	*18%*	*21%*	*22%*	*36%*	-	*21%*	*21%*
5-10	**1202**	66	1113	23	368	758	77	1182	14	4	-	1200	3
	23%	*25%*	*23%*	*25%*	*25%*	*22%*	*25%*	*24%*	*24%*	*11%*	-	*23%*	*12%*
11-20	**260**	20	237	3	83	160	17	248	6	6	-	260	1
	5%	*8%*	*5%*	*4%*	*6%*	*5%*	*6%*	*5%*	*10%*	*15%*	-	*5%*	*3%*
21+	**94**	7	87	-	43	43	9	86	3	3	-	92	2
	2%	*3%*	*2%*	-	**3%e**	*1%*	*3%*	*2%*	*5%*	*8%*	-	*2%*	*10%*
Any Received (non-zero entry)	**4192**	218	3895	80	1220	2742	231	4096	50	33	3	4179	10
	81%	*84%*	*81%*	*86%*	**84%ef**	*81%*	*75%*	*81%*	*88%*	*92%*	*100%*	*82%*	*47%*
Total Mean (including those not Receiving any)													
Mean	**4.06**	4.84	4.02	3.59	**4.77e**	3.74	4.13	3.99	**6.37gk**	9.46	1.40	4.06	4.06
Std Dev.	**5.50**	6.06	5.50	3.13	6.94	4.75	5.19	5.28	8.86	15.75	0.58	5.49	6.53
Std Error	**0.08**	0.34	0.08	0.32	0.17	0.08	0.30	0.07	1.27	2.52	0.29	0.08	1.31
Receiving Mean (excluding those not Receiving any)													
Mean	**4.98**	5.76	4.95	4.17	**5.65e**	4.63	**5.52e**	4.90	**7.23gk**	10.32	1.40	4.97	8.58
Std Dev.	**5.70**	6.20	5.71	2.99	7.21	4.88	5.32	5.45	9.10	16.20	0.58	5.70	7.24
Std Error	**0.09**	0.38	0.09	0.34	0.20	0.10	0.35	0.08	1.37	2.82	0.29	0.09	2.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Services. Approximately how many of the following have you personally received in the last week?
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**954**	214	210	277	253	84	74	56	79	73	58	94	112	71	55	88	110
	19%	*17%*	*16%*	**22%ab**	*20%*	**20%jn**	*16%*	*14%*	**19%j**	*18%*	*13%*	**22%gjn**	**26%fghijmn**	*17%*	*13%*	**21%gjn**	**25%fgjmn**
1-2	**1563**	403	327	414	420	126	140	137	127	112	87	153	119	142	158	126	137
	30%	**31%b**	*25%*	**32%b**	**33%b**	**30%j**	**31%j**	**34%j**	**30%j**	**28%j**	*19%*	**36%ijl**	**27%j**	**33%j**	**37%ijl**	**30%j**	**31%j**
3-4	**1072**	284	265	269	253	86	105	94	78	91	97	87	106	76	91	96	66
	21%	*22%*	*21%*	*21%*	*20%*	*20%*	**23%p**	**23%p**	*18%*	**22%p**	*21%*	*21%*	**24%p**	*18%*	*21%*	**23%p**	*15%*
5-10	**1202**	309	350	255	288	105	107	97	115	93	142	67	83	106	92	84	111
	23%	**24%c**	**27%cd**	*20%*	*22%*	**25%k**	**24%k**	**24%k**	**27%kl**	**23%k**	**31%iklno**	*16%*	*19%*	**25%k**	*21%*	*20%*	**25%k**
11-20	**260**	64	96	47	53	21	22	21	18	26	53	17	12	18	22	12	18
	5%	*5%*	**7%acd**	*4%*	*4%*	*5%*	*5%*	*5%*	*4%*	**6%l**	**11%efghiklmnop**	*4%*	*3%*	*4%*	*5%*	*3%*	*4%*
21+	**94**	7	41	22	25	3	3	1	8	8	24	3	3	15	12	10	4
	2%	*1%*	**3%a**	**2%a**	**2%a**	*1%*	*1%*	*	*2%*	**2%g**	**5%efghiklp**	*1%*	*1%*	**4%efgklp**	**3%g**	**2%g**	*1%*
Any Received (non-zero entry)	**4192**	1068	1079	1007	1039	341	377	350	347	330	403	327	323	357	375	328	337
	81%	**83%c**	**84%c**	*78%*	*80%*	*80%*	**84%lp**	**86%klop**	**81%l**	**82%l**	**87%ehklop**	*78%*	*74%*	**83%lp**	**87%eklop**	*79%*	*75%*
Total Mean (including those not Receiving any)																	
Mean	**4.06**	3.69	**4.99acd**	3.67	3.87	3.60	3.77	3.71	**4.07l**	**4.24l**	**6.50efghiklmnop**	3.32	3.17	**4.52klp**	**4.42l**	3.69	3.51
Std Dev.	**5.50**	3.91	6.36	5.76	5.55	4.01	4.03	3.69	4.88	5.23	7.98	5.61	4.71	6.70	7.36	4.67	4.05
Std Error	**0.08**	0.11	0.18	0.16	0.15	0.19	0.19	0.18	0.23	0.26	0.38	0.27	0.23	0.32	0.35	0.22	0.20
Receiving Mean (excluding those not Receiving any)																	
Mean	**4.98**	4.43	**5.96acd**	4.68	4.81	4.48	4.51	4.30	4.99	**5.19g**	**7.43efghiklmnop**	4.27	4.27	**5.43g**	5.07	4.68	4.65
Std Dev.	**5.70**	3.89	6.52	6.13	5.81	4.00	4.01	3.64	4.96	5.35	8.12	6.04	5.02	7.00	7.67	4.80	4.06
Std Error	**0.09**	0.12	0.20	0.19	0.18	0.21	0.21	0.19	0.26	0.29	0.41	0.32	0.27	0.37	0.40	0.26	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**1608**	-	1608	825	780	194	238	281	235	286	195	178	432	516	658	372	1373	200	1541
	31%	-	*31%*	*33%*	*30%*	*28%*	*33%*	*30%*	*32%*	*32%*	*31%*	*34%*	*31%*	*31%*	*32%*	*32%*	**32%q**	*26%*	*30%*
1-2	**1855**	-	1855	898	955	244	238	355	229	333	243	212	482	584	788	455	1559	276	1846
	36%	-	*36%*	*36%*	*36%*	*36%*	*33%*	**37%h**	*31%*	*37%*	**38%h**	**41%fh**	*34%*	*35%*	*38%*	*39%*	*36%*	*36%*	*36%*
3-4	**906**	-	906	424	480	108	133	155	155	162	113	79	241	310	355	192	738	154	898
	18%	-	*18%*	*17%*	*18%*	*16%*	*19%*	*16%*	**21%ek**	*18%*	*18%*	*15%*	*17%*	*18%*	*17%*	*17%*	*17%*	*20%*	*17%*
5-10	**621**	-	621	284	336	99	73	131	89	101	75	51	172	220	227	126	506	110	704
	12%	-	*12%*	*11%*	*13%*	*14%*	*10%*	*14%*	*12%*	*11%*	*12%*	*10%*	*12%*	*13%*	*11%*	*11%*	*12%*	*14%*	*14%*
11-20	**131**	-	131	70	61	29	22	27	23	22	8	-	52	49	30	8	105	22	131
	3%	-	*3%*	*3%*	*2%*	**4%jk**	**3%k**	**3%k**	**3%k**	**2%k**	**1%k**	-	**4%no**	**3%no**	*1%*	*1%*	*2%*	*3%*	*3%*
21+	**26**	-	26	8	18	12	7	1	2	1	-	3	19	3	4	3	18	8	27
	*	-	*	*	*1%*	**2%ghij**	**1%gi**	*	*	*	-	*1%*	**1%mno**	*	*	*	*	*1%*	*1%*
Any Received (non-zero entry)	**3539**	-	3539	1683	1850	492	473	668	498	619	439	345	966	1166	1403	784	2927	570	3606
	69%	-	*69%*	*67%*	*70%*	*72%*	*67%*	*70%*	*68%*	*68%*	*69%*	*66%*	*69%*	*69%*	*68%*	*68%*	*68%*	**74%p**	*70%*
Total Mean (including those not Receiving any)																			
Mean	**2.40**	-	2.40	2.31	2.48	**3.05gijk**	**2.52k**	**2.46k**	**2.49k**	2.20	2.08	1.87	**2.78no**	**2.48no**	2.08	1.98	2.31	**2.92p**	2.54
Std Dev.	**3.46**	-	3.46	3.42	3.51	5.11	3.81	3.21	3.30	2.85	2.48	2.77	4.50	3.25	2.72	2.62	3.25	4.46	3.87
Std Error	**0.05**	-	0.05	0.07	0.07	0.20	0.15	0.11	0.12	0.09	0.09	0.13	0.12	0.08	0.06	0.08	0.05	0.19	0.05
Receiving Mean (excluding those not Receiving any)																			
Mean	**3.49**	-	3.49	3.44	3.53	**4.25gijk**	**3.78ijk**	**3.50jk**	**3.67jk**	3.21	3.00	2.83	**4.02mno**	**3.57no**	3.05	2.92	3.39	**3.95p**	3.62
Std Dev.	**3.70**	-	3.70	3.67	3.72	5.60	4.13	3.31	3.42	2.93	2.48	2.99	4.93	3.36	2.81	2.71	3.44	4.78	4.18
Std Error	**0.06**	-	0.06	0.09	0.08	0.25	0.19	0.13	0.15	0.11	0.11	0.17	0.16	0.10	0.07	0.10	0.06	0.24	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	**1608**	326	548	334	400	874	734	942	652	233	224	436	354	194	1208	239	1231
	31%	*28%*	*31%*	*31%*	**35%a**	*30%*	**33%e**	*31%*	*32%*	**39%jklmn**	**32%m**	**32%m**	*28%*	*26%*	*30%*	**39%p**	*29%*
1-2	**1855**	425	650	390	391	1075	780	1096	740	194	235	522	480	265	1502	196	1540
	36%	*36%*	*37%*	*37%*	*34%*	*37%*	*35%*	*36%*	*37%*	*32%*	*34%*	**38%l**	**38%l**	*35%*	*37%*	*32%*	*37%*
3-4	**906**	234	291	197	184	525	381	558	331	99	123	233	209	176	741	99	755
	18%	*20%*	*17%*	*18%*	*16%*	*18%*	*17%*	*18%*	*16%*	*16%*	*18%*	*17%*	*17%*	**23%ijkln**	*18%*	*16%*	*18%*
5-10	**621**	159	215	115	132	374	247	369	249	60	85	146	180	96	508	61	522
	12%	*13%*	*12%*	*11%*	*12%*	*13%*	*11%*	*12%*	*12%*	*10%*	*12%*	*11%*	**14%ik**	*13%*	*12%*	*10%*	*12%*
11-20	**131**	37	35	27	32	72	59	99	29	7	28	26	31	23	109	8	112
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	**3%h**	*1%*	*1%*	**4%ik**	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*
21+	**26**	4	11	4	7	14	11	15	10	7	4	7	6	*	17	7	17
	*	*	*1%*	*	*1%*	*	*1%*	*	*1%*	**1%mn**	*1%*	*	*	*	*	**1%p**	*
Any Received (non-zero entry)	**3539**	859	1201	733	745	2061	1478	2137	1359	367	476	934	906	561	2876	371	2947
	69%	**72%d**	*69%*	*69%*	*65%*	**70%f**	*67%*	*69%*	*68%*	*61%*	**68%l**	**68%l**	**72%l**	**74%ijk**	**70%l**	*61%*	**71%o**
Total Mean (including those not Receiving any)																	
Mean	**2.40**	2.53	2.38	2.37	2.32	2.44	2.35	**2.51h**	2.22	2.23	2.55	2.23	2.56	2.50	2.43	2.22	2.44
Std Dev.	**3.46**	3.14	3.52	3.59	3.59	3.37	3.59	3.58	3.26	4.35	3.79	3.29	3.38	2.76	3.32	4.33	3.31
Std Error	**0.05**	0.09	0.09	0.11	0.10	0.06	0.08	0.07	0.06	0.17	0.14	0.09	0.10	0.11	0.05	0.16	0.05
Receiving Mean (excluding those not Receiving any)																	
Mean	**3.49**	3.48	3.46	3.45	3.57	3.47	3.51	**3.61h**	3.28	3.65	3.75	3.27	3.56	3.36	3.46	3.64	3.46
Std Dev.	**3.70**	3.20	3.78	3.88	3.92	3.55	3.89	3.80	3.49	5.08	4.08	3.54	3.51	2.72	3.49	5.06	3.47
Std Error	**0.06**	0.11	0.11	0.15	0.13	0.08	0.10	0.09	0.08	0.25	0.18	0.12	0.12	0.12	0.07	0.25	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 152

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	**1608**	1386	222	59	1361	141	68	38	66	184	123	133	133	146	222	228	126	18	123
	31%	**31%c**	*30%*	*24%*	*32%*	*32%*	*27%*	*26%*	*32%*	*33%*	*29%*	**36%q**	*29%*	*31%*	*33%*	*32%*	*29%*	*23%*	*34%*
1-2	**1855**	1601	254	77	1550	162	87	56	75	199	168	122	156	179	216	237	199	33	129
	36%	*36%*	*35%*	*32%*	*36%*	*37%*	*35%*	*38%*	*36%*	*35%*	*40%*	*33%*	*34%*	*38%*	*32%*	*34%*	**45%hiklnor**	*42%*	*36%*
3-4	**906**	761	145	64	766	71	45	22	36	115	76	60	90	94	114	116	66	15	56
	18%	*17%*	*20%*	**26%a**	*18%*	*16%*	*18%*	*15%*	*17%*	*21%*	*18%*	*16%*	*20%*	*20%*	*17%*	*17%*	*15%*	*20%*	*15%*
5-10	**621**	526	95	29	503	56	38	24	26	54	38	47	61	42	99	97	40	8	48
	12%	*12%*	*13%*	*12%*	*12%*	*13%*	**15%d**	**17%d**	*12%*	*10%*	*9%*	*13%*	*13%*	*9%*	**15%jmp**	*14%*	*9%*	*11%*	*13%*
11-20	**131**	119	12	10	109	7	10	4	5	7	15	9	11	12	23	19	7	3	5
	3%	*3%*	*2%*	*4%*	*3%*	*2%*	**4%e**	*3%*	*2%*	*1%*	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*
21+	**26**	20	6	4	22	2	2	*	1	4	3	1	2	3	3	4	2	*	1
	*	*	*1%*	**2%a**	*1%*	*	*1%*	*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*1%*	*
Any Received (non-zero entry)	**3539**	3027	512	184	2951	299	182	107	142	378	300	239	319	330	455	474	314	59	239
	69%	*69%*	*70%*	**76%a**	*68%*	*68%*	*73%*	*74%*	*68%*	*67%*	*71%*	*64%*	*71%*	*69%*	*67%*	*68%*	*71%*	**77%k**	*66%*
Total Mean (including those not Receiving any)																			
Mean	**2.40**	2.39	2.45	**3.09ab**	2.37	2.25	**2.84de**	**2.83de**	2.25	2.15	2.53	2.31	2.48	2.32	2.55	2.52	2.05	2.75	2.15
Std Dev.	**3.46**	3.47	3.44	4.09	3.42	3.10	3.69	5.03	2.96	3.05	4.11	3.32	3.17	3.81	3.47	3.58	2.82	4.13	2.83
Std Error	**0.05**	0.06	0.09	0.17	0.06	0.10	0.13	0.21	0.18	0.17	0.23	0.19	0.17	0.21	0.18	0.19	0.16	0.30	0.10
Receiving Mean (excluding those not Receiving any)																			
Mean	**3.49**	3.48	3.51	4.08	3.47	3.32	**3.89e**	3.83	3.30	3.20	3.57	**3.59p**	**3.52p**	3.34	**3.79p**	**3.74p**	2.88	3.58	3.25
Std Dev.	**3.70**	3.71	3.64	4.25	3.65	3.26	3.82	5.52	3.06	3.24	4.49	3.55	3.25	4.18	3.63	3.80	2.96	4.39	2.93
Std Error	**0.06**	0.07	0.11	0.20	0.08	0.13	0.16	0.27	0.22	0.22	0.31	0.25	0.21	0.28	0.23	0.25	0.20	0.37	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 152

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**1608**	527	607	277	131	52	1134	183	490	629	328	99	44	1119	143
	31%	*28%*	*30%*	**40%abr**	*34%*	*38%*	*29%*	**35%af**	*25%*	**31%h**	**46%hikmn**	**36%hm**	**43%him**	*28%*	**38%him**
1-2	**1855**	695	745	229	137	37	1440	174	772	738	223	88	25	1510	113
	36%	*37%*	*37%*	*33%*	*35%*	*27%*	*37%*	*33%*	**39%jln**	*36%*	*31%*	*32%*	*25%*	**38%jln**	*30%*
3-4	**906**	355	349	109	61	27	704	88	368	367	108	39	20	736	58
	18%	*19%*	*17%*	*16%*	*16%*	*20%*	*18%*	*17%*	*19%*	*18%*	*15%*	*14%*	*19%*	*18%*	*16%*
5-10	**621**	241	252	63	47	18	493	65	257	269	46	39	8	526	47
	12%	**13%c**	*13%*	*9%*	*12%*	*13%*	**13%c**	*12%*	**13%j**	**13%j**	*6%*	**14%j**	*8%*	**13%j**	**13%j**
11-20	**131**	56	53	12	7	2	109	9	61	49	9	6	5	110	11
	3%	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	**3%j**	*2%*	*1%*	*2%*	**5%j**	*3%*	*3%*
21+	**26**	7	12	3	3	*	19	3	15	6	1	4	-	21	4
	*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*	*	**1%j**	-	*1%*	*1%*
Any Received (non-zero entry)	**3539**	1354	1411	415	255	85	2765	339	1474	1429	387	176	58	2903	233
	69%	**72%cg**	**70%c**	*60%*	*66%*	*62%*	**71%cg**	*65%*	**75%ijkln**	**69%jln**	*54%*	**64%j**	*57%*	**72%jkln**	**62%j**
Total Mean (including those not Receiving any)															
Mean	**2.40**	**2.51c**	**2.46c**	2.01	2.34	2.26	**2.48c**	2.32	**2.66j**	**2.42j**	1.63	**2.57j**	2.02	**2.54j**	**2.42j**
Std Dev.	**3.46**	3.25	3.53	3.50	3.71	4.41	3.40	3.90	3.63	3.41	2.89	3.88	2.93	3.52	3.66
Std Error	**0.05**	0.07	0.08	0.14	0.19	0.37	0.05	0.17	0.08	0.08	0.11	0.24	0.29	0.06	0.19
Receiving Mean (excluding those not Receiving any)															
Mean	**3.49**	3.48	3.52	3.35	3.55	3.63	3.50	3.57	**3.54j**	3.49	3.01	**4.02j**	3.57	**3.52j**	**3.91j**
Std Dev.	**3.70**	3.36	3.75	3.99	4.06	5.13	3.57	4.35	3.80	3.61	3.36	4.21	3.11	3.71	3.97
Std Error	**0.06**	0.09	0.10	0.20	0.25	0.54	0.07	0.23	0.10	0.09	0.17	0.34	0.41	0.07	0.27

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	1608	65	1510	32	369	1137	102	1568	19	13	-	1600	8
	31%	*25%*	*31%*	*35%*	*26%*	**33%d**	**33%d**	*31%*	*34%*	*35%*	-	*31%*	*35%*
1-2	1855	94	1728	34	517	1238	100	1810	18	17	3	1845	8
	36%	*36%*	*36%*	*37%*	*36%*	*36%*	*32%*	*36%*	*32%*	*46%*	*97%*	*36%*	*34%*
3-4	906	50	836	20	291	564	51	893	8	1	-	903	3
	18%	*19%*	*17%*	*21%*	**20%e**	*17%*	*17%*	*18%*	*15%*	*3%*	-	*18%*	*14%*
5-10	621	43	572	6	212	377	32	612	5	*	*	618	4
	12%	*17%*	*12%*	*7%*	**15%e**	*11%*	*10%*	*12%*	*8%*	*1%*	*3%*	*12%*	*18%*
11-20	131	8	123	-	41	70	20	119	6	5	-	131	-
	3%	*3%*	*3%*	-	*3%*	*2%*	**7%de**	*2%*	**11%gk**	*14%*	-	*3%*	-
21+	26	-	26	-	15	9	2	26	-	-	-	26	-
	*	-	*1%*	-	**1%e**	*	*1%*	*1%*	-	-	-	*1%*	-
Any Received (non-zero entry)	3539	194	3285	60	1075	2258	206	3460	38	23	3	3521	14
	69%	*75%*	*69%*	*65%*	**74%ef**	*67%*	*67%*	*69%*	*66%*	*65%*	*100%*	*69%*	*65%*
Total Mean (including those not Receiving any)													
Mean	2.40	**2.54c**	2.40	1.65	**2.85e**	2.17	**2.85e**	2.39	3.33	2.95	1.34	2.40	2.16
Std Dev.	3.46	2.82	3.52	1.82	3.94	3.14	4.19	3.43	4.95	5.14	1.92	3.47	2.31
Std Error	0.05	0.16	0.05	0.19	0.10	0.06	0.24	0.05	0.71	0.82	0.96	0.05	0.46
Receiving Mean (excluding those not Receiving any)													
Mean	3.49	3.40	3.51	2.53	**3.82e**	3.26	**4.25e**	3.47	5.02	4.57	1.34	3.49	3.31
Std Dev.	3.70	2.78	3.77	1.68	4.14	3.35	4.50	3.66	5.34	5.82	1.92	3.70	2.07
Std Error	0.06	0.18	0.07	0.21	0.12	0.07	0.30	0.06	0.93	1.21	0.96	0.06	0.53

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Parcels. Approximately how many of the following have you personally received in the last week?
Small and Large Parcels Combined

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**1608**	406	360	419	424	128	146	132	135	110	114	139	146	133	116	136	171
	31%	*32%*	*28%*	**33%b**	**33%b**	*30%*	**32%j**	**33%j**	*32%*	*27%*	*25%*	**33%j**	**34%j**	*31%*	*27%*	**33%j**	**38%ijn**
1-2	**1855**	480	457	488	430	153	157	170	152	152	153	156	169	163	153	138	139
	36%	*37%*	*35%*	*38%*	*33%*	*36%*	*35%*	**42%jop**	*36%*	*38%*	*33%*	*37%*	*39%*	*38%*	*36%*	*33%*	*31%*
3-4	**906**	239	227	192	247	99	90	51	76	73	78	59	64	69	90	69	88
	18%	*19%*	*18%*	*15%*	**19%c**	**23%gklm**	**20%g**	*13%*	*18%*	*18%*	*17%*	*14%*	*15%*	*16%*	**21%gk**	*17%*	**20%g**
5-10	**621**	132	196	147	146	37	45	50	49	54	93	59	44	44	53	56	38
	12%	*10%*	**15%acd**	*11%*	*11%*	*9%*	*10%*	*12%*	*12%*	*13%*	**20%efghilmnop**	*14%*	*10%*	*10%*	*12%*	*13%*	*8%*
11-20	**131**	23	41	31	36	7	13	3	11	10	20	7	10	14	12	13	11
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	**4%g**	*2%*	*2%*	**3%g**	*3%*	**3%g**	*2%*
21+	**26**	2	7	7	9	2	-	*	1	4	2	-	1	6	6	4	-
	*	*	*1%*	*1%*	*1%*	*	-	*	*	*1%*	*	-	*	**1%f**	*1%*	*1%*	-
Any Received (non-zero entry)	**3539**	876	929	865	868	297	304	274	290	293	346	282	288	295	314	280	275
	69%	*68%*	**72%cd**	*67%*	*67%*	*70%*	*68%*	*67%*	*68%*	**73%p**	**75%fgklop**	*67%*	*66%*	*69%*	**73%p**	*67%*	*62%*
Total Mean (including those not Receiving any)																	
Mean	**2.40**	2.11	**2.72ac**	2.35	2.42	2.16	2.18	1.97	2.23	**2.75efglp**	**3.14efghklop**	2.29	2.09	**2.68g**	**2.81fglp**	2.47	1.99
Std Dev.	**3.46**	2.66	3.60	3.77	3.67	2.85	2.71	2.40	2.84	4.02	3.79	3.02	2.99	4.95	4.41	3.76	2.62
Std Error	**0.05**	0.07	0.10	0.11	0.10	0.14	0.13	0.12	0.14	0.20	0.18	0.15	0.15	0.24	0.21	0.18	0.13
Receiving Mean (excluding those not Receiving any)																	
Mean	**3.49**	3.08	**3.77a**	3.48	**3.60a**	3.09	3.23	2.91	3.27	**3.79g**	**4.17efghklp**	3.42	3.15	**3.88g**	**3.86g**	**3.67g**	3.23
Std Dev.	**3.70**	2.72	3.75	4.15	3.98	2.96	2.74	2.40	2.91	4.29	3.85	3.13	3.19	5.56	4.76	4.07	2.67
Std Error	**0.06**	0.09	0.12	0.14	0.13	0.17	0.16	0.14	0.16	0.25	0.21	0.18	0.19	0.32	0.27	0.24	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Invitations/ greetings cards/ postcards	**1284**	-	1284	645	637	205	219	236	136	204	156	126	424	372	487	282	1045	233	1257
	25%	-	*25%*	*26%*	*24%*	**30%hi**	**31%ghik**	**25%h**	*19%*	*23%*	**25%h**	*24%*	**30%mno**	*22%*	*24%*	*24%*	*24%*	**30%p**	*24%*
Personal letters (e.g. to a friend or relative)	**1091**	-	1091	634	456	199	171	209	124	146	117	124	370	333	387	241	871	211	1053
	21%	-	*21%*	**25%d**	*17%*	**29%ghij**	**24%hi**	**22%hi**	*17%*	*16%*	*19%*	**24%hi**	**26%mno**	*20%*	*19%*	*21%*	*20%*	**27%p**	*20%*
Formal letters to organisations or individuals	**3002**	-	3002	1543	1456	302	354	539	441	577	414	373	656	980	1363	786	2514	450	3035
	58%	-	*58%*	**62%d**	*55%*	*44%*	*50%*	**57%ef**	**60%ef**	**64%efg**	**65%efg**	**71%efghi**	*47%*	**58%l**	**66%lm**	**68%lm**	*58%*	*58%*	*59%*
Bills/ invoices/ statements	**2840**	-	2840	1423	1411	343	404	543	406	508	339	291	747	950	1138	629	2357	443	2874
	55%	-	*55%*	*57%*	*54%*	*50%*	**57%e**	**57%e**	*55%*	*56%*	*53%*	*56%*	*53%*	*56%*	*55%*	*54%*	*55%*	*58%*	*56%*
Smaller parcels - that will fit through a letterbox	**2867**	-	2867	1391	1471	406	393	529	402	499	356	277	799	931	1133	634	2365	467	2912
	56%	-	*56%*	*55%*	*56%*	*59%*	*55%*	*56%*	*55%*	*55%*	*56%*	*53%*	*57%*	*55%*	*55%*	*55%*	*55%*	**61%p**	*57%*
Larger parcels - that will not fit through a letterbox	**2576**	-	2576	1207	1366	370	357	493	380	431	297	247	727	873	975	544	2125	421	2642
	50%	-	*50%*	*48%*	**52%c**	**54%d**	*50%*	*52%*	*52%*	*48%*	*47%*	*47%*	**52%n**	**52%n**	*47%*	*47%*	*49%*	**55%p**	*51%*
Items requiring a signature	**965**	-	965	562	402	186	203	212	133	113	63	52	389	345	227	114	723	231	940
	19%	-	*19%*	**22%d**	*15%*	**27%hijk**	**29%ghijk**	**22%ijk**	**18%ijk**	*13%*	*10%*	*10%*	**28%mno**	**21%no**	*11%*	*10%*	*17%*	**30%p**	*18%*
All Post	**4698**	-	4698	2263	2427	599	601	873	672	848	594	505	1200	1545	1947	1099	3945	689	4735
	91%	-	*91%*	*90%*	**92%c**	*87%*	*85%*	**92%ef**	**92%ef**	**94%ef**	**94%ef**	**97%efgh**	*86%*	**92%l**	**94%lm**	**95%lm**	*92%*	*89%*	*92%*
All Services	**4192**	-	4192	2059	2127	492	533	779	590	778	540	474	1025	1370	1792	1014	3524	613	4238
	81%	-	*81%*	*82%*	*81%*	*72%*	*75%*	**82%ef**	**81%ef**	**86%efh**	**85%ef**	**91%efghij**	*73%*	**81%l**	**87%lm**	**88%lm**	*82%*	*80%*	*82%*
All Parcels	**3539**	-	3539	1683	1850	492	473	668	498	619	439	345	966	1166	1403	784	2927	570	3606
	69%	-	*69%*	*67%*	*70%*	*72%*	*67%*	*70%*	*68%*	*68%*	*69%*	*66%*	*69%*	*69%*	*68%*	*68%*	*68%*	**74%p**	*70%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Invitations/ greetings cards/ postcards	**1284**	361	410	271	241	771	512	807	459	136	164	330	341	214	1049	139	1071
	25%	**30%bcd**	*23%*	*25%*	*21%*	**26%f**	*23%*	**26%h**	*23%*	*23%*	*23%*	*24%*	*27%*	*28%*	*26%*	*23%*	*26%*
Personal letters (e.g. to a friend or relative)	**1091**	314	328	257	191	643	448	697	377	117	144	296	296	158	894	118	912
	21%	**27%bd**	*19%*	**24%bd**	*17%*	*22%*	*20%*	**23%h**	*19%*	*19%*	*21%*	*22%*	*23%*	*21%*	*22%*	*19%*	*22%*
Formal letters to organisations or individuals	**3002**	792	1017	566	628	1809	1193	1758	1217	343	397	777	766	487	2427	348	2487
	58%	**67%bcd**	**58%c**	*53%*	*55%*	**62%f**	*54%*	*57%*	*61%*	*57%*	*57%*	*57%*	*61%*	**65%ijkn**	*59%*	*57%*	*60%*
Bills/ invoices/ statements	**2840**	731	910	628	571	1641	1199	1809	1006	306	375	761	720	466	2322	309	2382
	55%	**62%bd**	*52%*	**59%bd**	*50%*	*56%*	*54%*	**59%h**	*50%*	*51%*	*54%*	*56%*	**57%i**	**62%ijk**	**57%i**	*51%*	**57%o**
Smaller parcels - that will fit through a letterbox	**2867**	730	940	595	602	1670	1197	1750	1083	282	401	741	745	472	2359	286	2415
	56%	**62%bcd**	*54%*	*56%*	*53%*	*57%*	*54%*	*57%*	*54%*	*47%*	**57%kl**	**54%l**	**59%ijk**	**62%ijk**	**58%l**	*47%*	**58%o**
Larger parcels - that will not fit through a letterbox	**2576**	615	883	546	532	1498	1078	1573	967	276	344	674	656	404	2079	279	2133
	50%	**52%d**	*50%*	*51%*	*46%*	*51%*	*49%*	*51%*	*48%*	*46%*	*49%*	*49%*	**52%l**	**54%l**	*51%*	*46%*	**51%o**
Items requiring a signature	**965**	246	288	248	183	534	431	691	265	88	132	269	260	168	829	88	837
	19%	**21%bd**	*16%*	**23%bd**	*16%*	*18%*	*19%*	**22%h**	*13%*	*15%*	*19%*	**20%l**	**21%l**	**22%l**	**20%l**	*14%*	**20%o**
All Post	**4698**	1118	1597	967	1016	2715	1983	2791	1861	538	626	1238	1183	717	3764	545	3855
	91%	**94%bcd**	*91%*	*91%*	*89%*	**93%f**	*90%*	*91%*	*93%*	*89%*	*89%*	*90%*	**94%ijk**	**95%ijkn**	*92%*	*89%*	**92%o**
All Services	**4192**	1040	1413	835	904	2453	1739	2512	1644	491	558	1100	1057	661	3376	498	3457
	81%	**88%bcd**	*81%*	*78%*	*79%*	**84%f**	*79%*	*82%*	*82%*	*82%*	*80%*	*80%*	*84%*	**88%ijkn**	*83%*	*82%*	*83%*
All Parcels	**3539**	859	1201	733	745	2061	1478	2137	1359	367	476	934	906	561	2876	371	2947
	69%	**72%d**	*69%*	*69%*	*65%*	**70%f**	*67%*	*69%*	*68%*	*61%*	**68%l**	**68%l**	**72%l**	**74%ijk**	**70%l**	*61%*	**71%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Invitations/ greetings cards/ postcards	**1284** *25%*	1085 *25%*	198 *27%*	68 *28%*	1098 **25%f**	104 *24%*	50 *20%*	32 *22%*	62 **30%ko**	136 *24%*	105 *25%*	73 *20%*	138 **31%ko**	110 *23%*	209 **31%kmo**	158 *22%*	106 *24%*	17 *22%*	87 *24%*
Personal letters (e.g. to a friend or relative)	**1091** *21%*	946 *21%*	145 *20%*	55 *23%*	932 *22%*	80 *18%*	46 *18%*	32 *22%*	47 *23%*	138 **25%jkm**	74 *17%*	62 *17%*	107 **24%m**	79 *17%*	202 **30%jkmopqr**	141 *20%*	83 *19%*	14 *18%*	66 *18%*
Formal letters to organisations or individuals	**3002** *58%*	2573 *58%*	429 *58%*	140 *58%*	2505 *58%*	260 *59%*	156 *62%*	82 *57%*	132 *63%*	322 *57%*	239 *57%*	212 *57%*	255 *56%*	263 *55%*	373 *55%*	438 *62%*	271 *62%*	45 *58%*	215 *59%*
Bills/ invoices/ statements	**2840** *55%*	2412 *55%*	429 *58%*	137 *56%*	2358 *55%*	251 *57%*	141 *57%*	90 **62%d**	108 *52%*	294 *52%*	210 *50%*	210 *56%*	253 *56%*	249 *52%*	385 *57%*	402 *57%*	247 *56%*	49 **64%j**	201 *56%*
Smaller parcels - that will fit through a letterbox	**2867** *56%*	2453 *56%*	413 *56%*	150 *62%*	2410 *56%*	225 *51%*	143 *57%*	89 **61%e**	111 *53%*	295 *52%*	261 **62%lkr**	192 *52%*	248 *55%*	254 *53%*	397 **59%r**	395 *56%*	258 **59%r**	45 *58%*	180 *50%*
Larger parcels - that will not fit through a letterbox	**2576** *50%*	2202 *50%*	374 *51%*	139 *57%*	2139 *50%*	225 *51%*	141 **56%d**	71 *49%*	100 *48%*	291 *52%*	197 *47%*	185 *50%*	240 *53%*	248 *52%*	331 *49%*	338 *48%*	209 *47%*	44 *57%*	181 *50%*
Items requiring a signature	**965** *19%*	857 **19%b**	109 *15%*	36 *15%*	815 *19%*	78 *18%*	44 *17%*	29 *20%*	41 **20%p**	92 *16%*	75 **18%p**	64 *17%*	103 **23%pr**	87 **18%p**	177 **26%ljkmopr**	125 **18%p**	52 *12%*	19 **24%p**	59 *16%*
All Post	**4698** *91%*	4024 *91%*	674 *92%*	227 *93%*	3932 *91%*	395 *90%*	234 **94%e**	137 **94%e**	191 *92%*	520 *93%*	385 *91%*	334 *90%*	406 *90%*	444 *93%*	602 *89%*	642 *91%*	407 *93%*	71 *92%*	323 *89%*
All Services	**4192** *81%*	3589 *81%*	603 *82%*	194 *80%*	3498 *81%*	361 *82%*	209 *84%*	123 *85%*	173 *83%*	465 *83%*	329 *78%*	301 *81%*	354 *78%*	386 *81%*	540 *80%*	580 *83%*	371 *84%*	63 *81%*	299 *82%*
All Parcels	**3539** *69%*	3027 *69%*	512 *70%*	184 **76%a**	2951 *68%*	299 *68%*	182 *73%*	107 *74%*	142 *68%*	378 *67%*	300 *71%*	239 *64%*	319 *71%*	330 *69%*	455 *67%*	474 *68%*	314 *71%*	59 **77%k**	239 *66%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Invitations/ greetings cards/ postcards	**1284**	524	493	165	80	20	1017	101	484	536	150	81	27	1020	108
	25%	**28%deg**	*24%*	*24%*	*21%*	*15%*	**26%eg**	*19%*	*25%*	**26%j**	*21%*	**29%j**	*26%*	**25%j**	**29%j**
Personal letters (e.g. to a friend or relative)	**1091**	441	405	156	70	17	846	87	406	474	128	59	22	880	80
	21%	**23%beg**	*20%*	*23%*	*18%*	*13%*	**22%g**	*17%*	*21%*	**23%j**	*18%*	*21%*	*21%*	*22%*	*21%*
Formal letters to organisations or individuals	**3002**	1225	1167	337	207	60	2392	267	1205	1215	364	160	51	2420	210
	58%	**65%bcdefg**	**58%ceg**	*49%*	*54%*	*44%*	**61%bcdeg**	*51%*	**61%j**	**59%j**	*51%*	*58%*	*50%*	**60%j**	*56%*
Bills/ invoices/ statements	**2840**	1068	1140	346	221	55	2208	276	1107	1160	358	159	44	2267	204
	55%	**57%ce**	**56%ce**	*50%*	**57%e**	*41%*	**57%ce**	*53%*	**56%jl**	**56%jl**	*50%*	**58%l**	*44%*	**56%jl**	*54%*
Smaller parcels - that will fit through a letterbox	**2867**	1090	1147	345	203	68	2237	271	1167	1171	321	150	48	2337	198
	56%	**58%c**	**57%c**	*50%*	*53%*	*50%*	**57%c**	*52%*	**59%j**	**57%j**	*45%*	**55%j**	*47%*	**58%j**	*53%*
Larger parcels - that will not fit through a letterbox	**2576**	1002	1026	288	186	62	2028	248	1074	1039	277	135	40	2113	175
	50%	**53%c**	**51%c**	*42%*	*48%*	*45%*	**52%c**	*47%*	**55%ijln**	**50%j**	*39%*	**49%j**	*39%*	**53%jl**	*47%*
Items requiring a signature	**965**	334	396	131	82	19	730	101	371	399	103	70	16	770	86
	19%	*18%*	*20%*	*19%*	*21%*	*14%*	*19%*	*19%*	**19%j**	**19%j**	*14%*	**25%hjm**	*16%*	**19%j**	**23%j**
All Post	**4698**	1778	1859	570	349	117	3637	466	1843	1906	587	249	87	3749	336
	91%	**95%bcdeg**	**92%ce**	*82%*	**91%c**	*86%*	**93%ceg**	**89%c**	**94%jln**	**93%jl**	*82%*	**91%j**	*85%*	**93%jln**	**89%j**
All Services	**4192**	1609	1661	503	308	98	3271	406	1642	1706	526	226	74	3348	300
	81%	**86%bcdeg**	**82%ce**	*73%*	**80%c**	*72%*	**84%ceg**	*78%*	**84%jl**	**83%jl**	*74%*	**83%j**	*73%*	**83%jl**	*80%*
All Parcels	**3539**	1354	1411	415	255	85	2765	339	1474	1429	387	176	58	2903	233
	69%	**72%cg**	**70%c**	*60%*	*66%*	*62%*	**71%cg**	*65%*	**75%ijkln**	**69%jln**	*54%*	**64%j**	*57%*	**72%jkln**	**62%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Invitations/ greetings cards/ postcards	**1284**	92	1159	32	426	776	82	1227	32	15	-	1274	9
	25%	**35%b**	*24%*	*35%*	**29%e**	*23%*	*27%*	*24%*	**57%gk**	*41%*	-	*25%*	*43%*
Personal letters (e.g. to a friend or relative)	**1091**	72	988	30	367	642	82	1035	31	15	-	1081	9
	21%	**28%b**	*21%*	**32%b**	**25%e**	*19%*	**27%e**	*21%*	**55%gk**	*41%*	-	*21%*	*43%*
Formal letters to organisations or individuals	**3002**	174	2781	48	910	1916	176	2934	31	26	-	2992	10
	58%	**67%bc**	*58%*	*52%*	**63%e**	*56%*	*57%*	*58%*	*56%*	*72%*	-	*58%*	*46%*
Bills/ invoices/ statements	**2840**	158	2634	49	837	1835	169	2765	34	28	3	2826	10
	55%	*61%*	*55%*	*53%*	**58%e**	*54%*	*55%*	*55%*	*60%*	*76%*	*100%*	*55%*	*47%*
Smaller parcels - that will fit through a letterbox	**2867**	161	2660	46	897	1797	173	2811	25	15	2	2851	14
	56%	*62%*	*55%*	*50%*	**62%e**	*53%*	*56%*	*56%*	*45%*	*42%*	*67%*	*56%*	*62%*
Larger parcels - that will not fit through a letterbox	**2576**	145	2390	41	819	1601	156	2512	34	16	1	2561	14
	50%	*56%*	*50%*	*45%*	**57%e**	*47%*	*51%*	*50%*	*59%*	*44%*	*33%*	*50%*	*62%*
Items requiring a signature	**965**	74	873	19	314	564	86	915	29	10	1	955	9
	19%	**28%b**	*18%*	*20%*	**22%e**	*17%*	**28%e**	*18%*	**51%gk**	*29%*	*33%*	*19%*	*42%*
All Post	**4698**	242	4372	85	1358	3070	270	4594	53	33	3	4680	15
	91%	*93%*	*91%*	*92%*	**94%ef**	*90%*	*88%*	*91%*	*94%*	*92%*	*100%*	*91%*	*66%*
All Services	**4192**	218	3895	80	1220	2742	231	4096	50	33	3	4179	10
	81%	*84%*	*81%*	*86%*	**84%ef**	*81%*	*75%*	*81%*	*88%*	*92%*	*100%*	*82%*	*47%*
All Parcels	**3539**	194	3285	60	1075	2258	206	3460	38	23	3	3521	14
	69%	*75%*	*69%*	*65%*	**74%ef**	*67%*	*67%*	*69%*	*66%*	*65%*	*100%*	*69%*	*65%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Invitations/ greetings cards/ postcards	**1284**	223	446	309	305	68	85	71	77	97	273	108	90	111	104	73	128
	25%	*17%*	**35%acd**	**24%a**	**24%a**	*16%*	*19%*	*17%*	*18%*	**24%e**	**59%efghiklmnop**	**26%egho**	*21%*	**26%egho**	**24%e**	*18%*	**29%efghlo**
Personal letters (e.g. to a friend or relative)	**1091**	257	314	263	256	83	86	88	94	88	132	68	85	111	75	85	95
	21%	*20%*	**24%ad**	*21%*	*20%*	*20%*	*19%*	*22%*	*22%*	*22%*	**29%efgklnop**	*16%*	*20%*	**26%kn**	*18%*	*21%*	*21%*
Formal letters to organisations or individuals	**3002**	838	805	656	702	265	294	279	267	259	279	197	212	247	248	225	229
	58%	**65%cd**	**62%cd**	*51%*	*54%*	**62%klp**	**65%klop**	**69%jklmnop**	**63%klop**	**64%klop**	**61%klp**	*47%*	*49%*	**58%kl**	**58%k**	*54%*	*51%*
Bills/ invoices/ statements	**2840**	714	677	695	754	231	244	239	238	200	239	215	230	249	267	254	233
	55%	*56%*	*53%*	*54%*	**58%b**	*54%*	*54%*	**59%i**	*56%*	*50%*	*52%*	*51%*	*53%*	*58%*	**62%ijklp**	**61%jkp**	*52%*
Smaller parcels - that will fit through a letterbox	**2867**	720	752	684	711	257	247	217	236	238	277	217	221	246	250	226	236
	56%	*56%*	**58%c**	*53%*	*55%*	**61%kl**	*55%*	*53%*	*56%*	*59%*	**60%kl**	*52%*	*51%*	*57%*	*58%*	*54%*	*53%*
Larger parcels - that will not fit through a letterbox	**2576**	610	686	619	661	197	220	193	209	202	276	203	216	201	241	206	213
	50%	*48%*	**53%ac**	*48%*	*51%*	*46%*	*49%*	*48%*	*49%*	*50%*	**60%efghiklmop**	*48%*	*50%*	*47%*	**56%em**	*50%*	*48%*
Items requiring a signature	**965**	230	276	229	230	68	79	83	87	79	110	80	76	73	80	56	94
	19%	*18%*	*21%*	*18%*	*18%*	*16%*	*18%*	**20%o**	**20%o**	*20%*	**24%efmo**	*19%*	*18%*	*17%*	*19%*	*13%*	**21%o**
All Post	**4698**	1184	1184	1160	1171	383	419	382	378	365	441	377	386	397	405	384	382
	91%	*92%*	*92%*	*90%*	*91%*	*90%*	**93%p**	**94%hlp**	*89%*	*91%*	**96%ehiklp**	*89%*	*89%*	**93%p**	**94%hlp**	**92%p**	*86%*
All Services	**4192**	1068	1079	1007	1039	341	377	350	347	330	403	327	323	357	375	328	337
	81%	**83%c**	**84%c**	*78%*	*80%*	*80%*	**84%lp**	**86%klop**	**81%l**	**82%l**	**87%ehklop**	*78%*	*74%*	**83%lp**	**87%eklop**	*79%*	*75%*
All Parcels	**3539**	876	929	865	868	297	304	274	290	293	346	282	288	295	314	280	275
	69%	*68%*	**72%cd**	*67%*	*67%*	*70%*	*68%*	*67%*	*68%*	**73%p**	**75%fgklop**	*67%*	*66%*	*69%*	**73%p**	*67%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Invitations/ greetings cards/ postcards	**0.73**	-	0.73	0.79	0.68	0.69	0.58	0.67	0.66	**0.89fgh**	**0.84f**	**0.80f**	0.64	0.67	**0.85lm**	**0.82lm**	0.74	0.76	0.77
Personal letters (e.g. to a friend or relative)	**0.44**	-	0.44	**0.57d**	0.31	**0.65ghijk**	**0.57gijk**	**0.46ij**	**0.48ij**	0.27	0.26	**0.38ij**	**0.61mno**	**0.47no**	0.29	0.31	0.40	**0.65p**	0.40
Formal letters to organisations or individuals	**1.70**	-	1.70	**1.85d**	1.55	1.14	1.22	**1.61ef**	**2.08efg**	**1.95efg**	**1.83ef**	**2.12efg**	1.18	**1.82l**	**1.96l**	**1.96l**	1.64	**2.06p**	1.71
Bills/ invoices/ statements	**1.19**	-	1.19	**1.30d**	1.07	1.20	1.17	**1.30ik**	1.26	1.10	1.14	1.07	1.19	**1.28no**	1.10	1.11	1.16	**1.36p**	1.21
Smaller parcels - that will fit through a letterbox	**1.22**	-	1.22	1.21	1.23	**1.47ijk**	**1.25k**	**1.34k**	**1.20k**	**1.15k**	1.12	0.93	**1.36no**	**1.28no**	1.08	1.03	1.18	**1.46p**	1.28
Larger parcels - that will not fit through a letterbox	**1.17**	-	1.17	1.10	1.25	**1.58gijk**	**1.27jk**	1.12	**1.29jk**	1.05	0.96	0.94	**1.42mno**	**1.20no**	0.99	0.95	1.13	**1.46p**	1.26
Items requiring a signature	**0.39**	-	0.39	**0.50d**	0.30	**0.63ijk**	**0.56ijk**	**0.49ijk**	**0.50ijk**	0.19	0.18	0.14	**0.59no**	**0.50no**	0.17	0.16	0.35	**0.68p**	0.38
All Post	**6.85**	-	6.85	**7.31d**	6.40	7.36	6.63	7.01	7.47	6.60	6.31	6.37	6.99	**7.21no**	6.45	6.34	6.60	**8.43p**	7.01
All Services	**4.06**	-	4.06	**4.50d**	3.62	3.68	3.55	4.05	**4.48f**	**4.21f**	4.06	**4.37f**	3.62	**4.24l**	**4.20l**	**4.20l**	3.95	**4.83p**	4.10
All Parcels	**2.40**	-	2.40	2.31	2.48	**3.05gijk**	**2.52k**	**2.46k**	**2.49k**	2.20	2.08	1.87	**2.78no**	**2.48no**	2.08	1.98	2.31	**2.92p**	2.54

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Invitations/ greetings cards/ postcards	**0.73**	**0.97bcd**	**0.72d**	0.66	0.57	**0.82f**	0.61	0.72	0.75	0.64	0.71	0.59	**0.78k**	**0.90ikn**	**0.73k**	0.64	0.73
Personal letters (e.g. to a friend or relative)	**0.44**	**0.64bcd**	**0.36d**	**0.49bd**	0.30	**0.47f**	0.39	**0.52h**	0.31	0.40	0.37	0.40	**0.48jk**	**0.58ijkn**	0.45	0.40	0.45
Formal letters to organisations or individuals	**1.70**	**2.13bcd**	1.62	1.56	1.50	**1.83f**	1.53	1.72	1.69	1.63	1.61	1.64	1.83	1.95	1.75	1.62	1.75
Bills/ invoices/ statements	**1.19**	**1.43bd**	1.07	**1.25bd**	1.06	1.21	1.15	**1.30h**	1.02	1.08	1.16	1.15	1.26	**1.37ik**	1.23	1.08	1.23
Smaller parcels - that will fit through a letterbox	**1.22**	1.28	1.19	1.22	1.23	1.23	1.22	**1.28h**	1.14	1.11	1.34	1.14	**1.33k**	1.28	1.26	1.10	1.26
Larger parcels - that will not fit through a letterbox	**1.17**	1.25	1.19	1.15	1.10	1.21	1.12	1.23	1.08	1.12	1.21	1.09	1.23	1.22	1.18	1.12	1.18
Items requiring a signature	**0.39**	**0.46d**	0.35	**0.47d**	0.31	0.40	0.39	**0.51h**	0.22	0.29	0.44	0.39	**0.49i**	0.41	**0.43i**	0.29	**0.43o**
All Post	**6.85**	**8.15bcd**	6.50	6.82	6.06	**7.17f**	6.42	**7.27h**	6.21	6.27	6.84	6.40	**7.40ik**	**7.70ik**	7.02	6.23	7.03
All Services	**4.06**	**5.17bcd**	3.77	**3.97d**	3.42	**4.33f**	3.69	**4.26h**	3.77	3.75	3.84	3.78	**4.36k**	**4.80ijkn**	4.16	3.73	4.16
All Parcels	**2.40**	2.53	2.38	2.37	2.32	2.44	2.35	**2.51h**	2.22	2.23	2.55	2.23	2.56	2.50	2.43	2.22	2.44

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Invitations/ greetings cards/ postcards	**0.73**	0.73	0.72	0.89	0.72	0.69	0.89	0.93	**0.86k**	**0.86ko**	**0.63k**	0.34	**0.85ko**	**0.65k**	**0.93jkmop**	**0.64k**	**0.63k**	0.52	**0.73k**
Personal letters (e.g. to a friend or relative)	**0.44**	0.45	0.37	0.43	**0.46e**	0.28	0.36	0.37	0.35	**0.40mr**	0.35	0.32	**0.53ijkmpr**	0.30	**0.84hijklmopr**	**0.43mr**	0.35	0.26	0.28
Formal letters to organisations or individuals	**1.70**	1.72	1.58	1.60	1.71	1.65	1.76	1.60	1.66	1.42	1.64	1.71	**2.08i**	1.48	1.73	**1.89i**	1.69	**2.09i**	1.55
Bills/ invoices/ statements	**1.19**	1.19	1.17	1.26	1.18	1.22	1.19	**1.40d**	1.04	1.20	1.04	1.17	**1.26m**	0.94	**1.38hjmp**	**1.28m**	1.03	**1.57hjmpr**	1.14
Smaller parcels - that will fit through a letterbox	**1.22**	1.22	1.23	**1.51a**	1.22	1.07	**1.39e**	**1.55de**	1.10	1.11	**1.30pr**	1.26	1.23	1.07	**1.35pr**	**1.37pr**	1.02	1.31	1.01
Larger parcels - that will not fit through a letterbox	**1.17**	1.17	1.21	**1.57a**	1.15	1.19	**1.45d**	1.28	1.15	1.05	1.23	1.05	1.25	1.25	1.19	1.15	1.04	1.44	1.13
Items requiring a signature	**0.39**	**0.42b**	0.26	0.31	0.40	0.36	0.36	0.40	**0.44m**	0.30	0.40	0.42	**0.50imr**	0.27	**0.58impr**	0.38	0.27	**0.56im**	0.32
All Post	**6.85**	6.90	6.55	7.57	6.83	6.45	7.39	7.52	6.61	6.33	6.59	6.28	**7.70mpr**	5.95	**8.01ikmpr**	7.14	6.03	**7.75mp**	6.17
All Services	**4.06**	4.09	3.85	4.18	4.06	3.84	4.20	4.30	3.91	3.88	3.66	3.55	**4.72jkmr**	3.37	**4.88jkmpr**	**4.24m**	3.71	**4.44m**	3.71
All Parcels	**2.40**	2.39	2.45	**3.09ab**	2.37	2.25	**2.84de**	**2.83de**	2.25	2.15	2.53	2.31	2.48	2.32	2.55	2.52	2.05	2.75	2.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Invitations/ greetings cards/ postcards	**0.73**	**0.98bcdefg**	**0.65eg**	**0.57e**	0.50	0.29	**0.81bcdeg**	0.44	0.75	0.75	0.63	0.79	0.73	0.75	0.77
Personal letters (e.g. to a friend or relative)	**0.44**	**0.50bg**	0.39	0.46	0.36	0.39	0.44	0.37	**0.40j**	**0.50hj**	0.30	**0.55hj**	**0.57j**	**0.45j**	**0.56hj**
Formal letters to organisations or individuals	**1.70**	**2.05bcfg**	1.57	1.36	1.56	1.18	**1.80bc**	1.47	**1.87j**	1.67	1.42	1.70	1.39	**1.77j**	1.61
Bills/ invoices/ statements	**1.19**	1.23	1.21	1.07	1.19	1.01	1.22	1.14	**1.23j**	**1.20j**	1.00	**1.40j**	0.93	**1.22j**	**1.27j**
Smaller parcels - that will fit through a letterbox	**1.22**	**1.29c**	1.24	1.07	1.17	1.11	**1.27c**	1.16	**1.36j**	**1.25j**	0.82	**1.30j**	0.98	**1.30j**	**1.21j**
Larger parcels - that will not fit through a letterbox	**1.17**	**1.21c**	**1.22c**	0.95	1.17	1.15	**1.22c**	1.16	**1.30j**	**1.17j**	0.81	**1.27j**	1.04	**1.23j**	**1.21j**
Items requiring a signature	**0.39**	0.39	0.43	0.34	0.38	0.30	0.41	0.36	**0.42j**	**0.40j**	0.25	**0.55j**	0.38	**0.41j**	**0.50j**
All Post	**6.85**	**7.66bcdeg**	**6.70c**	5.81	6.34	5.43	**7.16cg**	6.10	**7.34j**	**6.94j**	5.24	**7.56j**	6.00	**7.14j**	**7.14j**
All Services	**4.06**	**4.76bcdefg**	3.81	3.46	3.61	2.87	**4.27bceg**	3.42	**4.26j**	**4.12j**	3.35	**4.44j**	3.60	**4.19j**	**4.21j**
All Parcels	**2.40**	**2.51c**	**2.46c**	2.01	2.34	2.26	**2.48c**	2.32	**2.66j**	**2.42j**	1.63	**2.57j**	2.02	**2.54j**	**2.42j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Invitations/ greetings cards/ postcards	**0.73**	**1.15b**	0.71	0.64	**0.91e**	0.65	0.78	0.71	**1.59gk**	**1.75gk**	0.00	0.73	1.26
Personal letters (e.g. to a friend or relative)	**0.44**	0.57	0.43	0.42	**0.57e**	0.36	**0.64e**	0.40	**1.58gk**	**3.65gk**	0.00	0.43	1.07
Formal letters to organisations or individuals	**1.70**	1.83	1.70	1.48	**1.98e**	1.61	1.42	1.71	1.52	1.71	0.00	1.70	0.92
Bills/ invoices/ statements	**1.19**	1.29	1.18	1.06	**1.32e**	1.12	1.30	1.17	1.68	2.34	1.40	1.19	0.82
Smaller parcels - that will fit through a letterbox	**1.22**	**1.34c**	1.23	0.75	**1.45e**	1.10	**1.55e**	1.22	1.43	1.58	1.01	1.22	1.14
Larger parcels - that will not fit through a letterbox	**1.17**	1.21	1.18	0.90	**1.39e**	1.07	1.30	1.17	**1.90g**	1.38	0.33	1.17	1.01
Items requiring a signature	**0.39**	0.56	0.39	0.28	**0.49e**	0.33	**0.67e**	0.37	**1.41gk**	1.24	0.33	0.39	1.07
All Post	**6.85**	**7.95c**	6.81	5.52	**8.11e**	6.24	**7.65e**	6.75	**11.11gk**	13.66	3.06	6.85	7.29
All Services	**4.06**	4.84	4.02	3.59	**4.77e**	3.74	4.13	3.99	**6.37gk**	9.46	1.40	4.06	4.06
All Parcels	**2.40**	**2.54c**	2.40	1.65	**2.85e**	2.17	**2.85e**	2.39	3.33	2.95	1.34	2.40	2.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 154

QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Invitations/ greetings cards/ postcards	**0.73**	0.39	**1.41acd**	**0.61a**	**0.53a**	0.41	0.43	0.32	0.37	**0.77efghlo**	**2.93efghiklmnop**	**0.71efghlo**	0.36	**0.76efghlop**	**0.66efghlo**	0.37	**0.54ghlo**
Personal letters (e.g. to a friend or relative)	**0.44**	0.39	**0.48a**	0.42	0.46	**0.44k**	0.31	**0.42k**	**0.47fkl**	**0.49fkl**	**0.47fkl**	0.29	0.32	**0.64efghjklp**	0.51	**0.49fkl**	**0.38k**
Formal letters to organisations or individuals	**1.70**	**1.83cd**	**1.94cd**	1.47	1.56	1.67	**1.94kp**	**1.87kp**	**1.99kp**	**1.92kp**	1.91	1.29	1.47	1.67	1.72	1.53	1.43
Bills/ invoices/ statements	**1.19**	1.09	1.17	1.16	**1.32a**	1.08	1.09	1.10	1.24	1.06	1.19	1.03	1.02	**1.45efgikl**	**1.53efgiklp**	**1.30l**	1.15
Smaller parcels - that will fit through a letterbox	**1.22**	1.17	1.33	1.18	1.23	1.27	1.18	1.04	1.20	**1.37glp**	**1.41glp**	1.22	1.00	1.32	**1.36l**	1.28	1.05
Larger parcels - that will not fit through a letterbox	**1.17**	0.94	**1.39a**	**1.17a**	**1.19a**	0.89	0.99	0.93	1.03	**1.39efgp**	**1.73efghklop**	1.06	1.09	**1.36e**	**1.46efghp**	1.19	0.94
Items requiring a signature	**0.39**	0.32	**0.46a**	0.36	0.44	0.33	0.29	0.35	0.41	0.43	**0.53f**	0.36	0.32	0.38	0.41	0.41	0.49
All Post	**6.85**	6.12	**8.17acd**	6.37	6.72	6.09	6.24	6.02	6.71	**7.43efgklp**	**10.17efghiklmnop**	5.96	5.58	**7.58l**	**7.64eglp**	6.57	5.98
All Services	**4.06**	3.69	**4.99acd**	3.67	3.87	3.60	3.77	3.71	**4.07l**	**4.24l**	**6.50efghiklmnop**	3.32	3.17	**4.52klp**	**4.42l**	3.69	3.51
All Parcels	**2.40**	2.11	**2.72ac**	2.35	2.42	2.16	2.18	1.97	2.23	**2.75efglp**	**3.14efghklop**	2.29	2.09	**2.68g**	**2.81fglp**	2.47	1.99

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Invitations/ greetings cards/ postcards	**2.94**	-	2.94	3.06	2.82	2.32	1.89	2.71	**3.57ef**	**3.93ef**	**3.39f**	**3.32f**	2.10	**3.02l**	**3.60l**	**3.36l**	3.04	2.51	3.15
Personal letters (e.g. to a friend or relative)	**2.06**	-	2.06	2.24	1.79	**2.25jk**	**2.38jk**	**2.09j**	2.81	1.66	1.38	1.59	**2.31no**	**2.36no**	1.55	1.49	1.98	2.37	1.96
Formal letters to organisations or individuals	**2.92**	-	2.92	3.00	2.80	2.59	2.46	2.84	**3.46ef**	**3.07ef**	2.80	2.97	2.52	**3.12l**	**2.96l**	2.88	2.81	**3.53p**	2.91
Bills/ invoices/ statements	**2.15**	-	2.15	**2.30d**	2.00	**2.40ik**	2.07	**2.28ik**	**2.27ik**	1.96	2.13	1.92	**2.22n**	**2.28no**	2.00	2.03	2.12	2.36	2.17
Smaller parcels - that will fit through a letterbox	**2.20**	-	2.20	2.19	2.21	**2.48ijk**	**2.26k**	**2.41ijk**	**2.19k**	**2.08k**	1.99	1.75	**2.37no**	**2.31no**	1.97	1.89	2.15	2.41	2.26
Larger parcels - that will not fit through a letterbox	**2.34**	-	2.34	2.28	2.40	**2.93gijk**	**2.53jk**	2.16	**2.48jk**	2.20	2.04	1.98	**2.73mno**	**2.30o**	2.10	2.01	2.28	**2.67p**	2.45
Items requiring a signature	**2.10**	-	2.10	2.21	1.94	**2.32ik**	1.95	**2.21i**	**2.74ik**	1.54	1.78	1.43	**2.13n**	**2.42no**	1.58	1.63	2.06	2.27	2.09
All Post	**7.50**	-	7.50	**8.10d**	6.93	**8.44ijk**	**7.84jk**	7.62	**8.15jk**	7.04	6.73	6.60	**8.14no**	**7.85no**	6.83	6.67	7.20	**9.43p**	7.62
All Services	**4.98**	-	4.98	**5.49d**	4.47	5.14	4.74	4.93	5.56	4.90	4.76	4.82	4.93	5.20	4.83	4.79	4.81	**6.07p**	4.97
All Parcels	**3.49**	-	3.49	3.44	3.53	**4.25gijk**	**3.78ijk**	**3.50jk**	**3.67jk**	3.21	3.00	2.83	**4.02mno**	**3.57no**	3.05	2.92	3.39	**3.95p**	3.62

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 155

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Invitations/ greetings cards/ postcards	**2.94**	3.17	3.09	2.62	2.69	3.13	2.65	2.75	3.31	2.82	3.01	2.45	2.89	3.18	2.83	2.80	2.85
Personal letters (e.g. to a friend or relative)	**2.06**	2.40	1.89	2.05	1.77	2.14	1.93	**2.28h**	1.66	2.05	1.80	1.83	2.05	2.75	2.06	2.05	2.07
Formal letters to organisations or individuals	**2.92**	3.19	2.79	2.95	2.74	2.96	2.84	3.01	2.79	2.85	2.84	2.89	3.01	3.03	2.94	2.83	2.94
Bills/ invoices/ statements	**2.15**	**2.32b**	2.05	2.13	2.12	2.17	2.12	**2.21h**	2.03	2.12	2.17	2.08	2.21	2.22	2.16	2.12	2.16
Smaller parcels - that will fit through a letterbox	**2.20**	2.07	2.22	2.19	**2.33a**	2.15	2.26	2.25	2.12	2.36	2.34	2.11	2.25	2.05	2.18	2.35	2.18
Larger parcels - that will not fit through a letterbox	**2.34**	2.41	2.35	2.25	2.36	2.37	2.30	2.41	2.24	2.44	2.46	2.21	2.36	2.27	2.31	2.44	2.31
Items requiring a signature	**2.10**	2.21	2.15	2.04	1.94	2.18	2.00	**2.26h**	1.69	1.99	2.35	1.97	2.37	1.82	2.13	1.99	2.13
All Post	**7.50**	**8.64bcd**	7.12	7.53	6.82	7.75	7.17	**8.02h**	6.71	7.01	7.64	7.07	7.89	**8.10k**	7.62	6.98	7.61
All Services	**4.98**	**5.89bcd**	4.66	**5.08d**	4.33	**5.18f**	4.69	**5.22h**	4.61	4.59	4.83	4.71	5.19	**5.48ik**	5.03	4.57	5.03
All Parcels	**3.49**	3.48	3.46	3.45	3.57	3.47	3.51	**3.61h**	3.28	3.65	3.75	3.27	3.56	3.36	3.46	3.64	3.46

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 155

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Invitations/ greetings cards/ postcards	**2.94**	2.98	2.67	3.16	2.83	2.95	4.43	4.20	2.88	3.53	2.52	1.75	2.77	2.82	3.02	2.87	2.62	2.41	3.05
Personal letters (e.g. to a friend or relative)	**2.06**	2.08	1.88	1.88	2.12	1.53	1.97	1.66	1.54	1.65	2.04	1.88	2.26	1.80	**2.83i**	2.12	1.86	1.39	1.56
Formal letters to organisations or individuals	**2.92**	2.95	2.71	2.77	2.94	2.80	2.82	2.83	2.62	2.47	2.90	3.00	**3.68ir**	2.68	3.13	**3.03i**	2.75	**3.61ir**	2.62
Bills/ invoices/ statements	**2.15**	2.18	2.01	2.25	2.15	2.13	2.11	2.27	2.00	**2.30mp**	2.09	2.08	**2.25mp**	1.79	**2.43mpr**	**2.23mp**	1.84	**2.46mp**	2.05
Smaller parcels - that will fit through a letterbox	**2.20**	2.20	2.19	2.46	2.18	2.09	**2.42e**	**2.52de**	**2.06p**	2.11	**2.12p**	**2.44p**	**2.24p**	2.00	**2.31p**	**2.44p**	1.73	**2.26p**	**2.04p**
Larger parcels - that will not fit through a letterbox	**2.34**	2.34	2.38	2.76	2.32	2.32	2.57	2.61	2.39	2.03	2.63	2.11	2.36	2.40	2.43	2.39	2.18	2.54	2.27
Items requiring a signature	**2.10**	2.15	1.74	2.10	2.11	2.05	2.06	1.97	**2.27m**	1.83	2.25	**2.46m**	**2.21m**	1.46	**2.21m**	2.15	2.32	2.34	**1.95m**
All Post	**7.50**	7.56	7.13	8.11	7.49	7.19	7.90	7.96	7.17	6.84	7.25	7.00	**8.59lmpr**	6.38	**9.00hikmpr**	**7.81mp**	6.52	**8.39mp**	6.93
All Services	**4.98**	5.03	4.69	5.23	5.00	4.67	5.01	5.07	4.70	4.69	4.70	4.39	**6.03ijkmpr**	4.15	**6.13hijkmpr**	**5.13m**	4.40	**5.50m**	4.50
All Parcels	**3.49**	3.48	3.51	4.08	3.47	3.32	**3.89e**	3.83	3.30	3.20	3.57	**3.59p**	**3.52p**	3.34	**3.79p**	**3.74p**	2.88	3.58	3.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Invitations/ greetings cards/ postcards	**2.94**	**3.51b**	2.64	2.39	2.41	1.92	3.09	2.31	3.05	2.87	3.02	2.67	2.75	2.96	2.69
Personal letters (e.g. to a friend or relative)	**2.06**	2.13	1.95	2.04	2.00	3.05	2.04	2.21	1.94	2.16	1.69	2.59	2.66	2.06	2.61
Formal letters to organisations or individuals	**2.92**	**3.15b**	2.71	2.79	2.92	2.70	2.94	2.87	3.05	2.83	2.79	2.91	2.79	2.94	2.88
Bills/ invoices/ statements	**2.15**	2.17	2.14	2.14	2.07	2.49	2.16	2.16	2.19	2.13	2.00	**2.41j**	2.12	2.16	2.35
Smaller parcels - that will fit through a letterbox	**2.20**	2.23	2.19	2.14	2.23	2.22	2.21	2.23	**2.28j**	**2.20j**	1.83	**2.38j**	2.07	**2.24j**	**2.31j**
Larger parcels - that will not fit through a letterbox	**2.34**	2.28	2.40	2.27	2.43	2.52	2.34	2.45	2.38	2.32	2.09	2.58	2.66	2.35	2.60
Items requiring a signature	**2.10**	2.19	2.18	1.83	1.81	2.13	2.18	1.87	2.22	2.06	1.76	2.16	2.37	2.14	2.20
All Post	**7.50**	**8.10bg**	7.28	7.05	7.00	6.34	7.68	6.84	**7.82j**	**7.49j**	6.37	**8.32j**	7.06	**7.66j**	**7.99j**
All Services	**4.98**	**5.57bg**	4.63	4.75	4.53	3.99	**5.09b**	4.40	5.09	4.97	4.55	5.38	4.96	5.03	5.27
All Parcels	**3.49**	3.48	3.52	3.35	3.55	3.63	3.50	3.57	**3.54j**	3.49	3.01	**4.02j**	3.57	**3.52j**	**3.91j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Invitations/ greetings cards/ postcards	**2.94**	3.25	2.94	1.82	3.09	2.85	2.93	2.92	2.77	4.30	-	2.94	2.94
Personal letters (e.g. to a friend or relative)	**2.06**	2.03	2.08	1.28	2.24	1.91	2.39	1.93	2.86	8.92	-	2.05	2.50
Formal letters to organisations or individuals	**2.92**	2.74	2.93	2.87	3.14	2.85	2.49	2.93	2.73	2.36	-	2.92	2.01
Bills/ invoices/ statements	**2.15**	2.13	2.15	2.01	**2.28e**	2.07	2.37	2.14	2.80	3.07	1.40	2.15	1.75
Smaller parcels - that will fit through a letterbox	**2.20**	2.16	2.21	1.50	**2.34e**	2.08	**2.75e**	2.18	3.19	3.79	1.50	2.20	1.83
Larger parcels - that will not fit through a letterbox	**2.34**	2.16	2.36	2.00	2.46	2.26	2.56	2.33	3.20	3.15	1.00	2.35	1.63
Items requiring a signature	**2.10**	1.98	2.13	1.37	2.26	1.97	2.38	2.05	2.75	4.33	1.00	2.10	2.54
All Post	**7.50**	**8.54c**	7.47	6.00	**8.63e**	6.90	**8.72e**	7.39	**11.80gk**	14.90	3.06	7.49	10.96
All Services	**4.98**	5.76	4.95	4.17	**5.65e**	4.63	**5.52e**	4.90	**7.23gk**	10.32	1.40	4.97	8.58
All Parcels	**3.49**	3.40	3.51	2.53	**3.82e**	3.26	**4.25e**	3.47	5.02	4.57	1.34	3.49	3.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Invitations/ greetings cards/ postcards	**2.94**	2.21	**4.06acd**	2.53	2.22	2.55	2.28	1.81	2.04	3.19	**4.94klmnp**	2.77	1.73	**2.95lp**	2.70	2.12	1.89
Personal letters (e.g. to a friend or relative)	**2.06**	1.94	1.96	2.05	2.30	2.25	1.65	1.93	2.13	2.26	1.63	1.81	1.66	**2.49j**	2.89	2.37	1.77
Formal letters to organisations or individuals	**2.92**	2.79	3.11	2.88	2.87	2.66	2.97	2.73	3.17	2.99	3.16	2.76	3.00	2.88	2.98	2.83	2.79
Bills/ invoices/ statements	**2.15**	1.96	**2.22a**	2.15	**2.27a**	1.99	2.01	1.87	2.22	2.13	**2.29gl**	2.01	1.93	**2.48egl**	**2.46egl**	2.12	2.21
Smaller parcels - that will fit through a letterbox	**2.20**	2.08	2.28	2.21	2.23	2.10	2.16	1.95	2.16	2.32	**2.35g**	2.37	1.96	2.29	2.34	2.35	1.99
Larger parcels - that will not fit through a letterbox	**2.34**	1.97	**2.61a**	**2.43a**	**2.33a**	1.93	2.03	1.95	2.10	**2.77efghp**	**2.88efghklp**	2.21	2.20	**2.89efgp**	**2.59eg**	2.40	1.97
Items requiring a signature	**2.10**	1.80	2.14	2.00	**2.45a**	2.06	1.66	1.72	2.01	2.20	2.21	1.92	1.85	2.24	2.18	**3.06f**	2.31
All Post	**7.50**	6.63	**8.89acd**	7.05	**7.42a**	6.76	6.71	6.41	**7.56gl**	**8.20efgkl**	**10.61efghiklmnop**	6.67	6.29	**8.16gl**	**8.11gl**	7.11	6.99
All Services	**4.98**	4.43	**5.96acd**	4.68	4.81	4.48	4.51	4.30	4.99	**5.19g**	**7.43efghiklmnop**	4.27	4.27	**5.43g**	5.07	4.68	4.65
All Parcels	**3.49**	3.08	**3.77a**	3.48	**3.60a**	3.09	3.23	2.91	3.27	**3.79g**	**4.17efghklp**	3.42	3.15	**3.88g**	**3.86g**	**3.67g**	3.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Yes	**2345**	-	2345	1171	1169	319	331	409	325	432	289	240	650	734	960	528	2005	310	2393
	94%	-	*94%*	*93%*	*94%*	*94%*	*93%*	*95%*	*93%*	*96%*	*93%*	*93%*	*93%*	*94%*	*94%*	*93%*	*94%*	*92%*	*94%*
No	**154**	-	154	83	71	19	27	22	26	17	23	19	46	49	59	42	127	25	152
	6%	-	*6%*	*7%*	*6%*	*6%*	*7%*	*5%*	*7%*	*4%*	*7%*	*7%*	*7%*	*6%*	*6%*	*7%*	*6%*	*8%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Yes	**2345**	540	785	495	525	1325	1020	1374	948	282	335	603	600	340	1878	286	1921
	94%	*94%*	**95%d**	*95%*	*91%*	*94%*	*93%*	*94%*	*94%*	*91%*	*91%*	*94%*	**96%ij**	**96%j**	**94%j**	*91%*	*94%*
No	**154**	37	40	27	50	77	77	89	62	27	34	35	26	15	111	27	114
	6%	*6%*	*5%*	*5%*	**9%b**	*6%*	*7%*	*6%*	*6%*	**9%l**	**9%lmn**	*6%*	*4%*	*4%*	*6%*	*9%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 156

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Yes	**2345**	1992	353	112	1976	189	110	70	102	258	194	177	192	226	324	303	199	32	157
	94%	*94%*	*92%*	*92%*	**94%e**	*89%*	*91%*	**98%ef**	*95%*	*93%*	*95%*	**96%r**	*92%*	**96%r**	*95%*	*94%*	*95%*	*90%*	*89%*
No	**154**	122	32	10	119	22	11	2	5	20	10	7	17	10	18	21	10	4	19
	6%	*6%*	*8%*	*8%*	*6%*	**11%dg**	**9%g**	*2%*	*5%*	*7%*	*5%*	*4%*	*8%*	*4%*	*5%*	*6%*	*5%*	*10%*	**11%km**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 156

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Yes	**2345**	905	882	299	189	59	1787	247	923	950	301	110	45	1873	156
	94%	**96%ceg**	**95%ceg**	*87%*	*93%*	*84%*	**96%ceg**	*90%*	**97%jkn**	**95%j**	*85%*	*92%*	*91%*	**96%jn**	*92%*
No	**154**	39	42	44	15	11	81	26	29	52	53	10	5	81	14
	6%	*4%*	*5%*	**13%abf**	*7%*	**16%abf**	*4%*	**10%abf**	*3%*	*5%*	**15%him**	**8%h**	*9%*	*4%*	**8%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Yes	**2345**	113	2202	30	682	1549	114	2308	23	9	1	2340	4
	94%	*92%*	*94%*	*97%*	**95%f**	**94%f**	*87%*	*94%*	*84%*	*89%*	*100%*	*94%*	*69%*
No	**154**	10	142	1	35	102	17	147	4	1	-	152	2
	6%	*8%*	*6%*	*3%*	*5%*	*6%*	**13%de**	*6%*	*16%*	*11%*	-	*6%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE2. Do you ever order items to be delivered to you by post/delivery service?

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Yes	**2345**	786	380	791	387	395	-	391	-	380	-	396	-	395	-	387	-
	94%	*95%*	*94%*	*93%*	*93%*	*93%*	-	*96%*	-	*94%*	-	*94%*	-	*92%*	-	*93%*	-
No	**154**	45	23	58	28	30	-	15	-	23	-	25	-	33	-	28	-
	6%	*5%*	*6%*	*7%*	*7%*	*7%*	-	*4%*	-	*6%*	-	*6%*	-	*8%*	-	*7%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2393**	-	2393	1147	1239	322	333	421	306	469	311	227	655	727	1007	538	2149	220	2393
Weighted Base	**2345**	-**	2345	1171	1169	319	331	409	325	432	289	240	650	734	960	528	2005	310	2393
Effective Base	**1426**	-	1426	723	700	224	214	280	178	263	136	154	437	452	543	282	1237	174	2393
Home address	**2296**	-	2296	1148	1143	307	319	396	319	427	288	240	626	714	955	528	1969	297	2345
	98%	-	*98%*	*98%*	*98%*	*96%*	*96%*	*97%*	*98%*	*99%*	**100%efg**	**100%efg**	*96%*	*97%*	**99%lm**	**100%lm**	**98%q**	*96%*	*98%*
Work address	**135**	-	135	74	60	23	35	40	21	11	1	3	58	61	16	4	110	25	120
	6%	-	*6%*	*6%*	*5%*	**7%ijk**	**11%ijk**	**10%ijk**	**6%jk**	*3%*	*	*1%*	**9%no**	**8%no**	*2%*	*1%*	*5%*	*8%*	*5%*
Friend/relative's address	**128**	-	128	63	64	31	26	31	17	10	9	4	57	48	22	12	113	14	113
	5%	-	*5%*	*5%*	*6%*	**10%ijk**	**8%ik**	**8%ik**	*5%*	*2%*	*3%*	*1%*	**9%no**	**7%no**	*2%*	*2%*	*6%*	*5%*	*5%*
In store, using a 'collect from store' option'	**175**	-	175	81	94	44	30	43	21	20	15	2	74	64	37	17	132	41	166
	7%	-	*7%*	*7%*	*8%*	**14%hijk**	**9%k**	**10%ik**	**7%k**	**5%k**	**5%k**	*1%*	**11%no**	**9%no**	*4%*	*3%*	*7%*	**13%p**	*7%*
Post Office	**134**	-	134	82	52	40	29	36	17	3	7	1	69	53	11	8	106	27	115
	6%	-	*6%*	**7%d**	*4%*	**13%hijk**	**9%ijk**	**9%ijk**	**5%ik**	*1%*	*2%*	*1%*	**11%no**	**7%no**	*1%*	*2%*	*5%*	*9%*	*5%*
Delivery locker	**100**	-	100	67	33	28	20	25	17	7	-	2	48	42	10	2	68	31	76
	4%	-	*4%*	**6%d**	*3%*	**9%ijk**	**6%ijk**	**6%ijk**	**5%ijk**	*2%*	-	*1%*	**7%no**	**6%no**	*1%*	*	*3%*	**10%p**	*3%*
Another pick-up point (e.g. Collect+ or Doddle)	**80**	-	80	40	40	24	13	22	11	6	1	4	37	33	10	4	57	22	76
	3%	-	*3%*	*3%*	*3%*	**8%ijk**	**4%j**	**5%ij**	**3%j**	*1%*	*	*2%*	**6%no**	**4%no**	*1%*	*1%*	*3%*	**7%p**	*3%*
Somewhere else (please specify)	**18**	-	18	9	9	1	6	5	2	1	2	1	7	7	4	3	11	6	20
	1%	-	*1%*	*1%*	*1%*	*	**2%i**	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2393	589	716	481	607	1305	1088	1148	1213	323	342	623	569	316	1850	329	1904
Weighted Base	2345	540	785	495	525	1325	1020	1374	948	282	335	603	600	340	1878	286	1921
Effective Base	1426	306	447	308	378	754	682	746	695	190	206	373	348	189	1114	193	1144
Home address	2296	525	766	487	518	1291	1005	1334	939	280	330	585	590	331	1836	284	1877
	98%	*97%*	*98%*	*98%*	*99%*	*97%*	*99%*	*97%*	**99%g**	*99%*	*99%*	*97%*	*98%*	*97%*	*98%*	*99%*	*98%*
Work address	135	45	43	32	14	88	46	121	12	5	12	31	51	27	121	5	124
	6%	**8%d**	**6%d**	**6%d**	*3%*	*7%*	*5%*	**9%h**	*1%*	*2%*	*4%*	*5%*	**9%ij**	**8%i**	**6%i**	*2%*	**6%o**
Friend/relative's address	128	25	51	32	20	76	51	93	33	11	19	38	37	17	111	11	113
	5%	*5%*	*7%*	*6%*	*4%*	*6%*	*5%*	**7%h**	*4%*	*4%*	*6%*	*6%*	*6%*	*5%*	*6%*	*4%*	*6%*
In store, using a 'collect from store' option'	175	43	66	32	34	109	66	124	48	18	13	51	56	28	148	18	153
	7%	*8%*	*8%*	*6%*	*7%*	*8%*	*7%*	**9%h**	*5%*	*6%*	*4%*	**9%j**	**9%j**	*8%*	**8%j**	*6%*	*8%*
Post Office	134	37	46	26	25	83	51	103	30	16	26	25	32	25	107	16	111
	6%	*7%*	*6%*	*5%*	*5%*	*6%*	*5%*	**8%h**	*3%*	*6%*	*8%*	*4%*	*5%*	*7%*	*6%*	*6%*	*6%*
Delivery locker	100	35	41	12	12	76	24	76	22	5	7	22	34	20	83	5	88
	4%	**6%cd**	**5%d**	*2%*	*2%*	**6%f**	*2%*	**6%h**	*2%*	*2%*	*2%*	*4%*	**6%i**	**6%i**	*4%*	*2%*	*5%*
Another pick-up point (e.g. Collect+ or Doddle)	80	26	25	17	12	51	29	60	18	6	10	21	22	9	62	6	68
	3%	*5%*	*3%*	*3%*	*2%*	*4%*	*3%*	**4%h**	*2%*	*2%*	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*	*4%*
Somewhere else (please specify)	18	5	6	3	3	11	6	9	9	-	2	4	4	6	17	-	17
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*2%*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 157

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2393	1689	704	292	1338	435	360	260	140	145	143	144	148	150	170	158	140	88	347
Weighted Base	2345	1992	353	112*	1976	189	110	70	102	258	194	177	192	226	324	303	199	32*	157
Effective Base	1426	1191	238	93	1086	214	192	156	128	131	124	125	113	125	147	140	116	43	172
Home address	2296	1946	350	112	1937	185	105	68	102	255	189	171	189	222	320	298	191	30	155
	98%	*98%*	*99%*	*100%*	**98%f**	*98%*	*95%*	*98%*	**100%q**	**99%q**	*98%*	*96%*	*98%*	*98%*	**99%q**	**99%q**	*96%*	*93%*	**99%q**
Work address	135	120	14	5	109	11	10	4	6	16	14	8	8	13	19	15	11	5	6
	6%	*6%*	*4%*	*4%*	*6%*	*6%*	**9%d**	*6%*	*6%*	*6%*	*7%*	*5%*	*4%*	*6%*	*6%*	*5%*	*5%*	**15%klmnopr**	*4%*
Friend/relative's address	128	112	16	4	111	6	7	4	6	9	18	11	8	6	26	18	9	1	5
	5%	*6%*	*4%*	*4%*	*6%*	*3%*	*6%*	*6%*	*6%*	*4%*	**9%mr**	*6%*	*4%*	*3%*	*8%*	*6%*	*4%*	*2%*	*3%*
In store, using a 'collect from store' option'	175	155	20	7	145	16	10	5	5	20	22	9	14	16	23	26	10	2	13
	7%	*8%*	*6%*	*6%*	*7%*	*8%*	*9%*	*8%*	*5%*	*8%*	*11%*	*5%*	*7%*	*7%*	*7%*	*9%*	*5%*	*7%*	*9%*
Post Office	134	120	13	3	115	11	5	3	5	20	15	5	17	9	27	11	5	1	9
	6%	*6%*	*4%*	*3%*	*6%*	*6%*	*5%*	*4%*	*5%*	*8%*	*8%*	*3%*	**9%kp**	*4%*	*8%*	*4%*	*3%*	*4%*	*6%*
Delivery locker	100	94	6	3	88	8	3	2	5	6	12	12	8	8	16	16	6	-	8
	4%	**5%b**	*2%*	*2%*	*4%*	*4%*	*2%*	*2%*	*4%*	*2%*	*6%*	*7%*	*4%*	*3%*	*5%*	*5%*	*3%*	-	*5%*
Another pick-up point (e.g. Collect+ or Doddle)	80	69	11	4	64	8	4	4	4	2	12	4	7	3	18	6	8	1	7
	3%	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*	*5%*	**4%l**	*1%*	**6%lm**	*2%*	*4%*	*1%*	**5%l**	*2%*	*4%*	*3%*	**5%l**
Somewhere else (please specify)	18	16	2	*	14	2	-	2	2	-	-	3	1	-	2	5	2	-	2
	1%	*1%*	*1%*	*	*1%*	*1%*	-	**3%df**	*2%*	-	-	*1%*	*	-	*1%*	*2%*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2393**	917	898	304	191	70	1815	261	949	948	312	120	48	1897	168
Weighted Base	**2345**	905	882	299	189	59*	1787	247	923	950	301	110*	45**	1873	156
Effective Base	**1426**	525	540	193	118	45	1064	161	544	567	202	76	29	1111	105
Home address	**2296**	893	862	291	185	55	1755	240	908	932	291	106	45	1840	150
	98%	***99%e***	*98%*	*97%*	*98%*	*94%*	*98%*	*97%*	*98%*	*98%*	*97%*	*96%*	*99%*	*98%*	*97%*
Work address	**135**	34	68	21	8	4	102	12	48	64	15	6	2	111	8
	6%	*4%*	***8%a***	*7%*	*4%*	*7%*	*6%*	*5%*	*5%*	*7%*	*5%*	*6%*	*3%*	*6%*	*5%*
Friend/relative's address	**128**	50	42	16	13	6	92	19	56	52	9	6	4	108	10
	5%	*6%*	*5%*	*5%*	*7%*	*11%*	*5%*	*8%*	*6%*	*5%*	*3%*	*5%*	*10%*	*6%*	*7%*
In store, using a 'collect from store' option'	**175**	65	66	19	17	4	131	21	63	84	11	14	2	147	16
	7%	*7%*	*7%*	*6%*	*9%*	*8%*	*7%*	*9%*	*7%*	***9%j***	*4%*	***12%j***	*5%*	***8%j***	***10%j***
Post Office	**134**	57	34	25	9	6	91	15	42	68	15	4	5	110	9
	6%	*6%*	*4%*	***8%b***	*5%*	***10%b***	*5%*	*6%*	*5%*	*7%*	*5%*	*3%*	*12%*	*6%*	*6%*
Delivery locker	**100**	29	32	20	14	3	61	17	26	46	15	11	2	72	13
	4%	*3%*	*4%*	***7%af***	***7%af***	*4%*	*3%*	***7%af***	*3%*	*5%*	*5%*	***10%hm***	*4%*	*4%*	***8%hm***
Another pick-up point (e.g. Collect+ or Doddle)	**80**	33	19	13	12	2	53	14	27	38	9	4	1	65	5
	3%	*4%*	*2%*	*4%*	***6%b***	*4%*	*3%*	***6%b***	*3%*	*4%*	*3%*	*4%*	*2%*	*3%*	*3%*
Somewhere else (please specify)	**18**	4	6	3	4	1	10	5	4	8	1	3	1	12	5
	1%	*	*1%*	*1%*	*2%*	*2%*	*1%*	***2%af***	*	*1%*	*	***3%hm***	*3%*	*1%*	***3%hm***

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2393**	140	2218	35	761	1501	131	2352	20	13	3	2385	5
Weighted Base	**2345**	113*	2202	30**	682	1549	114*	2308	23**	9**	1**	2340	4**
Effective Base	**1426**	75	1330	22	449	915	66	1401	14	8	1	1422	4
Home address	**2296**	112	2156	28	672	1516	108	2263	20	8	1	2291	4
	98%	*99%*	*98%*	*91%*	***99%f***	*98%*	*95%*	*98%*	*87%*	*92%*	*100%*	*98%*	*100%*
Work address	**135**	5	126	3	38	91	6	125	9	1	-	135	-
	6%	*5%*	*6%*	*11%*	*6%*	*6%*	*5%*	*5%*	*41%*	*9%*	-	*6%*	-
Friend/relative's address	**128**	15	112	1	46	72	9	123	4	1	-	128	-
	5%	***13%b***	*5%*	*4%*	*7%*	*5%*	*8%*	*5%*	*16%*	*15%*	-	*5%*	-
In store, using a 'collect from store' option'	**175**	5	169	1	52	112	11	171	2	2	-	175	-
	7%	*4%*	*8%*	*3%*	*8%*	*7%*	*9%*	*7%*	*8%*	*24%*	-	*7%*	-
Post Office	**134**	7	125	2	48	80	5	127	6	1	-	134	-
	6%	*7%*	*6%*	*5%*	*7%*	*5%*	*5%*	*5%*	*28%*	*9%*	-	*6%*	-
Delivery locker	**100**	3	95	2	29	62	9	94	4	3	-	100	-
	4%	*3%*	*4%*	*5%*	*4%*	*4%*	*8%*	*4%*	*17%*	*28%*	-	*4%*	-
Another pick-up point (e.g. Collect+ or Doddle)	**80**	5	73	2	29	43	7	79	*	1	-	80	-
	3%	*5%*	*3%*	*5%*	*4%*	*3%*	*6%*	*3%*	*1%*	*9%*	-	*3%*	-
Somewhere else (please specify)	**18**	1	16	1	6	12	*	17	-	1	-	18	-
	1%	*1%*	*1%*	*3%*	*1%*	*1%*	*	*1%*	-	*10%*	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered

Base : Order items to be delivered by post/delivery services (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2393**	811	377	802	403	409	-	402	-	377	-	408	-	394	-	403	-
Weighted Base	**2345**	786	380	791	387	395	-**	391	-**	380	-**	396	-**	395	-**	387	-**
Effective Base	**1426**	527	258	429	227	263	-	263	-	258	-	214	-	215	-	227	-
Home address	**2296**	765	375	777	379	385	-	379	-	375	-	387	-	390	-	379	-
	98%	*97%*	*99%*	*98%*	*98%*	*98%*	-	*97%*	-	*99%*	-	*98%*	-	*99%*	-	*98%*	-
Work address	**135**	44	13	50	28	22	-	22	-	13	-	25	-	25	-	28	-
	6%	*6%*	*4%*	*6%*	*7%*	*6%*	-	*6%*	-	*4%*	-	*6%*	-	*6%*	-	*7%*	-
Friend/relative's address	**128**	53	21	37	17	22	-	31	-	21	-	24	-	13	-	17	-
	5%	*7%*	*5%*	*5%*	*5%*	*5%*	-	***8%n***	-	*5%*	-	*6%*	-	*3%*	-	*5%*	-
In store, using a 'collect from store' option'	**175**	77	33	49	17	47	-	30	-	33	-	31	-	18	-	17	-
	7%	***10%cd***	*9%*	*6%*	*4%*	***12%mo***	-	*8%*	-	*9%*	-	*8%*	-	*5%*	-	*4%*	-
Post Office	**134**	54	21	41	18	25	-	29	-	21	-	25	-	16	-	18	-
	6%	*7%*	*5%*	*5%*	*5%*	*6%*	-	*7%*	-	*5%*	-	*6%*	-	*4%*	-	*5%*	-
Delivery locker	**100**	42	17	23	19	17	-	24	-	17	-	13	-	10	-	19	-
	4%	*5%*	*4%*	*3%*	*5%*	*4%*	-	***6%n***	-	*4%*	-	*3%*	-	*2%*	-	*5%*	-
Another pick-up point (e.g. Collect+ or Doddle)	**80**	31	15	19	15	10	-	21	-	15	-	9	-	10	-	15	-
	3%	*4%*	*4%*	*2%*	*4%*	*3%*	-	*5%*	-	*4%*	-	*2%*	-	*2%*	-	*4%*	-
Somewhere else (please specify)	**18**	12	3	3	*	9	-	3	-	3	-	2	-	*	-	*	-
	1%	*1%*	*1%*	*	*	***2%mo***	-	*1%*	-	*1%*	-	*1%*	-	*	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2393**	-	2393	1147	1239	322	333	421	306	469	311	227	655	727	1007	538	2149	220	2393
Weighted Base	**2345**	-**	2345	1171	1169	319	331	409	325	432	289	240	650	734	960	528	2005	310	2393
Effective Base	**1426**	-	1426	723	700	224	214	280	178	263	136	154	437	452	543	282	1237	174	2393
Home address	**2025**	-	2025	989	1032	259	285	359	283	391	233	216	543	642	840	449	1731	265	2098
	86%	-	*86%*	*84%*	**88%c**	*81%*	*86%*	**88%e**	*87%*	**90%ej**	*81%*	**90%ej**	*84%*	*87%*	*87%*	*85%*	*86%*	*86%*	*88%*
Work address	**209**	-	209	138	71	52	43	57	23	22	6	5	95	80	33	11	171	38	188
	9%	-	*9%*	**12%d**	*6%*	**16%hijk**	**13%ijk**	**14%hijk**	**7%jk**	*5%*	*2%*	*2%*	**15%no**	**11%no**	*3%*	*2%*	*9%*	*12%*	*8%*
Friend/relative's address	**232**	-	232	120	111	61	40	43	21	22	30	15	101	63	67	45	192	37	244
	10%	-	*10%*	*10%*	*10%*	**19%fghijk**	**12%i**	**10%i**	*6%*	*5%*	*10%*	*6%*	**16%mno**	*9%*	*7%*	*8%*	*10%*	*12%*	*10%*
In store, using a 'collect from store' option'	**263**	-	263	123	140	57	43	63	26	36	27	11	100	89	74	38	208	53	269
	11%	-	*11%*	*10%*	*12%*	**18%hijk**	**13%k**	**15%hik**	*8%*	*8%*	*9%*	*5%*	**15%no**	**12%no**	*8%*	*7%*	*10%*	**17%p**	*11%*
Post Office	**155**	-	155	96	58	44	25	34	14	17	14	7	69	48	38	20	117	37	149
	7%	-	*7%*	**8%d**	*5%*	**14%fghijk**	**8%k**	**8%ik**	*4%*	*4%*	*5%*	*3%*	**11%mno**	*6%*	*4%*	*4%*	*6%*	**12%p**	*6%*
Delivery locker	**134**	-	134	90	44	46	20	33	16	12	3	5	66	49	19	8	94	37	123
	6%	-	*6%*	**8%d**	*4%*	**14%fghijk**	**6%j**	**8%ijk**	**5%j**	*3%*	*1%*	*2%*	**10%no**	**7%no**	*2%*	*1%*	*5%*	**12%p**	*5%*
Another pick-up point (e.g. Collect+ or Doddle)	**111**	-	111	66	43	34	22	21	12	8	6	8	56	33	22	14	86	24	107
	5%	-	*5%*	*6%*	*4%*	**11%ghijk**	**7%ij**	*5%*	*4%*	*2%*	*2%*	*4%*	**9%mno**	*4%*	*2%*	*3%*	*4%*	**8%p**	*4%*
Somewhere else (please specify)	**58**	-	58	37	21	8	8	7	6	7	12	11	16	12	30	23	52	5	50
	2%	-	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*5%*	*2%*	*2%*	*3%*	**4%m**	*3%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2393	589	716	481	607	1305	1088	1148	1213	323	342	623	569	316	1850	329	1904
Weighted Base	2345	540	785	495	525	1325	1020	1374	948	282	335	603	600	340	1878	286	1921
Effective Base	1426	306	447	308	378	754	682	746	695	190	206	373	348	189	1114	193	1144
Home address	2025	460	671	425	469	1131	894	1174	831	255	276	519	509	295	1599	259	1639
	86%	*85%*	*85%*	*86%*	*89%*	*85%*	*88%*	*85%*	*88%*	**90%j**	*82%*	*86%*	*85%*	*87%*	*85%*	*90%*	*85%*
Work address	209	55	74	52	28	129	80	170	36	15	25	52	72	34	183	15	184
	9%	**10%d**	**9%d**	**11%d**	*5%*	*10%*	*8%*	**12%h**	*4%*	*5%*	*7%*	*9%*	**12%l**	*10%*	*10%*	*5%*	*10%*
Friend/relative's address	232	37	92	57	45	129	102	144	83	26	29	76	64	22	191	26	194
	10%	*7%*	**12%a**	**12%a**	*9%*	*10%*	*10%*	*10%*	*9%*	*9%*	*9%*	**13%m**	*11%*	*6%*	*10%*	*9%*	*10%*
In store, using a 'collect from store' option'	263	66	95	58	45	161	102	173	87	24	34	69	74	42	219	24	228
	11%	*12%*	*12%*	*12%*	*9%*	*12%*	*10%*	**13%h**	*9%*	*9%*	*10%*	*11%*	*12%*	*12%*	*12%*	*9%*	*12%*
Post Office	155	37	52	34	33	89	66	108	43	20	34	28	31	27	120	20	128
	7%	*7%*	*7%*	*7%*	*6%*	*7%*	*6%*	**8%h**	*5%*	*7%*	**10%kln**	*5%*	*5%*	*8%*	*6%*	*7%*	*7%*
Delivery locker	134	29	53	27	24	82	51	94	36	15	22	25	38	21	106	15	109
	6%	*5%*	*7%*	*5%*	*5%*	*6%*	*5%*	**7%h**	*4%*	*5%*	*6%*	*4%*	*6%*	*6%*	*6%*	*5%*	*6%*
Another pick-up point (e.g. Collect+ or Doddle)	111	24	44	26	16	68	43	74	33	11	16	27	33	8	85	11	88
	5%	*5%*	*6%*	*5%*	*3%*	*5%*	*4%*	*5%*	*4%*	*4%*	*5%*	*4%*	*6%*	*2%*	*5%*	*4%*	*5%*
Somewhere else (please specify)	58	8	23	14	13	31	27	26	32	4	16	18	12	5	51	4	51
	2%	*1%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*5%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2393	1689	704	292	1338	435	360	260	140	145	143	144	148	150	170	158	140	88	347
Weighted Base	2345	1992	353	112*	1976	189	110	70	102	258	194	177	192	226	324	303	199	32*	157
Effective Base	1426	1191	238	93	1086	214	192	156	128	131	124	125	113	125	147	140	116	43	172
Home address	2025	1718	307	102	1708	155	98	65	95	215	170	147	150	207	282	266	176	27	128
	86%	*86%*	*87%*	*91%*	*86%*	*82%*	*88%*	**93%de**	**93%iklr**	*83%*	**88%l**	*83%*	*78%*	**91%iklr**	*87%*	**88%l**	**89%l**	*85%*	*82%*
Work address	209	182	27	8	177	17	12	3	5	27	17	17	17	13	47	25	10	7	10
	9%	*9%*	*8%*	*7%*	**9%g**	*9%*	**11%g**	*4%*	*5%*	*10%*	*9%*	*10%*	*9%*	*6%*	**14%hmpr**	*8%*	*5%*	**21%hjklmopr**	*7%*
Friend/relative's address	232	203	28	9	195	16	14	7	10	27	13	21	37	15	28	30	15	1	15
	10%	*10%*	*8%*	*8%*	*10%*	*8%*	*12%*	*10%*	*10%*	*10%*	*7%*	*12%*	**19%jmnopqr**	*7%*	*9%*	*10%*	*8%*	*2%*	*10%*
In store, using a 'collect from store' option'	263	235	28	4	218	26	11	9	12	27	25	11	31	15	34	48	14	3	23
	11%	**12%c**	*8%*	*4%*	*11%*	*14%*	*10%*	*13%*	*12%*	*10%*	*13%*	*6%*	**16%kmp**	*7%*	*10%*	**16%kmp**	*7%*	*10%*	**14%kmp**
Post Office	155	136	19	6	135	12	4	4	9	16	4	10	23	7	33	22	10	1	11
	7%	*7%*	*5%*	*5%*	*7%*	*6%*	*4%*	*6%*	**9%jm**	*6%*	*2%*	*6%*	**12%jm**	*3%*	**10%jm**	*7%*	*5%*	*2%*	**7%j**
Delivery locker	134	120	14	6	114	12	6	2	5	12	8	12	16	5	34	18	3	1	11
	6%	*6%*	*4%*	*5%*	*6%*	*6%*	*6%*	*2%*	*5%*	*5%*	*4%*	**7%p**	**9%mp**	*2%*	**10%mp**	*6%*	*1%*	*4%*	**7%p**
Another pick-up point (e.g. Collect+ or Doddle)	111	94	17	5	93	11	3	4	2	9	6	11	16	6	28	10	4	2	9
	5%	*5%*	*5%*	*4%*	*5%*	*6%*	*3%*	*5%*	*2%*	*4%*	*3%*	*6%*	**9%hmp**	*3%*	**9%hmp**	*3%*	*2%*	*7%*	*5%*
Somewhere else (please specify)	58	47	11	1	50	5	2	1	1	9	2	2	7	8	6	10	5	*	5
	2%	*2%*	*3%*	*	*3%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	*4%*	*4%*	*2%*	*3%*	*3%*	*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2393**	917	898	304	191	70	1815	261	949	948	312	120	48	1897	168
Weighted Base	**2345**	905	882	299	189	59*	1787	247	923	950	301	110*	45**	1873	156
Effective Base	**1426**	525	540	193	118	45	1064	161	544	567	202	76	29	1111	105
Home address	**2025**	782	774	257	158	46	1557	204	814	800	266	97	35	1614	132
	86%	*86%*	*88%*	*86%*	*84%*	*78%*	*87%*	*83%*	*88%*	*84%*	*89%*	*88%*	*76%*	*86%*	*85%*
Work address	**209**	52	88	35	15	15	140	30	73	102	19	7	8	174	15
	9%	*6%*	**10%a**	**12%a**	*8%*	**26%abcdfg**	*8%*	**12%a**	*8%*	*11%*	*6%*	*7%*	*18%*	*9%*	*10%*
Friend/relative's address	**232**	75	100	28	20	5	175	26	85	109	21	12	5	193	17
	10%	*8%*	*11%*	*9%*	*11%*	*9%*	*10%*	*10%*	*9%*	*11%*	*7%*	*11%*	*11%*	*10%*	*11%*
In store, using a 'collect from store' option'	**263**	89	114	28	20	11	203	31	106	109	27	10	10	215	20
	11%	*10%*	*13%*	*9%*	*10%*	*19%*	*11%*	*12%*	*12%*	*11%*	*9%*	*9%*	*21%*	*11%*	*13%*
Post Office	**155**	50	56	26	13	7	106	21	50	77	10	14	3	127	17
	7%	*6%*	*6%*	*9%*	*7%*	*12%*	*6%*	*8%*	*5%*	**8%j**	*3%*	**13%hj**	*6%*	*7%*	**11%hj**
Delivery locker	**134**	43	51	15	11	12	94	23	42	63	17	7	6	105	12
	6%	*5%*	*6%*	*5%*	*6%*	**20%abcdfg**	*5%*	**9%af**	*5%*	*7%*	*6%*	*6%*	*13%*	*6%*	*8%*
Another pick-up point (e.g. Collect+ or Doddle)	**111**	37	41	13	6	11	78	17	42	44	11	6	7	86	13
	5%	*4%*	*5%*	*4%*	*3%*	**18%abcdfg**	*4%*	*7%*	*5%*	*5%*	*4%*	*6%*	*15%*	*5%*	*8%*
Somewhere else (please specify)	**58**	21	23	6	4	4	44	8	18	28	5	2	6	46	7
	2%	*2%*	*3%*	*2%*	*2%*	*6%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*12%*	*2%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 158

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2393	140	2218	35	761	1501	131	2352	20	13	3	2385	5
Weighted Base	2345	113*	2202	30**	682	1549	114*	2308	23**	9**	1**	2340	4**
Effective Base	1426	75	1330	22	449	915	66	1401	14	8	1	1422	4
Home address	2025	99	1897	30	574	1356	95	2002	12	7	1	2021	4
	86%	88%	86%	98%	84%	88%	84%	87%	52%	72%	92%	86%	100%
Work address	209	11	198	*	73	120	15	199	9	1	-	209	-
	9%	10%	9%	1%	11%	8%	13%	9%	39%	9%	-	9%	-
Friend/relative's address	232	8	222	2	86	130	16	223	6	3	*	232	-
	10%	7%	10%	7%	13%e	8%	14%	10%	29%	28%	8%	10%	-
In store, using a 'collect from store' option'	263	14	247	2	91	155	17	254	8	2	-	263	-
	11%	13%	11%	7%	13%	10%	15%	11%	33%	24%	-	11%	-
Post Office	155	8	146	*	55	83	16	150	4	1	-	155	-
	7%	7%	7%	1%	8%	5%	14%e	6%	17%	9%	-	7%	-
Delivery locker	134	8	126	*	40	83	11	126	5	3	-	134	-
	6%	7%	6%	1%	6%	5%	9%	5%	22%	29%	-	6%	-
Another pick-up point (e.g. Collect+ or Doddle)	111	8	102	*	43	58	10	103	7	1	-	111	-
	5%	7%	5%	1%	6%e	4%	8%	4%	31%	9%	-	5%	-
Somewhere else (please specify)	58	8	50	-	24	30	3	54	3	1	-	58	-
	2%	7%b	2%	-	4%	2%	3%	2%	12%	9%	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 158

QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months

Base : Order items to be delivered by post/delivery services (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2393**	811	377	802	403	409	-	402	-	377	-	408	-	394	-	403	-
Weighted Base	**2345**	786	380	791	387	395	-**	391	-**	380	-**	396	-**	395	-**	387	-**
Effective Base	**1426**	527	258	429	227	263	-	263	-	258	-	214	-	215	-	227	-
Home address	**2025**	667	329	693	336	337	-	330	-	329	-	338	-	355	-	336	-
	86%	*85%*	*87%*	*88%*	*87%*	*85%*	-	*84%*	-	*87%*	-	*85%*	-	*90%*	-	*87%*	-
Work address	**209**	96	24	53	36	53	-	44	-	24	-	28	-	24	-	36	-
	9%	**12%bc**	*6%*	*7%*	*9%*	**13%ikm**	-	*11%*	-	*6%*	-	*7%*	-	*6%*	-	*9%*	-
Friend/relative's address	**232**	89	27	94	22	45	-	44	-	27	-	60	-	34	-	22	-
	10%	**11%d**	*7%*	**12%bd**	*6%*	**11%o**	-	**11%o**	-	*7%*	-	**15%imo**	-	*9%*	-	*6%*	-
In store, using a 'collect from store' option'	**263**	105	41	88	30	55	-	50	-	41	-	39	-	49	-	30	-
	11%	**13%d**	*11%*	*11%*	*8%*	**14%o**	-	*13%*	-	*11%*	-	*10%*	-	*12%*	-	*8%*	-
Post Office	**155**	66	28	47	14	32	-	34	-	28	-	25	-	21	-	14	-
	7%	**8%d**	*7%*	*6%*	*4%*	**8%o**	-	**9%o**	-	*7%*	-	*6%*	-	*5%*	-	*4%*	-
Delivery locker	**134**	61	20	30	23	28	-	32	-	20	-	18	-	12	-	23	-
	6%	**8%c**	*5%*	*4%*	*6%*	**7%m**	-	**8%m**	-	*5%*	-	*5%*	-	*3%*	-	*6%*	-
Another pick-up point (e.g. Collect+ or Doddle)	**111**	44	19	32	16	22	-	22	-	19	-	23	-	10	-	16	-
	5%	*6%*	*5%*	*4%*	*4%*	*6%*	-	*6%*	-	*5%*	-	*6%*	-	*2%*	-	*4%*	-
Somewhere else (please specify)	**58**	30	5	12	11	18	-	12	-	5	-	6	-	6	-	11	-
	2%	**4%c**	*1%*	*1%*	*3%*	**5%ik**	-	*3%*	-	*1%*	-	*1%*	-	*2%*	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2393**	-	2393	1147	1239	322	333	421	306	469	311	227	655	727	1007	538	2149	220	2393
Weighted Base	**2345**	-**	2345	1171	1169	319	331	409	325	432	289	240	650	734	960	528	2005	310	2393
Effective Base	**1426**	-	1426	723	700	224	214	280	178	263	136	154	437	452	543	282	1237	174	2393
Yes	**1223**	-	1223	547	672	181	168	243	168	215	160	89	348	411	463	248	1029	176	1298
	52%	-	*52%*	*47%*	**57%c**	**57%k**	**51%k**	**59%ik**	**52%k**	**50%k**	**55%k**	*37%*	*54%*	**56%no**	*48%*	*47%*	*51%*	*57%*	*54%*
No	**1079**	-	1079	606	472	137	158	161	155	205	121	142	295	317	468	263	936	132	1043
	46%	-	*46%*	**52%d**	*40%*	*43%*	*48%*	*39%*	*48%*	*47%*	*42%*	**59%efghij**	*45%*	*43%*	*49%*	*50%*	*47%*	*43%*	*44%*
Don't know	**43**	-	43	18	25	2	5	5	2	13	8	9	7	6	30	17	41	2	52
	2%	-	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*3%*	**4%eh**	*1%*	*1%*	**3%lm**	**3%lm**	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2393**	589	716	481	607	1305	1088	1148	1213	323	342	623	569	316	1850	329	1904
Weighted Base	**2345**	540	785	495	525	1325	1020	1374	948	282	335	603	600	340	1878	286	1921
Effective Base	**1426**	306	447	308	378	754	682	746	695	190	206	373	348	189	1114	193	1144
Yes	**1223**	311	414	243	255	725	498	761	447	132	150	322	319	213	1004	136	1029
	52%	***58%cd***	*53%*	*49%*	*49%*	***55%f***	*49%*	***55%h***	*47%*	*47%*	*45%*	***53%j***	*53%*	***63%ijkln***	***53%j***	*47%*	*54%*
No	**1079**	217	351	245	265	568	511	594	479	148	175	268	277	121	841	148	858
	46%	*40%*	*45%*	***50%a***	***51%a***	*43%*	***50%e***	*43%*	***50%g***	***52%m***	***52%mn***	***44%m***	***46%m***	*36%*	***45%m***	*52%*	*45%*
Don't know	**43**	11	21	6	5	32	11	19	23	3	9	14	4	6	33	3	33
	2%	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2393**	1689	704	292	1338	435	360	260	140	145	143	144	148	150	170	158	140	88	347
Weighted Base	**2345**	1992	353	112*	1976	189	110	70	102	258	194	177	192	226	324	303	199	32*	157
Effective Base	**1426**	1191	238	93	1086	214	192	156	128	131	124	125	113	125	147	140	116	43	172
Yes	**1223**	1036	187	68	1015	107	58	42	37	122	98	82	106	118	177	174	100	19	89
	52%	*52%*	*53%*	*61%*	*51%*	*57%*	*53%*	**61%d**	*37%*	*47%*	**50%h**	*46%*	**55%h**	**52%h**	**55%h**	**57%h**	**50%h**	**59%h**	**56%h**
No	**1079**	922	157	40	930	75	48	26	63	134	92	88	84	100	147	126	96	13	62
	46%	**46%c**	*44%*	*35%*	**47%eg**	*40%*	*44%*	*38%*	**62%jklmnopqr**	**52%r**	*47%*	*50%*	*44%*	*44%*	*45%*	*42%*	*48%*	*40%*	*39%*
Don't know	**43**	34	9	4	31	7	4	1	1	3	4	7	2	8	-	4	3	*	6
	2%	*2%*	*3%*	*4%*	*2%*	**4%d**	**4%d**	*1%*	*1%*	*1%*	*2%*	**4%n**	*1%*	**4%n**	-	*1%*	*1%*	*1%*	**4%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2393**	917	898	304	191	70	1815	261	949	948	312	120	48	1897	168
Weighted Base	**2345**	905	882	299	189	59*	1787	247	923	950	301	110*	45**	1873	156
Effective Base	**1426**	525	540	193	118	45	1064	161	544	567	202	76	29	1111	105
Yes	**1223**	492	460	130	107	32	952	139	524	495	123	63	15	1018	79
	52%	**54%c**	**52%c**	*43%*	**57%c**	*55%*	**53%c**	**56%c**	**57%j**	**52%j**	*41%*	**57%j**	*34%*	**54%j**	*51%*
No	**1079**	397	406	166	78	26	802	103	388	436	168	46	30	824	75
	46%	*44%*	*46%*	**55%abdfg**	*41%*	*43%*	*45%*	*42%*	*42%*	*46%*	**56%hikm**	*41%*	*66%*	*44%*	*48%*
Don't know	**43**	16	17	3	4	1	33	5	11	19	9	2	*	31	2
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2393**	140	2218	35	761	1501	131	2352	20	13	3	2385	5
Weighted Base	**2345**	113*	2202	30**	682	1549	114*	2308	23**	9**	1**	2340	4**
Effective Base	**1426**	75	1330	22	449	915	66	1401	14	8	1	1422	4
Yes	**1223**	63	1148	12	378	785	60	1202	15	3	*	1221	2
	52%	*55%*	*52%*	*39%*	*55%*	*51%*	*52%*	*52%*	*69%*	*31%*	*8%*	*52%*	*60%*
No	**1079**	49	1011	18	290	741	48	1064	7	6	1	1077	*
	46%	*44%*	*46%*	*61%*	*42%*	*48%*	*42%*	*46%*	*30%*	*69%*	*92%*	*46%*	*12%*
Don't know	**43**	1	42	-	14	22	6	42	*	-	-	42	1
	2%	*1%*	*2%*	-	*2%*	*1%*	***6%e***	*2%*	*1%*	-	-	*2%*	*28%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE4. Have you ever returned any goods that were delivered to you by post?

Base : Order items to be delivered by post/delivery services (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2393**	811	377	802	403	409	-	402	-	377	-	408	-	394	-	403	-
Weighted Base	**2345**	786	380	791	387	395	-**	391	-**	380	-**	396	-**	395	-**	387	-**
Effective Base	**1426**	527	258	429	227	263	-	263	-	258	-	214	-	215	-	227	-
Yes	**1223**	427	192	418	186	224	-	204	-	192	-	231	-	187	-	186	-
	52%	*54%*	*51%*	*53%*	*48%*	**57%m**	-	*52%*	-	*51%*	-	**58%mo**	-	*47%*	-	*48%*	-
No	**1079**	337	183	362	196	159	-	178	-	183	-	165	-	197	-	196	-
	46%	*43%*	*48%*	*46%*	**51%a**	*40%*	-	*45%*	-	*48%*	-	*42%*	-	**50%e**	-	**51%e**	-
Don't know	**43**	21	5	11	6	12	-	10	-	5	-	1	-	11	-	6	-
	2%	*3%*	*1%*	*1%*	*1%*	**3%k**	-	**3%k**	-	*1%*	-	*	-	**3%k**	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	3606	-	3606	1654	1942	483	471	644	497	687	497	316	954	1141	1500	813	3160	405	3606
Weighted Base	3539	-**	3539	1683	1850	492	473	668	498	619	439	345	966	1166	1403	784	2927	570	3606
Effective Base	2146	-	2146	1050	1092	329	296	427	284	381	222	218	624	709	813	434	1801	321	3606
Royal Mail	2861	-	2861	1349	1507	387	410	560	398	503	337	265	797	958	1104	601	2379	449	3003
	81%	-	81%	80%	81%	79%	87%ehjk	84%jk	80%	81%	77%	77%	83%o	82%o	79%	77%	81%	79%	83%
Citipost	49	-	49	40	9	22	20	6	-	1	-	-	43	6	1	-	31	18	34
	1%	-	1%	2%d	*	5%ghijk	4%ghijk	1%	-	*	-	-	4%mno	*	*	-	1%	3%p	1%
Collect+ (Collect Plus)	86	-	86	52	33	33	21	15	14	1	-	2	54	29	3	2	68	17	67
	2%	-	2%	3%d	2%	7%ghijk	4%ijk	2%lj	3%lj	*	-	1%	6%mno	2%no	*	*	2%	3%	2%
DHL	436	-	436	235	201	70	94	94	53	54	45	25	164	148	124	69	338	97	449
	12%	-	12%	14%d	11%	14%ik	20%ghijk	14%ik	11%	9%	10%	7%	17%mno	13%no	9%	9%	12%	17%p	12%
FedEx	192	-	192	110	82	53	60	30	22	18	5	4	113	52	27	9	137	55	167
	5%	-	5%	7%d	4%	11%ghijk	13%ghijk	4%jk	4%jk	3%	1%	1%	12%mno	4%no	2%	1%	5%	10%p	5%
Hermes	1267	-	1267	525	741	184	176	204	179	242	173	107	360	384	523	281	1044	208	1344
	36%	-	36%	31%	40%c	37%	37%	31%	36%	39%g	40%g	31%	37%	33%	37%	36%	36%	36%	37%
Interlink	24	-	24	17	8	7	17	*	-	-	-	-	24	*	-	-	17	8	18
	1%	-	1%	1%	*	1%ghi	4%ghijk	*	-	-	-	-	3%mno	*	-	-	1%	1%	*
DPD	640	-	640	330	309	95	86	126	108	112	71	41	181	235	223	112	527	107	708
	18%	-	18%	20%	17%	19%k	18%	19%k	22%k	18%k	16%	12%	19%	20%no	16%	14%	18%	19%	20%
Parcelforce	202	-	202	119	83	27	40	38	27	35	24	11	67	65	70	35	163	37	226
	6%	-	6%	7%d	4%	5%	8%k	6%	5%	6%	5%	3%	7%	6%	5%	4%	6%	7%	6%
TNT Express	34	-	34	22	11	11	12	6	3	1	1	-	23	9	2	1	29	4	31
	1%	-	1%	1%	1%	2%lk	3%ljk	1%	1%	*	*	-	2%mno	1%	*	*	1%	1%	1%
UPS	134	-	134	79	55	26	30	30	22	18	4	4	56	51	26	8	96	37	119
	4%	-	4%	5%d	3%	5%jk	6%ijk	4%jk	4%jk	3%	1%	1%	6%no	4%no	2%	1%	3%	7%p	3%
Yodel	312	-	312	167	145	36	45	65	37	50	35	44	81	102	129	79	262	47	345
	9%	-	9%	10%	8%	7%	10%	10%	7%	8%	8%	13%e	8%	9%	9%	10%	9%	8%	10%
UK Mail (not to be confused with Royal Mail)	50	-	50	34	16	13	7	13	6	4	3	3	20	19	11	6	38	12	45
	1%	-	1%	2%d	1%	3%l	2%	2%	1%	1%	1%	1%	2%n	2%	1%	1%	1%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**3539**	-**	3539	1683	1850	492	473	668	498	619	439	345	966	1166	1403	784	2927	570	3606
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**598**	-	598	283	314	58	66	115	105	113	83	57	124	220	254	140	507	83	569
	17%	-	*17%*	*17%*	*17%*	*12%*	*14%*	**17%e**	**21%ef**	**18%e**	**19%e**	*17%*	*13%*	**19%l**	**18%l**	**18%l**	*17%*	*15%*	*16%*
Other: please specify	**33**	-	33	17	17	3	2	3	4	8	8	5	5	7	22	13	26	7	31
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
I don't know	**121**	-	121	54	67	15	6	17	18	16	26	21	21	35	63	47	99	17	110
	3%	-	*3%*	*3%*	*4%*	*3%*	*1%*	*3%*	*4%*	*3%*	**6%fgi**	**6%fgi**	*2%*	*3%*	**4%l**	**6%lm**	*3%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3606**	920	1121	712	853	2041	1565	1788	1754	419	505	943	888	520	2856	427	2938
Weighted Base	**3539**	859	1201	733	745	2061	1478	2137	1359	367	476	934	906	561	2876	371	2947
Effective Base	**2146**	498	697	436	529	1195	957	1154	1017	253	303	552	543	314	1710	256	1755
Royal Mail	**2861**	687	974	592	608	1661	1200	1743	1087	305	383	749	761	433	2326	309	2386
	81%	*80%*	*81%*	*81%*	*82%*	*81%*	*81%*	*82%*	*80%*	*83%*	*80%*	*80%*	**84%m**	*77%*	*81%*	*83%*	*81%*
Citipost	**49**	13	14	20	2	27	22	44	5	3	11	13	10	10	44	3	44
	1%	*1%*	*1%*	**3%d**	*	*1%*	*1%*	**2%h**	*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*
Collect+ (Collect Plus)	**86**	29	24	21	12	53	32	68	18	7	8	21	26	20	75	7	75
	2%	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**3%h**	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*
DHL	**436**	150	121	82	83	271	165	302	131	37	53	118	118	88	377	37	383
	12%	**17%bcd**	*10%*	*11%*	*11%*	*13%*	*11%*	**14%h**	*10%*	*10%*	*11%*	*13%*	*13%*	**16%l**	*13%*	*10%*	*13%*
FedEx	**192**	51	51	61	30	102	91	156	34	17	24	51	48	43	166	17	168
	5%	*6%*	*4%*	**8%bd**	*4%*	*5%*	*6%*	**7%h**	*3%*	*5%*	*5%*	*5%*	*5%*	*8%*	*6%*	*4%*	*6%*
Hermes	**1267**	297	418	295	257	715	552	759	495	122	175	342	325	199	1040	123	1061
	36%	*35%*	*35%*	*40%*	*35%*	*35%*	*37%*	*36%*	*36%*	*33%*	*37%*	*37%*	*36%*	*35%*	*36%*	*33%*	*36%*
Interlink	**24**	6	5	10	3	11	13	24	*	2	3	8	7	5	23	2	23
	1%	*1%*	*	*1%*	*	*1%*	*1%*	**1%h**	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
DPD	**640**	184	191	131	133	376	264	412	223	51	67	154	177	141	540	52	552
	18%	**21%b**	*16%*	*18%*	*18%*	*18%*	*18%*	*19%*	*16%*	*14%*	*14%*	*17%*	**20%j**	**25%ijkn**	*19%*	*14%*	*19%*
Parcelforce	**202**	62	67	44	29	129	73	130	65	16	19	53	54	45	171	16	179
	6%	**7%d**	*6%*	*6%*	*4%*	*6%*	*5%*	*6%*	*5%*	*4%*	*4%*	*6%*	*6%*	**8%j**	*6%*	*4%*	*6%*
TNT Express	**34**	13	12	5	4	25	9	29	5	3	2	8	11	10	31	3	31
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%h**	*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
UPS	**134**	36	39	29	29	75	58	102	30	14	11	41	33	28	112	14	112
	4%	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	**5%h**	*2%*	*4%*	*2%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*
Yodel	**312**	81	109	72	50	190	122	171	138	25	49	80	74	63	265	25	271
	9%	*9%*	*9%*	*10%*	*7%*	*9%*	*8%*	*8%*	*10%*	*7%*	*10%*	*9%*	*8%*	*11%*	*9%*	*7%*	*9%*
UK Mail (not to be confused with Royal Mail)	**50**	13	17	12	8	29	20	38	12	4	7	15	15	8	44	4	44
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**3539**	859	1201	733	745	2061	1478	2137	1359	367	476	934	906	561	2876	371	2947
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**598**	149	217	99	133	366	232	334	259	50	85	164	150	92	491	50	507
	17%	*17%*	**18%c**	*13%*	*18%*	*18%*	*16%*	*16%*	**19%g**	*14%*	*18%*	*18%*	*17%*	*16%*	*17%*	*14%*	*17%*
Other: please specify	**33**	12	4	6	12	15	18	15	18	14	3	7	1	7	18	14	18
	1%	**1%b**	*	*1%*	**2%b**	*1%*	*1%*	*1%*	*1%*	**4%jklmn**	*1%*	*1%*	*	**1%l**	*1%*	**4%p**	*1%*
I don't know	**121**	26	59	10	26	85	36	66	51	7	16	24	28	27	95	7	100
	3%	*3%*	**5%c**	*1%*	**4%c**	**4%f**	*2%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*5%*	*3%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3606**	2544	1062	452	1970	660	567	409	191	215	212	196	236	217	240	234	229	139	521
Weighted Base	**3539**	3027	512	184	2951	299	182	107	142	378	300	239	319	330	455	474	314	59*	239
Effective Base	**2146**	1795	358	141	1613	322	301	217	174	193	180	171	186	181	212	208	197	63	259
Royal Mail	**2861**	2442	419	159	2379	240	150	91	120	289	249	197	248	268	361	384	263	55	185
	81%	*81%*	*82%*	*86%*	*81%*	*80%*	*82%*	*85%*	*85%*	*76%*	*83%*	*82%*	*78%*	*81%*	*79%*	*81%*	*84%*	**93%jklmnor**	*77%*
Citipost	**49**	49	*	-	49	*	*	-	4	10	6	7	5	2	6	5	4	-	*
	1%	**2%b**	*	-	**2%ef**	*	*	-	**3%r**	**3%r**	*2%*	**3%r**	*1%*	*1%*	*1%*	*1%*	*1%*	-	*
Collect+ (Collect Plus)	**86**	80	6	3	76	7	2	1	9	8	4	7	5	7	16	15	5	1	6
	2%	*3%*	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	**6%djlmpr**	*2%*	*1%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*
DHL	**436**	369	67	26	360	40	19	17	20	43	30	41	39	28	71	48	40	5	35
	12%	*12%*	*13%*	*14%*	*12%*	*13%*	*10%*	**16%f**	*14%*	*11%*	*10%*	**17%jmo**	*12%*	*9%*	**16%m**	*10%*	*13%*	*8%*	**15%m**
FedEx	**192**	173	19	7	170	12	5	5	9	17	24	15	16	14	34	27	14	3	9
	5%	*6%*	*4%*	*4%*	**6%f**	*4%*	*3%*	*4%*	*7%*	*4%*	*8%*	*6%*	*5%*	*4%*	*7%*	*6%*	*5%*	*5%*	*4%*
Hermes	**1267**	1079	188	75	1055	107	70	36	52	107	121	85	129	135	138	190	97	19	88
	36%	*36%*	*37%*	*41%*	*36%*	*36%*	*38%*	*33%*	*37%*	*28%*	**40%ln**	*36%*	**41%ln**	**41%lnp**	*30%*	**40%ln**	*31%*	*31%*	*37%*
Interlink	**24**	24	*	-	23	1	*	-	3	4	1	5	2	2	2	-	3	-	1
	1%	*1%*	*	-	*1%*	*	*	-	**2%o**	*1%*	*	**2%o**	*1%*	*1%*	*1%*	-	*1%*	-	*1%*
DPD	**640**	541	99	37	515	61	43	21	31	69	39	39	56	49	90	80	61	3	59
	18%	*18%*	*19%*	*20%*	*17%*	*20%*	**23%d**	*20%*	**22%jq**	**18%q**	*13%*	**16%q**	**18%q**	**15%q**	**20%q**	**17%q**	**19%q**	*4%*	**24%jkmoq**
Parcelforce	**202**	174	28	13	171	16	9	7	13	24	17	9	22	17	26	26	15	4	11
	6%	*6%*	*6%*	*7%*	*6%*	*5%*	*5%*	*6%*	**9%k**	*6%*	*6%*	*4%*	*7%*	*5%*	*6%*	*6%*	*5%*	*7%*	*5%*
TNT Express	**34**	31	2	*	29	4	1	*	5	-	3	3	2	2	8	1	4	*	4
	1%	*1%*	*	*	*1%*	*1%*	*	*	**4%ilmo**	-	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	*	**2%l**
UPS	**134**	122	12	6	119	10	3	3	5	10	10	13	16	12	20	24	8	1	9
	4%	*4%*	*2%*	*3%*	**4%f**	*3%*	*1%*	*2%*	*4%*	*3%*	*3%*	*5%*	*5%*	*4%*	*4%*	*5%*	*3%*	*1%*	*4%*
Yodel	**312**	248	64	26	255	25	23	9	10	28	29	18	27	41	26	55	21	5	20
	9%	*8%*	**12%a**	**14%a**	*9%*	*8%*	**13%d**	*8%*	*7%*	*7%*	*10%*	*7%*	*8%*	**12%n**	*6%*	**12%n**	*7%*	*9%*	*8%*
UK Mail (not to be confused with Royal Mail)	**50**	49	1	*	41	3	5	1	2	5	3	2	8	7	4	7	3	-	3
	1%	**2%b**	*	*	*1%*	*1%*	**3%de**	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**3539**	3027	512	184	2951	299	182	107	142	378	300	239	319	330	455	474	314	59*	239
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**598**	507	91	27	510	42	29	17	32	58	39	42	52	63	68	102	54	5	37
	17%	*17%*	*18%*	*14%*	*17%*	*14%*	*16%*	*16%*	***23%nq***	*15%*	*13%*	*18%*	*16%*	*19%*	*15%*	***22%q***	*17%*	*9%*	*15%*
Other: please specify	**33**	30	3	1	29	3	1	1	2	2	3	4	1	3	6	8	2	2	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*2%*	*	*1%*	*1%*	*2%*	*	***3%l***	*
I don't know	**121**	102	19	7	96	15	5	4	3	19	8	7	13	9	9	20	7	*	15
	3%	*3%*	*4%*	*4%*	*3%*	*5%*	*3%*	*4%*	*2%*	*5%*	*3%*	*3%*	*4%*	*3%*	*2%*	*4%*	*2%*	*	***6%np***

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3606**	1409	1415	403	265	90	2824	355	1540	1447	384	156	57	2987	213
Weighted Base	**3539**	1354	1411	415	255	85*	2765	339	1474	1429	387	176	58*	2903	233
Effective Base	**2146**	818	844	254	159	57	1662	216	897	856	243	105	34	1752	138
Royal Mail	**2861**	1140	1122	327	190	67	2263	257	1236	1135	307	130	40	2371	170
	81%	**84%bcdg**	*80%*	*79%*	*75%*	*79%*	**82%dg**	*76%*	**84%ikln**	*79%*	*79%*	*74%*	*70%*	**82%n**	*73%*
Citipost	**49**	18	21	6	2	2	39	4	14	26	2	5	2	40	7
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*4%*	*1%*	*3%*
Collect+ (Collect Plus)	**86**	28	30	17	7	3	59	10	28	30	13	7	8	58	15
	2%	*2%*	*2%*	*4%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*3%*	*4%*	**14%hijkm**	*2%*	**6%him**
DHL	**436**	142	185	55	49	4	328	53	176	171	47	31	7	347	38
	12%	*11%*	*13%*	*13%*	**19%abef**	*4%*	*12%*	**16%ae**	*12%*	*12%*	*12%*	*18%*	*12%*	*12%*	*16%*
FedEx	**192**	73	83	19	17	*	156	17	78	86	14	12	3	163	15
	5%	*5%*	*6%*	*5%*	*6%*	*	*6%*	*5%*	*5%*	*6%*	*4%*	*7%*	*4%*	*6%*	*6%*
Hermes	**1267**	488	506	138	98	30	995	128	494	530	136	77	22	1025	99
	36%	*36%*	*36%*	*33%*	*39%*	*35%*	*36%*	*38%*	*34%*	*37%*	*35%*	**44%h**	*39%*	*35%*	**42%h**
Interlink	**24**	11	6	3	2	2	17	5	8	10	4	3	-	18	3
	1%	*1%*	*	*1%*	*1%*	**3%bf**	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*
DPD	**640**	244	262	57	62	15	506	77	264	258	73	33	10	522	43
	18%	*18%*	*19%*	*14%*	**25%c**	*18%*	*18%*	**23%c**	*18%*	*18%*	*19%*	*19%*	*17%*	*18%*	*19%*
Parcelforce	**202**	92	73	19	16	*	165	16	101	75	14	9	3	176	12
	6%	*7%*	*5%*	*4%*	*6%*	*	*6%*	*5%*	*7%*	*5%*	*4%*	*5%*	*5%*	*6%*	*5%*
TNT Express	**34**	18	12	1	3	-	30	3	18	11	2	2	-	29	2
	1%	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
UPS	**134**	46	53	16	16	2	99	17	56	57	12	6	2	112	8
	4%	*3%*	*4%*	*4%*	*6%*	*2%*	*4%*	*5%*	*4%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*
Yodel	**312**	121	121	36	21	11	242	32	139	112	31	20	9	250	29
	9%	*9%*	*9%*	*9%*	*8%*	*13%*	*9%*	*9%*	*9%*	*8%*	*8%*	*11%*	*16%*	*9%*	*12%*
UK Mail (not to be confused with Royal Mail)	**50**	19	19	5	3	2	39	5	21	16	4	5	2	37	6
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	*3%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**3539**	1354	1411	415	255	85*	2765	339	1474	1429	387	176	58*	2903	233
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**598**	250	221	71	37	19	471	56	249	228	73	37	9	477	46
	17%	*18%*	*16%*	*17%*	*14%*	*23%*	*17%*	*17%*	*17%*	*16%*	*19%*	*21%*	*16%*	*16%*	*20%*
Other: please specify	**33**	10	13	7	1	2	24	3	15	15	4	-	-	30	-
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
I don't know	**121**	34	54	10	15	4	88	19	51	55	11	1	3	106	4
	3%	*3%*	*4%*	*3%*	***6%a***	*5%*	*3%*	***6%a***	*3%*	*4%*	*3%*	*1%*	*6%*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3606**	245	3300	61	1171	2214	221	3531	33	23	4	3587	15
Weighted Base	**3539**	194	3285	60*	1075	2258	206	3460	38**	23**	3**	3521	14**
Effective Base	**2146**	131	1982	34	684	1340	124	2097	22	14	2	2133	10
Royal Mail	**2861**	151	2656	53	858	1837	166	2809	23	17	1	2848	11
	81%	*78%*	*81%*	*89%*	*80%*	*81%*	*80%*	*81%*	*60%*	*73%*	*40%*	*81%*	*76%*
Citipost	**49**	6	40	3	31	18	*	43	6	-	-	49	-
	1%	*3%*	*1%*	**5%b**	**3%e**	*1%*	*	*1%*	*15%*	-	-	*1%*	-
Collect+ (Collect Plus)	**86**	11	73	3	38	35	12	78	6	2	-	86	-
	2%	**5%b**	*2%*	*4%*	**4%e**	*2%*	**6%e**	*2%*	*17%*	*7%*	-	*2%*	-
DHL	**436**	36	389	11	158	253	25	417	9	2	3	429	4
	12%	**19%b**	*12%*	*18%*	**15%e**	*11%*	*12%*	*12%*	*25%*	*9%*	*93%*	*12%*	*30%*
FedEx	**192**	18	171	4	76	95	22	177	8	5	1	189	2
	5%	*9%*	*5%*	*7%*	**7%e**	*4%*	**11%e**	*5%*	*20%*	*19%*	*33%*	*5%*	*16%*
Hermes	**1267**	77	1167	22	415	779	73	1246	11	6	-	1263	4
	36%	*40%*	*36%*	*36%*	*39%*	*34%*	*36%*	*36%*	*30%*	*24%*	-	*36%*	*28%*
Interlink	**24**	4	20	-	12	8	4	20	3	-	1	23	-
	1%	**2%b**	*1%*	-	**1%e**	*	**2%e**	*1%*	*8%*	-	*33%*	*1%*	-
DPD	**640**	36	595	9	201	393	46	623	4	12	*	638	2
	18%	*18%*	*18%*	*15%*	*19%*	*17%*	*23%*	*18%*	*10%*	*50%*	*3%*	*18%*	*14%*
Parcelforce	**202**	24	175	3	89	101	12	195	6	1	-	202	*
	6%	**12%b**	*5%*	*6%*	**8%e**	*4%*	*6%*	*6%*	*16%*	*4%*	-	*6%*	*1%*
TNT Express	**34**	6	28	-	16	15	3	29	5	-	-	34	-
	1%	**3%b**	*1%*	-	*1%*	*1%*	*1%*	*1%*	*13%*	-	-	*1%*	-
UPS	**134**	16	116	1	47	69	17	127	5	1	1	133	-
	4%	**8%b**	*4%*	*2%*	*4%*	*3%*	**8%e**	*4%*	*14%*	*4%*	*33%*	*4%*	-
Yodel	**312**	14	296	2	103	192	17	308	2	*	-	310	2
	9%	*7%*	*9%*	*3%*	*10%*	*8%*	*8%*	*9%*	*5%*	*1%*	-	*9%*	*11%*
UK Mail (not to be confused with Royal Mail)	**50**	1	47	2	17	28	5	47	2	-	-	50	-
	1%	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	*7%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**3539**	194	3285	60*	1075	2258	206	3460	38**	23**	3**	3521	14**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**598**	31	562	4	202	363	33	593	4	1	-	598	-
	17%	*16%*	*17%*	*7%*	*19%*	*16%*	*16%*	*17%*	*11%*	*4%*	-	*17%*	-
Other: please specify	**33**	1	32	1	7	26	-	33	-	1	-	33	-
	1%	*	*1%*	*2%*	*1%*	*1%*	-	*1%*	-	*4%*	-	*1%*	-
I don't know	**121**	6	115	-	41	75	5	120	*	1	-	121	-
	3%	*3%*	*4%*	-	*4%*	*3%*	*2%*	*3%*	*	*5%*	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 160

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	3606	885	956	882	883	311	297	277	314	300	342	297	289	296	317	300	266
Weighted Base	3539	876	929	865	868	297	304	274	290	293	346	282	288	295	314	280	275
Effective Base	2146	577	640	480	471	198	195	184	198	200	242	150	166	165	168	159	145
Royal Mail	2861	692	774	687	708	236	246	210	241	243	291	227	227	233	249	219	240
	81%	79%	83%	79%	82%	79%	81%	77%	83%	83%	84%	81%	79%	79%	79%	78%	**87%go**
Citipost	49	11	13	6	19	*	4	6	8	1	4	1	4	1	4	4	12
	1%	1%	1%	1%	2%	*	1%	**2%e**	**3%ei**	*	1%	*	1%	*	1%	1%	**4%eikm**
Collect+ (Collect Plus)	86	21	25	21	18	6	7	9	11	5	9	7	8	6	4	4	10
	2%	2%	3%	2%	2%	2%	2%	3%	4%	2%	3%	3%	3%	2%	1%	1%	4%
DHL	436	99	145	94	97	32	37	31	52	36	58	27	39	28	41	23	32
	12%	11%	**16%acd**	11%	11%	11%	12%	11%	**18%ekmo**	12%	**17%mo**	10%	14%	9%	13%	8%	12%
FedEx	192	42	61	29	60	13	18	11	30	15	16	5	13	11	32	5	23
	5%	5%	**7%c**	3%	**7%c**	4%	**6%ko**	4%	**10%egijklmo**	5%	5%	2%	5%	4%	**10%egjklmo**	2%	**8%ko**
Hermes	1267	314	333	303	317	113	117	85	75	110	148	99	105	98	127	93	97
	36%	36%	36%	35%	36%	**38%h**	**38%h**	31%	26%	**38%h**	**43%gh**	35%	**36%h**	33%	**40%h**	33%	35%
Interlink	24	1	9	4	11	-	-	1	5	-	4	-	3	1	2	-	9
	1%	*	1%	*	**1%a**	-	-	*	2%	-	1%	-	1%	*	1%	-	**3%efiko**
DPD	640	128	191	161	160	54	39	35	66	43	83	48	67	46	73	42	45
	18%	15%	**21%a**	19%	18%	18%	13%	13%	**23%fgj**	15%	**24%fgimo**	17%	**23%fgj**	16%	**23%fgj**	15%	17%
Parcelforce	202	39	70	35	59	10	8	21	18	21	31	5	15	14	17	29	13
	6%	4%	**8%ac**	4%	7%	3%	3%	**8%fk**	**6%k**	**7%fk**	**9%efk**	2%	5%	5%	5%	**10%efk**	5%
TNT Express	34	8	10	10	7	2	3	3	6	-	4	1	4	5	*	2	5
	1%	1%	1%	1%	1%	1%	1%	1%	**2%i**	-	1%	*	1%	2%	*	1%	2%
UPS	134	22	49	22	41	6	9	6	13	15	20	4	15	3	13	14	14
	4%	3%	**5%ac**	3%	5%	2%	3%	2%	**4%m**	**5%km**	**6%ekm**	1%	**5%km**	1%	4%	**5%m**	**5%m**
Yodel	312	76	84	64	88	25	25	26	23	30	32	18	23	23	35	25	28
	9%	9%	9%	7%	10%	9%	8%	9%	8%	10%	9%	6%	8%	8%	11%	9%	10%
UK Mail (not to be confused with Royal Mail)	50	12	18	9	10	2	5	5	6	7	6	2	4	4	7	3	*
	1%	1%	2%	1%	1%	1%	2%	2%	2%	2%	2%	1%	1%	1%	2%	1%	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?

Base : Received any parcels in the last week

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**3539**	876	929	865	868	297	304	274	290	293	346	282	288	295	314	280	275
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**598**	141	163	153	141	52	49	39	45	52	66	48	46	58	52	45	44
	17%	*16%*	*18%*	*18%*	*16%*	*18%*	*16%*	*14%*	*16%*	*18%*	*19%*	*17%*	*16%*	*20%*	*16%*	*16%*	*16%*
Other: please specify	**33**	3	12	7	12	1	1	1	5	3	4	1	-	6	8	4	*
	1%	*	**1%a**	*1%*	*1%*	*	*	*	*2%*	*1%*	*1%*	*	-	*2%*	**2%l**	*1%*	*
I don't know	**121**	36	36	24	25	11	10	15	15	10	10	4	12	8	10	11	5
	3%	*4%*	*4%*	*3%*	*3%*	*4%*	*3%*	**6%k**	**5%k**	*3%*	*3%*	*1%*	*4%*	*3%*	*3%*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3606**	-	3606	1654	1942	483	471	644	497	687	497	316	954	1141	1500	813	3160	405	3606
Weighted Base	**3539**	-**	3539	1683	1850	492	473	668	498	619	439	345	966	1166	1403	784	2927	570	3606
Effective Base	**2146**	-	2146	1050	1092	329	296	427	284	381	222	218	624	709	813	434	1801	321	3606
Yes	**3212**	-	3212	1508	1698	396	403	620	448	596	416	330	799	1069	1342	746	2687	491	3330
	91%	-	*91%*	*90%*	*92%*	*80%*	*85%*	**93%ef**	**90%e**	**96%efgh**	**95%efh**	**95%efh**	*83%*	**92%l**	**96%lm**	**95%lm**	**92%q**	*86%*	*92%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**194**	-	194	91	103	66	43	31	27	8	16	4	108	58	28	20	152	38	176
	5%	-	*5%*	*5%*	*6%*	**13%ghijk**	**9%gijk**	**5%ik**	**5%ik**	*1%*	*4%*	*1%*	**11%mno**	**5%no**	*2%*	*3%*	*5%*	*7%*	*5%*
No - I received a card to say that it was left in a safe place outside my home	**109**	-	109	52	56	29	12	20	13	16	15	3	41	33	34	18	92	15	100
	3%	-	*3%*	*3%*	*3%*	**6%fghik**	*2%*	*3%*	*3%*	*3%*	*3%*	*1%*	*4%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*
No - I received a card to say that it was left with a neighbour	**50**	-	50	28	22	11	17	1	9	10	1	1	29	10	12	2	33	17	45
	1%	-	*1%*	*2%*	*1%*	**2%gj**	**4%gjk**	*	**2%g**	**2%g**	*	*	**3%mno**	*1%*	*1%*	*	*1%*	**3%p**	*1%*
No - It was left outside of my home for me to find	**47**	-	47	22	26	9	10	10	6	3	6	-	20	16	9	6	33	14	48
	1%	-	*1%*	*1%*	*1%*	**2%k**	**2%k**	*2%*	*1%*	*	*1%*	-	**2%n**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
I don't know	**64**	-	64	40	24	13	13	6	10	9	4	10	26	16	22	13	43	19	55
	2%	-	*2%*	*2%*	*1%*	*3%*	*3%*	*1%*	*2%*	*1%*	*1%*	*3%*	*3%*	*1%*	*2%*	*2%*	*1%*	**3%p**	*2%*
NET: Any experience of not receiving parcel on the first attempt	**355**	-	355	174	181	104	72	60	51	28	32	7	176	110	67	39	270	80	321
	10%	-	*10%*	*10%*	*10%*	**21%ghijk**	**15%gijk**	**9%ik**	**10%ik**	*5%*	**7%k**	*2%*	**18%mno**	**9%no**	*5%*	*5%*	*9%*	**14%p**	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3606**	920	1121	712	853	2041	1565	1788	1754	419	505	943	888	520	2856	427	2938
Weighted Base	**3539**	859	1201	733	745	2061	1478	2137	1359	367	476	934	906	561	2876	371	2947
Effective Base	**2146**	498	697	436	529	1195	957	1154	1017	253	303	552	543	314	1710	256	1755
Yes	**3212**	767	1101	657	687	1868	1344	1897	1278	337	433	828	843	504	2608	340	2676
	91%	*89%*	*92%*	*90%*	*92%*	*91%*	*91%*	*89%*	**94%g**	*92%*	*91%*	*89%*	**93%k**	*90%*	*91%*	*92%*	*91%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**194**	60	62	34	37	122	72	144	49	21	30	55	48	32	165	21	166
	5%	*7%*	*5%*	*5%*	*5%*	*6%*	*5%*	**7%h**	*4%*	*6%*	*6%*	*6%*	*5%*	*6%*	*6%*	*6%*	*6%*
No - I received a card to say that it was left in a safe place outside my home	**109**	42	23	30	14	65	44	77	30	13	13	32	24	21	90	13	90
	3%	**5%bd**	*2%*	**4%bd**	*2%*	*3%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*
No - I received a card to say that it was left with a neighbour	**50**	13	14	19	5	26	24	36	14	5	12	12	2	18	43	5	43
	1%	*1%*	*1%*	**3%d**	*1%*	*1%*	*2%*	*2%*	*1%*	**1%l**	**2%l**	**1%l**	*	**3%kln**	**1%l**	*1%*	*1%*
No - It was left outside of my home for me to find	**47**	13	10	11	12	24	23	27	19	12	1	12	6	13	32	13	33
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	**3%jln**	*	*1%*	*1%*	**2%jl**	*1%*	**3%p**	*1%*
I don't know	**64**	15	28	12	9	43	21	40	21	6	11	16	11	4	42	6	43
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET: Any experience of not receiving parcel on the first attempt	**355**	109	99	83	65	208	147	254	98	42	45	105	78	69	297	43	299
	10%	**13%bd**	*8%*	*11%*	*9%*	*10%*	*10%*	**12%h**	*7%*	*11%*	*9%*	*11%*	*9%*	*12%*	*10%*	*12%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3606**	2544	1062	452	1970	660	567	409	191	215	212	196	236	217	240	234	229	139	521
Weighted Base	**3539**	3027	512	184	2951	299	182	107	142	378	300	239	319	330	455	474	314	59*	239
Effective Base	**2146**	1795	358	141	1613	322	301	217	174	193	180	171	186	181	212	208	197	63	259
Yes	**3212**	2730	482	167	2665	275	172	100	133	336	278	215	290	312	377	433	291	55	219
	91%	*90%*	**94%a**	*91%*	*90%*	*92%*	**95%d**	*93%*	**94%n**	*89%*	**93%n**	**90%n**	**91%n**	**94%in**	*83%*	**91%n**	**93%n**	**93%n**	**92%n**
No - I received a card with instructions to arrange for redelivery or collection from a depot	**194**	183	11	7	168	17	5	4	11	14	8	25	19	10	51	13	17	3	14
	5%	**6%b**	*2%*	*4%*	*6%*	*6%*	*3%*	*3%*	**8%ijmo**	*4%*	*3%*	**10%ijmo**	*6%*	*3%*	**11%ijmop**	*3%*	*5%*	*4%*	*6%*
No - I received a card to say that it was left in a safe place outside my home	**109**	94	14	10	95	9	3	1	5	14	7	8	15	4	11	22	10	2	7
	3%	*3%*	*3%*	*5%*	*3%*	*3%*	*2%*	*1%*	*4%*	*4%*	*2%*	*3%*	*5%*	*1%*	*2%*	*5%*	*3%*	*3%*	*3%*
No - I received a card to say that it was left with a neighbour	**50**	47	3	3	45	1	2	2	2	8	7	5	5	1	8	5	4	*	1
	1%	*2%*	*1%*	*2%*	*2%*	*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*	*2%*	*1%*	*1%*	*	*
No - It was left outside of my home for me to find	**47**	40	7	4	36	5	3	3	1	3	5	3	2	2	10	10	1	1	4
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	**3%d**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*	*1%*	*2%*
I don't know	**64**	54	10	6	54	8	2	1	1	12	3	1	3	6	10	10	8	1	7
	2%	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*1%*	*1%*	*3%*	*1%*	*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*
NET: Any experience of not receiving parcel on the first attempt	**355**	325	31	18	308	27	11	9	15	37	20	31	38	16	79	43	28	5	22
	10%	**11%b**	*6%*	*10%*	**10%f**	*9%*	*6%*	*8%*	**10%m**	*10%*	*7%*	**13%jm**	**12%m**	*5%*	**17%ijmopr**	*9%*	*9%*	*9%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3606**	1409	1415	403	265	90	2824	355	1540	1447	384	156	57	2987	213
Weighted Base	**3539**	1354	1411	415	255	85*	2765	339	1474	1429	387	176	58*	2903	233
Effective Base	**2146**	818	844	254	159	57	1662	216	897	856	243	105	34	1752	138
Yes	**3212**	1273	1281	337	234	73	2553	306	1379	1288	343	144	46	2667	190
	91%	**94%bce**	**91%c**	*81%*	**92%c**	*86%*	**92%c**	**90%c**	**94%ijkln**	**90%kn**	*89%*	*82%*	*80%*	**92%kln**	*81%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**194**	58	76	38	18	4	133	22	51	91	25	22	4	143	26
	5%	*4%*	*5%*	**9%abf**	*7%*	*5%*	*5%*	*6%*	*3%*	**6%h**	**7%h**	**12%hlm**	*7%*	*5%*	**11%hlm**
No - I received a card to say that it was left in a safe place outside my home	**109**	28	50	21	7	1	79	8	29	50	15	11	3	80	14
	3%	*2%*	*4%*	**5%a**	*3%*	*1%*	*3%*	*2%*	*2%*	**4%h**	*4%*	**6%hm**	*5%*	*3%*	**6%hm**
No - I received a card to say that it was left with a neighbour	**50**	15	18	7	4	5	34	9	17	22	5	5	2	39	6
	1%	*1%*	*1%*	*2%*	*1%*	**6%abf**	*1%*	*3%*	*1%*	*2%*	*1%*	*3%*	*3%*	*1%*	*3%*
No - It was left outside of my home for me to find	**47**	19	16	9	2	1	35	3	22	15	8	2	-	37	2
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	-	*1%*	*1%*
I don't know	**64**	15	26	15	3	3	40	5	22	25	7	3	3	48	6
	2%	*1%*	*2%*	**4%af**	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*5%*	*2%*	*3%*
NET: Any experience of not receiving parcel on the first attempt	**355**	97	149	72	27	10	246	38	102	160	46	38	8	262	46
	10%	*7%*	**11%a**	**17%abf**	*11%*	*12%*	*9%*	*11%*	*7%*	**11%h**	**12%h**	**22%hijm**	*14%*	*9%*	**20%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3606**	245	3300	61	1171	2214	221	3531	33	23	4	3587	15
Weighted Base	**3539**	194	3285	60*	1075	2258	206	3460	38**	23**	3**	3521	14**
Effective Base	**2146**	131	1982	34	684	1340	124	2097	22	14	2	2133	10
Yes	**3212**	166	2993	52	980	2074	158	3165	24	16	*	3205	6
	91%	*86%*	**91%a**	*87%*	**91%f**	**92%f**	*77%*	*91%*	*65%*	*68%*	*7%*	*91%*	*42%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**194**	13	177	5	53	124	17	179	9	4	-	192	2
	5%	*6%*	*5%*	*8%*	*5%*	*5%*	*8%*	*5%*	*24%*	*15%*	-	*5%*	*16%*
No - I received a card to say that it was left in a safe place outside my home	**109**	7	100	1	36	61	12	99	4	4	-	106	2
	3%	*4%*	*3%*	*2%*	*3%*	*3%*	*6%*	*3%*	*10%*	*16%*	-	*3%*	*17%*
No - I received a card to say that it was left with a neighbour	**50**	2	48	*	16	26	8	48	2	-	-	50	-
	1%	*1%*	*1%*	*	*1%*	*1%*	**4%e**	*1%*	*6%*	-	-	*1%*	-
No - It was left outside of my home for me to find	**47**	3	40	4	18	23	7	46	-	2	-	47	-
	1%	*1%*	*1%*	**7%b**	*2%*	*1%*	**3%e**	*1%*	-	*7%*	-	*1%*	-
I don't know	**64**	7	57	*	20	29	15	57	-	-	3	57	4
	2%	*4%*	*2%*	*	*2%*	*1%*	**7%de**	*2%*	-	-	*93%*	*2%*	*25%*
NET: Any experience of not receiving parcel on the first attempt	**355**	23	323	10	104	211	40	327	14	9	-	351	5
	10%	*12%*	*10%*	*16%*	*10%*	*9%*	**19%de**	*9%*	*38%*	*38%*	-	*10%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you

Base : Received any parcels in the last week

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3606**	885	956	882	883	311	297	277	314	300	342	297	289	296	317	300	266
Weighted Base	**3539**	876	929	865	868	297	304	274	290	293	346	282	288	295	314	280	275
Effective Base	**2146**	577	640	480	471	198	195	184	198	200	242	150	166	165	168	159	145
Yes	**3212**	796	853	777	785	280	272	243	260	269	324	252	262	263	285	259	242
	91%	*91%*	*92%*	*90%*	*90%*	**94%gp**	*89%*	*89%*	*90%*	*92%*	*94%*	*89%*	*91%*	*89%*	*91%*	*92%*	*88%*
No - I received a card with instructions to arrange for redelivery or collection from a depot	**194**	47	50	47	50	15	16	16	22	12	16	20	10	16	12	20	17
	5%	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*	*7%*	*4%*	*5%*	*7%*	*3%*	*6%*	*4%*	*7%*	*6%*
No - I received a card to say that it was left in a safe place outside my home	**109**	28	25	22	34	9	8	12	11	7	7	15	*	7	8	12	13
	3%	*3%*	*3%*	*3%*	*4%*	**3%l**	**2%l**	**4%l**	**4%l**	*2%*	*2%*	**5%l**	*	*2%*	**3%l**	**4%l**	**5%l**
No - I received a card to say that it was left with a neighbour	**50**	14	12	11	12	2	9	3	7	2	3	6	4	2	1	2	9
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	**3%n**
No - It was left outside of my home for me to find	**47**	11	13	16	7	3	6	2	7	4	2	2	4	10	2	2	3
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	**3%j**	*1%*	*1%*	*1%*
I don't know	**64**	11	12	23	18	-	5	6	3	5	5	4	14	5	10	6	2
	2%	*1%*	*1%*	*3%*	*2%*	-	*2%*	**2%e**	*1%*	*2%*	*1%*	*1%*	**5%ehjp**	*2%*	**3%e**	**2%e**	*1%*
NET: Any experience of not receiving parcel on the first attempt	**355**	89	87	83	96	24	35	30	39	23	25	37	15	31	24	33	39
	10%	*10%*	*9%*	*10%*	*11%*	*8%*	**12%l**	*11%*	**13%jl**	*8%*	*7%*	**13%l**	*5%*	*11%*	*8%*	**12%l**	**14%jl**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**176**	-	176	75	99	55	32	28	23	15	17	5	87	51	37	22	148	25	176
Weighted Base	**194**	-**	194	91*	103*	66*	43**	31**	27**	8**	16**	4**	108*	58*	28**	20**	152*	38**	176
Effective Base	**116**	-	116	49	68	38	24	19	15	8	11	4	62	34	21	14	94	20	176
Very satisfied (5)	**45**	-	45	21	24	11	7	11	9	3	3	2	18	19	8	5	41	4	38
	23%	-	*23%*	*23%*	*24%*	*16%*	*17%*	*35%*	*33%*	*35%*	*18%*	*50%*	*17%*	*34%*	*27%*	*24%*	*27%*	*11%*	*22%*
Fairly satisfied (4)	**73**	-	73	35	38	27	14	9	13	4	5	1	41	22	10	6	46	24	61
	38%	-	*38%*	*39%*	*37%*	*41%*	*33%*	*31%*	*49%*	*52%*	*29%*	*24%*	*38%*	*39%*	*34%*	*28%*	*30%*	*62%*	*35%*
Neither satisfied or dissatisfied (3)	**24**	-	24	9	14	4	10	4	1	*	4	-	14	5	5	4	20	3	25
	12%	-	*12%*	*10%*	*14%*	*7%*	*22%*	*14%*	*4%*	*2%*	*28%*	-	*13%*	*9%*	*16%*	*22%*	*13%*	*9%*	*14%*
Fairly dissatisfied (2)	**24**	-	24	13	10	11	4	3	2	1	2	1	15	5	4	3	23	1	27
	12%	-	*12%*	*15%*	*10%*	*17%*	*9%*	*9%*	*9%*	*9%*	*12%*	*27%*	*14%*	*9%*	*13%*	*15%*	*15%*	*2%*	*15%*
Very dissatisfied (1)	**28**	-	28	12	16	12	8	4	1	*	2	-	20	5	2	2	22	6	25
	15%	-	*15%*	*13%*	*16%*	*18%*	*19%*	*13%*	*5%*	*3%*	*14%*	-	*19%*	*9%*	*9%*	*11%*	*15%*	*16%*	*14%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	**118**	-	118	56	62	38	21	20	22	7	7	3	59	42	17	10	87	28	99
	61%	-	*61%*	*62%*	*60%*	*58%*	*50%*	*65%*	*81%*	*86%*	*47%*	*73%*	*55%*	*73%*	*62%*	*52%*	*57%*	*73%*	*56%*
NET Very/fairly dissatisfied	**52**	-	52	25	26	23	12	7	4	1	4	1	35	10	6	5	45	7	52
	27%	-	*27%*	*28%*	*26%*	*36%*	*28%*	*21%*	*15%*	*12%*	*26%*	*27%*	*33%*	*18%*	*22%*	*26%*	*30%*	*19%*	*30%*
Mean	**3.43**	-	3.43	3.43	3.43	3.20	3.20	3.66	3.94	4.07	3.25	3.96	3.20	**3.79I**	3.58	3.40	3.40	3.49	3.34
Std Dev.	**1.36**	-	1.36	1.35	1.37	1.40	1.37	1.38	1.13	1.06	1.31	1.44	1.38	1.27	1.28	1.33	1.40	1.24	1.35
Std Error	**0.10**	-	0.10	0.16	0.14	0.19	0.24	0.26	0.23	0.27	0.32	0.65	0.15	0.18	0.21	0.28	0.12	0.25	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**176**	50	54	35	37	104	72	108	66	21	30	45	38	30	143	22	144
Weighted Base	**194**	60*	62*	34**	37**	122*	72*	144*	49*	21**	30**	55*	48**	32**	165*	21**	166*
Effective Base	**116**	33	35	22	27	68	50	78	42	16	18	31	28	18	95	16	96
Very satisfied (5)	**45**	15	17	4	8	32	13	35	10	3	8	17	8	8	41	3	41
	23%	*25%*	*28%*	*13%*	*22%*	*26%*	*18%*	*24%*	*21%*	*12%*	*26%*	*31%*	*17%*	*24%*	*25%*	*12%*	*25%*
Fairly satisfied (4)	**73**	21	28	12	13	49	25	56	16	7	7	23	18	14	62	7	62
	38%	*35%*	*45%*	*35%*	*33%*	*40%*	*34%*	*39%*	*33%*	*35%*	*24%*	*42%*	*38%*	*43%*	*38%*	*35%*	*37%*
Neither satisfied or dissatisfied (3)	**24**	8	8	3	4	16	8	16	8	1	7	5	7	*	20	1	21
	12%	*14%*	*13%*	*10%*	*12%*	*13%*	*11%*	*11%*	*15%*	*6%*	*25%*	*10%*	*14%*	*1%*	*12%*	*6%*	*13%*
Fairly dissatisfied (2)	**24**	7	7	6	4	14	10	18	6	4	4	6	5	5	20	4	20
	12%	*12%*	*11%*	*18%*	*10%*	*11%*	*14%*	*13%*	*11%*	*20%*	*12%*	*11%*	*10%*	*16%*	*12%*	*20%*	*12%*
Very dissatisfied (1)	**28**	9	3	8	8	11	17	19	9	6	4	4	10	5	22	6	22
	15%	*15%*	*4%*	*25%*	*23%*	*9%*	***23%e***	*13%*	*19%*	*27%*	*13%*	*7%*	*21%*	*16%*	*14%*	*27%*	*14%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	**118**	36	45	16	21	81	37	91	27	10	15	40	26	22	103	10	103
	61%	*60%*	*72%*	*48%*	*56%*	*66%*	*52%*	*63%*	*54%*	*48%*	*50%*	*73%*	*54%*	*68%*	*62%*	*47%*	*62%*
NET Very/fairly dissatisfied	**52**	16	9	15	12	25	27	37	15	10	7	10	15	10	42	10	42
	27%	*26%*	*15%*	*42%*	*33%*	*21%*	***37%e***	*26%*	*30%*	*47%*	*25%*	*18%*	*31%*	*32%*	*26%*	*46%*	*25%*
Mean	**3.43**	3.44	3.80	2.94	3.23	**3.63f**	3.09	3.48	3.25	2.86	3.38	3.80	3.19	3.45	3.48	2.86	3.48
Std Dev.	**1.36**	1.38	1.10	1.44	1.49	1.25	1.47	1.33	1.42	1.49	1.35	1.20	1.41	1.43	1.35	1.48	1.34
Std Error	**0.10**	0.19	0.15	0.24	0.25	0.12	0.17	0.13	0.17	0.32	0.25	0.18	0.23	0.26	0.11	0.32	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**176**	149	27	11	115	26	19	16	16	8	6	21	13	7	25	6	13	5	21
Weighted Base	**194**	183	11**	7**	168*	17**	5**	4**	11**	14**	8**	25**	19**	10**	51**	13**	17**	3**	14**
Effective Base	**116**	108	9	4	93	16	14	12	15	7	6	17	12	5	23	5	12	4	13
Very satisfied (5)	**45**	43	2	-	37	6	1	1	6	2	3	7	8	-	7	3	1	1	5
	23%	*24%*	*15%*	-	*22%*	*36%*	*12%*	*35%*	*49%*	*17%*	*40%*	*29%*	*41%*	-	*13%*	*23%*	*7%*	*41%*	*35%*
Fairly satisfied (4)	**73**	69	4	2	64	7	1	1	4	5	2	4	5	5	26	4	9	*	6
	38%	*38%*	*34%*	*27%*	*38%*	*39%*	*26%*	*31%*	*39%*	*32%*	*25%*	*16%*	*24%*	*45%*	*52%*	*35%*	*55%*	*19%*	*43%*
Neither satisfied or dissatisfied (3)	**24**	23	1	1	21	1	1	*	-	-	2	7	1	2	4	2	3	1	1
	12%	*13%*	*8%*	*8%*	*13%*	*7%*	*18%*	*11%*	-	-	*21%*	*27%*	*7%*	*19%*	*8%*	*17%*	*18%*	*21%*	*5%*
Fairly dissatisfied (2)	**24**	22	2	1	20	2	2	*	1	6	1	4	-	1	3	3	3	*	2
	12%	*12%*	*16%*	*22%*	*12%*	*13%*	*29%*	*11%*	*6%*	*40%*	*14%*	*14%*	-	*5%*	*5%*	*23%*	*17%*	*19%*	*12%*
Very dissatisfied (1)	**28**	25	3	3	26	1	1	*	1	1	-	3	5	3	11	*	1	-	1
	15%	*14%*	*28%*	*42%*	*16%*	*5%*	*15%*	*12%*	*7%*	*10%*	-	*14%*	*28%*	*32%*	*22%*	*2%*	*4%*	-	*5%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	**118**	113	5	2	101	13	2	2	10	7	5	11	12	5	33	7	10	1	11
	61%	*62%*	*48%*	*27%*	*60%*	*75%*	*38%*	*66%*	*87%*	*50%*	*65%*	*45%*	*64%*	*45%*	*65%*	*58%*	*62%*	*60%*	*78%*
NET Very/fairly dissatisfied	**52**	47	5	4	46	3	2	1	1	7	1	7	5	4	13	3	3	*	2
	27%	*26%*	*44%*	*64%*	*27%*	*17%*	*44%*	*23%*	*13%*	*50%*	*14%*	*28%*	*28%*	*37%*	*27%*	*24%*	*20%*	*19%*	*17%*
Mean	**3.43**	3.46	2.92	2.21	3.39	3.89	2.91	3.66	4.16	3.07	3.91	3.32	3.48	2.76	3.30	3.55	3.44	3.81	3.91
Std Dev.	**1.36**	1.34	1.55	1.35	1.36	1.20	1.42	1.61	1.20	1.40	1.15	1.41	1.71	1.38	1.38	1.18	1.00	1.50	1.20
Std Error	**0.10**	0.11	0.30	0.41	0.13	0.23	0.32	0.40	0.30	0.50	0.47	0.31	0.47	0.52	0.28	0.48	0.28	0.67	0.26

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**176**	48	69	34	19	5	117	24	48	80	26	16	4	128	20
Weighted Base		**194**	58*	76*	38**	18**	4**	133*	22**	51*	91*	25**	22**	4**	143*	26**
Effective Base		**116**	36	46	21	9	4	82	13	33	54	16	12	2	87	14
Very satisfied	(5)	**45**	26	11	5	2	2	37	3	22	19	4	-	-	41	-
		23%	***45%b***	*14%*	*12%*	*9%*	*42%*	*28%*	*15%*	***43%l***	*21%*	*16%*	-	-	*29%*	-
Fairly satisfied	(4)	**73**	12	36	17	8	*	48	8	13	44	11	4	-	57	4
		38%	*21%*	***47%a***	*45%*	*44%*	*8%*	*36%*	*37%*	*26%*	***48%h***	*45%*	*20%*	-	*40%*	*17%*
Neither satisfied or dissatisfied	(3)	**24**	6	8	8	*	1	14	2	6	8	5	5	-	14	5
		12%	*11%*	*10%*	*20%*	*2%*	*28%*	*11%*	*7%*	*12%*	*8%*	*20%*	*21%*	-	*10%*	*18%*
Fairly dissatisfied	(2)	**24**	6	9	7	1	-	15	1	5	11	1	3	4	16	7
		12%	*10%*	*12%*	*19%*	*8%*	-	*11%*	*7%*	*9%*	*12%*	*5%*	*14%*	*95%*	*11%*	*26%*
Very dissatisfied	(1)	**28**	7	12	1	6	1	20	7	6	10	3	10	*	15	10
		15%	*13%*	*16%*	*3%*	*37%*	*22%*	*15%*	*34%*	*11%*	*10%*	*13%*	*44%*	*5%*	*11%*	*39%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**118**	38	47	22	9	2	85	11	35	63	15	4	-	98	4
		61%	*66%*	*61%*	*58%*	*53%*	*49%*	*63%*	*52%*	*68%*	*69%*	*62%*	*20%*	-	*69%*	*17%*
NET Very/fairly dissatisfied		**52**	13	22	8	8	1	35	9	10	21	5	13	4	31	17
		27%	*23%*	*29%*	*22%*	*45%*	*22%*	*26%*	*41%*	*20%*	*22%*	*19%*	*58%*	*100%*	*22%*	*65%*
Mean		**3.43**	3.76	3.31	3.45	2.80	3.47	3.50	2.93	3.80	3.57	3.46	2.18	1.95	3.65	2.14
Std Dev.		**1.36**	1.44	1.32	1.04	1.57	1.78	1.39	1.59	1.37	1.24	1.24	1.23	0.26	1.29	1.13
Std Error		**0.10**	0.21	0.16	0.18	0.36	0.80	0.13	0.32	0.20	0.14	0.24	0.31	0.13	0.11	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**176**	11	160	5	55	103	18	163	10	2	-	175	1
Weighted Base		**194**	13**	177	5**	53*	124*	17**	179	9**	4**	-**	192	2**
Effective Base		**116**	8	107	2	34	72	10	107	7	2	-	115	1
Very satisfied	(5)	**45**	4	41	-	19	26	*	41	2	-	-	43	2
		23%	*35%*	*23%*	-	*35%*	*21%*	*	*23%*	*21%*	-	-	*22%*	*100%*
Fairly satisfied	(4)	**73**	3	67	3	14	57	2	69	1	4	-	73	-
		38%	*21%*	*38%*	*77%*	*27%*	*46%*	*11%*	*38%*	*10%*	*100%*	-	*38%*	-
Neither satisfied or dissatisfied	(3)	**24**	2	22	1	5	16	3	20	4	-	-	24	-
		12%	*12%*	*12%*	*12%*	*9%*	*13%*	*20%*	*11%*	*43%*	-	-	*12%*	-
Fairly dissatisfied	(2)	**24**	*	23	1	7	13	3	22	2	-	-	24	-
		12%	*2%*	*13%*	*11%*	*14%*	*11%*	*18%*	*12%*	*18%*	-	-	*12%*	-
Very dissatisfied	(1)	**28**	4	25	-	8	11	9	28	1	-	-	28	-
		15%	*30%*	*14%*	-	*15%*	*9%*	*51%*	*15%*	*7%*	-	-	*15%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**118**	7	107	3	33	83	2	109	3	4	-	116	2
		61%	*56%*	*61%*	*77%*	*62%*	*67%*	*11%*	*61%*	*32%*	*100%*	-	*60%*	*100%*
NET Very/fairly dissatisfied		**52**	4	48	1	16	25	12	50	2	-	-	52	-
		27%	*32%*	*27%*	*11%*	*29%*	*20%*	*69%*	*28%*	*26%*	-	-	*27%*	-
Mean		**3.43**	3.30	3.43	3.66	3.52	3.59	1.92	3.41	3.20	4.00	-	3.41	5.00
Std Dev.		**1.36**	1.73	1.34	0.76	1.48	1.20	1.11	1.37	1.25	0.00	-	1.35	*
Std Error		**0.10**	0.52	0.11	0.34	0.20	0.12	0.26	0.11	0.40	0.00	-	0.10	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot

Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**176**	44	44	44	44	19	12	13	17	11	16	21	8	15	11	19	14
Weighted Base		**194**	47**	50**	47*	50**	15**	16**	16**	22**	12**	16**	20**	10**	16**	12**	20**	17**
Effective Base		**116**	28	29	31	28	11	8	10	11	7	11	16	7	9	7	13	9
Very satisfied	(5)	**45**	13	9	8	15	4	3	6	5	2	2	*	3	5	3	9	4
		23%	*27%*	*18%*	*16%*	*30%*	*28%*	*18%*	*35%*	*23%*	*16%*	*14%*	*	*30%*	*28%*	*24%*	*42%*	*21%*
Fairly satisfied	(4)	**73**	21	20	18	14	8	7	6	11	4	5	9	4	5	1	4	9
		38%	*44%*	*39%*	*40%*	*28%*	*53%*	*45%*	*36%*	*50%*	*34%*	*29%*	*46%*	*40%*	*31%*	*7%*	*19%*	*55%*
Neither satisfied or dissatisfied	(3)	**24**	3	8	7	5	1	-	2	2	2	3	1	-	6	2	1	2
		12%	*7%*	*17%*	*15%*	*10%*	*8%*	-	*12%*	*11%*	*20%*	*21%*	*6%*	-	*36%*	*14%*	*5%*	*14%*
Fairly dissatisfied	(2)	**24**	5	6	7	5	1	3	-	2	1	3	4	3	*	*	4	1
		12%	*10%*	*13%*	*16%*	*10%*	*10%*	*21%*	-	*9%*	*8%*	*20%*	*21%*	*26%*	*3%*	*	*18%*	*9%*
Very dissatisfied	(1)	**28**	5	7	6	10	*	2	3	2	3	2	5	*	*	7	3	*
		15%	*12%*	*13%*	*13%*	*20%*	*1%*	*16%*	*17%*	*7%*	*22%*	*15%*	*26%*	*4%*	*1%*	*55%*	*15%*	*2%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**118**	34	29	26	29	12	10	11	16	6	7	9	7	10	4	13	13
		61%	*72%*	*57%*	*56%*	*59%*	*81%*	*63%*	*71%*	*72%*	*50%*	*43%*	*46%*	*70%*	*60%*	*31%*	*62%*	*76%*
NET Very/fairly dissatisfied		**52**	10	13	13	15	2	6	3	4	4	6	10	3	1	7	7	2
		27%	*22%*	*26%*	*29%*	*31%*	*11%*	*37%*	*17%*	*17%*	*30%*	*35%*	*48%*	*30%*	*4%*	*55%*	*33%*	*10%*
Mean		**3.43**	3.65	3.36	3.31	3.38	3.96	3.29	3.73	3.71	3.14	3.07	2.73	3.64	3.83	2.45	3.56	3.85
Std Dev.		**1.36**	1.31	1.30	1.29	1.52	0.97	1.44	1.43	1.16	1.45	1.32	1.32	1.34	0.95	1.78	1.58	0.94
Std Error		**0.10**	0.20	0.20	0.19	0.23	0.22	0.41	0.40	0.28	0.44	0.33	0.29	0.47	0.24	0.54	0.36	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**100**	-	100	42	58	27	14	18	10	18	9	4	41	28	31	13	86	12	100
Weighted Base	**109***	-**	109*	52**	56**	29**	12**	20**	13**	16**	15**	3**	41**	33**	34**	18**	92*	15**	100
Effective Base	**54**	-	54	28	26	18	8	11	7	9	4	3	27	18	13	5	45	8	100
Very satisfied (5)	**43**	-	43	11	32	3	4	2	9	11	11	3	7	11	24	14	39	3	46
	39%	-	*39%*	*20%*	*57%*	*9%*	*36%*	*9%*	*70%*	*65%*	*76%*	*80%*	*16%*	*34%*	*71%*	*77%*	*42%*	*22%*	*46%*
Fairly satisfied (4)	**38**	-	38	26	12	15	3	11	4	6	-	-	18	15	6	-	26	11	30
	35%	-	*35%*	*49%*	*21%*	*51%*	*22%*	*53%*	*30%*	*35%*	-	-	*43%*	*44%*	*17%*	-	*28%*	*71%*	*30%*
Neither satisfied or dissatisfied (3)	**9**	-	9	4	6	6	3	1	-	-	-	1	8	1	1	1	9	*	8
	9%	-	*9%*	*7%*	*10%*	*19%*	*22%*	*3%*	-	-	-	*20%*	*20%*	*2%*	*2%*	*3%*	*10%*	*3%*	*8%*
Fairly dissatisfied (2)	**14**	-	14	12	2	5	2	5	-	-	1	-	7	5	1	1	13	1	11
	13%	-	*13%*	*23%*	*3%*	*17%*	*20%*	*25%*	-	-	*9%*	-	*18%*	*15%*	*4%*	*7%*	*14%*	*4%*	*11%*
Very dissatisfied (1)	**5**	-	5	-	5	1	-	2	-	-	2	-	1	2	2	2	5	-	4
	4%	-	*4%*	-	*9%*	*4%*	-	*9%*	-	-	*13%*	-	*3%*	*5%*	*6%*	*11%*	*5%*	-	*4%*
Don't know	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-	1
	*	-	*	*	-	-	-	-	-	-	*2%*	-	-	-	*1%*	*1%*	*	-	*1%*
NET Very/fairly satisfied	**80**	-	80	36	44	18	7	12	13	16	11	3	24	26	30	14	65	14	76
	74%	-	*74%*	*69%*	*78%*	*60%*	*58%*	*63%*	*100%*	*100%*	*76%*	*80%*	*60%*	*78%*	*88%*	*77%*	*71%*	*93%*	*76%*
NET Very/fairly dissatisfied	**18**	-	18	12	7	6	2	7	-	-	3	-	8	7	3	3	18	1	15
	17%	-	*17%*	*23%*	*12%*	*21%*	*20%*	*34%*	-	-	*22%*	-	*21%*	*20%*	*10%*	*19%*	*19%*	*4%*	*15%*
Mean	**3.92**	-	3.92	3.67	4.15	3.45	3.73	3.30	4.70	4.65	4.18	4.61	3.53	3.86	4.44	4.25	3.89	4.10	4.04
Std Dev.	**1.18**	-	1.18	1.05	1.26	1.02	1.20	1.22	0.47	0.49	1.58	0.96	1.06	1.20	1.12	1.48	1.25	0.66	1.17
Std Error	**0.12**	-	0.12	0.16	0.16	0.20	0.32	0.29	0.15	0.12	0.56	0.48	0.17	0.23	0.20	0.43	0.14	0.19	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**100**	33	24	25	18	57	43	58	40	14	12	26	23	20	81	14	81
Weighted Base		**109***	42**	23**	30**	14**	65**	44**	77*	30**	13**	13**	32**	24**	21**	90*	13**	90*
Effective Base		**54**	16	14	16	13	28	28	33	23	9	8	12	13	12	43	9	43
Very satisfied	(5)	**43**	21	10	7	4	31	12	27	15	6	2	15	4	11	33	6	33
		39%	*51%*	*43%*	*24%*	*32%*	*48%*	*26%*	*35%*	*50%*	*49%*	*18%*	*47%*	*16%*	*53%*	*36%*	*49%*	*36%*
Fairly satisfied	(4)	**38**	12	8	11	6	20	18	30	7	4	2	9	13	9	34	4	34
		35%	*30%*	*35%*	*38%*	*44%*	*32%*	*40%*	*39%*	*22%*	*32%*	*19%*	*29%*	*54%*	*43%*	*37%*	*32%*	*37%*
Neither satisfied or dissatisfied	(3)	**9**	1	-	6	2	1	8	7	2	*	4	2	2	1	8	*	8
		9%	*3%*	-	*21%*	*14%*	*2%*	*19%*	*9%*	*7%*	*4%*	*27%*	*5%*	*6%*	*3%*	*8%*	*4%*	*8%*
Fairly dissatisfied	(2)	**14**	5	2	5	1	7	6	10	4	-	4	6	4	*	14	-	14
		13%	*12%*	*9%*	*17%*	*10%*	*11%*	*15%*	*13%*	*13%*	-	*27%*	*19%*	*17%*	*	*15%*	-	*15%*
Very dissatisfied	(1)	**5**	2	3	-	*	5	*	3	2	2	1	-	2	-	3	2	3
		4%	*4%*	*13%*	-	*1%*	*7%*	*	*4%*	*7%*	*15%*	*9%*	-	*7%*	-	*3%*	*15%*	*3%*
Don't know		*	-	-	*	-	-	*	-	*	-	-	-	-	-	-	-	-
		*	-	-	*1%*	-	-	*1%*	-	*1%*	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**80**	33	18	18	11	51	29	57	22	10	5	24	17	21	66	10	66
		74%	*80%*	*78%*	*61%*	*76%*	*79%*	*66%*	*74%*	*72%*	*81%*	*36%*	*76%*	*70%*	*96%*	*73%*	*81%*	*73%*
NET Very/fairly dissatisfied		**18**	7	5	5	1	12	6	12	6	2	5	6	6	*	16	2	16
		17%	*16%*	*22%*	*17%*	*10%*	*19%*	*15%*	*16%*	*20%*	*15%*	*36%*	*19%*	*24%*	*	*18%*	*15%*	*18%*
Mean		**3.92**	4.11	3.85	3.69	3.97	4.02	3.78	3.90	3.97	3.99	3.09	4.05	3.55	4.49	3.88	3.99	3.88
Std Dev.		**1.18**	1.19	1.43	1.03	0.99	1.28	1.02	1.14	1.33	1.44	1.28	1.14	1.18	0.60	1.15	1.44	1.15
Std Error		**0.12**	0.21	0.29	0.21	0.23	0.17	0.16	0.15	0.21	0.39	0.37	0.22	0.25	0.13	0.13	0.39	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**100**	70	30	15	59	20	14	7	7	7	4	5	8	3	5	12	8	7	13
Weighted Base		**109***	94*	14**	10**	95*	9**	3**	1**	5**	14**	7**	8**	15**	4**	11**	22**	10**	2**	7**
Effective Base		**54**	45	11	7	44	9	10	6	6	7	3	5	4	2	5	10	7	6	6
Very satisfied	(5)	**43**	34	9	6	33	7	1	1	2	-	4	2	11	-	-	10	3	2	6
		39%	*36%*	*62%*	*62%*	*35%*	*83%*	*46%*	*48%*	*34%*	-	*62%*	*31%*	*76%*	-	-	*48%*	*31%*	*90%*	*81%*
Fairly satisfied	(4)	**38**	34	4	2	36	*	1	1	1	8	2	4	2	4	6	7	2	*	-
		35%	*36%*	*26%*	*21%*	*38%*	*2%*	*41%*	*44%*	*13%*	*60%*	*31%*	*49%*	*13%*	*100%*	*55%*	*34%*	*15%*	*10%*	-
Neither satisfied or dissatisfied	(3)	**9**	8	1	1	9	1	-	-	2	3	*	2	-	-	-	-	3	-	1
		9%	*9%*	*10%*	*15%*	*9%*	*7%*	-	-	*33%*	*19%*	*7%*	*20%*	-	-	-	-	*25%*	-	*9%*
Fairly dissatisfied	(2)	**14**	13	*	*	13	1	*	-	-	3	-	-	2	-	5	2	1	-	1
		13%	*14%*	*1%*	*2%*	*13%*	*7%*	*5%*	-	-	*21%*	-	-	*11%*	-	*45%*	*9%*	*13%*	-	*9%*
Very dissatisfied	(1)	**5**	5	*	-	5	-	-	*	1	-	-	-	-	-	-	2	2	-	-
		4%	*5%*	*1%*	-	*5%*	-	-	*8%*	*20%*	-	-	-	-	-	-	*9%*	*17%*	-	-
Don't know		*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
		*	*	-	-	-	-	*8%*	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**80**	68	13	8	69	7	3	1	2	8	6	6	13	4	6	18	5	2	6
		74%	*72%*	*88%*	*83%*	*72%*	*85%*	*87%*	*92%*	*47%*	*60%*	*93%*	*80%*	*89%*	*100%*	*55%*	*82%*	*46%*	*100%*	*81%*
NET Very/fairly dissatisfied		**18**	18	*	*	18	1	*	*	1	3	-	-	2	-	5	4	3	-	1
		17%	*19%*	*2%*	*2%*	*18%*	*7%*	*5%*	*8%*	*20%*	*21%*	-	-	*11%*	-	*45%*	*18%*	*30%*	-	*9%*
Mean		**3.92**	3.83	4.48	4.44	3.84	4.61	4.39	4.25	3.41	3.38	4.55	4.11	4.54	4.00	3.09	4.02	3.30	4.90	4.53
Std Dev.		**1.18**	1.21	0.81	0.85	1.19	0.96	0.94	-	1.62	0.85	0.67	0.76	0.98	0.00	1.04	1.32	1.52	-	1.08
Std Error		**0.12**	0.15	0.15	0.22	0.15	0.22	0.26	-	0.61	0.32	0.34	0.34	0.35	0.00	0.47	0.38	0.54	-	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**100**	30	39	20	9	2	69	11	36	38	15	9	2	74	11
Weighted Base		**109***	28**	50**	21**	7**	1**	79*	8**	29**	50**	15**	11**	3**	80*	14**
Effective Base		**54**	17	20	13	7	1	36	8	20	20	9	7	2	38	8
Very satisfied	(5)	**43**	21	16	4	*	1	37	2	20	21	2	*	-	41	*
		39%	*73%*	*32%*	*18%*	*6%*	*100%*	*47%*	*20%*	*69%*	*41%*	*10%*	*1%*	-	*51%*	*1%*
Fairly satisfied	(4)	**38**	5	26	5	2	-	31	2	3	22	8	5	-	25	5
		35%	*18%*	*51%*	*25%*	*24%*	-	*39%*	*20%*	*11%*	*44%*	*52%*	*42%*	-	*32%*	*34%*
Neither satisfied or dissatisfied	(3)	**9**	-	3	4	3	-	3	3	1	3	3	3	-	3	3
		9%	-	*5%*	*20%*	*38%*	-	*3%*	*32%*	*2%*	*5%*	*21%*	*27%*	-	*4%*	*22%*
Fairly dissatisfied	(2)	**14**	1	2	8	2	-	4	2	2	4	2	3	3	5	6
		13%	*5%*	*4%*	*36%*	*32%*	-	*5%*	*27%*	*5%*	*8%*	*15%*	*30%*	*100%*	*7%*	*43%*
Very dissatisfied	(1)	**5**	1	4	-	-	-	5	-	4	1	-	-	-	5	-
		4%	*4%*	*8%*	-	-	-	*6%*	-	*13%*	*2%*	-	-	-	*6%*	-
Don't know		*	-	-	*	-	-	-	-	-	-	*	-	-	-	-
		*	-	-	*1%*	-	-	-	-	-	-	*2%*	-	-	-	-
NET Very/fairly satisfied		**80**	26	42	9	2	1	68	3	23	43	9	5	-	66	5
		74%	*91%*	*83%*	*44%*	*30%*	*100%*	*86%*	*41%*	*80%*	*85%*	*62%*	*43%*	-	*83%*	*35%*
NET Very/fairly dissatisfied		**18**	2	6	8	2	-	9	2	5	5	2	3	3	10	6
		17%	*9%*	*12%*	*36%*	*32%*	-	*11%*	*27%*	*18%*	*10%*	*15%*	*30%*	*100%*	*13%*	*43%*
Mean		**3.92**	4.51	3.96	3.26	3.05	5.00	4.16	3.33	4.17	4.14	3.58	3.14	2.00	4.15	2.92
Std Dev.		**1.18**	1.02	1.12	1.16	0.97	-	1.11	1.15	1.46	0.98	0.90	0.91	0.00	1.17	0.93
Std Error		**0.12**	0.19	0.18	0.27	0.32	-	0.13	0.35	0.24	0.16	0.24	0.30	0.00	0.14	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**100**	10	89	1	38	54	8	91	3	4	-	98	2
Weighted Base		**109***	7**	100*	1**	36**	61**	12**	99*	4**	4**	-**	106*	2**
Effective Base		**54**	5	49	1	23	27	6	48	3	3	-	53	2
Very satisfied	(5)	**43**	2	41	-	9	28	5	42	-	*	-	43	-
		39%	*23%*	*41%*	-	*24%*	*46%*	*47%*	*43%*	-	*4%*	-	*40%*	-
Fairly satisfied	(4)	**38**	4	34	-	13	21	4	35	1	-	-	36	1
		35%	*58%*	*34%*	-	*36%*	*35%*	*31%*	*36%*	*31%*	-	-	*34%*	*59%*
Neither satisfied or dissatisfied	(3)	**9**	-	8	1	3	4	2	7	1	-	-	8	1
		9%	-	*8%*	*100%*	*7%*	*7%*	*21%*	*7%*	*31%*	-	-	*8%*	*41%*
Fairly dissatisfied	(2)	**14**	1	12	-	8	6	-	9	1	4	-	14	-
		13%	*19%*	*12%*	-	*22%*	*9%*	-	*9%*	*38%*	*96%*	-	*13%*	-
Very dissatisfied	(1)	**5**	-	5	-	3	2	-	5	-	-	-	5	-
		4%	-	*5%*	-	*9%*	*3%*	-	*5%*	-	-	-	*5%*	-
Don't know		*	-	*	-	*	-	-	*	-	-	-	*	-
		*	-	*	-	*1%*	-	-	*	-	-	-	*	-
NET Very/fairly satisfied		**80**	6	75	-	22	50	9	78	1	*	-	79	1
		74%	*81%*	*75%*	-	*61%*	*81%*	*79%*	*79%*	*31%*	*4%*	-	*74%*	*59%*
NET Very/fairly dissatisfied		**18**	1	17	-	11	7	-	13	1	4	-	18	-
		17%	*19%*	*17%*	-	*31%*	*12%*	-	*14%*	*38%*	*96%*	-	*17%*	-
Mean		**3.92**	3.85	3.94	3.00	3.45	4.13	4.26	4.03	2.94	2.11	-	3.93	3.59
Std Dev.		**1.18**	1.06	1.20	-	1.33	1.07	0.82	1.15	0.98	0.66	-	1.19	0.64
Std Error		**0.12**	0.33	0.13	-	0.22	0.15	0.29	0.12	0.56	0.33	-	0.12	0.45

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home

Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**100**	30	22	20	28	10	9	11	10	5	7	11	2	7	8	8	12
Weighted Base		**109***	28**	25**	22**	34**	9**	8**	12**	11**	7**	7**	15**	***	7**	8**	12**	13**
Effective Base		**54**	18	15	7	17	5	6	7	7	4	5	4	2	5	4	6	7
Very satisfied	(5)	**43**	12	8	13	9	5	4	4	7	*	1	9	-	4	*	5	4
		39%	*44%*	*31%*	*61%*	*27%*	*52%*	*48%*	*36%*	*58%*	*7%*	*9%*	*61%*	-	*62%*	*3%*	*42%*	*29%*
Fairly satisfied	(4)	**38**	8	9	1	19	2	4	2	1	4	5	1	*	*	8	5	6
		35%	*27%*	*38%*	*7%*	*57%*	*19%*	*52%*	*18%*	*7%*	*54%*	*72%*	*6%*	*65%*	*7%*	*96%*	*44%*	*45%*
Neither satisfied or dissatisfied	(3)	**9**	5	*	4	-	3	-	2	-	*	-	3	-	1	-	-	-
		9%	*17%*	*2%*	*19%*	-	*30%*	-	*18%*	-	*8%*	-	*21%*	-	*15%*	-	-	-
Fairly dissatisfied	(2)	**14**	3	5	2	3	-	-	3	4	-	1	1	*	1	*	-	3
		13%	*12%*	*21%*	*8%*	*10%*	-	-	*28%*	*34%*	-	*19%*	*4%*	*35%*	*14%*	*1%*	-	*25%*
Very dissatisfied	(1)	**5**	-	2	1	2	-	-	-	-	2	-	1	-	*	-	2	-
		4%	-	*8%*	*5%*	*5%*	-	-	-	-	*31%*	-	*7%*	-	*2%*	-	*14%*	-
Don't know		*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-
		*	-	*1%*	-	-	-	-	-	*2%*	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**80**	20	17	15	28	6	8	6	7	4	6	10	*	5	8	10	10
		74%	*71%*	*68%*	*68%*	*85%*	*70%*	*100%*	*54%*	*64%*	*62%*	*81%*	*67%*	*65%*	*69%*	*99%*	*86%*	*75%*
NET Very/fairly dissatisfied		**18**	3	7	3	5	-	-	3	4	2	1	2	*	1	*	2	3
		17%	*12%*	*29%*	*13%*	*15%*	-	-	*28%*	*34%*	*31%*	*19%*	*11%*	*35%*	*16%*	*1%*	*14%*	*25%*
Mean		**3.92**	4.03	3.63	4.10	3.92	4.22	4.48	3.61	3.90	3.08	3.71	4.10	3.30	4.13	4.00	4.00	3.79
Std Dev.		**1.18**	1.06	1.35	1.28	1.08	0.93	0.54	1.29	1.46	1.56	0.94	1.32	-	1.32	0.29	1.36	1.17
Std Error		**0.12**	0.19	0.30	0.29	0.20	0.29	0.18	0.39	0.49	0.70	0.36	0.40	-	0.50	0.10	0.48	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**45**	-	45	22	23	9	13	1	8	8	3	3	22	9	14	6	36	9	45
Weighted Base		**50***	-**	50*	28**	22**	11**	17**	1**	9**	10**	1**	1**	29**	10**	12**	2**	33**	17**	45*
Effective Base		**30**	-	30	15	15	7	10	1	5	6	2	1	17	6	8	3	22	9	45
Very satisfied	(5)	**15**	-	15	8	7	3	3	-	2	4	1	1	7	2	6	2	9	6	15
		29%	-	*29%*	*28%*	*31%*	*29%*	*20%*	-	*22%*	*40%*	*100%*	*100%*	*24%*	*21%*	*51%*	*100%*	*27%*	*33%*	*33%*
Fairly satisfied	(4)	**16**	-	16	9	7	5	4	-	2	5	-	-	9	2	5	-	9	7	11
		32%	-	*32%*	*34%*	*29%*	*44%*	*25%*	-	*24%*	*46%*	-	-	*32%*	*23%*	*38%*	-	*28%*	*38%*	*24%*
Neither satisfied or dissatisfied	(3)	**4**	-	4	1	3	-	3	-	1	*	-	-	3	1	*	-	3	1	5
		8%	-	*8%*	*3%*	*14%*	-	*15%*	-	*12%*	*2%*	-	-	*9%*	*11%*	*2%*	-	*9%*	*6%*	*11%*
Fairly dissatisfied	(2)	**11**	-	11	6	5	3	4	1	4	-	-	-	7	4	-	-	8	4	10
		23%	-	*23%*	*22%*	*24%*	*27%*	*23%*	*100%*	*41%*	-	-	-	*25%*	*45%*	-	-	*23%*	*22%*	*22%*
Very dissatisfied	(1)	**4**	-	4	4	*	-	3	-	-	1	-	-	3	-	1	-	4	-	4
		8%	-	*8%*	*13%*	*2%*	-	*17%*	-	-	*11%*	-	-	*10%*	-	*9%*	-	*12%*	-	*9%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**31**	-	31	17	14	8	8	-	4	8	1	1	16	4	11	2	18	12	26
		61%	-	*61%*	*62%*	*61%*	*73%*	*45%*	-	*47%*	*86%*	*100%*	*100%*	*56%*	*43%*	*89%*	*100%*	*56%*	*72%*	*58%*
NET Very/fairly dissatisfied		**15**	-	15	10	6	3	7	1	4	1	-	-	10	4	1	-	12	4	14
		31%	-	*31%*	*35%*	*26%*	*27%*	*40%*	*100%*	*41%*	*11%*	-	-	*35%*	*45%*	*9%*	-	*35%*	*22%*	*31%*
Mean		**3.52**	-	3.52	3.41	3.65	3.74	3.08	2.00	3.28	4.04	5.00	5.00	3.34	3.18	4.21	5.00	3.36	3.83	3.51
Std Dev.		**1.35**	-	1.35	1.45	1.23	1.20	1.44	-	1.29	1.27	-	-	1.37	1.28	1.20	0.00	1.43	1.16	1.39
Std Error		**0.20**	-	0.20	0.31	0.26	0.40	0.40	-	0.46	0.45	-	-	0.29	0.43	0.32	0.00	0.24	0.39	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**45**	11	13	14	7	24	21	25	20	6	11	11	4	11	37	6	37
Weighted Base		**50***	13**	14**	19**	5**	26**	24**	36**	14**	5**	12**	12**	2**	18**	43**	5**	43**
Effective Base		**30**	7	9	10	4	16	14	19	13	4	7	7	3	9	25	4	25
Very satisfied	(5)	**15**	2	4	8	1	6	9	10	5	1	3	3	*	5	11	1	11
		29%	*14%*	*32%*	*42%*	*13%*	*23%*	*36%*	*28%*	*33%*	*23%*	*24%*	*30%*	*14%*	*27%*	*26%*	*23%*	*26%*
Fairly satisfied	(4)	**16**	6	7	2	*	13	3	12	4	2	5	4	-	5	14	2	14
		32%	*46%*	*54%*	*12%*	*10%*	*50%*	*11%*	*33%*	*30%*	*47%*	*44%*	*32%*	-	*26%*	*32%*	*47%*	*32%*
Neither satisfied or dissatisfied	(3)	**4**	-	1	2	1	1	3	2	2	-	1	*	1	2	4	-	4
		8%	-	*5%*	*12%*	*21%*	*2%*	*14%*	*6%*	*12%*	-	*9%*	*4%*	*51%*	*9%*	*9%*	-	*9%*
Fairly dissatisfied	(2)	**11**	5	1	4	2	6	5	9	2	-	3	1	1	7	11	-	11
		23%	*39%*	*7%*	*20%*	*33%*	*23%*	*23%*	*26%*	*15%*	-	*23%*	*12%*	*35%*	*37%*	*27%*	-	*27%*
Very dissatisfied	(1)	**4**	-	*	3	1	*	4	3	1	1	-	3	-	-	3	1	3
		8%	-	*3%*	*14%*	*23%*	*1%*	*16%*	*7%*	*10%*	*30%*	-	*22%*	-	-	*6%*	*30%*	*6%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**31**	8	12	10	1	19	11	22	9	3	8	7	*	10	25	3	25
		61%	*61%*	*85%*	*54%*	*23%*	*74%*	*47%*	*60%*	*63%*	*70%*	*68%*	*62%*	*14%*	*54%*	*58%*	*70%*	*58%*
NET Very/fairly dissatisfied		**15**	5	1	6	3	6	9	12	4	1	3	4	1	7	14	1	14
		31%	*39%*	*10%*	*34%*	*56%*	*24%*	*39%*	*33%*	*25%*	*30%*	*23%*	*35%*	*35%*	*37%*	*33%*	*30%*	*33%*
Mean		**3.52**	3.36	4.05	3.48	2.58	3.72	3.29	3.48	3.61	3.32	3.69	3.35	2.93	3.43	3.46	3.32	3.46
Std Dev.		**1.35**	1.19	0.98	1.57	1.46	1.12	1.56	1.34	1.40	1.78	1.12	1.62	-	1.27	1.31	1.78	1.31
Std Error		**0.20**	0.36	0.27	0.42	0.55	0.23	0.34	0.27	0.31	0.72	0.34	0.49	-	0.38	0.21	0.72	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**45**	38	7	4	29	5	4	7	3	4	4	4	3	2	4	2	3	1	4
Weighted Base		**50***	47**	3**	3**	45**	1**	2**	2**	2**	8**	7**	5**	5**	1**	8**	5**	4**	***	1**
Effective Base		**30**	28	2	2	25	3	4	6	3	4	4	4	3	2	4	2	3	1	2
Very satisfied	(5)	**15**	12	2	2	13	*	1	1	1	-	3	4	2	-	-	-	3	*	*
		29%	*26%*	*73%*	*71%*	*29%*	*26%*	*36%*	*41%*	*24%*	-	*51%*	*82%*	*35%*	-	-	-	*75%*	*100%*	*18%*
Fairly satisfied	(4)	**16**	16	-	-	15	-	*	*	1	2	-	-	2	-	8	3	-	-	-
		32%	*34%*	-	-	*33%*	-	*17%*	*25%*	*46%*	*26%*	-	-	*41%*	-	*100%*	*49%*	-	-	-
Neither satisfied or dissatisfied	(3)	**4**	4	*	*	3	*	*	-	-	-	2	1	-	1	-	-	-	-	*
		8%	*8%*	*7%*	*8%*	*7%*	*20%*	*25%*	-	-	-	*25%*	*18%*	-	*54%*	-	-	-	-	*22%*
Fairly dissatisfied	(2)	**11**	11	1	1	10	1	-	*	1	4	2	-	-	1	-	3	1	-	1
		23%	*23%*	*20%*	*22%*	*23%*	*54%*	-	*23%*	*30%*	*46%*	*24%*	-	-	*46%*	-	*51%*	*25%*	-	*59%*
Very dissatisfied	(1)	**4**	4	-	-	3	-	*	*	-	2	-	-	1	-	-	-	-	-	-
		8%	*9%*	-	-	*8%*	-	*22%*	*11%*	-	*28%*	-	-	*24%*	-	-	-	-	-	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**31**	28	2	2	28	*	1	1	2	2	3	4	3	-	8	3	3	*	*
		61%	*60%*	*73%*	*71%*	*62%*	*26%*	*53%*	*66%*	*70%*	*26%*	*51%*	*82%*	*76%*	-	*100%*	*49%*	*75%*	*100%*	*18%*
NET Very/fairly dissatisfied		**15**	15	1	1	14	1	*	1	1	6	2	-	1	1	-	3	1	-	1
		31%	*32%*	*20%*	*22%*	*30%*	*54%*	*22%*	*34%*	*30%*	*74%*	*24%*	-	*24%*	*46%*	-	*51%*	*25%*	-	*59%*
Mean		**3.52**	3.46	4.27	4.20	3.53	2.97	3.45	3.62	3.64	2.24	3.77	4.63	3.61	2.54	4.00	2.98	4.26	5.00	2.77
Std Dev.		**1.35**	1.34	1.48	1.55	1.33	-	-	-	1.52	1.20	1.41	0.86	1.75	-	0.00	1.11	1.49	-	-
Std Error		**0.20**	0.22	0.56	0.78	0.25	-	-	-	0.88	0.60	0.70	0.43	1.01	-	0.00	0.79	0.86	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**45**	13	18	6	5	3	31	8	14	21	4	5	1	35	6
Weighted Base		**50***	15**	18**	7**	4**	5**	34**	9**	17**	22**	5**	5**	2**	39**	6**
Effective Base		**30**	10	11	3	4	3	21	6	11	13	3	3	1	24	4
Very satisfied	(5)	**15**	7	6	-	2	-	13	2	9	4	-	1	-	14	1
		29%	*46%*	*30%*	-	*56%*	-	*37%*	*23%*	*56%*	*19%*	-	*24%*	-	*35%*	*18%*
Fairly satisfied	(4)	**16**	5	6	3	*	2	11	2	2	12	-	-	2	14	2
		32%	*33%*	*35%*	*34%*	*7%*	*34%*	*34%*	*23%*	*12%*	*54%*	-	-	*100%*	*36%*	*28%*
Neither satisfied or dissatisfied	(3)	**4**	1	*	2	1	-	2	1	1	3	-	-	-	4	-
		8%	*9%*	*1%*	*22%*	*18%*	-	*5%*	*7%*	*9%*	*11%*	-	-	-	*10%*	-
Fairly dissatisfied	(2)	**11**	2	4	3	1	2	6	3	1	3	3	3	-	5	3
		23%	*12%*	*21%*	*36%*	*18%*	*45%*	*17%*	*34%*	*9%*	*14%*	*69%*	*76%*	-	*12%*	*54%*
Very dissatisfied	(1)	**4**	-	2	1	-	1	2	1	2	*	1	-	-	3	-
		8%	-	*13%*	*8%*	-	*21%*	*7%*	*12%*	*14%*	*1%*	*31%*	-	-	*7%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**31**	12	12	3	2	2	24	4	11	16	-	1	2	28	3
		61%	*79%*	*65%*	*34%*	*64%*	*34%*	*71%*	*46%*	*68%*	*73%*	-	*24%*	*100%*	*71%*	*46%*
NET Very/fairly dissatisfied		**15**	2	6	3	1	3	8	4	4	3	5	3	-	7	3
		31%	*12%*	*34%*	*44%*	*18%*	*66%*	*24%*	*46%*	*23%*	*15%*	*100%*	*76%*	-	*19%*	*54%*
Mean		**3.52**	4.13	3.49	2.82	4.02	2.46	3.78	3.11	3.88	3.76	1.69	2.73	4.00	3.81	3.09
Std Dev.		**1.35**	1.04	1.47	1.06	1.42	1.29	1.32	1.50	1.55	0.97	0.52	1.46	-	1.24	1.34
Std Error		**0.20**	0.29	0.35	0.43	0.64	0.74	0.24	0.53	0.42	0.21	0.26	0.65	-	0.21	0.55

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**45**	3	41	1	17	20	8	43	2	-	-	45	-
Weighted Base		**50***	2**	48**	***	16**	26**	8**	48**	2**	-**	-**	50*	-**
Effective Base		**30**	3	28	1	11	15	4	28	2	-	-	30	-
Very satisfied	(5)	**15**	2	13	-	5	9	*	15	-	-	-	15	-
		29%	*72%*	*27%*	-	*33%*	*35%*	*5%*	*31%*	-	-	-	*29%*	-
Fairly satisfied	(4)	**16**	-	16	*	4	9	4	14	2	-	-	16	-
		32%	-	*33%*	*100%*	*23%*	*32%*	*46%*	*30%*	*73%*	-	-	*32%*	-
Neither satisfied or dissatisfied	(3)	**4**	1	3	-	1	2	1	3	1	-	-	4	-
		8%	*28%*	*7%*	-	*8%*	*8%*	*8%*	*7%*	*27%*	-	-	*8%*	-
Fairly dissatisfied	(2)	**11**	-	11	-	2	7	3	11	-	-	-	11	-
		23%	-	*24%*	-	*14%*	*25%*	*33%*	*24%*	-	-	-	*23%*	-
Very dissatisfied	(1)	**4**	-	4	-	3	-	1	4	-	-	-	4	-
		8%	-	*9%*	-	*22%*	-	*7%*	*8%*	-	-	-	*8%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**31**	2	29	*	9	18	4	29	2	-	-	31	-
		61%	*72%*	*61%*	*100%*	*56%*	*67%*	*51%*	*61%*	*73%*	-	-	*61%*	-
NET Very/fairly dissatisfied		**15**	-	15	-	6	7	3	15	-	-	-	15	-
		31%	-	*33%*	-	*36%*	*25%*	*40%*	*32%*	-	-	-	*31%*	-
Mean		**3.52**	4.43	3.47	4.00	3.32	3.77	3.08	3.51	3.73	-	-	3.52	-
Std Dev.		**1.35**	1.20	1.35	-	1.62	1.19	1.21	1.38	0.58	-	-	1.35	-
Std Error		**0.20**	0.69	0.21	-	0.39	0.27	0.43	0.21	0.41	-	-	0.20	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour

Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**45**	11	12	12	10	1	6	4	5	2	5	8	2	2	1	3	6
Weighted Base		**50***	14**	12**	11**	12**	2**	9**	3**	7**	2**	3**	6**	4**	2**	1**	2**	9**
Effective Base		**30**	7	9	7	7	1	4	2	4	1	4	6	2	1	1	2	5
Very satisfied	(5)	**15**	4	6	2	2	-	2	2	5	-	1	2	-	-	1	-	1
		29%	*29%*	*52%*	*19%*	*16%*	-	*23%*	*67%*	*69%*	-	*45%*	*37%*	-	-	*100%*	-	*7%*
Fairly satisfied	(4)	**16**	9	2	1	4	2	7	-	-	2	-	1	-	-	-	-	4
		32%	*61%*	*17%*	*12%*	*32%*	*100%*	*72%*	-	-	*100%*	-	*23%*	-	-	-	-	*42%*
Neither satisfied or dissatisfied	(3)	**4**	*	2	1	*	-	*	-	2	-	1	-	1	-	-	*	-
		8%	*3%*	*19%*	*9%*	*2%*	-	*5%*	-	*23%*	-	*22%*	-	*28%*	-	-	*14%*	-
Fairly dissatisfied	(2)	**11**	1	2	6	2	-	-	1	1	-	1	2	3	2	-	-	2
		23%	*7%*	*13%*	*58%*	*19%*	-	-	*33%*	*8%*	-	*33%*	*37%*	*72%*	*100%*	-	-	*25%*
Very dissatisfied	(1)	**4**	-	-	*	4	-	-	-	-	-	-	*	-	-	-	1	2
		8%	-	-	*2%*	*31%*	-	-	-	-	-	-	*3%*	-	-	-	*86%*	*25%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**31**	13	8	3	6	2	9	2	5	2	1	3	-	-	1	-	5
		61%	*90%*	*68%*	*31%*	*48%*	*100%*	*95%*	*67%*	*69%*	*100%*	*45%*	*60%*	-	-	*100%*	-	*49%*
NET Very/fairly dissatisfied		**15**	1	2	7	6	-	-	1	1	-	1	2	3	2	-	1	5
		31%	*7%*	*13%*	*60%*	*50%*	-	-	*33%*	*8%*	-	*33%*	*40%*	*72%*	*100%*	-	*86%*	*51%*
Mean		**3.52**	4.12	4.08	2.89	2.82	4.00	4.19	4.02	4.31	4.00	3.57	3.53	2.28	2.00	5.00	1.28	2.81
Std Dev.		**1.35**	0.79	1.15	1.30	1.60	0.00	0.52	1.71	1.15	0.00	1.64	1.53	0.52	-	-	-	1.48
Std Error		**0.20**	0.24	0.33	0.37	0.51	0.00	0.21	0.86	0.51	0.00	0.73	0.54	0.37	-	-	-	0.60

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**48**	-	48	19	29	9	12	10	7	4	5	-	21	17	9	5	35	12	48
Weighted Base		**47***	-**	47*	22**	26**	9**	10**	10**	6**	3**	6**	-**	20**	16**	9**	6**	33**	14**	48*
Effective Base		**31**	-	31	14	17	7	7	7	3	2	4	-	14	10	6	4	21	10	48
Very satisfied	(5)	**13**	-	13	4	9	2	7	2	-	-	2	-	9	2	2	2	9	4	9
		28%	-	*28%*	*18%*	*37%*	*19%*	*71%*	*20%*	-	-	*34%*	-	*46%*	*13%*	*23%*	*34%*	*28%*	*30%*	*19%*
Fairly satisfied	(4)	**16**	-	16	10	6	3	*	4	5	3	1	-	3	9	4	1	10	6	16
		34%	-	*34%*	*46%*	*24%*	*29%*	*3%*	*37%*	*81%*	*96%*	*22%*	-	*15%*	*53%*	*46%*	*22%*	*30%*	*45%*	*33%*
Neither satisfied or dissatisfied	(3)	**5**	-	5	2	3	1	-	2	-	*	1	-	1	2	1	1	3	2	5
		11%	-	*11%*	*7%*	*14%*	*7%*	-	*15%*	-	*4%*	*12%*	-	*4%*	*10%*	*9%*	*12%*	*9%*	*17%*	*10%*
Fairly dissatisfied	(2)	**8**	-	8	3	5	2	1	1	1	-	2	-	4	2	2	2	6	1	12
		16%	-	*16%*	*13%*	*19%*	*25%*	*14%*	*10%*	*12%*	-	*31%*	-	*19%*	*11%*	*21%*	*31%*	*17%*	*9%*	*25%*
Very dissatisfied	(1)	**5**	-	5	3	2	2	1	2	*	-	-	-	3	2	-	-	5	-	6
		11%	-	*11%*	*16%*	*7%*	*20%*	*12%*	*17%*	*7%*	-	-	-	*16%*	*13%*	-	-	*16%*	-	*13%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**29**	-	29	14	16	4	8	6	5	3	4	-	12	11	7	4	19	10	25
		62%	-	*62%*	*64%*	*61%*	*47%*	*75%*	*58%*	*81%*	*96%*	*57%*	-	*62%*	*66%*	*69%*	*57%*	*59%*	*74%*	*52%*
NET Very/fairly dissatisfied		**13**	-	13	6	6	4	3	3	1	-	2	-	7	4	2	2	11	1	18
		27%	-	*27%*	*29%*	*25%*	*45%*	*25%*	*27%*	*19%*	-	*31%*	-	*35%*	*24%*	*21%*	*31%*	*33%*	*9%*	*38%*
Mean		**3.53**	-	3.53	3.36	3.66	3.01	4.09	3.35	3.56	3.96	3.60	-	3.57	3.42	3.71	3.60	3.38	3.95	3.21
Std Dev.		**1.35**	-	1.35	1.38	1.34	1.53	1.60	1.43	1.04	0.24	1.36	-	1.62	1.27	1.11	1.36	1.47	0.94	1.35
Std Error		**0.20**	-	0.20	0.32	0.25	0.51	0.46	0.45	0.39	0.12	0.61	-	0.35	0.31	0.37	0.61	0.25	0.27	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 165

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**48**	11	13	12	12	24	24	25	22	8	2	15	7	10	34	9	37
Weighted Base		**47***	13**	10**	11**	12**	24**	23**	27**	19**	12**	1**	12**	6**	13**	32**	13**	33**
Effective Base		**31**	7	7	7	9	14	17	16	14	7	1	8	5	8	21	8	22
Very satisfied	(5)	**13**	2	2	5	4	4	9	9	4	6	-	6	*	1	8	6	8
		28%	*17%*	*19%*	*48%*	*32%*	*17%*	*39%*	*35%*	*21%*	*50%*	-	*53%*	*2%*	*10%*	*23%*	*46%*	*23%*
Fairly satisfied	(4)	**16**	9	3	1	3	11	5	9	7	1	*	3	2	9	15	1	15
		34%	*65%*	*26%*	*11%*	*28%*	*48%*	*20%*	*34%*	*36%*	*9%*	*14%*	*29%*	*34%*	*69%*	*46%*	*8%*	*45%*
Neither satisfied or dissatisfied	(3)	**5**	2	2	-	1	4	1	4	1	-	-	-	2	2	3	-	4
		11%	*18%*	*18%*	-	*6%*	*18%*	*3%*	*16%*	*4%*	-	-	-	*29%*	*12%*	*11%*	-	*11%*
Fairly dissatisfied	(2)	**8**	*	4	2	2	4	4	2	6	3	1	1	*	1	4	3	4
		16%	*	*37%*	*18%*	*14%*	*16%*	*16%*	*7%*	*30%*	*28%*	*86%*	*12%*	*6%*	*8%*	*12%*	*26%*	*13%*
Very dissatisfied	(1)	**5**	-	*	2	3	*	5	2	2	2	-	1	2	*	3	3	3
		11%	-	*1%*	*23%*	*21%*	*	*22%*	*9%*	*9%*	*14%*	-	*5%*	*29%*	*1%*	*8%*	*21%*	*8%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**29**	11	5	7	7	15	14	19	11	7	*	10	2	10	23	7	23
		62%	*81%*	*44%*	*60%*	*60%*	*65%*	*60%*	*68%*	*57%*	*58%*	*14%*	*83%*	*36%*	*79%*	*69%*	*53%*	*68%*
NET Very/fairly dissatisfied		**13**	*	4	4	4	4	9	4	8	5	1	2	2	1	6	6	7
		27%	*	*38%*	*40%*	*35%*	*17%*	*37%*	*15%*	*40%*	*42%*	*86%*	*17%*	*35%*	*9%*	*20%*	*47%*	*21%*
Mean		**3.53**	3.97	3.24	3.45	3.35	3.65	3.40	3.79	3.29	3.52	2.27	4.14	2.75	3.79	3.65	3.32	3.63
Std Dev.		**1.35**	0.62	1.22	1.79	1.61	0.98	1.66	1.25	1.37	1.70	-	1.26	1.37	0.79	1.21	1.77	1.21
Std Error		**0.20**	0.19	0.34	0.52	0.47	0.20	0.34	0.25	0.29	0.60	-	0.33	0.52	0.25	0.21	0.59	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 165

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**48**	33	15	9	25	8	8	7	1	2	3	2	2	1	7	6	1	3	5
Weighted Base	**47***	40**	7**	4**	36**	5**	3**	3**	1**	3**	5**	3**	2**	2**	10**	10**	1**	1**	4**
Effective Base	**31**	25	6	3	22	3	5	3	1	2	3	2	2	1	6	5	1	2	3
Very satisfied (5)	**13**	11	2	2	11	2	-	*	-	-	2	1	-	2	4	2	-	-	2
	28%	*28%*	*30%*	*55%*	*29%*	*50%*	-	*9%*	-	-	*35%*	*51%*	-	*100%*	*39%*	*18%*	-	-	*57%*
Fairly satisfied (4)	**16**	15	1	*	14	1	1	1	1	2	2	-	-	-	3	5	1	-	1
	34%	*37%*	*16%*	*4%*	*37%*	*16%*	*39%*	*22%*	*100%*	*61%*	*43%*	-	-	-	*30%*	*46%*	*100%*	-	*18%*
Neither satisfied or dissatisfied (3)	**5**	3	2	-	2	-	1	2	-	-	-	-	2	-	1	-	-	-	-
	11%	*8%*	*28%*	-	*6%*	-	*32%*	*59%*	-	-	-	-	*78%*	-	*7%*	-	-	-	-
Fairly dissatisfied (2)	**8**	7	1	*	7	*	*	*	-	1	1	1	*	-	1	2	-	*	-
	16%	*17%*	*8%*	*6%*	*18%*	*10%*	*10%*	*10%*	-	*39%*	*22%*	*49%*	*22%*	-	*7%*	*20%*	-	*72%*	-
Very dissatisfied (1)	**5**	4	1	1	3	1	1	-	-	-	-	-	-	-	2	2	-	*	1
	11%	*10%*	*17%*	*34%*	*10%*	*25%*	*18%*	-	-	-	-	-	-	-	*18%*	*16%*	-	*28%*	*24%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	**29**	26	3	2	24	3	1	1	1	2	4	1	-	2	7	6	1	-	3
	62%	*65%*	*47%*	*60%*	*66%*	*65%*	*39%*	*31%*	*100%*	*61%*	*78%*	*51%*	-	*100%*	*68%*	*64%*	*100%*	-	*76%*
NET Very/fairly dissatisfied	**13**	11	2	2	10	2	1	*	-	1	1	1	*	-	3	4	-	1	1
	27%	*27%*	*26%*	*40%*	*27%*	*35%*	*28%*	*10%*	-	*39%*	*22%*	*49%*	*22%*	-	*25%*	*36%*	-	*100%*	*24%*
Mean	**3.53**	3.56	3.34	3.41	3.59	3.55	2.92	3.30	4.00	3.21	3.91	3.54	2.78	5.00	3.64	3.30	4.00	1.72	3.84
Std Dev.	**1.35**	1.34	1.54	2.19	1.34	1.93	1.39	0.92	-	1.25	1.23	1.92	0.58	-	1.57	1.46	-	-	1.91
Std Error	**0.20**	0.23	0.40	0.73	0.27	0.68	0.49	0.35	-	0.88	0.71	1.36	0.41	-	0.59	0.60	-	-	0.85

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**48**	18	16	10	3	1	34	4	21	16	9	2	-	37	2
Weighted Base		**47***	19**	16**	9**	2**	1**	35**	3**	22**	15**	8**	2**	-**	37**	2**
Effective Base		**31**	11	11	5	2	1	23	3	14	10	5	2	-	24	2
Very satisfied	(5)	**13**	9	4	*	*	-	13	*	11	2	*	-	-	13	-
		28%	*49%*	*24%*	*2%*	*12%*	-	*37%*	*9%*	*50%*	*12%*	*6%*	-	-	*35%*	-
Fairly satisfied	(4)	**16**	7	4	5	-	-	11	-	2	7	5	1	-	9	1
		34%	*36%*	*26%*	*55%*	-	-	*31%*	-	*9%*	*49%*	*70%*	*53%*	-	*25%*	*53%*
Neither satisfied or dissatisfied	(3)	**5**	*	3	2	-	-	3	-	2	2	1	-	-	4	-
		11%	*1%*	*19%*	*20%*	-	-	*9%*	-	*9%*	*15%*	*10%*	-	-	*12%*	-
Fairly dissatisfied	(2)	**8**	*	4	*	2	1	4	3	5	2	*	1	-	6	1
		16%	*2%*	*25%*	*3%*	*88%*	*100%*	*13%*	*91%*	*21%*	*11%*	*1%*	*47%*	-	*17%*	*47%*
Very dissatisfied	(1)	**5**	2	1	2	-	-	3	-	2	2	1	-	-	4	-
		11%	*12%*	*6%*	*20%*	-	-	*10%*	-	*10%*	*13%*	*13%*	-	-	*11%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**29**	16	8	5	*	-	24	*	13	9	6	1	-	22	1
		62%	*85%*	*50%*	*57%*	*12%*	-	*69%*	*9%*	*59%*	*62%*	*76%*	*53%*	-	*60%*	*53%*
NET Very/fairly dissatisfied		**13**	3	5	2	2	1	8	3	7	3	1	1	-	11	1
		27%	*15%*	*31%*	*23%*	*88%*	*100%*	*22%*	*91%*	*32%*	*23%*	*14%*	*47%*	-	*28%*	*47%*
Mean		**3.53**	4.06	3.37	3.16	2.36	2.00	3.74	2.28	3.67	3.38	3.54	3.06	-	3.55	3.06
Std Dev.		**1.35**	1.34	1.30	1.26	1.27	-	1.35	1.05	1.54	1.24	1.16	1.32	-	1.42	1.32
Std Error		**0.20**	0.32	0.33	0.40	0.73	-	0.23	0.53	0.34	0.31	0.39	0.93	-	0.23	0.93

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**48**	5	39	4	20	23	5	47	-	1	-	48	-
Weighted Base		**47***	3**	40**	4**	18**	23**	7**	46**	-**	2**	-**	47*	-**
Effective Base		**31**	2	26	3	12	15	4	30	-	1	-	31	-
Very satisfied	(5)	**13**	-	11	2	5	8	-	13	-	-	-	13	-
		28%	-	*28%*	*53%*	*29%*	*37%*	-	*29%*	-	-	-	*28%*	-
Fairly satisfied	(4)	**16**	1	15	*	5	9	3	16	-	-	-	16	-
		34%	*37%*	*37%*	*5%*	*27%*	*38%*	*38%*	*35%*	-	-	-	*34%*	-
Neither satisfied or dissatisfied		**5**	-	4	1	3	2	-	5	-	-	-	5	-
	(3)	***11%***	-	*11%*	*17%*	*19%*	*8%*	-	*11%*	-	-	-	*11%*	-
Fairly dissatisfied	(2)	**8**	*	7	-	3	4	1	8	-	-	-	8	-
		16%	*5%*	*18%*	-	*15%*	*15%*	*21%*	*17%*	-	-	-	*16%*	-
Very dissatisfied	(1)	**5**	2	3	1	2	*	3	4	-	2	-	5	-
		11%	*58%*	*6%*	*25%*	*11%*	*2%*	*41%*	*8%*	-	*100%*	-	*11%*	-
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**29**	1	26	2	10	17	3	29	-	-	-	29	-
		62%	*37%*	*64%*	*58%*	*55%*	*75%*	*38%*	*64%*	-	-	-	*62%*	-
NET Very/fairly dissatisfied		**13**	2	10	1	4	4	4	11	-	2	-	13	-
		27%	*63%*	*25%*	*25%*	*26%*	*17%*	*62%*	*24%*	-	*100%*	-	*27%*	-
Mean		**3.53**	2.16	3.61	3.62	3.47	3.93	2.35	3.62	-	1.00	-	3.53	-
Std Dev.		**1.35**	1.78	1.26	1.92	1.37	1.13	1.45	1.29	-	-	-	1.35	-
Std Error		**0.20**	0.80	0.20	0.96	0.31	0.24	0.65	0.19	-	-	-	0.20	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find

Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**48**	13	14	13	8	3	8	2	9	3	2	3	3	7	3	2	3
Weighted Base		**47***	11**	13**	16**	7**	3**	6**	2**	7**	4**	2**	2**	4**	10**	2**	2**	3**
Effective Base		**31**	8	10	9	4	2	4	2	6	2	2	1	2	6	1	1	2
Very satisfied	(5)	**13**	4	1	6	2	2	2	-	1	-	-	2	-	4	2	-	*
		28%	*36%*	*10%*	*37%*	*30%*	*62%*	*36%*	-	*18%*	-	-	*88%*	-	*40%*	*89%*	-	*11%*
Fairly satisfied	(4)	**16**	3	5	6	2	1	1	1	2	1	2	-	3	3	-	2	-
		34%	*22%*	*43%*	*36%*	*31%*	*38%*	*9%*	*42%*	*34%*	*31%*	*100%*	-	*72%*	*30%*	-	*96%*	-
Neither satisfied or dissatisfied	(3)	**5**	2	2	-	1	-	2	-	2	-	-	-	-	-	*	-	1
		11%	*17%*	*18%*	-	*13%*	-	*30%*	-	*31%*	-	-	-	-	-	*6%*	-	*29%*
Fairly dissatisfied	(2)	**8**	2	4	1	*	-	1	1	1	2	-	*	1	*	-	*	-
		16%	*22%*	*28%*	*9%*	*1%*	-	*19%*	*58%*	*15%*	*69%*	-	*12%*	*28%*	*1%*	-	*4%*	-
Very dissatisfied	(1)	**5**	*	*	3	2	-	*	-	*	-	-	-	-	3	*	-	2
		11%	*4%*	*1%*	*18%*	*25%*	-	*6%*	-	*2%*	-	-	-	-	*28%*	*5%*	-	*61%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied		**29**	7	7	12	4	3	3	1	4	1	2	2	3	7	2	2	*
		62%	*58%*	*53%*	*73%*	*61%*	*100%*	*45%*	*42%*	*52%*	*31%*	*100%*	*88%*	*72%*	*71%*	*89%*	*96%*	*11%*
NET Very/fairly dissatisfied		**13**	3	4	4	2	-	2	1	1	2	-	*	1	3	*	*	2
		27%	*25%*	*29%*	*27%*	*26%*	-	*26%*	*58%*	*17%*	*69%*	-	*12%*	*28%*	*29%*	*5%*	*4%*	*61%*
Mean		**3.53**	3.65	3.33	3.65	3.39	4.62	3.48	2.85	3.50	2.62	4.00	4.65	3.44	3.53	4.67	3.92	2.00
Std Dev.		**1.35**	1.32	1.08	1.54	1.66	0.60	1.43	1.35	1.10	1.09	-	1.34	1.04	1.76	-	0.52	1.73
Std Error		**0.20**	0.37	0.29	0.43	0.59	0.35	0.51	0.96	0.37	0.63	-	0.77	0.60	0.66	-	0.37	1.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**3748**	-	3748	1759	1983	458	461	721	554	720	471	359	919	1274	1550	830	3153	539	3741
	73%	-	*73%*	*70%*	**75%c**	*67%*	*65%*	**76%efk**	**76%efk**	**80%efk**	**74%ef**	*69%*	*66%*	**76%l**	**75%l**	**72%l**	*73%*	*70%*	*73%*
No	**1273**	-	1273	689	581	204	231	208	165	167	153	144	435	373	464	297	1054	205	1282
	25%	-	*25%*	**27%d**	*22%*	**30%ghi**	**33%ghi**	*22%*	*23%*	*18%*	**24%i**	**28%i**	**31%mno**	*22%*	*22%*	*26%*	*25%*	*27%*	*25%*
I don't know	**126**	-	126	61	65	24	19	20	14	18	10	20	44	34	48	30	93	27	124
	2%	-	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	**3748**	905	1282	747	814	2187	1561	2265	1449	430	484	1011	951	575	3020	432	3095
	73%	**76%cd**	*73%*	*70%*	*71%*	**75%f**	*71%*	*74%*	*72%*	*72%*	*69%*	*74%*	**75%j**	**76%j**	**74%j**	*71%*	*74%*
No	**1273**	254	416	301	302	670	603	751	507	154	193	333	290	167	982	159	996
	25%	*21%*	*24%*	**28%ab**	**26%a**	*23%*	**27%e**	*24%*	*25%*	*26%*	*27%*	*24%*	*23%*	*22%*	*24%*	*26%*	*24%*
I don't know	**126**	26	52	19	29	78	48	63	55	17	24	25	20	13	82	19	87
	2%	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	**3%l**	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 166

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	**3748**	3230	517	163	3121	346	177	104	147	410	333	288	326	329	437	519	331	65	281
	73%	*73%*	*70%*	*67%*	*72%*	**79%dfg**	*71%*	*71%*	*71%*	**73%n**	**79%hmn**	**77%mn**	*72%*	*69%*	*65%*	**74%n**	**75%n**	**84%hilmno**	**77%mn**
No	**1273**	1077	196	76	1084	81	68	39	55	134	87	82	117	134	213	161	102	12	69
	25%	*24%*	*27%*	**31%a**	**25%e**	*19%*	**27%e**	**27%e**	**27%qr**	*24%*	*20%*	*22%*	**26%r**	**28%jqr**	**31%ijkopqr**	*23%*	*23%*	*16%*	*19%*
I don't know	**126**	105	21	4	106	12	5	3	5	18	4	2	9	13	26	22	7	*	12
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	**3%k**	**3%k**	*1%*	*	*2%*	*3%*	**4%jk**	**3%k**	*2%*	*	**3%jk**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	**3748**	1426	1491	415	296	105	2917	401	1480	1561	432	189	68	3041	258
	73%	**76%c**	**74%c**	*60%*	**77%c**	**77%c**	**75%c**	**77%c**	**75%jn**	**76%jn**	*60%*	*69%*	*67%*	**76%jn**	**68%j**
No	**1273**	421	483	244	86	30	904	116	445	455	249	83	30	900	113
	25%	*22%*	*24%*	**35%abdefg**	*22%*	*22%*	*23%*	*22%*	*23%*	*22%*	**35%him**	**30%him**	*30%*	*22%*	**30%him**
I don't know	**126**	35	44	33	4	2	78	6	38	42	34	2	3	81	5
	2%	*2%*	*2%*	**5%abdfg**	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	**5%hikmn**	*1%*	*3%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 166

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	**3748**	180	3517	51	1109	2455	184	3682	39	24	*	3745	2
	73%	*69%*	**73%c**	*55%*	**77%ef**	**72%f**	*60%*	*73%*	*69%*	*66%*	*3%*	*73%*	*11%*
No	**1273**	76	1172	25	307	870	96	1230	15	11	3	1257	13
	25%	*29%*	*24%*	*27%*	*21%*	**26%d**	**31%d**	*24%*	*27%*	*31%*	*97%*	*25%*	*58%*
I don't know	**126**	3	106	17	29	69	28	116	2	1	-	120	7
	2%	*1%*	*2%*	**18%ab**	*2%*	*2%*	**9%de**	*2%*	*4%*	*3%*	-	*2%*	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE9. Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	3748	994	938	920	896	334	334	326	297	300	341	315	297	307	295	292	308
	73%	78%bcd	73%	72%	69%	79%hlnop	74%	80%hlmnop	70%	75%	74%	75%	68%	72%	69%	70%	69%
No	1273	264	321	327	361	83	109	72	112	99	110	92	124	111	122	113	126
	25%	21%	25%a	26%a	28%a	19%	24%	18%	26%g	25%	24%	22%	29%eg	26%g	28%eg	27%eg	28%eg
I don't know	126	23	30	37	35	8	8	8	17	4	9	13	14	10	13	11	12
	2%	2%	2%	3%	3%	2%	2%	2%	4%i	1%	2%	3%	3%	2%	3%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3807**	-	3807	1781	2015	474	479	704	533	767	517	324	953	1237	1608	841	3366	395	3807
Weighted Base	**3828**	-**	3828	1812	2010	483	483	730	563	730	473	363	966	1293	1565	835	3219	553	3807
Effective Base	**2308**	-	2308	1121	1184	312	307	481	311	440	241	230	619	786	904	465	1970	310	3807
Pick up the item from a delivery office	**1059**	-	1059	554	501	86	120	202	162	224	150	113	206	364	487	263	883	164	990
	28%	-	*28%*	**31%d**	*25%*	*18%*	**25%e**	**28%e**	**29%e**	**31%e**	**32%e**	**31%e**	*21%*	**28%l**	**31%l**	**32%l**	*27%*	*30%*	*26%*
Arrange for redelivery to your home	**1988**	-	1988	872	1112	200	241	375	290	405	269	207	442	664	880	476	1676	285	1954
	52%	-	*52%*	*48%*	**55%c**	*42%*	**50%e**	**51%e**	**51%e**	**55%e**	**57%e**	**57%e**	*46%*	**51%l**	**56%lm**	**57%l**	*52%*	*52%*	*51%*
Arrange for the item to be left in a safe place	**1302**	-	1302	611	691	167	168	214	172	237	202	139	335	387	578	341	1138	142	1427
	34%	-	*34%*	*34%*	*34%*	*35%*	*35%*	*29%*	*31%*	*32%*	**43%ghi**	**38%g**	*35%*	*30%*	**37%m**	**41%lm**	**35%q**	*26%*	*37%*
Arrange for delivery to a neighbour	**943**	-	943	477	466	152	102	170	130	190	101	98	254	300	390	199	787	154	910
	25%	-	*25%*	*26%*	*23%*	**31%fghj**	*21%*	*23%*	*23%*	*26%*	*21%*	*27%*	*26%*	*23%*	*25%*	*24%*	*24%*	*28%*	*24%*
Arrange for delivery to an alternative address	**257**	-	257	135	122	44	47	52	27	53	22	12	92	78	87	33	207	44	239
	7%	-	*7%*	*7%*	*6%*	**9%hjk**	**10%hjk**	**7%k**	*5%*	**7%k**	*5%*	*3%*	**10%mno**	*6%*	*6%*	*4%*	*6%*	*8%*	*6%*
Arrange for delivery to a Post Office branch, where you can pick it up	**804**	-	804	341	464	99	108	142	113	158	111	74	207	254	343	185	659	129	819
	21%	-	*21%*	*19%*	**23%c**	*20%*	*22%*	*19%*	*20%*	*22%*	*24%*	*20%*	*21%*	*20%*	*22%*	*22%*	*20%*	*23%*	*22%*
Get a friend/relative to pick up the item from the delivery/enquiry office	**172**	-	172	81	91	28	40	36	31	23	9	5	67	67	37	14	114	58	172
	4%	-	*4%*	*4%*	*5%*	**6%jk**	**8%ijk**	**5%jk**	**5%jk**	*3%*	*2%*	*1%*	**7%no**	**5%no**	*2%*	*2%*	*4%*	**10%p**	*5%*
Arrange to pick it up from a collection point/ box	**440**	-	440	233	207	68	66	112	50	64	48	33	134	161	144	80	367	65	449
	11%	-	*11%*	*13%*	*10%*	**14%hi**	**14%i**	**15%hik**	*9%*	*9%*	*10%*	*9%*	**14%no**	**12%n**	*9%*	*10%*	*11%*	*12%*	*12%*
Arrange to pick it up at the operator's depot	**288**	-	288	174	112	36	51	79	44	38	16	23	88	123	77	40	222	64	288
	8%	-	*8%*	**10%d**	*6%*	**8%j**	**11%ij**	**11%ij**	**8%j**	*5%*	*3%*	*6%*	**9%no**	**10%no**	*5%*	*5%*	*7%*	**12%p**	*8%*
Any other way (please specify)	**21**	-	21	11	10	3	*	3	3	7	3	2	3	6	12	5	21	-	22
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	-	*1%*
I don't know	**17**	-	17	6	11	2	1	3	6	5	*	*	3	8	5	*	8	4	20
	*	-	*	*	*1%*	*	*	*	*1%*	*1%*	*	*	*	*1%*	*	*	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3807**	966	1187	730	924	2153	1654	1914	1839	475	525	1025	933	525	3008	481	3092
Weighted Base	**3828**	931	1303	772	822	2234	1594	2330	1464	431	501	1033	979	583	3095	434	3170
Effective Base	**2308**	520	752	457	602	1272	1048	1251	1093	294	307	619	586	319	1828	296	1877
Pick up the item from a delivery office	**1059**	272	375	206	206	647	412	650	399	94	151	279	292	173	895	94	908
	28%	*29%*	*29%*	*27%*	*25%*	*29%*	*26%*	*28%*	*27%*	*22%*	**30%i**	*27%*	**30%i**	**30%i**	**29%i**	*22%*	**29%o**
Arrange for redelivery to your home	**1988**	483	682	375	448	1165	823	1136	841	239	263	517	484	320	1584	241	1628
	52%	*52%*	*52%*	*49%*	*54%*	*52%*	*52%*	*49%*	**57%g**	*56%*	*52%*	*50%*	*49%*	*55%*	*51%*	*56%*	*51%*
Arrange for the item to be left in a safe place	**1302**	393	425	238	246	818	484	789	497	105	178	327	343	224	1072	106	1103
	34%	**42%bcd**	*33%*	*31%*	*30%*	**37%f**	*30%*	*34%*	*34%*	*24%*	**36%i**	**32%i**	**35%i**	**38%ik**	**35%i**	*24%*	**35%o**
Arrange for delivery to a neighbour	**943**	253	311	196	183	564	379	568	367	90	129	247	248	151	774	90	793
	25%	*27%*	*24%*	*25%*	*22%*	*25%*	*24%*	*24%*	*25%*	*21%*	*26%*	*24%*	*25%*	*26%*	*25%*	*21%*	*25%*
Arrange for delivery to an alternative address	**257**	66	83	72	36	149	108	193	64	19	35	67	69	42	213	19	215
	7%	*7%*	*6%*	**9%d**	*4%*	*7%*	*7%*	**8%h**	*4%*	*4%*	*7%*	*7%*	*7%*	*7%*	*7%*	*4%*	*7%*
Arrange for delivery to a Post Office branch, where you can pick it up	**804**	201	292	150	161	493	311	492	308	91	95	234	197	123	649	91	670
	21%	*22%*	*22%*	*19%*	*20%*	*22%*	*20%*	*21%*	*21%*	*21%*	*19%*	*23%*	*20%*	*21%*	*21%*	*21%*	*21%*
Get a friend/relative to pick up the item from the delivery/enquiry office	**172**	44	48	48	32	92	80	123	47	18	30	27	45	40	143	18	145
	4%	*5%*	*4%*	**6%b**	*4%*	*4%*	*5%*	**5%h**	*3%*	*4%*	**6%k**	*3%*	*5%*	**7%k**	**5%k**	*4%*	*5%*
Arrange to pick it up from a collection point/ box	**440**	129	130	84	96	260	180	281	155	48	56	118	110	66	350	48	365
	11%	**14%b**	*10%*	*11%*	*12%*	*12%*	*11%*	*12%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*11%*	*12%*
Arrange to pick it up at the operator's depot	**288**	69	99	57	63	168	120	207	80	25	27	86	75	52	241	25	243
	8%	*7%*	*8%*	*7%*	*8%*	*8%*	*8%*	**9%h**	*5%*	*6%*	*5%*	*8%*	*8%*	*9%*	*8%*	*6%*	*8%*
Any other way (please specify)	**21**	2	11	2	7	12	9	16	5	1	5	3	6	6	20	1	20
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*
I don't know	**17**	*	8	3	6	8	9	11	6	2	4	1	2	1	8	2	10
	*	*	*1%*	*	**1%a**	*	*1%*	*	*	*	*1%*	*	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3807	2773	1034	418	2126	737	549	395	198	242	240	231	249	225	241	261	239	144	593
Weighted Base	3828	3302	525	168	3196	349	179	104	150	423	337	292	334	336	461	526	338	66*	282
Effective Base	2308	1973	337	131	1750	342	298	226	179	216	203	200	200	192	212	233	203	70	272
Pick up the item from a delivery office	1059 28%	966 29%bc	93 18%	21 13%	892 28%f	97 28%	40 22%	30 29%	48 32%j	121 29%	77 23%	81 28%	114 34%jmo	81 24%	134 29%	133 25%	103 31%	17 26%	80 28%
Arrange for redelivery to your home	1988 52%	1688 51%	299 57%a	87 52%	1673 52%g	183 52%g	88 49%	44 43%	71 48%	198 47%	182 54%	158 54%	182 54%	169 50%	222 48%	300 57%l	190 56%	36 55%	147 52%
Arrange for the item to be left in a safe place	1302 34%	1048 32%	253 48%a	92 55%a	1047 33%	139 40%d	72 40%d	43 41%d	53 35%n	116 27%	111 33%n	116 40%in	116 35%n	118 35%n	109 24%	185 35%n	123 37%in	27 41%in	112 39%in
Arrange for delivery to a neighbour	943 25%	830 25%	113 22%	34 20%	797 25%g	83 24%	45 25%g	18 18%	48 32%jmp	109 26%	76 23%	83 28%	89 27%	70 21%	120 26%	132 25%	71 21%	13 20%	70 25%
Arrange for delivery to an alternative address	257 7%	227 7%	30 6%	7 4%	214 7%	22 6%	17 9%g	4 4%	12 8%m	29 7%	27 8%	23 8%	26 8%	13 4%	32 7%	37 7%	16 5%	6 9%	16 6%
Arrange for delivery to a Post Office branch, where you can pick it up	804 21%	683 21%	121 23%	33 20%	667 21%	75 21%	37 21%	26 24%	29 19%	88 21%	82 24%	69 24%	62 19%	67 20%	88 19%	101 19%	83 24%	9 14%	65 23%
Get a friend/relative to pick up the item from the delivery/enquiry office	172 4%	158 5%	15 3%	3 2%	143 4%	14 4%	11 6%	4 4%	6 4%	19 4%	8 2%	11 4%	19 6%	17 5%	32 7%j	22 4%	9 3%	2 4%	11 4%
Arrange to pick it up from a collection point/ box	440 11%	394 12%	45 9%	12 7%	365 11%	37 11%	22 13%	15 15%	19 12%	51 12%	36 11%	43 15%m	36 11%	26 8%	60 13%	63 12%	31 9%	4 6%	33 12%
Arrange to pick it up at the operator's depot	288 8%	268 8%bc	20 4%	5 3%	244 8%	22 6%	13 7%	9 9%	14 9%p	34 8%	21 6%	35 12%jlopr	19 6%	28 8%	49 11%p	31 6%	14 4%	4 6%	18 6%
Any other way (please specify)	21 1%	19 1%	3 *	2 1%	16 1%	2 1%	2 1%	1 1%	2 1%n	- -	4 1%	- -	2 1%	2 1%	- -	3 *	4 1%	1 2%ikn	1 *
I don't know	17 *	16 *	1 *	* *	15 *	1 *	* *	1 1%	1 1%	3 1%	1 *	3 1%	- -	2 1%	2 *	2 *	1 *	* *	1 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	3807	1466	1492	426	299	104	2958	403	1563	1525	437	190	69	3088	259
Weighted Base	3828	1439	1522	441	307	105*	2961	412	1499	1589	448	206	69*	3088	274
Effective Base	2308	874	905	273	188	58	1779	245	917	927	285	126	42	1843	168
Pick up the item from a delivery office	1059	441	402	108	88	18	843	106	457	412	113	56	16	869	71
	28%	**31%bce**	*26%*	*24%*	*29%*	*17%*	*28%*	*26%*	**31%l**	*26%*	*25%*	*27%*	*23%*	*28%*	*26%*
Arrange for redelivery to your home	1988	767	811	194	149	59	1578	208	796	822	243	88	30	1618	118
	52%	**53%c**	**53%c**	*44%*	*48%*	*57%*	**53%c**	*51%*	**53%kn**	**52%n**	**54%kn**	*43%*	*43%*	**52%kn**	*43%*
Arrange for the item to be left in a safe place	1302	504	535	140	94	22	1039	116	527	570	130	60	11	1097	71
	34%	**35%eg**	**35%eg**	*32%*	*31%*	*21%*	**35%eg**	*28%*	**35%ln**	**36%jln**	*29%*	*29%*	*17%*	**36%jln**	*26%*
Arrange for delivery to a neighbour	943	378	346	101	92	23	724	115	374	400	95	60	11	774	71
	25%	*26%*	*23%*	*23%*	**30%b**	*22%*	*24%*	*28%*	*25%*	*25%*	*21%*	*29%*	*17%*	*25%*	*26%*
Arrange for delivery to an alternative address	257	90	111	36	11	9	201	20	93	121	24	16	3	214	19
	7%	*6%*	*7%*	**8%d**	*4%*	*8%*	*7%*	*5%*	*6%*	*8%*	*5%*	*8%*	*4%*	*7%*	*7%*
Arrange for delivery to a Post Office branch, where you can pick it up	804	342	318	79	51	11	660	61	351	334	77	32	9	684	40
	21%	**24%cdeg**	**21%eg**	*18%*	*17%*	*10%*	**22%eg**	*15%*	**23%jkn**	*21%*	*17%*	*15%*	*12%*	**22%n**	*15%*
Get a friend/relative to pick up the item from the delivery/enquiry office	172	77	59	18	10	8	136	18	59	82	13	14	5	141	19
	4%	*5%*	*4%*	*4%*	*3%*	*8%*	*5%*	*4%*	*4%*	*5%*	*3%*	*7%*	*7%*	*5%*	**7%j**
Arrange to pick it up from a collection point/ box	440	151	194	45	38	9	345	47	159	191	51	28	9	350	37
	11%	*11%*	*13%*	*10%*	*12%*	*8%*	*12%*	*11%*	*11%*	*12%*	*11%*	*14%*	*13%*	*11%*	*13%*
Arrange to pick it up at the operator's depot	288	112	112	32	24	6	225	30	106	128	32	15	6	233	20
	8%	*8%*	*7%*	*7%*	*8%*	*6%*	*8%*	*7%*	*7%*	*8%*	*7%*	*7%*	*8%*	*8%*	*7%*
Any other way (please specify)	21	10	11	1	-	-	20	-	10	10	1	-	*	20	*
	1%	*1%*	*1%*	*	-	-	*1%*	-	*1%*	*1%*	*	-	*	*1%*	*
I don't know	17	8	4	1	2	1	13	3	5	3	5	3	1	8	3
	*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*	**1%im**	**1%im**	*1%*	*	**1%im**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3807	220	3530	57	1234	2364	209	3729	38	30	1	3797	9
Weighted Base	3828	184	3589	55*	1130	2504	195	3751	42**	27**	***	3820	7**
Effective Base	2308	127	2150	33	731	1461	121	2259	26	18	1	2303	5
Pick up the item from a delivery office	1059 *28%*	50 *27%*	996 *28%*	13 *23%*	299 *26%*	715 *29%*	45 *23%*	1041 *28%*	7 *17%*	11 *41%*	- -	1059 *28%*	- -
Arrange for redelivery to your home	1988 *52%*	84 *45%*	1880 *52%*	24 *44%*	631 *56%e*	1266 *51%*	91 *47%*	1966 *52%*	9 *21%*	10 *35%*	- -	1985 *52%*	3 *38%*
Arrange for the item to be left in a safe place	1302 *34%*	67 *37%*	1218 *34%*	17 *30%*	381 *34%*	866 *35%*	54 *28%*	1275 *34%*	15 *35%*	8 *30%*	* *100%*	1298 *34%*	4 *49%*
Arrange for delivery to a neighbour	943 *25%*	52 *28%*	879 *24%*	12 *22%*	287 *25%*	619 *25%*	37 *19%*	921 *25%*	12 *29%*	10 *35%*	* *100%*	943 *25%*	1 *9%*
Arrange for delivery to an alternative address	257 *7%*	14 *8%*	238 *7%*	4 *8%*	86 *8%*	160 *6%*	11 *6%*	244 *7%*	8 *18%*	4 *13%*	- -	255 *7%*	1 *20%*
Arrange for delivery to a Post Office branch, where you can pick it up	804 *21%*	35 *19%*	760 *21%*	9 *16%*	243 *21%*	525 *21%*	36 *19%*	786 *21%*	12 *29%*	5 *20%*	- -	804 *21%*	* *6%*
Get a friend/relative to pick up the item from the delivery/enquiry office	172 *4%*	25 *13%b*	146 *4%*	1 *2%*	65 *6%*	99 *4%*	8 *4%*	163 *4%*	6 *15%*	3 *12%*	- -	172 *5%*	- -
Arrange to pick it up from a collection point/ box	440 *11%*	20 *11%*	416 *12%*	3 *6%*	155 *14%f*	272 *11%*	13 *7%*	431 *11%*	5 *12%*	4 *15%*	- -	440 *12%*	- -
Arrange to pick it up at the operator's depot	288 *8%*	17 *9%*	266 *7%*	5 *9%*	80 *7%*	201 *8%*	8 *4%*	281 *8%*	3 *8%*	4 *13%*	- -	288 *8%*	- -
Any other way (please specify)	21 *1%*	2 *1%*	19 *1%*	- -	8 *1%*	13 *1%*	* *	21 *1%*	- -	- -	- -	21 *1%*	- -
I don't know	17 *	1 *	16 *	- -	5 *	12 *	- -	17 *	- -	- -	- -	17 *	* *1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10. Generally speaking, how would you prefer to deal with a 'Sorry you were out' card?

Base : Received a 'Sorry you were out' card

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	3807	998	968	930	911	337	322	339	339	304	325	320	295	315	300	313	298
Weighted Base	3828	1014	959	935	920	340	342	332	308	310	342	323	301	311	302	301	317
Effective Base	2308	652	656	506	516	211	218	224	212	210	233	167	166	173	172	174	171
Pick up the item from a delivery office	1059 28%	305 30%	264 28%	249 27%	242 26%	98 29%	93 27%	114 34%hnp	71 23%	96 31%n	97 28%	81 25%	76 25%	92 30%	65 22%	100 33%hn	76 24%
Arrange for redelivery to your home	1988 52%	497 49%	496 52%	510 55%	485 53%	165 49%	166 48%	166 50%	166 54%	159 51%	171 50%	174 54%	167 56%	168 54%	173 57%	161 53%	150 47%
Arrange for the item to be left in a safe place	1302 34%	360 35%c	348 36%c	269 29%	324 35%c	104 31%	126 37%m	129 39%m	116 38%m	111 36%m	121 35%m	103 32%	91 30%	75 24%	118 39%m	97 32%	109 34%m
Arrange for delivery to a neighbour	943 25%	239 24%	256 27%	210 23%	238 26%	76 22%	98 29%gk	65 20%	73 24%	86 28%g	97 28%gk	62 19%	65 22%	83 27%	80 26%	73 24%	85 27%
Arrange for delivery to an alternative address	257 7%	63 6%	77 8%	68 7%	49 5%	16 5%	28 8%	19 6%	21 7%	19 6%	37 11%egno	23 7%	27 9%	18 6%	15 5%	13 4%	21 7%
Arrange for delivery to a Post Office branch, where you can pick it up	804 21%	229 23%	225 23%c	173 18%	178 19%	79 23%	78 23%	71 21%	79 26%l	83 27%lno	64 19%	61 19%	47 16%	65 21%	55 18%	52 17%	71 22%
Get a friend/relative to pick up the item from the delivery/enquiry office	172 4%	26 3%	53 6%a	39 4%	54 6%a	13 4%	7 2%	5 2%	13 4%	15 5%	25 7%fgn	12 4%	12 4%	16 5%	8 3%	18 6%fg	28 9%fgkn
Arrange to pick it up from a collection point/ box	440 11%	121 12%	127 13%	93 10%	99 11%	40 12%	38 11%	42 13%	44 14%	47 15%kl	36 11%	27 8%	24 8%	41 13%	32 11%	28 9%	39 12%
Arrange to pick it up at the operator's depot	288 8%	68 7%	87 9%	58 6%	75 8%	19 6%	15 4%	34 10%fl	30 10%fl	28 9%	29 8%	23 7%	13 4%	22 7%	29 9%	25 8%	22 7%
Any other way (please specify)	21 1%	7 1%	5 1%	3 *	6 1%	3 1%	1 *	2 1%	1 *	* *	4 1%	2 1%	* *	1 *	1 *	2 1%	3 1%
I don't know	17 *	4 *	5 1%	6 1%	2 *	* *	3 1%	- -	2 1%	1 *	2 *	* *	5 2%	* *	* *	2 1%	* *

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**1874**	-	1874	930	942	327	280	354	265	310	202	134	607	619	646	337	1555	294	1843
	36%	-	*36%*	*37%*	*36%*	**48%fghijk**	**39%jk**	**37%k**	**36%k**	**34%k**	*32%*	*26%*	**43%mno**	**37%no**	*31%*	*29%*	*36%*	*38%*	*36%*
No	**3038**	-	3038	1495	1536	314	381	542	445	561	421	368	695	987	1350	789	2578	415	3045
	59%	-	*59%*	*60%*	*58%*	*46%*	**54%e**	**57%e**	**61%ef**	**62%ef**	**66%efg**	**70%efghi**	*50%*	**59%l**	**66%lm**	**68%lm**	**60%q**	*54%*	*59%*
Don't know	**236**	-	236	83	152	45	50	52	23	34	10	21	95	75	65	31	167	62	259
	5%	-	*5%*	*3%*	**6%c**	**7%hij**	**7%hij**	**6%j**	*3%*	*4%*	*2%*	*4%*	**7%mno**	*4%*	*3%*	*3%*	*4%*	**8%p**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
	36%	**41%d**	**38%d**	**36%d**	*29%*	**39%f**	*33%*	**41%h**	*30%*	*31%*	*34%*	*36%*	**42%ijk**	**42%ijk**	**39%l**	*30%*	**38%o**
No	**3038**	658	1006	621	753	1664	1374	1696	1311	377	441	807	688	412	2348	386	2404
	59%	*56%*	*57%*	*58%*	**66%abc**	*57%*	**62%e**	*55%*	**65%g**	**63%lmn**	**63%lmn**	*59%*	*55%*	*55%*	*57%*	**63%p**	*58%*
Don't know	**236**	41	80	59	55	121	114	129	98	40	22	71	44	25	162	40	167
	5%	*4%*	*5%*	*6%*	*5%*	*4%*	*5%*	*4%*	*5%*	**7%jlmn**	*3%*	*5%*	*4%*	*3%*	*4%*	**7%p**	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	**1874**	1625	248	86	1575	164	86	49	79	224	137	159	180	152	247	245	153	29	135
	36%	*37%*	*34%*	*35%*	*37%*	*37%*	*34%*	*33%*	*38%*	*40%*	*32%*	**43%jm**	*40%*	*32%*	*36%*	*35%*	*35%*	*37%*	*37%*
No	**3038**	2587	450	145	2538	259	151	90	125	316	265	197	253	302	395	412	273	44	215
	59%	*59%*	*61%*	*60%*	*59%*	*59%*	*60%*	*62%*	*60%*	*56%*	**63%k**	*53%*	*56%*	**63%k**	*58%*	*59%*	**62%k**	*57%*	*59%*
Don't know	**236**	200	36	12	198	17	13	7	4	22	21	16	19	22	35	46	14	5	12
	5%	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*5%*	*2%*	*4%*	*5%*	*4%*	*4%*	*5%*	*5%*	**7%h**	*3%*	*6%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	1874	755	700	200	176	36	1455	212	774	782	184	99	30	1556	129
	36%	**40%bce**	**35%c**	*29%*	**46%bcef**	*27%*	**37%c**	**41%bce**	**39%j**	**38%j**	*26%*	**36%j**	*29%*	**39%j**	**34%j**
No	3038	1076	1211	453	186	97	2287	284	1105	1184	489	168	72	2289	240
	59%	**57%d**	**60%d**	**65%abdfg**	*48%*	**71%abdfg**	**59%d**	*54%*	*56%*	*58%*	**68%him**	*61%*	**70%him**	*57%*	**64%him**
Don't know	236	50	107	39	24	3	158	26	85	92	41	7	*	176	8
	5%	*3%*	**5%a**	**6%a**	**6%a**	*2%*	**4%a**	**5%a**	*4%*	*4%*	**6%n**	*3%*	*	*4%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	**1874**	100	1754	19	583	1182	109	1829	30	15	-	1874	*
	36%	39%c	37%c	*21%*	40%e	*35%*	*35%*	*36%*	*52%*	*42%*	-	*37%*	*
No	**3038**	152	2828	57	793	2072	173	2976	25	20	3	3021	13
	59%	*59%*	*59%*	*62%*	*55%*	61%d	*56%*	*59%*	*44%*	*55%*	*100%*	*59%*	*61%*
Don't know	**236**	7	213	16	68	141	26	224	2	1	-	227	9
	5%	*3%*	*4%*	17%ab	*5%*	*4%*	9%de	*4%*	*4%*	*3%*	-	*4%*	*39%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	1874	528	497	423	426	183	174	171	148	159	189	149	127	146	153	125	149
	36%	**41%cd**	**39%cd**	*33%*	*33%*	**43%hlmop**	**39%lo**	**42%lop**	*35%*	**40%lo**	**41%lo**	*35%*	*29%*	*34%*	*36%*	*30%*	*33%*
No	3038	680	744	800	813	222	247	211	267	226	251	249	283	268	257	273	283
	59%	*53%*	*58%*	**62%a**	**63%ab**	*52%*	*55%*	*52%*	**63%egj**	*56%*	*55%*	*59%*	**65%efgij**	**63%eg**	*60%*	**66%efgij**	**63%efgj**
Don't know	236	74	48	61	52	19	31	25	11	17	20	23	24	14	20	17	15
	5%	**6%b**	*4%*	*5%*	*4%*	*4%*	**7%h**	**6%h**	*3%*	*4%*	*4%*	*5%*	*6%*	*3%*	*5%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 169

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1843	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	1874	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	1143	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	10	-	10	8	2	3	4	1	1	-	1	-	7	2	1	1	6	4	8
	1%	-	1%	1%	*	1%	2%	*	*	-	*	-	1%	*	*	*	*	1%	*
Not very important (2)	38	-	38	22	16	11	5	6	5	4	2	4	16	11	11	7	34	4	38
	2%	-	2%	2%	2%	3%	2%	2%	2%	1%	1%	3%	3%	2%	2%	2%	2%	1%	2%
Neither important nor unimportant (3)	180	-	180	97	82	31	35	29	14	38	17	16	66	43	71	33	150	28	192
	10%	-	10%	10%	9%	10%	12%h	8%	5%	12%h	8%	12%	11%	7%	11%	10%	10%	10%	10%
Important (4)	789	-	789	398	392	134	91	167	105	135	100	56	225	273	291	157	663	118	782
	42%	-	42%	43%	42%	41%	33%	47%f	40%	44%f	50%f	42%	37%	44%	45%l	47%l	43%	40%	42%
Very important (5)	841	-	841	397	443	143	142	146	137	132	82	57	285	283	272	139	690	136	813
	45%	-	45%	43%	47%	44%	51%	41%	52%g	43%	41%	43%	47%	46%	42%	41%	44%	46%	44%
Don't know	15	-	15	8	8	5	3	4	3	-	-	-	8	7	-	-	12	3	10
	1%	-	1%	1%	1%	2%	1%	1%	1%	-	-	-	1%n	1%n	-	-	1%	1%	1%
NET Not at all important/ Not very important	48	-	48	30	18	14	9	7	6	4	3	4	23	13	12	7	40	8	46
	3%	-	3%	3%	2%	4%	3%	2%	2%	1%	1%	3%	4%	2%	2%	2%	3%	3%	2%
NET Important / Very important	1630	-	1630	795	834	277	233	313	242	267	182	114	510	555	563	296	1353	253	1595
	87%	-	87%	85%	89%	85%	83%	88%	91%f	86%	90%	85%	84%	90%l	87%	88%	87%	86%	87%
Mean	4.30	-	4.30	4.25	4.35c	4.25	4.30	4.29	4.42e	4.28	4.29	4.24	4.28	4.34	4.27	4.27	4.29	4.30	4.28
Std Dev.	0.77	-	0.77	0.81	0.73	0.83	0.87	0.72	0.72	0.73	0.69	0.79	0.85	0.72	0.73	0.73	0.76	0.82	0.77
Std Error	0.02	-	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.07	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**10**	4	3	2	2	6	4	8	2	1	1	1	4	2	8	1	8
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*	*	*1%*	*
Not very important (2)	**38**	14	7	9	7	22	16	27	10	3	5	7	8	14	34	3	34
	2%	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**4%l**	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**180**	47	60	35	38	107	73	112	65	20	17	50	44	31	142	20	147
	10%	*10%*	*9%*	*9%*	*11%*	*9%*	*10%*	*9%*	*11%*	*11%*	*7%*	*10%*	*8%*	*10%*	*9%*	*11%*	*9%*
Important (4)	**789**	213	284	153	139	497	292	530	252	69	100	220	225	136	681	69	693
	42%	*44%*	*43%*	*40%*	*41%*	*43%*	*40%*	*42%*	*42%*	*37%*	*42%*	*45%*	*43%*	*43%*	*43%*	*37%*	*43%*
Very important (5)	**841**	199	307	185	149	507	334	563	272	89	114	211	244	129	698	89	713
	45%	*41%*	*46%*	*48%*	*44%*	*44%*	*46%*	*45%*	*45%*	*48%*	*48%*	*43%*	*46%*	*41%*	*44%*	*48%*	*44%*
Don't know	**15**	9	2	3	2	11	5	14	1	2	*	3	3	5	11	2	11
	1%	*2%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**48**	18	10	11	9	28	20	35	13	4	6	8	12	16	42	4	42
	3%	*4%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	**5%k**	*3%*	*2%*	*3%*
NET Important / Very important	**1630**	412	592	339	288	1004	626	1094	524	157	214	431	469	266	1380	157	1407
	87%	*85%*	*89%*	*87%*	*86%*	*87%*	*87%*	*87%*	*87%*	*85%*	*90%*	*88%*	*89%*	*84%*	*88%*	*85%*	*88%*
Mean	**4.30**	4.24	4.34	4.33	4.27	4.30	4.30	4.30	4.30	4.32	4.35	4.29	4.33	4.21	4.30	4.32	4.30
Std Dev.	**0.77**	0.81	0.72	0.77	0.79	0.76	0.78	0.77	0.76	0.79	0.75	0.73	0.75	0.83	0.76	0.79	0.76
Std Error	**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.05	0.05	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1843**	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	**1874**	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	**1143**	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	**10**	10	-	-	7	2	1	-	-	-	-	-	4	-	3	-	-	1	1
	1%	*1%*	-	-	*	*1%*	*1%*	-	-	-	-	-	*2%*	-	*1%*	-	-	*3%*	*1%*
Not very important (2)	**38**	36	1	*	30	5	2	1	*	9	*	2	1	-	4	10	3	-	5
	2%	*2%*	*1%*	*	*2%*	*3%*	*2%*	*2%*	*	*4%*	*	*1%*	*1%*	-	*2%*	*4%*	*2%*	-	**4%m**
Neither important nor unimportant (3)	**180**	154	26	7	147	17	12	5	5	16	13	9	23	18	14	29	18	4	12
	10%	*10%*	*10%*	*8%*	*9%*	*10%*	*14%*	*10%*	*6%*	*7%*	*9%*	*6%*	*13%*	*12%*	*6%*	*12%*	*12%*	*14%*	*9%*
Important (4)	**789**	680	110	38	659	72	35	22	37	97	49	82	79	59	96	87	72	15	58
	42%	*42%*	*44%*	*44%*	*42%*	*44%*	*41%*	*46%*	*47%*	*43%*	*36%*	**52%jo**	*44%*	*39%*	*39%*	*36%*	*47%*	*51%*	*43%*
Very important (5)	**841**	731	109	40	718	67	36	20	37	96	74	65	72	74	123	118	58	9	58
	45%	*45%*	*44%*	*46%*	*46%*	*41%*	*41%*	*42%*	*47%*	*43%*	**54%p**	*41%*	*40%*	*49%*	*50%*	*48%*	*38%*	*31%*	*43%*
Don't know	**15**	14	2	1	14	1	1	*	-	6	-	*	-	-	6	-	2	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*3%*	-	*	-	-	*2%*	-	*1%*	-	*1%*
NET Not at all important/ Not very important	**48**	46	1	*	37	7	2	1	*	9	*	2	5	-	8	10	3	1	7
	3%	*3%*	*1%*	*	*2%*	*5%*	*3%*	*2%*	*	*4%*	*	*1%*	*3%*	-	*3%*	*4%*	*2%*	*3%*	**5%hjm**
NET Important / Very important	**1630**	1411	219	77	1377	139	71	43	74	193	124	147	151	133	219	206	130	24	116
	87%	*87%*	*88%*	*90%*	*87%*	*85%*	*83%*	*88%*	**94%lor**	*86%*	*90%*	*93%*	*84%*	*88%*	*89%*	*84%*	*85%*	*82%*	*85%*
Mean	**4.30**	4.29	4.33	4.38	4.31	4.20	4.22	4.28	4.41	4.28	**4.44lpr**	4.32	4.19	4.37	4.37	4.28	4.22	4.07	4.23
Std Dev.	**0.77**	0.78	0.68	0.65	0.76	0.85	0.81	0.72	0.61	0.78	0.68	0.65	0.86	0.69	0.80	0.83	0.73	0.88	0.84
Std Error	**0.02**	0.02	0.03	0.04	0.02	0.05	0.05	0.05	0.06	0.07	0.07	0.06	0.07	0.07	0.07	0.07	0.07	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	10	2	2	-	6	-	4	6	2	6	1	1	-	8	1
	1%	*	*	-	3%abcf	-	*	3%abf	*	*1%*	*	*1%*	-	*	*1%*
Not very important (2)	38	12	12	8	4	2	23	7	9	17	4	5	3	26	8
	2%	*2%*	*2%*	*4%*	*2%*	*6%*	*2%*	*3%*	*1%*	*2%*	*2%*	5%h	*10%*	*2%*	6%hm
Neither important nor unimportant (3)	180	68	71	26	14	1	139	15	57	88	24	8	3	145	11
	10%	*9%*	*10%*	*13%*	*8%*	*3%*	*10%*	*7%*	*7%*	11%h	13%h	*8%*	*10%*	*9%*	*9%*
Important (4)	789	269	341	83	76	16	609	93	287	363	86	43	9	650	52
	42%	*36%*	49%af	*41%*	*43%*	*44%*	42%a	*44%*	*37%*	46%h	*46%*	*43%*	*32%*	*42%*	*40%*
Very important (5)	841	401	268	80	73	17	669	90	416	300	66	43	14	716	57
	45%	53%bcdfg	*38%*	*40%*	*42%*	*46%*	46%b	*43%*	54%ijm	*38%*	*36%*	*43%*	*48%*	46%ij	*44%*
Don't know	15	4	8	2	2	-	12	2	3	8	4	*	*	11	*
	1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	2%h	*	*1%*	*1%*	*
NET Not at all important/ Not very important	48	14	13	8	10	2	27	13	11	22	5	6	3	34	8
	3%	*2%*	*2%*	*4%*	6%abf	*6%*	*2%*	6%abf	*1%*	*3%*	*3%*	6%h	*10%*	*2%*	7%hm
NET Important / Very important	1630	669	608	163	150	33	1278	183	703	663	151	85	24	1366	109
	87%	89%c	*87%*	*82%*	*85%*	*90%*	*88%*	*86%*	91%ij	*85%*	*82%*	*86%*	*79%*	*88%*	*84%*
Mean	4.30	4.40bcdg	4.24	4.19	4.19	4.30	4.33	4.21	4.43ijkmn	4.21	4.17	4.23	4.18	4.32ij	4.22
Std Dev.	0.77	0.74	0.72	0.82	0.94	0.83	0.74	0.92	0.71	0.78	0.77	0.85	0.99	0.75	0.88
Std Error	0.02	0.03	0.03	0.06	0.07	0.12	0.02	0.06	0.03	0.03	0.06	0.09	0.19	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**10**	-	9	1	3	7	-	9	1	-	-	10	-
	1%	-	*1%*	*3%*	*	*1%*	-	*	*4%*	-	-	*1%*	-
Not very important (2)	**38**	1	37	-	12	23	3	35	2	2	-	38	-
	2%	*1%*	*2%*	-	*2%*	*2%*	*3%*	*2%*	*6%*	*11%*	-	*2%*	-
Neither important nor unimportant (3)	**180**	19	158	4	56	108	17	176	2	3	-	180	-
	10%	**19%b**	*9%*	*18%*	*10%*	*9%*	*16%*	*10%*	*6%*	*20%*	-	*10%*	-
Important (4)	**789**	33	754	2	230	516	44	775	11	3	-	789	*
	42%	*33%*	*43%*	*13%*	*39%*	*44%*	*41%*	*42%*	*36%*	*23%*	-	*42%*	*100%*
Very important (5)	**841**	44	784	13	275	520	45	825	11	4	-	841	-
	45%	*44%*	*45%*	*66%*	*47%*	*44%*	*41%*	*45%*	*39%*	*28%*	-	*45%*	-
Don't know	**15**	2	13	-	7	8	-	10	3	3	-	15	-
	1%	*2%*	*1%*	-	*1%*	*1%*	-	*1%*	*9%*	*19%*	-	*1%*	-
NET Not at all important/ Not very important	**48**	1	46	1	15	30	3	43	3	2	-	48	-
	3%	*1%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*10%*	*11%*	-	*3%*	-
NET Important / Very important	**1630**	77	1537	15	505	1036	89	1600	22	8	-	1630	*
	87%	*77%*	**88%a**	*79%*	*87%*	*88%*	*82%*	*87%*	*75%*	*50%*	-	*87%*	*100%*
Mean	**4.30**	4.23	4.30	4.39	4.32	4.29	4.20	4.30	4.10	3.84	-	4.30	4.00
Std Dev.	**0.77**	0.81	0.76	1.00	0.77	0.76	0.80	0.76	1.08	1.09	-	0.77	-
Std Error	**0.02**	0.07	0.02	0.19	0.03	0.02	0.08	0.02	0.23	0.31	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Low cost

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	1843	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	1874	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	1143	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	10	1	5	-	3	1	-	-	2	-	4	-	-	-	1	-	3
	1%	*	1%	-	1%	1%	-	-	1%	-	2%	-	-	-	*	-	2%
Not very important (2)	38	11	14	10	3	2	5	4	4	2	7	*	4	6	-	*	3
	2%	2%	3%	2%	1%	1%	3%	2%	3%	1%	4%	*	3%	4%	-	*	2%
Neither important nor unimportant (3)	180	38	51	40	51	15	12	10	19	15	18	14	12	13	22	12	18
	10%	7%	10%	9%	12%a	8%	7%	6%	13%	9%	9%	10%	10%	9%	14%	9%	12%
Important (4)	789	239	196	186	168	80	82	77	65	63	69	63	65	58	57	45	65
	42%	45%	40%	44%	39%	44%	47%	45%	44%	40%	36%	42%	51%j	40%	38%	36%	44%
Very important (5)	841	238	224	185	193	85	74	79	56	79	90	70	46	69	69	65	59
	45%	45%	45%	44%	45%	46%	43%	47%	38%	49%	47%	47%	36%	47%	45%	52%	40%
Don't know	15	*	6	2	7	-	*	-	3	1	2	2	-	-	4	3	*
	1%	*	1%	1%	2%a	-	*	-	2%	*	1%	1%	-	-	3%	2%	*
NET Not at all important/ Not very important	48	12	19	10	7	3	5	4	6	2	11	*	4	6	1	*	6
	3%	2%	4%	2%	2%	2%	3%	2%	4%	1%	6%kno	*	3%	4%	*	*	4%
NET Important / Very important	1630	477	420	371	361	165	156	156	120	142	158	133	112	127	126	111	124
	87%	90%bd	85%	88%	85%	90%	90%	92%h	82%	89%	83%	89%	88%	87%	83%	88%	84%
Mean	4.30	4.33	4.26	4.30	4.30	4.34	4.30	4.36	4.17	4.37	4.24	4.38	4.21	4.30	4.30	4.44hp	4.18
Std Dev.	0.77	0.72	0.84	0.73	0.77	0.74	0.73	0.70	0.84	0.72	0.93	0.67	0.73	0.80	0.74	0.66	0.86
Std Error	0.02	0.03	0.04	0.04	0.04	0.05	0.06	0.05	0.07	0.06	0.07	0.05	0.06	0.06	0.06	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1843	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	1874	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	1143	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	14	-	14	10	3	8	2	-	1	3	-	-	10	1	3	-	12	2	11
	1%	-	1%	1%	*	2%g	1%	-	*	1%	-	-	2%m	*	*	-	1%	1%	1%
Not very important (2)	55	-	55	32	23	10	9	8	4	10	10	3	19	12	23	13	49	6	50
	3%	-	3%	3%	2%	3%	3%	2%	1%	3%	5%	3%	3%	2%	4%	4%	3%	2%	3%
Neither important nor unimportant (3)	237	-	237	126	110	43	26	45	36	50	17	20	69	81	87	37	203	26	247
	13%	-	13%	14%	12%	13%	9%	13%	14%	16%f	8%	15%	11%	13%	13%	11%	13%	9%	13%
Important (4)	700	-	700	345	354	117	103	137	94	118	77	53	220	231	248	130	592	101	692
	37%	-	37%	37%	38%	36%	37%	39%	36%	38%	38%	40%	36%	37%	38%	39%	38%	34%	38%
Very important (5)	855	-	855	409	445	145	136	165	125	128	97	58	282	289	283	155	688	157	831
	46%	-	46%	44%	47%	44%	49%	46%	47%	41%	48%	43%	46%	47%	44%	46%	44%	53%p	45%
Don't know	14	-	14	8	7	3	4	*	5	1	1	-	7	5	2	1	12	2	12
	1%	-	1%	1%	1%	1%	1%	*	2%	*	1%	-	1%	1%	*	*	1%	1%	1%
NET Not at all important/ Not very important	68	-	68	42	26	18	12	8	5	13	10	3	29	13	26	13	61	8	61
	4%	-	4%	5%	3%	5%	4%	2%	2%	4%	5%	3%	5%m	2%	4%	4%	4%	3%	3%
NET Important / Very important	1555	-	1555	754	799	263	239	301	219	246	174	111	502	520	531	285	1280	258	1523
	83%	-	83%	81%	85%	80%	85%	85%	83%	79%	86%	83%	83%	84%	82%	85%	82%	88%	83%
Mean	4.25	-	4.25	4.20	4.30	4.18	4.31	4.29	4.30	4.16	4.30	4.23	4.24	4.30	4.22	4.27	4.23	4.39p	4.25
Std Dev.	0.84	-	0.84	0.88	0.79	0.94	0.83	0.77	0.79	0.88	0.82	0.79	0.90	0.78	0.84	0.81	0.85	0.78	0.83
Std Error	0.02	-	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.06	0.07	0.04	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1843	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	1874	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	1143	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	14	6	-	2	6	6	8	8	5	5	-	5	-	3	8	5	8
	1%	**1%b**	-	*	**2%b**	*1%*	*1%*	*1%*	*1%*	**3%jln**	-	*1%*	-	*1%*	*1%*	**3%p**	*1%*
Not very important (2)	55	10	24	11	10	34	20	37	16	2	8	16	16	7	48	2	48
	3%	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*
Neither important nor unimportant (3)	237	67	77	41	51	144	92	161	74	25	31	41	74	44	191	25	196
	13%	*14%*	*12%*	*11%*	*15%*	*13%*	*13%*	*13%*	*12%*	*14%*	*13%*	*8%*	**14%k**	*14%*	*12%*	*14%*	*12%*
Important (4)	700	178	242	160	120	420	280	475	217	68	85	198	203	123	610	68	617
	37%	*37%*	*36%*	*41%*	*36%*	*37%*	*39%*	*38%*	*36%*	*37%*	*36%*	*40%*	*39%*	*39%*	*39%*	*37%*	*38%*
Very important (5)	855	215	316	173	150	532	323	563	285	83	113	228	230	135	706	83	727
	46%	*44%*	*48%*	*45%*	*45%*	*46%*	*45%*	*45%*	*47%*	*45%*	*48%*	*46%*	*44%*	*43%*	*45%*	*45%*	*45%*
Don't know	14	10	4	-	*	14	*	10	4	1	-	3	4	5	11	1	11
	1%	**2%cd**	*1%*	-	*	**1%f**	*	*1%*	*1%*	*	-	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	68	16	24	13	15	40	28	45	22	7	8	21	16	11	56	7	56
	4%	*3%*	*4%*	*3%*	*5%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*4%*	*3%*
NET Important / Very important	1555	393	559	334	270	951	603	1038	503	151	199	426	433	258	1316	151	1343
	83%	*81%*	*84%*	*86%*	*80%*	*83%*	*83%*	*83%*	*83%*	*82%*	*84%*	*87%*	*82%*	*81%*	*84%*	*82%*	*84%*
Mean	4.25	4.23	4.29	4.27	4.19	4.26	4.23	4.24	4.27	4.20	4.28	4.28	4.24	4.21	4.25	4.20	4.26
Std Dev.	0.84	0.86	0.81	0.80	0.91	0.83	0.85	0.84	0.85	0.93	0.82	0.83	0.81	0.85	0.82	0.93	0.82
Std Error	0.02	0.04	0.03	0.04	0.05	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	14	11	3	-	11	3	*	-	*	2	1	2	2	-	2	3	-	3	-
	1%	1%	1%	-	1%	2%	*	-	1%	1%	*	1%	1%	-	1%	1%	-	9%	-
Not very important (2)	55	51	3	2	45	7	2	1	3	7	6	3	2	4	5	5	8	4	3
	3%	3%	1%	2%	3%	4%	3%	2%	3%	3%	5%	2%	1%	3%	2%	2%	5%	14%	2%
Neither important nor unimportant (3)	237	196	40	13	189	28	14	6	9	19	14	38	18	18	25	25	24	3	25
	13%	12%	16%	15%	12%	17%	16%	12%	11%	8%	10%	24%hijlmno	10%	12%	10%	10%	15%	10%	18%i
Important (4)	700	609	90	33	590	60	30	19	27	89	34	53	75	55	98	96	63	7	53
	37%	37%	36%	39%	37%	37%	35%	38%	34%	40%j	25%	33%	42%j	37%	40%j	39%j	41%j	25%	39%j
Very important (5)	855	744	111	37	727	66	39	23	40	104	81	63	82	74	110	115	58	12	54
	46%	46%	45%	44%	46%	40%	45%	47%	50%	47%	59%knpr	40%	45%	49%	45%	47%	38%	42%	40%
Don't know	14	13	1	*	12	1	1	*	-	2	1	-	1	1	7	-	1	-	1
	1%	1%	*	*	1%	1%	1%	*	-	1%	1%	-	1%	*	3%	-	*	-	1%
NET Not at all important/ Not very important	68	62	6	2	55	9	2	1	3	9	7	5	4	4	7	8	8	7	3
	4%	4%	2%	2%	4%	6%	3%	2%	4%	4%	5%	3%	2%	3%	3%	3%	5%	23%	2%
NET Important / Very important	1555	1354	201	71	1318	126	69	41	67	194	115	116	156	129	208	212	121	19	107
	83%	83%	81%	83%	84%e	77%	80%	85%	85%k	86%k	84%	73%	87%k	85%k	84%k	87%k	79%	67%	79%
Mean	4.25	4.26	4.22	4.24	4.27e	4.10	4.24	4.31	4.31	4.29	4.39kp	4.08	4.30	4.32	4.29	4.29	4.12	3.77	4.18
Std Dev.	0.84	0.84	0.85	0.79	0.83	0.94	0.83	0.77	0.85	0.82	0.88	0.91	0.78	0.78	0.80	0.82	0.86	1.39	0.80
Std Error	0.02	0.02	0.04	0.05	0.03	0.05	0.05	0.06	0.08	0.07	0.09	0.08	0.07	0.08	0.07	0.07	0.09	0.18	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**1843**	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base		**1874**	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base		**1143**	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important	(1)	**14**	5	4	-	4	1	9	5	5	8	1	-	*	12	*
		1%	*1%*	*1%*	-	**2%f**	*2%*	*1%*	**2%bf**	*1%*	*1%*	*1%*	-	*1%*	*1%*	*
Not very important	(2)	**55**	23	10	11	10	*	33	10	16	27	7	4	-	43	4
		3%	*3%*	*1%*	**6%bf**	**6%bf**	*1%*	*2%*	**5%b**	*2%*	*3%*	*4%*	*4%*	-	*3%*	*3%*
Neither important nor unimportant	(3)	**237**	80	96	39	19	2	176	22	84	97	33	17	4	181	21
		13%	*11%*	*14%*	**19%afg**	*11%*	*6%*	*12%*	*10%*	*11%*	*12%*	**18%hm**	*17%*	*14%*	*12%*	*17%*
Important	(4)	**700**	242	306	71	69	9	549	78	271	320	67	33	7	591	40
		37%	*32%*	**44%af**	*36%*	*39%*	*25%*	**38%a**	*37%*	*35%*	*41%*	*37%*	*33%*	*23%*	*38%*	*31%*
Very important	(5)	**855**	401	282	72	73	24	682	97	395	325	70	45	18	720	63
		46%	**53%bcdf**	*40%*	*36%*	*41%*	*65%*	**47%bc**	*45%*	**51%ij**	*42%*	*38%*	*45%*	*62%*	*46%*	*49%*
Don't know		**14**	4	3	6	1	-	7	1	3	5	5	-	-	8	-
		1%	*1%*	*	**3%abf**	*	-	*	*	*	*1%*	**3%him**	-	-	*1%*	-
NET Not at all important/ Not very important		**68**	28	13	11	14	1	41	15	21	34	8	4	*	55	5
		4%	*4%*	*2%*	**6%b**	**8%abf**	*4%*	*3%*	**7%bf**	*3%*	*4%*	*5%*	*4%*	*1%*	*4%*	*3%*
NET Important / Very important		**1555**	643	588	143	142	33	1231	175	666	645	137	78	25	1311	103
		83%	**85%c**	**84%c**	*72%*	*81%*	*90%*	**85%c**	*82%*	**86%ij**	**82%j**	*74%*	*78%*	*85%*	**84%j**	*80%*
Mean		**4.25**	**4.35bcd**	**4.22c**	4.05	4.12	4.50	**4.29cd**	4.18	**4.34ij**	4.19	4.11	4.19	4.46	**4.27j**	4.25
Std Dev.		**0.84**	0.84	0.77	0.90	0.98	0.86	0.81	0.97	0.80	0.86	0.89	0.88	0.80	0.83	0.86
Std Error		**0.02**	0.03	0.03	0.07	0.08	0.13	0.02	0.07	0.03	0.03	0.07	0.09	0.15	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**14**	2	11	-	5	8	*	11	2	-	-	14	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*	*1%*	*8%*	-	-	*1%*	-
Not very important (2)	**55**	4	51	-	10	43	2	54	-	1	-	55	-
	3%	*4%*	*3%*	-	*2%*	*4%*	*2%*	*3%*	-	*5%*	-	*3%*	-
Neither important nor unimportant (3)	**237**	15	221	1	82	140	15	235	1	1	-	237	-
	13%	*15%*	*13%*	*6%*	*14%*	*12%*	*14%*	*13%*	*2%*	*4%*	-	*13%*	-
Important (4)	**700**	30	664	5	195	471	34	679	16	5	-	700	*
	37%	*30%*	*38%*	*27%*	*33%*	**40%d**	*31%*	*37%*	*53%*	*32%*	-	*37%*	*100%*
Very important (5)	**855**	49	793	13	284	514	57	839	10	6	-	855	-
	46%	*49%*	*45%*	*67%*	*49%*	*43%*	*52%*	*46%*	*33%*	*40%*	-	*46%*	-
Don't know	**14**	1	13	-	6	7	1	10	1	3	-	14	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*4%*	*19%*	-	*1%*	-
NET Not at all important/ Not very important	**68**	6	62	-	15	51	2	65	2	1	-	68	-
	4%	*6%*	*4%*	-	*3%*	*4%*	*2%*	*4%*	*8%*	*5%*	-	*4%*	-
NET Important / Very important	**1555**	79	1458	18	479	984	91	1518	25	11	-	1555	*
	83%	*78%*	*83%*	*94%*	*82%*	*83%*	*83%*	*83%*	*86%*	*72%*	-	*83%*	*100%*
Mean	**4.25**	4.20	4.25	4.61	4.29	4.23	4.34	4.25	4.09	4.32	-	4.25	4.00
Std Dev.	**0.84**	0.98	0.83	0.61	0.84	0.84	0.81	0.84	1.05	0.88	-	0.84	-
Std Error	**0.02**	0.09	0.02	0.12	0.03	0.03	0.08	0.02	0.22	0.25	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month												
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base		**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base		**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important	(1)	**14**	1	8	*	3	-	-	1	5	-	4	-	-	*	2	2	-
		1%	*	*2%*	*	*1%*	-	-	*1%*	*3%*	-	*2%*	-	-	*	*1%*	*1%*	-
Not very important	(2)	**55**	14	14	12	15	2	4	8	4	5	5	2	3	7	3	3	9
		3%	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*4%*	*3%*	*3%*	*2%*	*1%*	*2%*	*5%*	*2%*	*3%*	*6%*
Neither important nor unimportant	(3)	**237**	74	66	57	40	22	26	26	17	19	31	21	22	13	16	16	8
		13%	*14%*	*13%*	*13%*	*9%*	*12%*	**15%p**	**15%p**	*11%*	*12%*	**16%p**	*14%*	**18%p**	*9%*	*10%*	*12%*	*6%*
Important	(4)	**700**	225	175	167	132	83	79	63	57	54	63	53	52	63	40	35	57
		37%	**43%bd**	*35%*	*40%*	*31%*	**45%no**	**46%no**	*37%*	*39%*	*34%*	*33%*	*35%*	*41%*	**43%n**	*26%*	*28%*	*38%*
Very important	(5)	**855**	212	229	184	230	75	64	73	64	80	85	71	50	63	89	69	71
		46%	*40%*	*46%*	*44%*	**54%ac**	*41%*	*37%*	*43%*	*44%*	*50%*	*45%*	*48%*	*39%*	*43%*	**58%efghjlm**	**56%fl**	*48%*
Don't know		**14**	1	4	2	7	1	-	-	1	2	2	2	*	-	3	-	4
		1%	*	*1%*	*1%*	*2%*	*1%*	-	-	*	*1%*	*1%*	*1%*	*	-	*2%*	-	*3%*
NET Not at all important/ Not very important		**68**	16	22	12	18	2	4	9	9	5	8	2	3	7	4	5	9
		4%	*3%*	*4%*	*3%*	*4%*	*1%*	*3%*	*5%*	*6%*	*3%*	*4%*	*1%*	*2%*	*5%*	*3%*	*4%*	*6%*
NET Important / Very important		**1555**	437	404	351	362	158	143	136	122	135	148	124	102	125	130	105	128
		83%	*83%*	*81%*	*83%*	*85%*	*86%*	*82%*	*80%*	*82%*	*84%*	*78%*	*83%*	*80%*	*86%*	*85%*	*84%*	*86%*
Mean		**4.25**	4.20	4.22	4.24	**4.36a**	4.26	4.17	4.16	4.17	4.33	4.18	4.32	4.17	4.24	**4.42fg**	4.34	4.31
Std Dev.		**0.84**	0.80	0.90	0.80	0.85	0.72	0.77	0.90	0.96	0.80	0.94	0.77	0.80	0.83	0.84	0.89	0.83
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.05	0.06	0.07	0.08	0.06	0.07	0.06	0.07	0.07	0.07	0.08	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	**48**	-	48	23	25	8	4	9	12	6	7	3	11	21	16	10	46	2	44
	3%	-	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*1%*	*2%*
Not very important (2)	**173**	-	173	82	91	31	25	38	24	26	17	13	56	62	55	29	149	22	163
	9%	-	*9%*	*9%*	*10%*	*10%*	*9%*	*11%*	*9%*	*8%*	*8%*	*9%*	*9%*	*10%*	*9%*	*9%*	*10%*	*8%*	*9%*
Neither important nor unimportant (3)	**453**	-	453	219	234	63	47	59	67	99	70	48	110	126	217	118	385	60	482
	24%	-	*24%*	*24%*	*25%*	*19%*	*17%*	*17%*	***25%g***	***32%efg***	***35%efg***	***36%efg***	*18%*	*20%*	***34%lm***	***35%lm***	*25%*	*21%*	*26%*
Important (4)	**731**	-	731	344	385	124	124	148	82	121	86	45	248	229	252	132	610	110	708
	39%	-	*39%*	*37%*	*41%*	*38%*	***44%h***	***42%h***	*31%*	*39%*	*43%*	*34%*	*41%*	*37%*	*39%*	*39%*	*39%*	*37%*	*38%*
Very important (5)	**404**	-	404	237	166	91	77	93	64	42	19	18	168	158	79	37	308	92	384
	22%	-	*22%*	***26%d***	*18%*	***28%ijk***	***27%ijk***	***26%ijk***	***24%ijk***	*14%*	*9%*	*13%*	***28%no***	***25%no***	*12%*	*11%*	*20%*	***31%p***	*21%*
Don't know	**65**	-	65	24	41	10	5	7	16	16	3	8	14	24	27	11	56	7	62
	3%	-	*3%*	*3%*	*4%*	*3%*	*2%*	*2%*	***6%fg***	*5%*	*2%*	*6%*	*2%*	*4%*	*4%*	*3%*	*4%*	*2%*	*3%*
NET Not at all important/ Not very important	**221**	-	221	105	115	39	28	47	36	32	24	16	67	83	71	39	195	24	207
	12%	-	*12%*	*11%*	*12%*	*12%*	*10%*	*13%*	*14%*	*10%*	*12%*	*12%*	*11%*	*13%*	*11%*	*12%*	*13%*	*8%*	*11%*
NET Important / Very important	**1135**	-	1135	582	551	215	201	241	146	163	105	64	416	387	331	169	919	202	1092
	61%	-	*61%*	*63%*	*58%*	***66%hijk***	***72%hijk***	***68%hijk***	*55%*	*53%*	*52%*	*47%*	***68%no***	***63%no***	*51%*	*50%*	*59%*	***69%p***	*59%*
Mean	**3.70**	-	3.70	**3.76d**	3.64	**3.82ijk**	**3.89hijk**	**3.80ijk**	3.65	3.57	3.47	3.50	**3.85no**	**3.74no**	3.52	3.48	3.66	**3.93p**	3.69
Std Dev.	**1.00**	-	1.00	1.02	0.98	1.04	0.95	1.04	1.11	0.91	0.91	0.94	1.00	1.07	0.91	0.92	1.01	0.95	0.99
Std Error	**0.02**	-	0.02	0.04	0.03	0.06	0.06	0.06	0.07	0.05	0.06	0.09	0.04	0.04	0.04	0.05	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1843	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	1874	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	1143	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	48	11	16	7	14	27	21	28	19	9	5	15	10	8	38	9	38
	3%	2%	2%	2%	4%	2%	3%	2%	3%	5%	2%	3%	2%	2%	2%	5%	2%
Not very important (2)	173	39	63	37	35	101	72	111	61	20	33	32	53	26	143	20	144
	9%	8%	9%	10%	10%	9%	10%	9%	10%	11%	14%k	6%	10%	8%	9%	11%	9%
Neither important nor unimportant (3)	453	108	175	92	78	283	170	271	182	42	45	141	121	66	373	42	384
	24%	22%	26%	24%	23%	25%	24%	22%	30%g	23%	19%	29%j	23%	21%	24%	23%	24%
Important (4)	731	220	249	146	116	469	262	503	222	63	93	185	209	143	630	63	643
	39%	45%bd	37%	38%	34%	41%	36%	40%	37%	34%	39%	38%	40%	45%	40%	34%	40%
Very important (5)	404	93	136	97	77	229	175	304	94	38	48	110	116	69	343	38	350
	22%	19%	21%	25%	23%	20%	24%	24%h	16%	21%	20%	22%	22%	22%	22%	21%	22%
Don't know	65	14	26	8	16	41	24	38	24	12	13	9	19	6	48	12	48
	3%	3%	4%	2%	5%	4%	3%	3%	4%	6%kmn	6%k	2%	4%	2%	3%	6%p	3%
NET Not at all important/ Not very important	221	50	78	44	48	128	93	139	80	29	38	46	62	34	181	29	182
	12%	10%	12%	11%	14%	11%	13%	11%	13%	16%	16%k	9%	12%	11%	11%	16%	11%
NET Important / Very important	1135	313	385	243	193	698	437	807	317	101	142	295	325	211	973	101	993
	61%	65%	58%	63%	57%	61%	60%	64%h	53%	55%	60%	60%	62%	67%l	62%	55%	62%
Mean	3.70	3.73	3.67	3.76	3.65	3.70	3.71	3.78h	3.54	3.58	3.65	3.71	3.73	3.77	3.72	3.58	3.72
Std Dev.	1.00	0.95	1.00	1.00	1.09	0.98	1.05	1.00	0.99	1.12	1.05	0.99	0.99	0.97	0.99	1.12	0.99
Std Error	0.02	0.04	0.04	0.05	0.06	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.05	0.06	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 171

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	48	35	13	5	44	2	2	*	2	5	7	7	2	10	3	5	2	-	2
	3%	2%	5%a	6%a	3%	1%	2%	1%	2%	2%	5%	5%	1%	7%n	1%	2%	1%	-	2%
Not very important (2)	173	145	28	6	144	21	6	3	4	14	18	14	17	9	29	18	20	5	16
	9%	9%	11%	7%	9%	13%	6%	6%	5%	6%	13%	9%	10%	6%	12%	7%	13%	17%	12%
Neither important nor unimportant (3)	453	387	66	28	373	42	24	14	22	52	22	35	49	31	44	69	49	6	36
	24%	24%	27%	32%	24%	26%	28%	28%	28%	23%	16%	22%	27%	20%	18%	28%j	32%jn	22%	27%
Important (4)	731	642	89	24	622	63	30	16	30	92	48	66	64	65	97	102	58	13	49
	39%	40%	36%	28%	40%	38%	35%	33%	38%	41%	35%	41%	36%	43%	39%	42%	38%	46%	37%
Very important (5)	404	356	48	22	339	30	22	13	19	48	39	32	44	32	58	48	17	4	26
	22%	22%	19%	25%	22%	18%	25%	27%	25%p	21%	29%p	20%	25%p	21%	24%p	20%	11%	14%	19%
Don't know	65	61	4	2	53	6	4	3	2	13	2	4	3	4	15	3	7	*	6
	3%	4%	2%	2%	3%	3%	4%	6%	2%	6%	1%	3%	2%	3%	6%o	1%	5%	1%	4%
NET Not at all important/ Not very important	221	179	42	11	187	23	7	3	6	19	25	22	20	19	32	23	22	5	18
	12%	11%	17%a	13%	12%	14%	8%	6%	8%	8%	18%hl	14%	11%	13%	13%	9%	14%	17%	14%
NET Important / Very important	1135	998	136	45	961	93	52	29	49	141	88	98	109	97	155	150	75	17	76
	61%	61%	55%	53%	61%	57%	60%	60%	62%	63%	64%p	62%	60%	64%p	63%p	61%	49%	60%	56%
Mean	3.70	3.73b	3.53	3.59	3.70	3.62	3.78	3.85e	3.79p	3.78p	3.70	3.65	3.74	3.68	3.77p	3.71	3.47	3.58	3.62
Std Dev.	1.00	0.99	1.10	1.14	1.01	0.99	0.98	0.95	0.96	0.96	1.18	1.06	0.99	1.09	1.01	0.94	0.91	0.95	1.00
Std Error	0.02	0.03	0.05	0.08	0.03	0.06	0.06	0.07	0.10	0.09	0.12	0.10	0.09	0.11	0.09	0.08	0.09	0.13	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1843**	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	**1874**	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	**1143**	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	**48**	28	8	2	4	6	36	10	19	13	4	7	6	32	12
	3%	***4%b***	*1%*	*1%*	*2%*	*17%*	*2%*	***5%b***	*2%*	*2%*	*2%*	***7%hlm***	*19%*	*2%*	***10%hijm***
Not very important (2)	**173**	76	51	16	26	2	127	29	66	78	13	14	2	144	16
	9%	*10%*	*7%*	*8%*	***15%bf***	*6%*	*9%*	***13%b***	*8%*	*10%*	*7%*	*14%*	*6%*	*9%*	*12%*
Neither important nor unimportant (3)	**453**	177	175	59	35	7	352	42	180	183	61	17	11	362	28
	24%	*23%*	*25%*	*29%*	*20%*	*18%*	*24%*	*20%*	*23%*	*23%*	***33%hikm***	*17%*	*38%*	*23%*	*22%*
Important (4)	**731**	263	309	72	69	13	572	82	280	346	65	35	3	627	37
	39%	*35%*	***44%a***	*36%*	*39%*	*36%*	*39%*	*39%*	*36%*	***44%hn***	*35%*	*35%*	*9%*	*40%*	*29%*
Very important (5)	**404**	185	139	41	31	9	323	39	200	139	32	22	9	340	30
	22%	*24%*	*20%*	*20%*	*18%*	*23%*	*22%*	*19%*	***26%l***	*18%*	*18%*	*22%*	*29%*	*22%*	*24%*
Don't know	**65**	26	18	10	11	-	44	11	30	22	9	5	-	52	5
	3%	*3%*	*3%*	*5%*	*6%*	-	*3%*	*5%*	*4%*	*3%*	*5%*	*5%*	-	*3%*	*4%*
NET Not at all important/ Not very important	**221**	104	59	19	30	8	163	38	84	92	17	21	7	176	28
	12%	***14%b***	*8%*	*9%*	***17%b***	*23%*	*11%*	***18%bcf***	*11%*	*12%*	*9%*	***21%hijm***	*25%*	*11%*	***22%hijm***
NET Important / Very important	**1135**	448	448	113	100	22	896	121	481	486	98	57	11	966	68
	61%	*59%*	*64%*	*56%*	*57%*	*59%*	*62%*	*57%*	*62%*	*62%*	*53%*	*57%*	*38%*	*62%*	*53%*
Mean	**3.70**	3.69	**3.76g**	3.70	3.59	3.43	3.72	3.56	**3.78n**	3.68	3.63	3.53	3.23	**3.73n**	3.46
Std Dev.	**1.00**	1.08	0.90	0.94	1.04	1.37	1.00	1.10	1.02	0.95	0.94	1.21	1.44	0.98	1.27
Std Error	**0.02**	0.04	0.03	0.07	0.08	0.20	0.03	0.08	0.04	0.03	0.07	0.13	0.27	0.03	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**48**	1	47	-	10	37	*	45	2	1	-	48	-
	3%	*1%*	*3%*	-	*2%*	*3%*	*	*2%*	*8%*	*6%*	-	*3%*	-
Not very important (2)	**173**	6	167	*	38	122	13	173	-	-	-	173	-
	9%	*6%*	*10%*	*	*7%*	**10%d**	*12%*	*9%*	-	-	-	*9%*	-
Neither important nor unimportant (3)	**453**	20	429	3	118	309	26	443	4	6	-	453	-
	24%	*20%*	*24%*	*17%*	*20%*	**26%d**	*23%*	*24%*	*14%*	*40%*	-	*24%*	-
Important (4)	**731**	35	688	7	223	458	49	715	15	1	-	731	*
	39%	*35%*	*39%*	*37%*	*38%*	*39%*	*45%*	*39%*	*50%*	*5%*	-	*39%*	*100%*
Very important (5)	**404**	32	365	7	167	217	20	393	7	4	-	404	-
	22%	**32%b**	*21%*	*35%*	**29%e**	*18%*	*19%*	*22%*	*23%*	*27%*	-	*22%*	-
Don't know	**65**	6	58	2	26	38	1	60	2	3	-	65	-
	3%	*6%*	*3%*	*11%*	*5%*	*3%*	*1%*	*3%*	*5%*	*22%*	-	*3%*	-
NET Not at all important/ Not very important	**221**	7	214	*	48	159	13	218	2	1	-	221	-
	12%	*7%*	*12%*	*	*8%*	**13%d**	*12%*	*12%*	*8%*	*6%*	-	*12%*	-
NET Important / Very important	**1135**	68	1053	14	390	675	69	1108	22	5	-	1135	*
	61%	*68%*	*60%*	*72%*	**67%e**	*57%*	*63%*	*61%*	*73%*	*33%*	-	*61%*	*100%*
Mean	**3.70**	**3.98b**	3.68	4.19	**3.90e**	3.61	3.70	3.70	3.85	3.63	-	3.70	4.00
Std Dev.	**1.00**	0.94	1.01	0.78	0.97	1.01	0.92	1.00	1.06	1.22	-	1.00	-
Std Error	**0.02**	0.09	0.02	0.15	0.04	0.03	0.09	0.02	0.22	0.37	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	1843	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	1874	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	1143	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	48	16	16	4	12	8	8	*	2	7	7	2	1	*	8	*	4
	3%	3%	3%	1%	3%	4%g	5%g	*	1%	4%g	4%g	2%	1%	*	5%g	*	3%
Not very important (2)	173	51	43	39	40	24	12	15	19	12	12	22	10	6	13	7	20
	9%	10%	9%	9%	9%	13%m	7%	9%	13%m	8%	6%	15%jm	8%	4%	8%	6%	14%m
Neither important nor unimportant (3)	453	124	133	115	80	43	46	35	32	43	58	45	36	34	33	23	24
	24%	24%	27%d	27%d	19%	23%	27%	21%	22%	27%	31%p	30%p	28%	24%	22%	18%	16%
Important (4)	731	225	180	148	178	74	73	77	58	57	64	46	40	62	51	64	63
	39%	43%	36%	35%	42%	40%	42%	45%k	39%	36%	34%	31%	32%	42%	33%	51%ijkln	42%
Very important (5)	404	95	104	107	98	29	29	36	35	28	40	32	35	41	41	20	37
	22%	18%	21%	25%a	23%	16%	17%	21%	24%	18%	21%	21%	27%	28%e	27%	16%	25%
Don't know	65	16	21	10	18	5	5	7	1	12	8	3	5	3	6	10	1
	3%	3%	4%	2%	4%	3%	3%	4%	1%	8%hp	4%	2%	4%	2%	4%	8%hp	1%
NET Not at all important/ Not very important	221	67	59	42	52	32	20	15	21	19	19	24	12	7	21	7	24
	12%	13%	12%	10%	12%	17%mo	12%	9%	14%m	12%	10%	16%m	9%	5%	14%m	6%	16%m
NET Important / Very important	1135	320	284	255	277	104	102	113	94	85	105	78	75	102	92	85	100
	61%	61%	57%	60%	65%	57%	59%	66%k	63%	53%	55%	52%	59%	70%eijk	61%	68%	67%
Mean	3.70	3.65	3.66	3.77	3.76	3.53	3.61	3.82o	3.73	3.59	3.65	3.56	3.79	3.95efijk	3.72	3.85e	3.73
Std Dev.	1.00	1.00	1.02	0.97	1.02	1.06	1.01	0.89	1.01	1.03	1.03	1.04	0.98	0.85	1.13	0.80	1.06
Std Error	0.02	0.04	0.05	0.05	0.05	0.08	0.08	0.07	0.08	0.09	0.08	0.09	0.09	0.07	0.09	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1843	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	1874	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	1143	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	5	-	5	3	3	2	3	-	1	-	-	-	4	1	-	-	3	2	6
	*	-	*	*	*	1%	1%	-	*	-	-	-	1%	*	-	-	*	1%	*
Not very important (2)	49	-	49	33	16	15	2	1	5	7	7	12	17	6	26	19	45	4	51
	3%	-	3%	4%d	2%	4%fg	1%	*	2%	2%	3%g	9%fghi	3%	1%	4%m	6%m	3%	2%	3%
Neither important nor unimportant (3)	180	-	180	93	87	24	26	29	29	33	23	16	50	58	72	39	152	26	172
	10%	-	10%	10%	9%	7%	9%	8%	11%	11%	11%	12%	8%	9%	11%	12%	10%	9%	9%
Important (4)	777	-	777	379	397	117	106	144	103	141	96	69	223	247	306	165	662	98	763
	41%	-	41%	41%	42%	36%	38%	41%	39%	45%e	47%	52%ef	37%	40%	47%lm	49%lm	43%q	33%	41%
Very important (5)	850	-	850	416	433	161	142	178	128	129	77	36	302	305	242	113	682	162	842
	45%	-	45%	45%	46%	49%k	51%jk	50%jk	48%k	42%k	38%	27%	50%no	49%no	38%	34%	44%	55%p	46%
Don't know	12	-	12	6	7	9	2	2	-	-	-	-	11	2	-	-	12	1	9
	1%	-	1%	1%	1%	3%hi	1%	1%	-	-	-	-	2%mn	*	-	-	1%	*	*
NET Not at all important/ Not very important	54	-	54	36	18	16	5	1	5	7	7	12	21	7	26	19	48	7	57
	3%	-	3%	4%d	2%	5%g	2%	*	2%	2%	3%g	9%fghi	4%m	1%	4%m	6%m	3%	2%	3%
NET Important / Very important	1627	-	1627	795	830	277	248	322	230	270	172	106	525	552	548	278	1344	260	1605
	87%	-	87%	85%	88%	85%	88%k	91%ek	87%	87%	85%	79%	87%	89%o	85%	83%	86%	88%	87%
Mean	4.30	-	4.30	4.27	4.33	4.32k	4.37k	4.42ijk	4.33k	4.27k	4.20	3.97	4.34no	4.38no	4.18	4.11	4.28	4.41p	4.30
Std Dev.	0.77	-	0.77	0.81	0.73	0.84	0.77	0.66	0.76	0.74	0.77	0.87	0.81	0.70	0.78	0.82	0.77	0.78	0.78
Std Error	0.02	-	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.08	0.03	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**5**	1	3	1	*	4	1	5	1	1	*	1	3	-	4	1	4
	*	*	*	*	*	*	*	*	*	1%	*	*	1%	-	*	1%	*
Not very important (2)	**49**	15	12	8	13	27	22	24	24	2	6	11	14	14	45	2	46
	3%	3%	2%	2%	4%	2%	3%	2%	4%g	1%	3%	2%	3%	5%	3%	1%	3%
Neither important nor unimportant (3)	**180**	45	54	40	41	99	81	114	65	25	20	49	47	28	144	25	147
	10%	9%	8%	10%	12%	9%	11%	9%	11%	13%	8%	10%	9%	9%	9%	13%	9%
Important (4)	**777**	207	288	151	130	495	282	496	275	76	101	193	233	134	661	76	672
	41%	43%	43%	39%	39%	43%	39%	40%	46%g	41%	42%	39%	44%	42%	42%	41%	42%
Very important (5)	**850**	213	302	183	151	516	334	605	237	79	108	235	231	139	712	79	729
	45%	44%	46%	47%	45%	45%	46%	48%h	39%	43%	45%	48%	44%	44%	45%	43%	45%
Don't know	**12**	4	5	4	-	9	4	11	1	2	3	3	-	2	9	2	9
	1%	1%	1%	1%	-	1%	1%	1%	*	1%	1%i	1%	-	1%	1%	1%	1%
NET Not at all important/ Not very important	**54**	16	15	9	14	31	23	28	25	3	6	12	17	14	49	3	50
	3%	3%	2%	2%	4%	3%	3%	2%	4%	1%	3%	2%	3%	5%	3%	1%	3%
NET Important / Very important	**1627**	421	591	335	281	1011	616	1101	512	155	208	428	464	273	1373	155	1401
	87%	87%	89%	86%	84%	88%	85%	88%	85%	84%	88%	87%	88%	86%	87%	84%	87%
Mean	**4.30**	4.28	4.33	4.32	4.24	4.31	4.29	4.35h	4.20	4.27	4.32	4.33	4.28	4.26	4.30	4.27	4.30
Std Dev.	**0.77**	0.77	0.74	0.77	0.83	0.76	0.80	0.75	0.80	0.77	0.75	0.76	0.77	0.80	0.77	0.77	0.77
Std Error	**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.05	0.05	0.04	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 172

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base		1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base		1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important	(1)	5 *	5 *	* *	- -	4 *	2 1%	- -	* *	1 1%	- -	- -	* *	- -	- -	3 1%	- -	- -	1 3%	1 *
Not very important	(2)	49 3%	41 3%	8 3%	1 1%	36 2%	10 6%d	2 2%	1 2%	3 3%	3 1%	6 4%	1 1%	3 2%	2 1%	10 4%	4 2%	5 3%	1 5%	8 6%klo
Neither important nor unimportant	(3)	180 10%	156 10%	24 10%	7 9%	157 10%g	16 10%g	6 7%	1 2%	3 4%	23 10%	14 10%	21 13%h	18 10%	18 12%	18 7%	15 6%	26 17%hno	3 11%	13 10%
Important	(4)	777 41%	670 41%	107 43%	35 41%	646 41%	77 47%f	31 36%	23 48%f	30 38%	87 39%	47 35%	75 47%	64 36%	60 40%	107 43%	111 45%	64 42%	11 39%	66 49%fj
Very important	(5)	850 45%	741 46%	109 44%	42 49%	722 46%e	58 36%	47 55%e	23 47%	43 54%kpr	107 48%r	70 51%r	62 39%	95 53%kpr	71 47%	107 43%	112 46%	56 37%	12 42%	46 34%
Don't know		12 1%	12 1%	1 *	- -	11 1%	1 1%	1 1%	- -	- -	4 2%	- -	- -	- -	- -	2 1%	3 1%	2 1%	- -	1 1%
NET Not at all important/ Not very important		54 3%	46 3%	8 3%	1 1%	40 3%	11 7%d	2 2%	1 3%	3 4%	3 1%	6 4%	1 1%	3 2%	2 1%	12 5%	4 2%	5 3%	2 8%	9 7%klmo
NET Important / Very important		1627 87%	1411 87%	216 87%	77 90%	1368 87%	136 83%	77 90%	46 95%de	73 92%pr	194 87%	117 85%	137 86%	158 88%	131 87%	214 87%	223 91%pr	120 78%	23 81%	112 83%
Mean		4.30	4.30	4.28	4.37	4.31e	4.11	4.43e	4.39e	4.42pr	4.35pr	4.32	4.24	4.39pr	4.32r	4.25	4.37pr	4.13	4.11	4.11
Std Dev.		0.77	0.77	0.77	0.71	0.76	0.88	0.73	0.68	0.79	0.72	0.83	0.71	0.74	0.74	0.84	0.67	0.81	1.03	0.85
Std Error		0.02	0.02	0.03	0.05	0.02	0.05	0.04	0.05	0.08	0.06	0.08	0.06	0.06	0.07	0.07	0.06	0.08	0.13	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	5	1	1	-	4	-	1	4	1	3	-	*	-	4	*
	*	*	*	-	2%abf	-	*	2%abf	*	*	-	*	-	*	*
Not very important (2)	49	18	15	4	9	3	33	12	15	17	10	6	*	32	7
	3%	2%	2%	2%	5%	8%	2%	5%bf	2%	2%	6%him	6%hm	1%	2%	5%
Neither important nor unimportant (3)	180	73	55	34	14	3	129	17	63	70	29	13	5	132	18
	10%	10%	8%	17%abdfg	8%	8%	9%	8%	8%	9%	16%him	14%	16%	9%	14%
Important (4)	777	271	329	80	80	15	600	95	286	370	64	43	13	656	56
	41%	36%	47%af	40%	45%	41%	41%	45%	37%	47%hj	34%	43%	44%	42%	44%
Very important (5)	850	391	293	78	70	16	684	85	407	315	79	36	11	722	47
	45%	52%bcdg	42%	39%	40%	43%	47%	40%	53%ikmn	40%	43%	36%	39%	46%l	37%
Don't know	12	1	7	4	-	-	8	-	2	8	2	*	-	10	*
	1%	*	1%	2%a	-	-	1%	-	*	1%	1%	*	-	1%	*
NET Not at all important/ Not very important	54	19	16	4	13	3	35	15	16	20	10	6	*	36	7
	3%	2%	2%	2%	7%abf	8%	2%	7%abf	2%	3%	6%hm	6%hm	1%	2%	5%
NET Important / Very important	1627	662	622	157	149	31	1284	180	693	685	142	79	25	1378	104
	87%	88%c	89%c	79%	85%	84%	88%c	85%	90%jkn	88%j	77%	80%	83%	89%jkn	80%
Mean	4.30	4.37cdg	4.30	4.18	4.15	4.19	4.33cdg	4.16	4.40jkn	4.26	4.16	4.10	4.20	4.33jkn	4.12
Std Dev.	0.77	0.76	0.72	0.79	0.92	0.90	0.74	0.92	0.73	0.74	0.90	0.88	0.76	0.74	0.85
Std Error	0.02	0.03	0.03	0.06	0.07	0.13	0.02	0.06	0.03	0.03	0.07	0.09	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**5**	-	5	-	2	4	-	5	-	-	-	5	-
	*****	-	*****	-	*****	*****	-	*****	-	-	-	*****	-
Not very important (2)	**49**	1	47	1	10	38	1	46	3	-	-	49	-
	3%	*1%*	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	*9%*	-	-	*3%*	-
Neither important nor unimportant (3)	**180**	12	168	*	65	101	14	177	2	1	-	180	*
	10%	*11%*	*10%*	*1%*	*11%*	*9%*	*13%*	*10%*	*7%*	*5%*	-	*10%*	*100%*
Important (4)	**777**	32	737	8	188	544	44	759	14	4	-	777	-
	41%	*32%*	*42%*	*40%*	*32%*	***46%d***	*41%*	*41%*	*46%*	*29%*	-	*41%*	-
Very important (5)	**850**	55	786	9	312	489	50	834	8	8	-	850	-
	45%	*55%*	*45%*	*48%*	***53%e***	*41%*	*46%*	*46%*	*27%*	*56%*	-	*45%*	-
Don't know	**12**	-	11	2	7	6	-	7	3	2	-	12	-
	1%	-	*1%*	*9%*	*1%*	*****	-	*****	*12%*	*11%*	-	*1%*	-
NET Not at all important/ Not very important	**54**	1	52	1	11	42	1	52	3	-	-	54	-
	3%	*1%*	*3%*	*3%*	*2%*	*4%*	*1%*	*3%*	*9%*	-	-	*3%*	-
NET Important / Very important	**1627**	87	1523	17	500	1033	94	1593	22	13	-	1627	-
	87%	*87%*	*87%*	*88%*	*86%*	*87%*	*87%*	*87%*	*73%*	*85%*	-	*87%*	-
Mean	**4.30**	4.41	4.29	4.46	**4.39e**	4.26	4.31	4.30	4.04	4.57	-	4.30	3.00
Std Dev.	**0.77**	0.75	0.77	0.69	0.77	0.77	0.72	0.77	0.89	0.62	-	0.77	-
Std Error	**0.02**	0.07	0.02	0.13	0.03	0.02	0.07	0.02	0.19	0.18	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base		**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base		**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important	(1)	**5**	*	2	*	3	-	*	-	-	-	2	-	-	*	-	-	3
		*	*	*	*	*1%*	-	*	-	-	-	*1%*	-	-	*	-	-	*2%*
Not very important	(2)	**49**	12	19	8	9	2	5	6	3	8	7	3	1	4	8	1	1
		3%	*2%*	*4%*	*2%*	*2%*	*1%*	*3%*	*3%*	*2%*	*5%*	*4%*	*2%*	*1%*	*3%*	*5%*	*	*
Neither important nor unimportant	(3)	**180**	51	39	38	52	18	23	10	12	7	20	12	18	8	10	22	20
		10%	*10%*	*8%*	*9%*	*12%*	*10%*	**13%i**	*6%*	*8%*	*4%*	*11%*	*8%*	**14%l**	*6%*	*7%*	**18%gimn**	**13%i**
Important	(4)	**777**	235	206	188	148	95	67	72	61	61	84	67	53	68	56	29	62
		41%	**44%d**	*42%*	**45%d**	*35%*	**52%fino**	**39%o**	**42%o**	**41%o**	**39%o**	**44%o**	**45%o**	**42%o**	**47%o**	*37%*	*23%*	**42%o**
Very important	(5)	**850**	227	225	184	215	69	76	82	68	81	76	65	56	64	78	73	63
		45%	*43%*	*45%*	*44%*	*50%*	*37%*	*44%*	*48%*	*46%*	**51%e**	*40%*	*43%*	*44%*	*44%*	**51%e**	**59%ej**	*42%*
Don't know		**12**	3	5	4	-	-	3	-	3	2	-	2	-	2	-	-	-
		1%	*1%*	*1%*	*1%*	-	-	*2%*	-	*2%*	*1%*	-	*1%*	-	*1%*	-	-	-
NET Not at all important/ Not very important		**54**	13	21	9	12	2	5	6	3	8	10	3	1	4	8	1	3
		3%	*2%*	*4%*	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*5%*	*5%*	*2%*	*1%*	*3%*	*5%*	*	*2%*
NET Important / Very important		**1627**	461	431	372	362	164	143	155	129	142	160	132	109	132	134	102	125
		87%	*87%*	*87%*	*88%*	*85%*	*89%*	*82%*	*91%*	*87%*	*89%*	*84%*	*88%*	*85%*	*90%*	*88%*	*82%*	*84%*
Mean		**4.30**	4.29	4.29	4.31	4.32	4.26	4.25	4.36	4.34	4.37	4.18	4.32	4.28	4.33	4.34	4.40	4.23
Std Dev.		**0.77**	0.74	0.80	0.72	0.82	0.67	0.81	0.74	0.72	0.80	0.86	0.72	0.73	0.71	0.83	0.79	0.83
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.05	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.07	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1843	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	1874	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	1143	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	13	-	13	7	5	*	4	1	-	6	2	-	4	1	8	2	10	*	9
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*	-	*2%*	*1%*	-	*1%*	*	*1%*	*1%*	*1%*	*	*
Not very important (2)	48	-	48	30	18	15	9	4	12	2	3	2	24	16	7	6	44	4	44
	3%	-	*3%*	*3%*	*2%*	**5%gl**	*3%*	*1%*	**5%gl**	*	*2%*	*2%*	**4%n**	*3%*	*1%*	*2%*	*3%*	*1%*	*2%*
Neither important nor unimportant (3)	139	-	139	66	73	21	21	24	21	26	9	16	42	45	51	25	116	19	137
	7%	-	*7%*	*7%*	*8%*	*6%*	*8%*	*7%*	*8%*	*8%*	*5%*	*12%*	*7%*	*7%*	*8%*	*8%*	*7%*	*6%*	*7%*
Important (4)	783	-	783	383	400	112	120	143	96	139	109	64	231	240	311	173	666	110	770
	42%	-	*42%*	*41%*	*42%*	*34%*	*43%*	*41%*	*36%*	**45%e**	**54%egh**	**48%e**	*38%*	*39%*	**48%lm**	**51%lm**	*43%*	*37%*	*42%*
Very important (5)	878	-	878	436	440	173	126	180	131	138	77	52	299	312	266	129	707	160	870
	47%	-	*47%*	*47%*	*47%*	**53%jk**	*45%*	**51%jk**	*50%*	*44%*	*38%*	*38%*	**49%no**	**50%no**	*41%*	*38%*	*45%*	**54%p**	*47%*
Don't know	13	-	13	8	6	6	1	2	3	*	2	-	6	5	2	2	12	1	13
	1%	-	*1%*	*1%*	*1%*	*2%*	*	*	*1%*	*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	60	-	60	37	23	16	13	5	12	7	5	2	28	17	15	8	53	5	53
	3%	-	*3%*	*4%*	*2%*	**5%g**	*4%*	*1%*	**5%g**	*2%*	*3%*	*2%*	*5%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*
NET Important / Very important	1661	-	1661	819	840	285	246	324	228	276	185	116	531	552	578	301	1373	269	1640
	89%	-	*89%*	*88%*	*89%*	*87%*	*88%*	*91%*	*86%*	*89%*	*92%*	*86%*	*87%*	*89%*	*89%*	*90%*	*88%*	*92%*	*89%*
Mean	4.33	-	4.33	4.31	4.34	4.37	4.27	**4.42k**	4.32	4.30	4.27	4.23	4.33	4.38	4.28	4.26	4.31	**4.45p**	4.34
Std Dev.	0.78	-	0.78	0.80	0.75	0.82	0.83	0.69	0.82	0.79	0.72	0.73	0.83	0.75	0.76	0.72	0.78	0.69	0.76
Std Error	0.02	-	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1843	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	1874	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	1143	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	13	-	10	1	2	10	3	10	2	2	-	3	5	-	8	2	8
	1%	-	1%a	*	*	1%	*	1%	*	1%	-	1%	1%	-	*	1%	*
Not very important (2)	48	16	8	10	14	24	24	29	18	8	9	13	11	5	38	8	39
	3%	3%	1%	3%	4%b	2%	3%	2%	3%	4%	4%	3%	2%	1%	2%	4%	2%
Neither important nor unimportant (3)	139	28	50	35	25	78	60	87	51	20	26	28	43	11	107	20	111
	7%	6%	8%	9%	7%	7%	8%	7%	8%	11%m	11%km	6%	8%m	4%	7%	11%	7%
Important (4)	783	211	263	167	143	474	309	502	274	78	95	204	232	139	670	78	682
	42%	44%	40%	43%	42%	41%	43%	40%	46%	42%	40%	42%	44%	44%	43%	42%	42%
Very important (5)	878	227	329	171	151	556	322	617	251	76	105	243	236	157	741	76	757
	47%	47%	49%	44%	45%	48%	45%	49%h	42%	41%	44%	49%	45%	50%	47%	41%	47%
Don't know	13	3	5	3	2	8	5	8	5	*	3	*	2	5	11	*	11
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	*	2%k	1%	*	1%
NET Not at all important/ Not very important	60	16	18	11	15	34	27	40	21	10	9	17	15	5	46	10	47
	3%	3%	3%	3%	5%	3%	4%	3%	3%	5%m	4%	3%	3%	1%	3%	5%	3%
NET Important / Very important	1661	439	591	338	293	1030	631	1119	526	154	200	447	468	296	1411	154	1439
	89%	90%	89%	87%	87%	90%	87%	89%	87%	84%	84%	91%ij	89%	93%ij	90%l	84%	90%o
Mean	4.33	4.35	4.35	4.29	4.28	4.35	4.29	4.35h	4.26	4.18	4.26	4.36i	4.30	4.44ijl	4.34l	4.18	4.34o
Std Dev.	0.78	0.73	0.80	0.77	0.81	0.77	0.79	0.78	0.77	0.88	0.80	0.77	0.78	0.64	0.75	0.88	0.75
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 173

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	13	10	2	-	12	*	-	-	1	-	2	*	-	3	3	3	-	*	-
	1%	1%	1%	-	1%	*	-	-	2%	-	2%	*	-	2%	1%	1%	-	1%	-
Not very important (2)	48	38	9	7	39	6	1	2	2	4	6	5	4	6	5	6	3	3	2
	3%	2%	4%	8%a	2%	3%	1%	3%	2%	2%	5%	3%	2%	4%	2%	2%	2%	12%	2%
Neither important nor unimportant (3)	139	116	22	5	118	12	6	2	3	12	6	19	18	13	12	19	16	2	10
	7%	7%	9%	6%	8%	7%	7%	5%	4%	5%	4%	12%hn	10%	9%	5%	8%	11%	7%	7%
Important (4)	783	684	99	26	654	77	33	19	30	103	68	70	62	45	94	109	74	11	66
	42%	42%	40%	30%	41%	47%	39%	40%	38%	46%m	50%lm	44%m	34%	29%	38%	45%m	48%m	37%	49%lm
Very important (5)	878	764	114	47	741	69	44	25	42	102	54	64	96	84	129	109	60	12	57
	47%	47%	46%	55%	47%	42%	51%	51%	54%	45%	40%	40%	53%	56%jkpr	52%	44%	39%	43%	42%
Don't know	13	12	1	1	11	-	2	1	1	4	-	1	-	1	5	-	-	-	-
	1%	1%	1%	1%	1%	-	2%e	1%e	1%	2%	-	1%	-	1%	2%	-	-	-	-
NET Not at all important/ Not very important	60	49	12	7	52	6	1	2	3	4	8	5	4	9	7	8	3	4	2
	3%	3%	5%	8%a	3%	4%	1%	3%	4%	2%	6%	3%	2%	6%	3%	3%	2%	13%	2%
NET Important / Very important	1661	1448	213	73	1394	146	77	44	72	205	123	133	157	129	223	218	134	23	123
	89%	89%	86%	85%	89%	89%	90%	90%	91%	91%	89%	84%	88%	85%	90%	89%	88%	80%	91%
Mean	4.33	4.33	4.27	4.34	4.32	4.27	4.43	4.40	4.41	4.37	4.21	4.21	4.38	4.34	4.42	4.29	4.25	4.09	4.31
Std Dev.	0.78	0.77	0.84	0.91	0.78	0.76	0.68	0.74	0.81	0.67	0.85	0.80	0.76	0.93	0.77	0.79	0.72	1.05	0.69
Std Error	0.02	0.02	0.04	0.06	0.02	0.04	0.04	0.05	0.08	0.06	0.08	0.07	0.07	0.09	0.07	0.07	0.07	0.14	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 173

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	13	4	5	4	-	-	9	-	6	2	5	-	-	8	-
	1%	*1%*	*1%*	*2%*	-	-	*1%*	-	*1%*	*	3%im	-	-	*1%*	-
Not very important (2)	48	14	14	7	12	1	28	13	14	19	6	9	*	33	9
	3%	*2%*	*2%*	*3%*	7%abf	*3%*	*2%*	6%abf	*2%*	*2%*	*3%*	9%him	*1%*	*2%*	7%him
Neither important nor unimportant (3)	139	50	53	21	13	*	103	14	50	64	18	1	4	114	5
	7%	*7%*	*8%*	*11%*	*7%*	*1%*	*7%*	*6%*	*7%*	*8%*	10%k	*1%*	*14%*	*7%*	*4%*
Important (4)	783	297	314	82	70	18	611	89	275	358	90	47	11	633	57
	42%	*39%*	*45%*	*41%*	*40%*	*50%*	*42%*	*42%*	*36%*	46%h	49%h	*47%*	*36%*	*41%*	*45%*
Very important (5)	878	384	310	84	80	17	694	97	426	330	63	43	14	756	57
	47%	51%b	*44%*	*42%*	*45%*	*46%*	*48%*	*46%*	55%ijm	*42%*	*34%*	*43%*	*49%*	49%ij	*45%*
Don't know	13	6	5	2	-	-	11	-	3	8	2	-	-	11	-
	1%	*1%*	*1%*	*1%*	-	-	*1%*	-	*	*1%*	*1%*	-	-	*1%*	-
NET Not at all important/ Not very important	60	18	18	11	12	1	36	13	20	21	10	9	*	41	9
	3%	*2%*	*3%*	*5%*	7%abf	*3%*	*2%*	6%abf	*3%*	*3%*	*6%*	9%him	*1%*	*3%*	7%hm
NET Important / Very important	1661	681	624	165	150	35	1305	185	701	689	153	89	25	1389	115
	89%	90%c	*89%*	*83%*	*86%*	*96%*	90%c	*87%*	91%j	*88%*	*83%*	*90%*	*85%*	89%j	*89%*
Mean	4.33	4.39c	4.31	4.19	4.24	4.40	4.35c	4.27	4.43ij	4.29j	4.10	4.25	4.33	4.36j	4.27
Std Dev.	0.78	0.74	0.75	0.91	0.87	0.66	0.75	0.84	0.76	0.74	0.89	0.86	0.77	0.75	0.83
Std Error	0.02	0.03	0.03	0.07	0.07	0.10	0.02	0.06	0.03	0.03	0.07	0.09	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**13**	2	11	-	1	11	*	12	*	-	-	13	-
	1%	*2%*	*1%*	-	*	*1%*	*	*1%*	*2%*	-	-	*1%*	-
Not very important (2)	**48**	2	46	-	11	36	*	45	1	2	-	48	-
	3%	*2%*	*3%*	-	*2%*	*3%*	*	*2%*	*3%*	*11%*	-	*3%*	-
Neither important nor unimportant (3)	**139**	11	127	1	47	80	12	133	2	3	-	139	-
	7%	*11%*	*7%*	*3%*	*8%*	*7%*	*11%*	*7%*	*8%*	*20%*	-	*7%*	-
Important (4)	**783**	34	742	7	201	543	39	768	12	3	-	783	*
	42%	*34%*	*42%*	*38%*	*35%*	***46%d***	*35%*	*42%*	*41%*	*19%*	-	*42%*	*100%*
Very important (5)	**878**	51	818	9	317	505	56	864	11	3	-	878	-
	47%	*51%*	*47%*	*49%*	***54%e***	*43%*	*52%*	*47%*	*38%*	*22%*	-	*47%*	-
Don't know	**13**	*	11	2	6	7	1	7	3	4	-	13	-
	1%	*	*1%*	*10%*	*1%*	*1%*	*1%*	*	*9%*	*28%*	-	*1%*	-
NET Not at all important/ Not very important	**60**	4	56	-	12	47	1	57	1	2	-	60	-
	3%	*4%*	*3%*	-	*2%*	*4%*	*1%*	*3%*	*4%*	*11%*	-	*3%*	-
NET Important / Very important	**1661**	85	1560	17	518	1048	95	1632	23	6	-	1661	*
	89%	*85%*	*89%*	*88%*	*89%*	*89%*	*87%*	*89%*	*79%*	*41%*	-	*89%*	*100%*
Mean	**4.33**	4.30	4.33	4.51	**4.42e**	4.27	4.39	4.33	4.22	3.72	-	4.33	4.00
Std Dev.	**0.78**	0.89	0.77	0.58	0.74	0.80	0.73	0.77	0.87	1.10	-	0.78	-
Std Error	**0.02**	0.08	0.02	0.11	0.03	0.02	0.07	0.02	0.18	0.33	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to track the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	**13**	8	1	*	4	-	5	3	-	-	1	-	-	*	-	-	4
	1%	*1%*	*	*	*1%*	-	*3%*	*2%*	-	-	*	-	-	*	-	-	*2%*
Not very important (2)	**48**	13	16	9	10	3	2	8	7	4	5	4	2	3	5	2	4
	3%	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*5%*	*5%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*
Neither important nor unimportant (3)	**139**	35	33	34	37	14	10	11	12	11	10	18	8	9	10	13	14
	7%	*7%*	*7%*	*8%*	*9%*	*7%*	*6%*	*7%*	*8%*	*7%*	*5%*	*12%*	*6%*	*6%*	*6%*	*11%*	*9%*
Important (4)	**783**	224	217	175	167	80	74	69	61	72	84	59	51	65	60	48	59
	42%	*42%*	*44%*	*41%*	*39%*	*44%*	*42%*	*41%*	*41%*	*45%*	*44%*	*40%*	*40%*	*44%*	*39%*	*39%*	*39%*
Very important (5)	**878**	248	226	199	206	87	83	79	67	72	86	67	64	69	75	61	69
	47%	*47%*	*45%*	*47%*	*48%*	*47%*	*48%*	*46%*	*45%*	*45%*	*46%*	*45%*	*50%*	*47%*	*49%*	*49%*	*46%*
Don't know	**13**	1	5	5	3	-	1	-	-	1	4	2	2	1	3	-	-
	1%	*	*1%*	*1%*	*1%*	-	*	-	-	*	*2%*	*1%*	*1%*	*1%*	*2%*	-	-
NET Not at all important/ Not very important	**60**	20	16	9	14	3	7	11	7	4	6	4	2	3	5	2	8
	3%	*4%*	*3%*	*2%*	*3%*	*2%*	*4%*	*6%*	*5%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	*5%*
NET Important / Very important	**1661**	472	443	374	373	167	156	148	128	145	170	126	115	133	136	110	127
	89%	*89%*	*89%*	*89%*	*87%*	*91%*	*90%*	*87%*	*87%*	*91%*	*90%*	*84%*	*90%*	*91%*	*89%*	*88%*	*86%*
Mean	**4.33**	4.31	4.32	4.35	4.32	4.37	4.32	4.25	4.27	4.34	4.35	4.28	4.40	4.37	4.38	4.36	4.24
Std Dev.	**0.78**	0.82	0.75	0.73	0.80	0.69	0.86	0.91	0.81	0.70	0.74	0.77	0.70	0.71	0.74	0.73	0.91
Std Error	**0.02**	0.04	0.03	0.04	0.04	0.05	0.07	0.07	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base		**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base		**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important	(1)	**56**	-	56	38	18	5	2	7	12	10	9	11	6	19	31	20	48	6	56
		3%	-	*3%*	**4%d**	*2%*	*1%*	*1%*	*2%*	**4%f**	*3%*	**4%f**	**8%efg**	*1%*	**3%l**	**5%l**	**6%l**	*3%*	*2%*	*3%*
Not very important	(2)	**204**	-	204	93	111	20	21	27	24	54	32	25	42	51	112	57	184	19	189
		11%	-	*11%*	*10%*	*12%*	*6%*	*8%*	*8%*	*9%*	**18%efgh**	**16%efg**	**19%efgh**	*7%*	*8%*	**17%lm**	**17%lm**	**12%q**	*6%*	*10%*
Neither important nor unimportant	(3)	**393**	-	393	194	198	40	48	68	69	82	47	39	88	137	167	86	353	34	392
		21%	-	*21%*	*21%*	*21%*	*12%*	*17%*	**19%e**	**26%e**	**26%ef**	**23%e**	**29%ef**	*14%*	**22%l**	**26%l**	**25%l**	**23%q**	*12%*	*21%*
Important	(4)	**670**	-	670	338	331	136	108	119	85	99	79	44	244	204	222	123	532	125	674
		36%	-	*36%*	*36%*	*35%*	**42%l**	*38%*	*34%*	*32%*	*32%*	*39%*	*32%*	**40%m**	*33%*	*34%*	*36%*	*34%*	**43%p**	*37%*
Very important	(5)	**539**	-	539	263	275	120	98	133	75	62	35	15	219	207	112	50	427	110	522
		29%	-	*29%*	*28%*	*29%*	**37%ijk**	**35%ijk**	**37%ijk**	**28%jk**	*20%*	*17%*	*11%*	**36%no**	**34%no**	*17%*	*15%*	*27%*	**38%p**	*28%*
Don't know		**12**	-	12	3	8	6	4	-	-	2	-	-	9	-	2	-	12	-	10
		1%	-	*1%*	*	*1%*	**2%g**	*1%*	-	-	*1%*	-	-	**2%m**	-	*	-	*1%*	-	*1%*
NET Not at all important/ Not very important		**260**	-	260	131	129	25	23	34	36	64	41	37	48	70	142	78	231	24	245
		14%	-	*14%*	*14%*	*14%*	*8%*	*8%*	*10%*	*13%*	**21%efg**	**20%efg**	**27%efgh**	*8%*	*11%*	**22%lm**	**23%lm**	**15%q**	*8%*	*13%*
NET Important / Very important		**1209**	-	1209	601	606	256	206	251	160	161	114	59	462	412	334	173	959	235	1196
		65%	-	*65%*	*65%*	*64%*	**78%hijk**	**74%hijk**	**71%hijk**	**61%k**	*52%*	*56%*	*44%*	**76%mno**	**67%no**	*52%*	*51%*	*62%*	**80%p**	*65%*
Mean		**3.77**	-	3.77	3.75	3.79	**4.08hijk**	**4.01hijk**	**3.97hijk**	**3.71k**	**3.48k**	3.49	3.19	**4.05mno**	**3.86no**	3.43	3.37	3.72	**4.07p**	3.77
Std Dev.		**1.08**	-	1.08	1.10	1.05	0.94	0.94	1.03	1.10	1.10	1.09	1.13	0.94	1.07	1.11	1.11	1.09	0.96	1.07
Std Error		**0.03**	-	0.03	0.04	0.03	0.05	0.06	0.06	0.07	0.06	0.08	0.10	0.04	0.04	0.04	0.06	0.03	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**56**	15	21	8	11	36	19	30	26	6	6	16	18	9	49	6	49
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*
Not very important (2)	**204**	51	82	33	38	133	71	115	87	24	37	52	52	23	164	24	166
	11%	*11%*	*12%*	*9%*	*11%*	*12%*	*10%*	*9%*	**14%g**	*13%*	**16%m**	*11%*	*10%*	*7%*	*10%*	*13%*	*10%*
Neither important nor unimportant (3)	**393**	99	149	73	73	247	146	251	139	38	45	104	103	68	320	38	336
	21%	*20%*	*22%*	*19%*	*22%*	*22%*	*20%*	*20%*	*23%*	*21%*	*19%*	*21%*	*19%*	*22%*	*20%*	*21%*	*21%*
Important (4)	**670**	183	242	141	104	425	245	456	211	60	87	176	185	127	575	60	585
	36%	*38%*	*36%*	*36%*	*31%*	*37%*	*34%*	*36%*	*35%*	*33%*	*37%*	*36%*	*35%*	*40%*	*37%*	*33%*	*36%*
Very important (5)	**539**	136	168	130	105	304	235	394	138	55	58	141	170	87	457	55	463
	29%	*28%*	*25%*	**34%b**	*31%*	*26%*	**32%o**	**31%h**	*23%*	*30%*	*25%*	*29%*	*32%*	*28%*	*29%*	*30%*	*29%*
Don't know	**12**	1	3	2	5	4	8	9	1	1	3	2	-	3	8	1	8
	1%	*	*	*1%*	*2%*	*	*1%*	*1%*	*	*1%*	**1%l**	*	-	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**260**	66	103	41	49	169	91	144	113	29	44	68	70	32	213	29	215
	14%	*14%*	*15%*	*11%*	*15%*	*15%*	*13%*	*12%*	**19%g**	*16%*	**18%m**	*14%*	*13%*	*10%*	*14%*	*16%*	*13%*
NET Important / Very important	**1209**	319	410	271	209	729	480	850	350	116	146	317	355	215	1032	116	1048
	65%	*66%*	*62%*	**70%b**	*62%*	*63%*	*66%*	**68%h**	*58%*	*63%*	*61%*	*64%*	*67%*	*68%*	*66%*	*63%*	*65%*
Mean	**3.77**	3.77	3.69	**3.91b**	3.76	3.72	3.84	**3.86h**	3.58	3.74	3.66	3.76	3.83	3.83	3.78	3.74	3.78
Std Dev.	**1.08**	1.07	1.08	1.03	1.12	1.07	1.07	1.04	1.12	1.12	1.10	1.08	1.09	1.00	1.07	1.12	1.07
Std Error	**0.03**	0.05	0.04	0.05	0.06	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.05	0.06	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 174

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1843**	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	**1874**	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	**1143**	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	**56**	46	10	6	44	9	2	1	2	4	6	5	8	8	4	5	3	1	8
	3%	*3%*	*4%*	**7%a**	*3%*	*5%*	*2%*	*3%*	*2%*	*2%*	*4%*	*3%*	*4%*	*5%*	*2%*	*2%*	*2%*	*3%*	*6%*
Not very important (2)	**204**	176	28	10	171	23	7	4	8	20	24	23	8	21	17	24	25	4	20
	11%	*11%*	*11%*	*11%*	*11%*	*14%*	*8%*	*7%*	*10%*	*9%*	**18%ln**	**14%l**	*5%*	**14%l**	*7%*	*10%*	**17%ln**	*13%*	**14%ln**
Neither important nor unimportant (3)	**393**	333	60	17	330	32	20	11	10	51	29	31	44	26	41	59	40	7	25
	21%	*21%*	*24%*	*20%*	*21%*	*19%*	*23%*	*22%*	*13%*	*23%*	*21%*	*19%*	*24%*	*17%*	*17%*	*24%*	**26%h**	*23%*	*19%*
Important (4)	**670**	583	87	28	565	56	32	17	35	84	33	64	68	45	90	92	52	8	48
	36%	*36%*	*35%*	*32%*	*36%*	*34%*	*37%*	*34%*	**45%jm**	*37%*	*24%*	**40%j**	**38%j**	*30%*	*37%*	**38%j**	*34%*	*28%*	*35%*
Very important (5)	**539**	479	60	23	455	44	24	16	23	60	45	35	51	48	94	65	34	9	34
	29%	*29%*	*24%*	*27%*	*29%*	*27%*	*28%*	*33%*	*30%*	*27%*	*33%*	*22%*	*29%*	*32%*	**38%kpr**	*26%*	*22%*	*32%*	*25%*
Don't know	**12**	8	4	2	10	1	1	*	-	6	-	1	-	3	-	-	-	-	1
	1%	*	*2%*	**2%a**	*1%*	*	*1%*	*1%*	-	*3%*	-	*1%*	-	*2%*	-	-	-	-	*1%*
NET Not at all important/ Not very important	**260**	222	38	16	215	32	9	5	10	24	30	28	16	29	21	29	28	5	27
	14%	*14%*	*15%*	*18%*	*14%*	**20%dfg**	*10%*	*10%*	*12%*	*11%*	**22%ln**	**18%n**	*9%*	**19%ln**	*9%*	*12%*	**18%n**	*17%*	**20%ln**
NET Important / Very important	**1209**	1062	147	50	1020	99	56	33	59	143	78	99	120	94	185	157	85	17	82
	65%	*65%*	*59%*	*59%*	*65%*	*61%*	*65%*	*67%*	**74%jpr**	*64%*	*57%*	*62%*	*67%*	*62%*	**75%jkmpr**	*64%*	*56%*	*60%*	*61%*
Mean	**3.77**	3.79	3.65	3.61	3.78	3.62	3.82	3.89	**3.89p**	3.81	3.64	3.64	3.82	3.71	**4.03jkmpr**	3.77	3.57	3.72	3.60
Std Dev.	**1.08**	1.07	1.10	1.22	1.07	1.18	1.01	1.05	1.02	1.00	1.23	1.08	1.04	1.21	0.99	1.01	1.06	1.16	1.18
Std Error	**0.03**	0.03	0.05	0.08	0.03	0.06	0.06	0.08	0.10	0.09	0.12	0.10	0.09	0.12	0.09	0.09	0.11	0.15	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1843**	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	**1874**	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	**1143**	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	**56**	30	13	4	7	1	43	8	30	11	2	10	3	40	14
	3%	*4%*	*2%*	*2%*	*4%*	*2%*	*3%*	*4%*	**4%i**	*1%*	*1%*	**10%hijm**	*11%*	*3%*	**11%hijm**
Not very important (2)	**204**	102	70	17	14	1	172	15	70	94	23	16	2	164	17
	11%	**13%g**	*10%*	*9%*	*8%*	*2%*	*12%*	*7%*	*9%*	*12%*	*12%*	*16%*	*5%*	*11%*	*13%*
Neither important nor unimportant (3)	**393**	136	151	59	35	11	287	46	130	183	55	19	6	313	24
	21%	*18%*	*22%*	**30%af**	*20%*	*29%*	*20%*	*22%*	*17%*	**23%h**	**30%hm**	*19%*	*19%*	*20%*	*19%*
Important (4)	**670**	245	280	61	71	8	525	79	260	304	69	26	9	564	35
	36%	*32%*	**40%a**	*30%*	*40%*	*22%*	*36%*	*37%*	*34%*	*39%*	*37%*	*26%*	*32%*	*36%*	*27%*
Very important (5)	**539**	240	182	55	45	16	422	62	281	187	31	27	10	468	37
	29%	*32%*	*26%*	*28%*	*26%*	*45%*	*29%*	*29%*	**36%ijm**	*24%*	*17%*	*27%*	*33%*	**30%ij**	*29%*
Don't know	**12**	2	4	3	3	-	6	3	3	3	4	2	-	6	2
	1%	*	*1%*	*1%*	**2%a**	-	*	*2%*	*	*	**2%him**	*2%*	-	*	*1%*
NET Not at all important/ Not very important	**260**	132	83	22	21	1	215	23	100	104	25	26	5	204	31
	14%	**17%b**	*12%*	*11%*	*12%*	*4%*	*15%*	*11%*	*13%*	*13%*	*14%*	**26%hijm**	*16%*	*13%*	**24%him**
NET Important / Very important	**1209**	485	462	116	116	24	947	141	542	491	100	53	19	1033	72
	65%	*64%*	*66%*	*58%*	*66%*	*67%*	*65%*	*66%*	**70%ijkn**	*63%*	*54%*	*53%*	*65%*	**66%ijk**	*56%*
Mean	**3.77**	3.75	3.79	3.74	3.77	4.06	3.77	3.82	**3.90ijkn**	3.72	3.57	3.44	3.72	**3.81jkn**	3.51
Std Dev.	**1.08**	1.16	1.00	1.03	1.06	1.01	1.09	1.05	1.11	1.00	0.96	1.33	1.29	1.06	1.32
Std Error	**0.03**	0.04	0.04	0.08	0.08	0.15	0.03	0.07	0.04	0.04	0.07	0.14	0.24	0.03	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**56**	2	54	-	9	46	*	54	2	-	-	56	-
	3%	*2%*	*3%*	-	*2%*	***4%d***	*	*3%*	*5%*	-	-	*3%*	-
Not very important (2)	**204**	7	197	1	65	131	8	202	1	1	-	204	-
	11%	*7%*	*11%*	*3%*	*11%*	*11%*	*8%*	*11%*	*2%*	*9%*	-	*11%*	-
Neither important nor unimportant (3)	**393**	15	374	3	117	255	20	383	6	4	-	393	-
	21%	*15%*	*21%*	*18%*	*20%*	*22%*	*19%*	*21%*	*20%*	*28%*	-	*21%*	-
Important (4)	**670**	34	628	7	184	441	45	654	12	4	-	670	*
	36%	*34%*	*36%*	*39%*	*32%*	*37%*	*41%*	*36%*	*39%*	*30%*	-	*36%*	*100%*
Very important (5)	**539**	42	490	7	202	302	34	525	9	5	-	539	-
	29%	***41%b***	*28%*	*36%*	***35%e***	*26%*	*32%*	*29%*	*31%*	*33%*	-	*29%*	-
Don't know	**12**	-	11	1	6	5	1	11	1	-	-	12	-
	1%	-	*1%*	*4%*	*1%*	*	*1%*	*1%*	*3%*	-	-	*1%*	-
NET Not at all important/ Not very important	**260**	9	251	1	74	177	9	257	2	1	-	260	-
	14%	*9%*	*14%*	*3%*	*13%*	*15%*	*8%*	*14%*	*8%*	*9%*	-	*14%*	-
NET Important / Very important	**1209**	76	1118	14	386	744	79	1178	21	9	-	1208	*
	65%	***76%b***	*64%*	*75%*	*66%*	*63%*	*73%*	*64%*	*70%*	*63%*	-	*64%*	*100%*
Mean	**3.77**	**4.06b**	3.75	4.14	**3.87e**	3.70	3.96	3.77	3.90	3.87	-	3.77	4.00
Std Dev.	**1.08**	1.02	1.08	0.84	1.06	1.09	0.93	1.08	1.07	1.01	-	1.08	-
Std Error	**0.03**	0.09	0.03	0.16	0.04	0.03	0.09	0.03	0.22	0.28	-	0.03	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	1843	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	1874	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	1143	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	56	17	17	11	12	3	10	4	2	4	10	1	6	4	5	4	3
	3%	*3%*	*3%*	*3%*	*3%*	*2%*	*6%*	*2%*	*1%*	*3%*	*6%*	*1%*	*5%*	*3%*	*3%*	*3%*	*2%*
Not very important (2)	204	57	56	39	52	21	21	15	14	18	25	12	14	13	20	12	21
	11%	*11%*	*11%*	*9%*	*12%*	*11%*	*12%*	*9%*	*9%*	*11%*	*13%*	*8%*	*11%*	*9%*	*13%*	*9%*	*14%*
Neither important nor unimportant (3)	393	120	108	86	79	36	38	46	26	34	48	30	30	26	22	24	33
	21%	*23%*	*22%*	*20%*	*19%*	*20%*	*22%*	**27%n**	*18%*	*21%*	*25%*	*20%*	*24%*	*18%*	*15%*	*19%*	*22%*
Important (4)	670	198	184	143	145	78	59	61	63	60	61	59	35	50	58	40	47
	36%	*38%*	*37%*	*34%*	*34%*	**42%l**	*34%*	*36%*	**42%l**	*38%*	*32%*	*39%*	*27%*	*34%*	*38%*	*32%*	*31%*
Very important (5)	539	136	127	141	134	46	46	44	43	41	43	46	42	52	46	45	43
	29%	*26%*	*26%*	**33%b**	*32%*	*25%*	*26%*	*26%*	*29%*	*26%*	*23%*	*31%*	*33%*	**36%j**	*30%*	**36%j**	*29%*
Don't know	12	-	5	4	4	-	-	-	-	2	2	2	-	2	1	-	2
	1%	-	*1%*	*1%*	*1%*	-	-	-	-	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	*2%*
NET Not at all important/ Not very important	260	74	73	50	64	24	31	19	16	22	35	13	20	17	25	16	23
	14%	*14%*	*15%*	*12%*	*15%*	*13%*	*18%*	*11%*	*11%*	*14%*	**19%k**	*8%*	*16%*	*12%*	*16%*	*12%*	*16%*
NET Important / Very important	1209	334	311	283	280	124	105	106	105	101	104	105	77	102	104	86	90
	65%	*63%*	*63%*	*67%*	*66%*	**68%l**	*60%*	*62%*	**71%j**	*64%*	*55%*	**70%j**	*60%*	**70%j**	*68%*	*68%*	*60%*
Mean	3.77	3.72	3.71	3.87	3.80	3.78	3.63	3.75	3.88j	3.74	3.55	3.94j	3.72	3.93j	3.80	3.89j	3.73
Std Dev.	1.08	1.06	1.08	1.06	1.10	1.00	1.16	1.01	0.98	1.05	1.15	0.95	1.18	1.07	1.11	1.10	1.09
Std Error	0.03	0.05	0.05	0.05	0.05	0.07	0.09	0.08	0.08	0.09	0.09	0.08	0.10	0.09	0.09	0.10	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	**59**	-	59	36	22	4	9	4	13	10	10	10	13	17	29	20	54	3	52
	3%	-	*3%*	*4%*	*2%*	*1%*	*3%*	*1%*	**5%eg**	*3%*	**5%g**	**7%eg**	*2%*	*3%*	*5%*	**6%l**	*3%*	*1%*	*3%*
Not very important (2)	**144**	-	144	67	77	21	17	20	23	22	18	21	38	43	61	40	127	14	146
	8%	-	*8%*	*7%*	*8%*	*7%*	*6%*	*6%*	*9%*	*7%*	*9%*	**16%efgi**	*6%*	*7%*	*9%*	**12%l**	*8%*	*5%*	*8%*
Neither important nor unimportant (3)	**359**	-	359	179	179	49	39	44	56	83	55	35	87	100	172	89	322	36	375
	19%	-	*19%*	*19%*	*19%*	*15%*	*14%*	*12%*	**21%g**	**27%efg**	**27%efg**	**26%efg**	*14%*	*16%*	**27%lm**	**27%lm**	**21%q**	*12%*	*20%*
Important (4)	**747**	-	747	374	372	141	104	164	95	118	74	51	245	259	242	125	611	125	712
	40%	-	*40%*	*40%*	*40%*	*43%*	*37%*	**46%h**	*36%*	*38%*	*37%*	*38%*	*40%*	*42%*	*38%*	*37%*	*39%*	*43%*	*39%*
Very important (5)	**553**	-	553	268	284	109	112	122	75	74	45	17	221	197	135	62	430	116	548
	30%	-	*30%*	*29%*	*30%*	**33%ijk**	**40%hijk**	**34%ijk**	**28%k**	**24%k**	*22%*	*13%*	**36%no**	**32%no**	*21%*	*18%*	*28%*	**39%p**	*30%*
Don't know	**12**	-	12	5	7	3	-	-	3	4	1	1	3	3	6	1	11	*	10
	1%	-	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*
NET Not at all important/ Not very important	**202**	-	202	103	100	25	26	24	36	31	28	31	51	60	91	59	181	16	198
	11%	-	*11%*	*11%*	*11%*	*8%*	*9%*	*7%*	**13%g**	*10%*	**14%g**	**23%efgi**	*8%*	*10%*	**14%l**	**18%lm**	**12%q**	*6%*	*11%*
NET Important / Very important	**1300**	-	1300	643	656	250	216	286	170	191	119	68	466	456	378	187	1040	241	1260
	69%	-	*69%*	*69%*	*70%*	**76%hijk**	**77%hijk**	**81%hijk**	**64%k**	*62%*	*59%*	*50%*	**77%no**	**74%no**	*58%*	*55%*	*67%*	**82%p**	*68%*
Mean	**3.86**	-	3.86	3.84	3.88	**4.02hijk**	**4.04hijk**	**4.07hijk**	**3.75k**	**3.73k**	3.62	3.33	**4.03no**	**3.94no**	3.61	3.51	3.80	**4.15p**	3.85
Std Dev.	**1.03**	-	1.03	1.05	1.01	0.92	1.03	0.89	1.11	1.01	1.08	1.12	0.98	1.00	1.06	1.10	1.05	0.87	1.03
Std Error	**0.02**	-	0.02	0.04	0.03	0.05	0.06	0.05	0.07	0.06	0.08	0.10	0.04	0.04	0.04	0.06	0.03	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 175

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**59**	14	19	9	17	33	25	26	32	15	6	10	15	9	40	15	40
	3%	*3%*	*3%*	*2%*	*5%*	*3%*	*4%*	*2%*	**5%g**	**8%jklmn**	*2%*	*2%*	*3%*	*3%*	*3%*	**8%p**	*2%*
Not very important (2)	**144**	34	53	26	32	87	57	70	73	16	29	33	43	14	118	16	122
	8%	*7%*	*8%*	*7%*	*9%*	*8%*	*8%*	*6%*	**12%g**	*9%*	**12%m**	*7%*	*8%*	*4%*	*8%*	*9%*	*8%*
Neither important nor unimportant (3)	**359**	96	134	71	59	229	130	213	140	40	47	86	98	61	292	40	300
	19%	*20%*	*20%*	*18%*	*18%*	*20%*	*18%*	*17%*	**23%g**	*22%*	*20%*	*18%*	*19%*	*19%*	*19%*	*22%*	*19%*
Important (4)	**747**	186	269	151	141	455	292	513	231	65	88	196	217	144	646	65	659
	40%	*38%*	*40%*	*39%*	*42%*	*40%*	*40%*	*41%*	*38%*	*35%*	*37%*	*40%*	*41%*	*45%*	*41%*	*35%*	*41%*
Very important (5)	**553**	148	187	130	88	335	218	424	123	45	68	165	154	86	473	45	480
	30%	*31%*	*28%*	*34%*	*26%*	*29%*	*30%*	**34%h**	*20%*	*25%*	*28%*	*34%*	*29%*	*27%*	*30%*	*25%*	*30%*
Don't know	**12**	7	4	1	1	11	1	8	4	3	*	1	*	3	5	3	6
	1%	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	**2%ln**	*	*	*	*1%*	*	**2%p**	*
NET Not at all important/ Not very important	**202**	49	71	34	48	120	82	96	105	30	35	43	58	23	158	30	162
	11%	*10%*	*11%*	*9%*	*14%*	*10%*	*11%*	*8%*	**17%g**	**17%kmn**	**15%m**	*9%*	*11%*	*7%*	*10%*	**17%p**	*10%*
NET Important / Very important	**1300**	335	456	281	228	790	510	937	354	110	156	361	371	230	1119	110	1139
	69%	*69%*	*69%*	*73%*	*68%*	*69%*	*70%*	**75%h**	*59%*	*60%*	*66%*	**73%i**	**70%i**	**72%i**	**71%i**	*60%*	**71%o**
Mean	**3.86**	3.88	3.84	**3.95d**	3.75	3.85	3.86	**3.99h**	3.57	3.61	3.77	**3.96i**	**3.86i**	**3.91i**	**3.89i**	3.61	**3.89o**
Std Dev.	**1.03**	1.03	1.02	0.99	1.09	1.02	1.05	0.96	1.11	1.19	1.07	0.98	1.02	0.94	1.00	1.19	1.00
Std Error	**0.02**	0.05	0.04	0.05	0.06	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.05	0.06	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 175

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	59	43	15	7	50	6	1	2	1	4	7	4	4	4	8	11	8	*	6
	3%	3%	6%a	8%a	3%	4%	1%	4%	1%	2%	5%	2%	2%	3%	3%	4%	5%	1%	4%
Not very important (2)	144	121	23	7	120	17	5	2	4	20	11	13	11	17	8	20	17	4	13
	8%	7%	9%	8%	8%	10%	6%	4%	5%	9%	8%	8%	6%	11%n	3%	8%	11%n	12%	10%n
Neither important nor unimportant (3)	359	301	58	17	298	32	19	10	9	48	29	45	35	29	33	39	31	8	24
	19%	19%	24%	20%	19%	19%	22%	21%	11%	21%	21%	28%hnor	20%	19%	13%	16%	20%	27%	18%
Important (4)	747	656	91	36	641	61	29	16	34	94	52	61	57	56	112	109	68	11	49
	40%	40%	37%	42%	41%	37%	34%	33%	43%	42%	38%	38%	32%	37%	45%l	45%	44%	40%	36%
Very important (5)	553	493	60	19	456	49	30	19	31	56	37	37	73	46	84	63	29	6	43
	30%	30%	24%	22%	29%	30%	35%	38%d	40%ikop	25%	27%	23%	41%ijkop	30%	34%p	26%	19%	20%	32%p
Don't know	12	11	1	-	10	-	2	-	-	2	1	-	-	-	3	4	1	-	-
	1%	1%	*	-	1%	-	2%e	-	-	1%	1%	-	-	-	1%	1%	*	-	-
NET Not at all important/ Not very important	202	164	38	14	170	23	6	4	5	24	18	17	15	21	16	31	24	4	19
	11%	10%	15%a	16%	11%	14%f	7%	8%	6%	11%	13%	10%	8%	14%	6%	13%	16%n	14%	14%n
NET Important / Very important	1300	1149	151	55	1097	110	59	35	65	150	89	97	130	101	195	172	97	17	93
	69%	71%b	61%	64%	70%	67%	69%	71%	82%ijkmpr	67%	65%	61%	72%	67%	79%ijkmpr	70%	63%	59%	68%
Mean	3.86	3.89bc	3.63	3.62	3.85	3.79	3.98	3.97	4.14ijkmopr	3.80	3.74	3.71	4.03kp	3.81	4.05jkp	3.80	3.62	3.64	3.83
Std Dev.	1.03	1.01	1.13	1.15	1.03	1.09	0.96	1.06	0.90	0.97	1.10	0.98	1.02	1.07	0.95	1.06	1.07	1.00	1.11
Std Error	0.02	0.03	0.05	0.08	0.03	0.06	0.06	0.08	0.09	0.09	0.11	0.09	0.09	0.10	0.08	0.09	0.11	0.13	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base		1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base		1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important	(1)	59	26	17	5	10	1	43	11	25	18	3	8	5	43	13
		3%	3%	2%	3%	6%	2%	3%	5%	3%	2%	2%	8%ijm	15%	3%	10%hijm
Not very important	(2)	144	71	35	19	15	4	106	19	66	61	12	3	2	127	5
		8%	9%b	5%	9%	8%	12%	7%	9%	9%	8%	7%	3%	7%	8%	4%
Neither important nor unimportant	(3)	359	135	129	49	36	9	264	45	121	163	48	22	6	284	28
		19%	18%	18%	24%	21%	24%	18%	21%	16%	21%h	26%hm	22%	19%	18%	22%
Important	(4)	747	268	324	70	70	12	592	82	297	332	69	40	7	629	48
		40%	35%	46%ac	35%	40%	32%	41%	38%	38%	42%	38%	41%	25%	40%	37%
Very important	(5)	553	252	192	52	45	11	443	56	263	205	46	26	10	468	36
		30%	33%	27%	26%	26%	30%	30%	26%	34%i	26%	25%	26%	34%	30%	28%
Don't know		12	3	4	5	-	-	7	-	1	4	6	-	-	6	-
		1%	*	1%	2%af	-	-	*	-	*	1%	3%him	-	-	*	-
NET Not at all important/ Not very important		202	97	51	24	25	5	149	30	91	79	15	11	7	170	17
		11%	13%b	7%	12%	14%b	14%	10%	14%b	12%	10%	8%	11%	22%	11%	13%
NET Important / Very important		1300	520	516	122	115	23	1036	137	560	536	116	66	17	1097	84
		69%	69%	74%cg	61%	65%	62%	71%c	65%	72%j	69%	63%	67%	59%	70%	65%
Mean		3.86	3.86	3.92dg	3.75	3.71	3.76	3.89	3.72	3.92	3.83	3.81	3.74	3.55	3.87	3.69
Std Dev.		1.03	1.09	0.93	1.04	1.11	1.07	1.02	1.10	1.06	0.98	0.96	1.12	1.43	1.02	1.20
Std Error		0.02	0.04	0.04	0.08	0.09	0.16	0.03	0.08	0.04	0.04	0.07	0.12	0.27	0.03	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**59**	2	56	1	17	39	3	55	3	-	-	59	-
	3%	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*10%*	-	-	*3%*	-
Not very important (2)	**144**	9	135	*	59	80	5	143	1	-	-	144	-
	8%	*9%*	*8%*	*	*10%*	*7%*	*5%*	*8%*	*4%*	-	-	*8%*	-
Neither important nor unimportant (3)	**359**	12	346	2	93	248	19	354	1	4	-	359	-
	19%	*12%*	*20%*	*10%*	*16%*	**21%d**	*17%*	*19%*	*5%*	*26%*	-	*19%*	-
Important (4)	**747**	39	703	5	218	480	48	724	16	7	-	747	*
	40%	*39%*	*40%*	*26%*	*37%*	*41%*	*44%*	*40%*	*54%*	*46%*	-	*40%*	*100%*
Very important (5)	**553**	39	503	11	190	330	33	544	7	1	-	553	-
	30%	*39%*	*29%*	*56%*	*33%*	*28%*	*30%*	*30%*	*25%*	*8%*	-	*30%*	-
Don't know	**12**	-	11	1	7	5	-	8	1	3	-	12	-
	1%	-	*1%*	*3%*	*1%*	*	-	*	*2%*	*19%*	-	*1%*	-
NET Not at all important/ Not very important	**202**	10	191	1	75	119	9	198	4	-	-	202	-
	11%	*10%*	*11%*	*5%*	*13%*	*10%*	*8%*	*11%*	*14%*	-	-	*11%*	-
NET Important / Very important	**1300**	78	1206	16	408	810	81	1268	23	8	-	1300	*
	69%	*78%*	*69%*	*82%*	*70%*	*69%*	*75%*	*69%*	*79%*	*54%*	-	*69%*	*100%*
Mean	**3.86**	4.05	3.84	4.33	3.88	3.84	3.95	3.86	3.81	3.78	-	3.86	4.00
Std Dev.	**1.03**	1.01	1.03	1.03	1.07	1.02	0.97	1.03	1.19	0.65	-	1.03	-
Std Error	**0.02**	0.09	0.03	0.20	0.04	0.03	0.09	0.02	0.25	0.19	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	1843	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	1874	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	1143	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	59	22	11	10	16	9	9	4	1	2	8	*	3	7	4	3	9
	3%	4%	2%	2%	4%	5%hk	5%k	3%	*	1%	4%	*	2%	4%	3%	2%	6%hk
Not very important (2)	144	32	44	31	37	9	13	10	7	16	21	15	11	5	11	13	13
	8%	6%	9%	7%	9%	5%	7%	6%	5%	10%	11%m	10%	9%	3%	7%	11%	9%
Neither important nor unimportant (3)	359	113	101	83	63	43	28	42	32	29	39	31	26	26	32	10	22
	19%	21%d	20%	20%	15%	24%o	16%	24%o	22%o	18%	21%o	21%o	20%o	18%	21%o	8%	15%
Important (4)	747	217	190	159	181	82	67	68	67	59	64	55	53	51	54	62	65
	40%	41%	38%	38%	42%	45%	39%	40%	45%	37%	34%	37%	41%	35%	36%	50%j	44%
Very important (5)	553	142	146	139	126	39	56	47	40	52	54	46	34	58	48	38	40
	30%	27%	29%	33%	30%	21%	32%	28%	27%	32%	29%	31%	27%	40%e	32%	30%	27%
Don't know	12	1	5	2	3	-	1	-	1	2	3	2	-	-	3	-	-
	1%	*	1%	1%	1%	-	1%	-	*	1%	1%	1%	-	-	2%	-	-
NET Not at all important/ Not very important	202	55	55	40	53	19	22	14	8	18	29	15	14	11	15	16	22
	11%	10%	11%	10%	12%	10%	13%	8%	5%	11%	15%h	10%	11%	8%	10%	13%	15%h
NET Important / Very important	1300	359	336	298	307	122	123	115	107	111	118	101	87	109	102	100	105
	69%	68%	68%	70%	72%	66%	71%	67%	72%	69%	63%	68%	68%	75%	67%	80%ej	71%
Mean	3.86	3.81	3.85	3.92	3.86	3.73	3.86	3.84	3.95	3.90	3.73	3.90	3.82	4.02e	3.88	3.95	3.77
Std Dev.	1.03	1.04	1.02	1.01	1.06	1.02	1.11	0.98	0.85	1.02	1.13	0.96	1.01	1.05	1.03	0.99	1.13
Std Error	0.02	0.05	0.05	0.05	0.05	0.07	0.09	0.08	0.07	0.08	0.09	0.08	0.09	0.09	0.08	0.09	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	**17**	-	17	13	4	2	3	-	2	3	4	3	5	2	10	7	13	4	16
	1%	-	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	*2%*	**2%g**	*1%*	*	*2%*	*2%*	*1%*	*1%*	*1%*
Not very important (2)	**76**	-	76	38	38	19	4	7	6	21	5	15	23	13	40	19	69	7	71
	4%	-	*4%*	*4%*	*4%*	**6%fg**	*1%*	*2%*	*2%*	**7%fgh**	*2%*	**11%fghj**	*4%*	*2%*	**6%m**	**6%m**	*4%*	*2%*	*4%*
Neither important nor unimportant (3)	**267**	-	267	140	127	24	30	46	31	57	42	37	54	77	136	79	240	26	237
	14%	-	*14%*	*15%*	*13%*	*7%*	*11%*	*13%*	*12%*	**19%ef**	**21%ef**	**27%efgh**	*9%*	*12%*	**21%lm**	**23%lm**	**15%q**	*9%*	*13%*
Important (4)	**807**	-	807	388	419	132	103	153	126	137	96	60	234	278	294	156	660	132	802
	43%	-	*43%*	*42%*	*44%*	*40%*	*37%*	*43%*	**48%f**	*44%*	*48%*	*45%*	*39%*	*45%*	*45%*	*46%*	*42%*	*45%*	*44%*
Very important (5)	**691**	-	691	343	347	145	135	149	96	91	55	20	280	245	166	75	562	122	702
	37%	-	*37%*	*37%*	*37%*	**44%ijk**	**48%hijk**	**42%ijk**	**36%k**	**29%k**	**27%k**	*15%*	**46%no**	**40%no**	*26%*	*22%*	*36%*	*42%*	*38%*
Don't know	**14**	-	14	7	7	5	6	*	3	-	-	-	11	4	-	-	12	2	15
	1%	-	*1%*	*1%*	*1%*	*1%*	**2%gl**	*	*1%*	-	-	-	**2%n**	*1%*	-	-	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**94**	-	94	51	43	21	7	7	8	24	9	18	28	15	50	26	82	11	87
	5%	-	*5%*	*5%*	*5%*	**6%g**	*3%*	*2%*	*3%*	**8%fg**	*4%*	**13%fghj**	*5%*	*2%*	**8%m**	**8%m**	*5%*	*4%*	*5%*
NET Important / Very important	**1498**	-	1498	732	766	277	238	301	222	228	151	80	514	523	459	231	1222	254	1504
	80%	-	*80%*	*79%*	*81%*	**85%ijk**	**85%ijk**	**85%ijk**	**84%ik**	**74%k**	**75%k**	*60%*	**85%no**	**85%no**	*71%*	*69%*	*79%*	**86%p**	*82%*
Mean	**4.12**	-	4.12	4.10	4.14	**4.24ijk**	**4.32ijk**	**4.25ijk**	**4.18ijk**	**3.95k**	**3.96k**	3.59	**4.28no**	**4.22no**	3.87	3.81	4.09	4.24	4.15
Std Dev.	**0.87**	-	0.87	0.90	0.83	0.87	0.81	0.75	0.79	0.91	0.87	0.95	0.85	0.77	0.92	0.92	0.87	0.83	0.85
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.06	0.08	0.03	0.03	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**17**	4	8	1	4	13	5	6	11	3	*	7	5	1	13	3	13
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**2%g**	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Not very important (2)	**76**	31	25	5	15	56	20	44	33	12	9	18	21	10	59	12	60
	4%	**6%c**	*4%*	*1%*	**5%c**	*5%*	*3%*	*3%*	*5%*	*7%*	*4%*	*4%*	*4%*	*3%*	*4%*	*7%*	*4%*
Neither important nor unimportant (3)	**267**	67	93	55	53	160	108	163	101	23	32	73	73	52	230	23	232
	14%	*14%*	*14%*	*14%*	*16%*	*14%*	*15%*	*13%*	*17%*	*13%*	*13%*	*15%*	*14%*	*16%*	*15%*	*13%*	*14%*
Important (4)	**807**	218	294	162	134	512	296	534	266	82	96	204	221	158	679	82	694
	43%	*45%*	*44%*	*42%*	*40%*	*44%*	*41%*	*43%*	*44%*	*45%*	*40%*	*42%*	*42%*	*50%*	*43%*	*45%*	*43%*
Very important (5)	**691**	160	241	159	131	401	290	494	190	62	101	187	206	90	584	62	598
	37%	*33%*	*36%*	*41%*	*39%*	*35%*	*40%*	**39%h**	*32%*	*33%*	**42%m**	**38%m**	**39%m**	*28%*	**37%m**	*33%*	*37%*
Don't know	**14**	5	3	6	-	9	6	12	2	2	*	3	2	6	10	2	10
	1%	*1%*	*	*1%*	-	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*	*2%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**94**	35	33	6	19	69	25	50	43	15	9	25	26	12	72	15	73
	5%	**7%c**	**5%c**	*2%*	**6%c**	*6%*	*3%*	*4%*	**7%g**	*8%*	*4%*	*5%*	*5%*	*4%*	*5%*	*8%*	*5%*
NET Important / Very important	**1498**	378	535	321	265	913	585	1029	456	144	197	391	427	248	1263	144	1292
	80%	*78%*	*81%*	*83%*	*79%*	*79%*	*81%*	**82%h**	*76%*	*78%*	*83%*	*79%*	*81%*	*78%*	*80%*	*78%*	*80%*
Mean	**4.12**	4.04	4.11	**4.24a**	4.11	4.08	4.18	**4.18h**	3.99	4.03	4.22	4.12	4.15	4.04	4.13	4.03	4.13
Std Dev.	**0.87**	0.90	0.87	0.76	0.90	0.88	0.83	0.83	0.93	0.94	0.82	0.89	0.87	0.79	0.85	0.94	0.85
Std Error	**0.02**	0.04	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 176

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	17	12	6	3	16	1	1	-	1	1	2	2	-	4	3	2	2	1	-
	1%	1%	2%a	4%a	1%	*	1%	-	1%	1%	1%	1%	-	3%	1%	1%	1%	2%	-
Not very important (2)	76	66	11	*	63	11	1	1	3	7	8	2	9	9	9	8	8	2	9
	4%	4%	4%	1%	4%	6%f	2%	2%	4%	3%	6%	1%	5%	6%	4%	3%	5%	6%	7%k
Neither important nor unimportant (3)	267	226	42	10	235	22	7	4	7	34	27	24	26	20	39	27	31	4	18
	14%	14%	17%	12%	15%fg	14%	8%	8%	9%	15%	20%h	15%	14%	13%	16%	11%	20%h	13%	14%
Important (4)	807	686	121	47	669	78	38	22	32	85	50	77	64	67	97	120	77	15	63
	43%	42%	49%	55%a	42%	48%	45%	45%	40%	38%	36%	49%	35%	44%	39%	49%l	50%l	51%	47%
Very important (5)	691	624	68	24	580	52	38	22	36	92	50	54	80	51	96	88	34	7	45
	37%	38%b	27%	28%	37%	32%	44%e	44%e	45%p	41%p	36%p	34%	44%p	34%	39%p	36%p	22%	25%	33%
Don't know	14	13	1	*	12	1	1	1	-	5	-	*	1	2	3	*	1	1	-
	1%	1%	1%	*	1%	1%	1%	1%	-	2%	-	*	1%	1%	1%	*	*	3%	-
NET Not at all important/ Not very important	94	77	16	4	80	11	2	1	5	8	10	4	9	12	12	10	10	2	9
	5%	5%	7%	4%	5%	7%	2%	2%	6%	4%	7%	2%	5%	8%	5%	4%	6%	8%	7%
NET Important / Very important	1498	1310	189	72	1249	130	76	43	67	178	100	131	143	118	193	208	111	22	108
	80%	81%	76%	83%	79%	79%	89%de	89%de	85%j	79%	73%	82%	80%	78%	78%	85%jp	73%	76%	80%
Mean	4.12	4.14b	3.95	4.04	4.11	4.04	4.31de	4.34de	4.23p	4.19p	4.00	4.13p	4.20p	4.02	4.13	4.16p	3.88	3.93	4.06
Std Dev.	0.87	0.86	0.91	0.88	0.87	0.86	0.75	0.71	0.89	0.85	0.96	0.79	0.88	0.97	0.89	0.80	0.86	0.92	0.85
Std Error	0.02	0.02	0.04	0.06	0.03	0.05	0.05	0.05	0.09	0.08	0.10	0.07	0.08	0.09	0.08	0.07	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1843**	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	**1874**	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	**1143**	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	**17**	6	4	1	5	1	10	6	8	6	2	1	-	14	1
	1%	*1%*	*1%*	*1%*	**3%bf**	*2%*	*1%*	**3%bf**	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Not very important (2)	**76**	35	30	1	7	3	65	10	32	31	8	5	1	62	6
	4%	**5%c**	*4%*	*1%*	*4%*	*7%*	**4%c**	*5%*	*4%*	*4%*	*5%*	*5%*	*3%*	*4%*	*4%*
Neither important nor unimportant (3)	**267**	113	89	38	26	3	201	29	99	107	36	20	5	206	25
	14%	*15%*	*13%*	*19%*	*15%*	*7%*	*14%*	*14%*	*13%*	*14%*	*20%*	*20%*	*18%*	*13%*	*19%*
Important (4)	**807**	303	324	84	82	11	626	93	284	383	81	46	12	667	58
	43%	*40%*	*46%*	*42%*	*46%*	*31%*	*43%*	*44%*	*37%*	**49%hm**	*44%*	*46%*	*41%*	**43%h**	*45%*
Very important (5)	**691**	296	247	74	54	19	543	73	348	250	53	27	11	598	39
	37%	*39%*	*35%*	*37%*	*31%*	*53%*	*37%*	*34%*	**45%ijkmn**	*32%*	*29%*	*28%*	*39%*	**38%ij**	*30%*
Don't know	**14**	3	7	2	2	-	10	2	3	6	4	*	-	9	*
	1%	*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	**2%hm**	*	-	*1%*	*
NET Not at all important/ Not very important	**94**	41	34	2	13	3	75	16	40	37	10	6	1	76	7
	5%	*5%*	*5%*	*1%*	**7%c**	*9%*	*5%*	**8%c**	*5%*	*5%*	*5%*	*6%*	*3%*	*5%*	*6%*
NET Important / Very important	**1498**	598	571	158	135	30	1169	166	632	632	134	73	24	1265	97
	80%	*79%*	*82%*	*79%*	*77%*	*84%*	*80%*	*78%*	**82%ij**	**81%ij**	*73%*	*74%*	*79%*	**81%ij**	*75%*
Mean	**4.12**	4.13	4.12	4.15	3.98	4.26	4.13	4.03	**4.21ijkn**	4.08	3.97	3.94	4.15	**4.15ij**	3.99
Std Dev.	**0.87**	0.89	0.83	0.79	0.95	1.00	0.86	0.97	0.89	0.83	0.88	0.90	0.82	0.86	0.88
Std Error	**0.02**	0.03	0.03	0.06	0.08	0.15	0.02	0.07	0.03	0.03	0.07	0.09	0.15	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**17**	2	15	1	4	13	*	17	*	-	-	17	-
	1%	*2%*	*1%*	*3%*	*1%*	*1%*	*	*1%*	*2%*	-	-	*1%*	-
Not very important (2)	**76**	4	72	*	25	47	4	75	1	-	-	76	-
	4%	*4%*	*4%*	*	*4%*	*4%*	*4%*	*4%*	*4%*	-	-	*4%*	-
Neither important nor unimportant (3)	**267**	9	258	-	79	176	12	263	2	3	-	267	-
	14%	*9%*	*15%*	-	*14%*	*15%*	*11%*	*14%*	*6%*	*19%*	-	*14%*	-
Important (4)	**807**	37	762	8	218	534	55	786	15	6	-	807	*
	43%	*37%*	*43%*	*42%*	*37%*	**45%d**	*50%*	*43%*	*52%*	*40%*	-	*43%*	*100%*
Very important (5)	**691**	48	633	11	248	406	37	678	10	3	-	691	-
	37%	**48%b**	*36%*	*55%*	**42%e**	*34%*	*34%*	*37%*	*33%*	*22%*	-	*37%*	-
Don't know	**14**	-	14	-	9	5	-	10	1	3	-	14	-
	1%	-	*1%*	-	**2%e**	*	-	*1%*	*3%*	*19%*	-	*1%*	-
NET Not at all important/ Not very important	**94**	6	87	1	28	61	5	92	2	-	-	94	-
	5%	*6%*	*5%*	*3%*	*5%*	*5%*	*4%*	*5%*	*5%*	-	-	*5%*	-
NET Important / Very important	**1498**	85	1395	19	466	941	92	1464	25	9	-	1498	*
	80%	*85%*	*80%*	*97%*	*80%*	*80%*	*84%*	*80%*	*85%*	*62%*	-	*80%*	*100%*
Mean	**4.12**	4.24	4.11	4.46	4.19	4.08	4.14	4.12	4.16	4.04	-	4.12	4.00
Std Dev.	**0.87**	0.93	0.86	0.80	0.87	0.87	0.80	0.87	0.84	0.74	-	0.87	-
Std Error	**0.02**	0.08	0.02	0.15	0.04	0.03	0.08	0.02	0.18	0.21	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 176

QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month												
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base		**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base		**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important	(1)	**17**	6	4	2	5	-	5	2	-	1	2	-	1	2	2	-	3
		1%	*1%*	*1%*	*1%*	*1%*	-	*3%*	*1%*	-	*1%*	*1%*	-	*	*1%*	*2%*	-	*2%*
Not very important	(2)	**76**	23	24	12	18	6	10	7	6	8	10	4	5	3	12	3	3
		4%	*4%*	*5%*	*3%*	*4%*	*3%*	*6%*	*4%*	*4%*	*5%*	*5%*	*3%*	*4%*	*2%*	*8%*	*3%*	*2%*
Neither important nor unimportant	(3)	**267**	68	79	69	51	24	20	24	13	18	48	19	23	28	18	9	23
		14%	*13%*	*16%*	*16%*	*12%*	*13%*	*11%*	*14%*	*9%*	*11%*	**25%efghikno**	*12%*	*18%*	**19%o**	*12%*	*8%*	*15%*
Important	(4)	**807**	237	217	180	174	94	79	63	73	75	68	66	59	56	58	45	70
		43%	*45%*	*44%*	*43%*	*41%*	**51%gjo**	*45%*	*37%*	**49%j**	*47%*	*36%*	*44%*	*46%*	*38%*	*38%*	*36%*	*47%*
Very important	(5)	**691**	192	169	157	173	59	59	74	55	56	58	58	41	58	59	67	48
		37%	*36%*	*34%*	*37%*	*41%*	*32%*	*34%*	**44%j**	*37%*	*35%*	*31%*	*39%*	*32%*	*40%*	*39%*	**53%efhijlp**	*32%*
Don't know		**14**	2	5	2	6	-	2	-	1	1	3	2	-	-	3	*	2
		1%	*	*1%*	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	*2%*	*	*2%*
NET Not at all important/ Not very important		**94**	29	27	14	23	6	14	9	6	9	12	4	5	4	14	3	6
		5%	*6%*	*5%*	*3%*	*5%*	*3%*	*8%*	*5%*	*4%*	*6%*	*6%*	*3%*	*4%*	*3%*	*9%*	*3%*	*4%*
NET Important / Very important		**1498**	429	385	337	347	153	138	138	128	131	126	124	99	114	117	112	118
		80%	*81%*	*78%*	*80%*	*81%*	**84%j**	**79%j**	**81%j**	**86%j**	**82%j**	*67%*	**83%j**	*78%*	*78%*	*77%*	**90%jn**	*79%*
Mean		**4.12**	4.11	4.06	4.14	4.17	4.12	4.03	**4.18j**	**4.20j**	4.11	3.91	**4.21j**	4.05	4.13	4.07	**4.40efijlmnp**	4.07
Std Dev.		**0.87**	0.88	0.87	0.83	0.89	0.76	0.97	0.89	0.76	0.86	0.94	0.78	0.83	0.87	0.99	0.75	0.85
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.06	0.08	0.07	0.06	0.07	0.07	0.06	0.07	0.07	0.08	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	**18**	-	18	14	5	2	4	1	3	6	1	1	6	4	9	3	17	1	13
	1%	-	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Not very important (2)	**32**	-	32	21	11	11	8	3	-	2	-	8	19	3	11	8	26	6	37
	2%	-	*2%*	*2%*	*1%*	**3%h**	**3%h**	*1%*	-	*1%*	-	**6%ghij**	**3%m**	*	*2%*	**2%m**	*2%*	*2%*	*2%*
Neither important nor unimportant (3)	**177**	-	177	84	93	33	24	27	25	26	23	18	57	52	67	41	146	28	173
	9%	-	*9%*	*9%*	*10%*	*10%*	*9%*	*8%*	*9%*	*8%*	*11%*	*14%*	*9%*	*8%*	*10%*	*12%*	*9%*	*9%*	*9%*
Important (4)	**840**	-	840	432	407	145	111	149	112	144	114	64	256	261	322	178	707	121	846
	45%	-	*45%*	*46%*	*43%*	*44%*	*40%*	*42%*	*42%*	*46%*	**57%efgh**	*48%*	*42%*	*42%*	**50%lm**	**53%lm**	*45%*	*41%*	*46%*
Very important (5)	**791**	-	791	371	419	127	133	171	125	130	63	42	260	296	235	105	645	137	760
	42%	-	*42%*	*40%*	*45%*	*39%*	**48%jk**	**48%ejk**	**47%jk**	*42%*	*31%*	*31%*	**43%o**	**48%no**	*36%*	*31%*	*41%*	*47%*	*41%*
Don't know	**15**	-	15	8	7	10	*	3	-	1	-	1	10	3	2	1	14	1	14
	1%	-	*1%*	*1%*	*1%*	**3%fhl**	*	*1%*	-	*	-	*1%*	*2%*	*1%*	*	*	*1%*	*	*1%*
NET Not at all important/ Not very important	**50**	-	50	34	16	12	12	3	3	9	1	10	24	6	19	11	43	7	50
	3%	-	*3%*	**4%d**	*2%*	**4%g**	**4%g**	*1%*	*1%*	*3%*	*1%*	**7%ghij**	**4%m**	*1%*	*3%*	*3%*	*3%*	*2%*	*3%*
NET Important / Very important	**1632**	-	1632	803	826	271	244	320	237	274	178	106	516	557	557	284	1352	258	1606
	87%	-	*87%*	*86%*	*88%*	*83%*	*87%*	**91%ek**	**90%k**	**88%k**	*88%*	*79%*	*85%*	**90%lo**	*86%*	*84%*	*87%*	*88%*	*87%*
Mean	**4.27**	-	4.27	4.22	4.31	4.21	**4.29k**	**4.39ejk**	**4.35k**	**4.26k**	4.18	4.02	4.25	**4.37lno**	4.19	4.12	4.26	4.32	4.26
Std Dev.	**0.78**	-	0.78	0.82	0.74	0.80	0.85	0.68	0.74	0.81	0.67	0.89	0.82	0.71	0.79	0.77	0.78	0.76	0.77
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.08	0.03	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**18**	6	7	4	2	13	6	12	7	2	3	1	5	5	13	2	13
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**32**	10	9	7	6	19	13	16	15	8	8	3	6	5	22	8	23
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	**4%kln**	**3%k**	*1%*	*1%*	*1%*	*1%*	**4%p**	*1%*
Neither important nor unimportant (3)	**177**	43	68	33	33	111	66	114	61	18	20	48	45	29	142	18	149
	9%	*9%*	*10%*	*8%*	*10%*	*10%*	*9%*	*9%*	*10%*	*10%*	*8%*	*10%*	*9%*	*9%*	*9%*	*10%*	*9%*
Important (4)	**840**	226	279	186	150	504	336	518	316	87	115	209	240	146	711	87	723
	45%	*46%*	*42%*	*48%*	*45%*	*44%*	*46%*	*41%*	**52%g**	*47%*	*49%*	*42%*	*45%*	*46%*	*45%*	*47%*	*45%*
Very important (5)	**791**	196	295	158	142	492	300	584	199	67	89	228	230	130	677	67	688
	42%	*40%*	*44%*	*41%*	*42%*	*43%*	*41%*	**47%h**	*33%*	*36%*	*37%*	*46%*	*44%*	*41%*	*43%*	*36%*	*43%*
Don't know	**15**	6	6	1	3	12	4	11	5	2	2	3	2	2	10	2	10
	1%	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**50**	15	17	11	8	32	19	27	22	10	11	4	11	9	35	10	36
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*4%*	**5%kn**	**5%k**	*1%*	*2%*	*3%*	*2%*	*5%*	*2%*
NET Important / Very important	**1632**	422	574	343	292	996	635	1102	515	154	204	437	470	277	1388	154	1411
	87%	*87%*	*86%*	*89%*	*87%*	*87%*	*88%*	*88%*	*85%*	*84%*	*86%*	*89%*	*89%*	*87%*	*88%*	*84%*	*88%*
Mean	**4.27**	4.25	4.28	4.26	4.27	4.27	4.27	**4.32h**	4.15	4.15	4.19	**4.35ij**	4.30	4.25	4.29	4.15	4.28
Std Dev.	**0.78**	0.79	0.79	0.77	0.76	0.79	0.76	0.77	0.79	0.84	0.83	0.70	0.75	0.80	0.76	0.84	0.76
Std Error	**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.03	0.03	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 177

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	18	18	*	*	17	*	1	1	1	2	-	-	1	3	7	3	-	-	*
	1%	1%	*	*	1%	*	1%	1%	2%	1%	-	-	*	2%	3%	1%	-	-	*
Not very important (2)	32	25	7	3	27	4	1	1	1	6	3	1	4	-	2	7	3	1	3
	2%	2%	3%	3%	2%	2%	1%	2%	1%	3%	2%	1%	2%	-	1%	3%	2%	4%	2%
Neither important nor unimportant (3)	177	151	25	10	147	19	7	3	7	18	16	15	25	13	24	13	16	1	18
	9%	9%	10%	12%	9%	12%	8%	7%	9%	8%	11%	9%	14%o	9%	10%	5%	10%	5%	13%o
Important (4)	840	716	124	37	710	72	36	22	32	115	49	88	68	71	99	110	78	14	58
	45%	44%	50%	43%	45%	44%	42%	46%	40%	51%jl	36%	56%hjlnr	38%	47%	40%	45%	51%	47%	43%
Very important (5)	791	701	90	36	665	64	40	22	38	79	69	55	82	63	112	111	55	10	54
	42%	43%	36%	41%	42%	39%	47%	45%	49%k	35%	50%ik	35%	46%	42%	45%	45%	36%	35%	40%
Don't know	15	13	2	-	9	5	1	-	-	3	-	-	-	2	2	1	1	3	2
	1%	1%	1%	-	1%	3%d	1%	-	-	1%	-	-	-	1%	1%	*	1%	9%	2%
NET Not at all important/ Not very important	50	43	7	3	44	4	1	2	2	9	3	1	4	3	9	10	3	1	3
	3%	3%	3%	4%	3%	2%	1%	3%	3%	4%	2%	1%	2%	2%	4%	4%	2%	4%	2%
NET Important / Very important	1632	1417	214	73	1375	136	77	44	70	194	118	143	150	134	211	221	133	24	112
	87%	87%	86%	85%	87%	83%	89%	90%	89%	87%	86%	90%	84%	88%	86%	90%	87%	82%	83%
Mean	4.27	4.28	4.21	4.23	4.26	4.23	4.36	4.30	4.33	4.19	4.35	4.24	4.26	4.29	4.25	4.31	4.22	4.25	4.23
Std Dev.	0.78	0.79	0.74	0.80	0.78	0.76	0.72	0.79	0.81	0.79	0.77	0.64	0.80	0.77	0.90	0.79	0.71	0.75	0.76
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.06	0.08	0.07	0.08	0.06	0.07	0.08	0.08	0.07	0.07	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	18	8	6	1	3	-	14	3	6	10	3	-	-	16	-
	1%	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
Not very important (2)	32	15	7	4	2	5	22	6	12	9	4	7	*	22	7
	2%	*2%*	*1%*	*2%*	*1%*	*14%*	*1%*	*3%*	*2%*	*1%*	*2%*	**7%him**	*1%*	*1%*	**5%him**
Neither important nor unimportant (3)	177	72	53	33	18	1	124	19	60	71	32	13	*	131	13
	9%	*10%*	*8%*	**16%abf**	*10%*	*3%*	*9%*	*9%*	*8%*	*9%*	**17%him**	*13%*	*1%*	*8%*	*10%*
Important (4)	840	284	363	84	96	11	647	107	296	412	77	37	16	708	53
	45%	*38%*	**52%af**	*42%*	**55%af**	*30%*	**44%a**	**51%a**	*38%*	**53%hjkm**	*42%*	*37%*	*53%*	**46%h**	*41%*
Very important (5)	791	372	267	76	54	19	639	73	393	275	67	41	13	668	55
	42%	**49%bcdg**	*38%*	*38%*	*31%*	*53%*	**44%bdg**	*34%*	**51%ljm**	*35%*	*36%*	*41%*	*46%*	**43%l**	*42%*
Don't know	15	5	4	2	4	-	9	4	6	5	2	2	-	11	2
	1%	*1%*	*1%*	*1%*	*2%*	-	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*
NET Not at all important/ Not very important	50	23	12	5	4	5	35	9	18	19	6	7	*	37	7
	3%	*3%*	*2%*	*2%*	*2%*	*14%*	*2%*	*4%*	*2%*	*2%*	*3%*	**7%m**	*1%*	*2%*	*5%*
NET Important / Very important	1632	655	631	160	150	30	1286	180	690	687	144	78	29	1376	107
	87%	*87%*	**90%c**	*80%*	*85%*	*83%*	**88%c**	*85%*	**89%jk**	**88%j**	*78%*	*79%*	*98%*	**88%jk**	*83%*
Mean	4.27	**4.33dg**	4.27	4.16	4.14	4.22	**4.30dg**	4.16	**4.38ijkm**	4.20	4.11	4.15	4.43	**4.29ij**	4.22
Std Dev.	0.78	0.81	0.71	0.81	0.76	1.04	0.76	0.81	0.76	0.76	0.86	0.90	0.56	0.76	0.84
Std Error	0.02	0.03	0.03	0.06	0.06	0.16	0.02	0.06	0.03	0.03	0.07	0.10	0.10	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**18**	2	16	1	8	10	*	13	2	3	-	18	-
	1%	*2%*	*1%*	*3%*	*1%*	*1%*	*	*1%*	*8%*	*19%*	-	*1%*	-
Not very important (2)	**32**	*	32	-	13	14	4	31	-	1	-	32	-
	2%	*	*2%*	-	*2%*	*1%*	*4%*	*2%*	-	*6%*	-	*2%*	-
Neither important nor unimportant (3)	**177**	5	169	2	51	118	8	174	-	2	-	177	-
	9%	*5%*	*10%*	*10%*	*9%*	*10%*	*7%*	*10%*	-	*15%*	-	*9%*	-
Important (4)	**840**	43	794	3	250	540	50	821	15	5	-	840	*
	45%	*43%*	*45%*	*18%*	*43%*	*46%*	*46%*	*45%*	*49%*	*33%*	-	*45%*	*100%*
Very important (5)	**791**	50	728	13	256	490	46	776	11	4	-	791	-
	42%	*50%*	*42%*	*69%*	*44%*	*41%*	*42%*	*42%*	*39%*	*27%*	-	*42%*	-
Don't know	**15**	-	15	-	6	9	1	14	1	-	-	15	-
	1%	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*5%*	-	-	*1%*	-
NET Not at all important/ Not very important	**50**	2	47	1	21	24	5	44	2	4	-	50	-
	3%	*2%*	*3%*	*3%*	*4%*	*2%*	*4%*	*2%*	*8%*	*25%*	-	*3%*	-
NET Important / Very important	**1632**	93	1522	17	506	1031	95	1596	26	9	-	1632	*
	87%	*93%*	*87%*	*87%*	*87%*	*87%*	*88%*	*87%*	*88%*	*60%*	-	*87%*	*100%*
Mean	**4.27**	4.38	4.26	4.51	4.27	4.27	4.25	4.28	4.17	3.44	-	4.27	4.00
Std Dev.	**0.78**	0.77	0.78	0.91	0.82	0.76	0.80	0.76	1.06	1.48	-	0.78	-
Std Error	**0.02**	0.07	0.02	0.17	0.03	0.02	0.08	0.02	0.23	0.41	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	**18**	1	6	4	7	-	*	1	-	1	5	-	1	3	3	-	4
	1%	*	*1%*	*1%*	*2%*	-	*	*1%*	-	*1%*	*3%*	-	*1%*	*2%*	*2%*	-	*2%*
Not very important (2)	**32**	10	2	11	9	4	3	3	1	-	1	7	*	3	6	*	3
	2%	*2%*	*	**3%b**	*2%*	*2%*	*2%*	*2%*	*1%*	-	*1%*	**5%l**	*	*2%*	*4%*	*	*2%*
Neither important nor unimportant (3)	**177**	41	46	36	54	12	15	13	12	15	18	18	12	6	25	5	25
	9%	*8%*	*9%*	*8%*	**13%a**	*7%*	*9%*	*8%*	*8%*	*10%*	*10%*	*12%*	*10%*	*4%*	**16%emo**	*4%*	**17%emo**
Important (4)	**840**	253	233	194	160	87	79	87	75	75	83	67	61	67	54	52	53
	45%	**48%d**	**47%d**	*46%*	*37%*	*47%*	*46%*	**51%np**	**51%np**	*47%*	*44%*	*45%*	*48%*	*46%*	*36%*	*41%*	*36%*
Very important (5)	**791**	219	201	173	197	78	75	66	55	66	81	55	54	64	65	68	64
	42%	*42%*	*41%*	*41%*	*46%*	*42%*	*43%*	*39%*	*37%*	*41%*	*43%*	*37%*	*42%*	*44%*	*42%*	**54%ghk**	*43%*
Don't know	**15**	3	7	5	-	2	1	-	4	2	1	2	-	3	-	-	-
	1%	*1%*	*1%*	*1%*	-	*1%*	*1%*	-	*3%*	*1%*	*1%*	*1%*	-	*2%*	-	-	-
NET Not at all important/ Not very important	**50**	11	9	14	16	4	3	4	1	1	6	7	1	6	9	*	6
	3%	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	*5%*	*1%*	*4%*	*6%*	*	*4%*
NET Important / Very important	**1632**	473	435	368	357	165	154	153	130	141	164	122	114	131	119	120	118
	87%	**90%d**	*87%*	*87%*	*84%*	**90%np**	**89%n**	**90%np**	*88%*	*89%*	*86%*	*82%*	**90%n**	**90%n**	*78%*	**96%jknp**	*79%*
Mean	**4.27**	4.30	4.27	4.25	4.24	4.31	4.31	4.26	4.28	4.29	4.24	4.16	4.31	4.30	4.12	**4.50ghijknp**	4.16
Std Dev.	**0.78**	0.71	0.76	0.78	0.87	0.71	0.71	0.73	0.65	0.71	0.86	0.81	0.69	0.82	0.96	0.59	0.93
Std Error	**0.02**	0.03	0.03	0.04	0.04	0.05	0.06	0.06	0.05	0.06	0.07	0.07	0.06	0.07	0.08	0.05	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	**6**	-	6	3	3	3	*	-	3	-	-	-	3	3	-	-	6	1	5
	*	-	*	*	*	1%	*	-	1%	-	-	-	1%	*	-	-	*	*	*
Not very important (2)	**15**	-	15	10	6	7	2	3	2	-	2	*	8	5	2	2	9	6	19
	1%	-	1%	1%	1%	2%l	1%	1%	1%	-	1%	*	1%	1%	*	*	1%	2%	1%
Neither important nor unimportant (3)	**72**	-	72	39	33	18	19	12	9	9	2	4	37	21	14	6	56	14	64
	4%	-	4%	4%	3%	5%j	7%j	3%	3%	3%	1%	3%	6%no	3%	2%	2%	4%	5%	3%
Important (4)	**521**	-	521	256	265	96	85	106	51	83	63	35	181	157	182	98	411	104	489
	28%	-	28%	28%	28%	29%h	30%h	30%h	19%	27%	31%h	26%	30%	25%	28%	29%	26%	35%p	27%
Very important (5)	**1249**	-	1249	615	632	197	173	230	199	217	136	95	371	429	448	231	1066	166	1257
	67%	-	67%	66%	67%	60%	62%	65%	75%efg	70%e	67%	71%	61%	69%l	69%l	69%	69%q	56%	68%
Don't know	**10**	-	10	7	3	6	1	3	-	-	-	-	7	3	-	-	7	3	9
	1%	-	1%	1%	*	2%	*	1%	-	-	-	-	1%n	*	-	-	*	1%	*
NET Not at all important/ Not very important	**21**	-	21	13	9	10	2	3	5	-	2	*	12	8	2	2	15	7	24
	1%	-	1%	1%	1%	3%l	1%	1%	2%	-	1%	*	2%n	1%	*	*	1%	2%	1%
NET Important / Very important	**1770**	-	1770	871	897	293	259	336	250	301	199	131	552	586	630	329	1477	270	1746
	94%	-	94%	94%	95%	90%	92%	95%e	95%	97%ef	98%ef	97%e	91%	95%l	98%l	98%l	95%	92%	95%
Mean	**4.61**	-	4.61	4.59	4.62	4.49	4.54	4.60	4.67e	4.67ef	4.65	4.68e	4.51	4.63l	4.67l	4.66l	4.63q	4.47	4.62
Std Dev.	**0.64**	-	0.64	0.66	0.62	0.77	0.66	0.60	0.69	0.53	0.54	0.53	0.72	0.64	0.53	0.54	0.62	0.71	0.63
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**6**	5	-	-	1	5	1	5	1	*	-	2	1	3	6	*	6
	*****	*1%*	*-*	*-*	**	**	**	**	**	**	*-*	**	**	*1%*	**	**	**
Not very important (2)	**15**	4	1	5	4	6	9	9	6	2	6	3	*	3	12	2	12
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%l**	*1%*	**	*1%*	*1%*	*1%*	*1%*
Neither important nor unimportant (3)	**72**	18	19	24	11	37	35	55	16	8	11	20	10	14	55	8	59
	4%	*4%*	*3%*	**6%b**	*3%*	*3%*	*5%*	*4%*	*3%*	*5%*	*5%*	*4%*	*2%*	*4%*	*3%*	*5%*	*4%*
Important (4)	**521**	147	181	104	90	327	193	359	159	41	66	136	158	99	458	41	463
	28%	*30%*	*27%*	*27%*	*27%*	*28%*	*27%*	*29%*	*26%*	*22%*	*28%*	*28%*	*30%*	*31%*	*29%*	*22%*	*29%*
Very important (5)	**1249**	311	458	252	229	768	481	818	419	131	154	328	358	197	1038	131	1061
	67%	*64%*	*69%*	*65%*	*68%*	*67%*	*66%*	*65%*	*70%*	*71%*	*65%*	*67%*	*68%*	*62%*	*66%*	*71%*	*66%*
Don't know	**10**	1	6	2	1	7	3	9	1	1	1	3	-	2	6	1	6
	1%	**	*1%*	*1%*	**	*1%*	**	*1%*	**	*1%*	**	*1%*	*-*	*1%*	**	*1%*	**
NET Not at all important/ Not very important	**21**	9	1	5	6	11	11	14	7	2	6	5	1	6	18	2	18
	1%	**2%b**	**	*1%*	**2%b**	*1%*	*2%*	*1%*	*1%*	*1%*	**2%l**	*1%*	**	*2%*	*1%*	*1%*	*1%*
NET Important / Very important	**1770**	457	638	356	319	1096	674	1177	578	172	220	464	516	295	1495	172	1524
	94%	*94%*	**96%c**	*92%*	*95%*	*95%*	*93%*	*94%*	*96%*	*93%*	*93%*	*94%*	**98%ijkmn**	*93%*	*95%*	*93%*	*95%*
Mean	**4.61**	4.55	**4.66ac**	4.57	4.61	4.62	4.59	4.59	4.64	4.64	4.56	4.61	**4.65m**	4.53	4.60	4.64	4.60
Std Dev.	**0.64**	0.70	0.54	0.67	0.66	0.62	0.67	0.65	0.61	0.65	0.70	0.63	0.54	0.71	0.63	0.65	0.63
Std Error	**0.01**	0.03	0.02	0.04	0.03	0.02	0.02	0.02	0.02	0.04	0.05	0.03	0.02	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**1843**	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base		**1874**	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base		**1143**	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important	(1)	**6**	6	-	-	6	-	-	-	*	2	-	1	-	-	3	*	-	-	-
		*	*	-	-	*	-	-	-	*1%*	*1%*	-	*1%*	-	-	*1%*	*	-	-	-
Not very important	(2)	**15**	15	*	*	12	2	1	*	3	2	1	-	3	-	3	-	-	1	1
		1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	**4%kmop**	*1%*	*1%*	-	*2%*	-	*1%*	-	-	*3%*	*1%*
Neither important nor unimportant	(3)	**72**	65	8	3	66	4	2	1	2	9	9	6	6	7	17	7	4	-	4
		4%	*4%*	*3%*	*4%*	*4%*	*2%*	*2%*	*2%*	*2%*	*4%*	*7%*	*4%*	*3%*	*4%*	*7%*	*3%*	*3%*	-	*3%*
Important	(4)	**521**	463	58	23	436	54	18	13	18	46	28	51	44	41	89	75	44	10	44
		28%	*28%*	*23%*	*27%*	*28%*	**33%f**	*21%*	*26%*	*23%*	*21%*	*20%*	*32%*	*24%*	*27%*	**36%ij**	*30%*	*28%*	*36%*	**32%ij**
Very important	(5)	**1249**	1068	181	59	1047	104	65	34	55	163	99	100	127	104	131	163	104	17	87
		67%	*66%*	*73%*	*69%*	*66%*	*63%*	**76%de**	*70%*	**70%n**	**73%n**	**72%n**	*63%*	**71%n**	**68%n**	*53%*	**67%n**	**68%n**	*58%*	*64%*
Don't know		**10**	9	1	1	8	1	1	*	-	2	-	1	-	-	3	-	2	1	-
		1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	-	*1%*	-	*1%*	-	-	*1%*	-	*1%*	*3%*	-
NET Not at all important/ Not very important		**21**	21	*	*	18	2	1	*	3	4	1	1	3	-	6	*	-	1	1
		1%	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	**4%mop**	*2%*	*1%*	*1%*	*2%*	-	*2%*	*	-	*3%*	*1%*
NET Important / Very important		**1770**	1531	239	82	1483	158	83	47	74	209	127	152	171	145	221	238	147	27	131
		94%	*94%*	*96%*	*95%*	*94%*	*96%*	*96%*	*96%*	*93%*	*93%*	*93%*	*95%*	*95%*	*96%*	*90%*	**97%n**	*96%*	*94%*	**97%n**
Mean		**4.61**	4.59	**4.70a**	4.66	4.60	4.59	**4.73de**	4.66	4.59	**4.65n**	**4.64n**	4.58	**4.64n**	**4.64n**	4.41	**4.64n**	**4.66n**	4.53	**4.60n**
Std Dev.		**0.64**	0.65	0.52	0.55	0.65	0.60	0.53	0.58	0.76	0.68	0.63	0.63	0.64	0.57	0.77	0.54	0.53	0.69	0.58
Std Error		**0.01**	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.05	0.05	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	6	3	-	3	*	-	3	*	*	5	-	1	-	5	1
	*	*	-	1%b	*	-	*	*	*	1%	-	1%	-	*	1%
Not very important (2)	15	3	7	2	2	-	11	2	2	9	3	*	-	11	*
	1%	*	1%	1%	1%	-	1%	1%	*	1%	2%h	*	-	1%	*
Neither important nor unimportant (3)	72	16	16	22	14	2	33	17	18	23	18	9	3	41	12
	4%	2%	2%	11%abf	8%abf	6%	2%	8%abf	2%	3%	10%him	9%him	9%	3%	9%him
Important (4)	521	167	240	60	46	7	406	53	148	270	61	31	10	418	42
	28%	22%	34%afg	30%	26%	19%	28%a	25%	19%	35%hm	33%h	32%h	35%	27%h	32%h
Very important (5)	1249	565	431	110	113	26	996	139	602	474	98	57	16	1076	73
	67%	75%bcdfg	62%	55%	64%	72%	68%bc	66%	78%ijkmn	61%	53%	58%	54%	69%ijn	57%
Don't know	10	-	6	3	*	1	6	1	4	1	4	-	1	5	1
	1%	-	1%a	1%a	*	2%	*	1%	*	*	2%im	-	2%	*	1%
NET Not at all important/ Not very important	21	7	7	5	2	-	14	2	2	14	3	1	-	16	1
	1%	1%	1%	2%	1%	-	1%	1%	*	2%h	2%	1%	-	1%	1%
NET Important / Very important	1770	732	670	170	159	33	1402	192	750	744	158	89	26	1494	115
	94%	97%cdg	96%cdg	85%	90%	91%	96%cdg	90%	97%ijkn	95%ijn	86%	89%	89%	96%ijkn	89%
Mean	4.61	4.70bcdg	4.58c	4.38	4.53	4.67	4.64c	4.56	4.75ijkmn	4.54	4.40	4.44	4.46	4.64ijkn	4.45
Std Dev.	0.64	0.58	0.60	0.83	0.71	0.60	0.59	0.69	0.50	0.67	0.75	0.77	0.67	0.60	0.74
Std Error	0.01	0.02	0.02	0.06	0.06	0.09	0.02	0.05	0.02	0.02	0.06	0.08	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**6**	-	6	-	5	1	*	1	*	5	-	6	-
	*	-	*	-	1%e	*	*	*	2%	30%	-	*	-
Not very important (2)	**15**	1	14	1	6	9	-	13	2	-	-	15	-
	1%	1%	1%	3%	1%	1%	-	1%	6%	-	-	1%	-
Neither important nor unimportant (3)	**72**	7	66	-	18	44	9	72	1	-	-	72	-
	4%	6%	4%	-	3%	4%	9%d	4%	2%	-	-	4%	-
Important (4)	**521**	21	496	4	126	363	31	505	11	4	-	520	*
	28%	20%	28%	20%	22%	31%d	29%	28%	38%	28%	-	28%	100%
Very important (5)	**1249**	72	1163	14	426	759	64	1229	15	6	-	1249	-
	67%	72%	66%	73%	73%ef	64%	59%	67%	49%	42%	-	67%	-
Don't know	**10**	-	9	1	1	5	4	9	1	-	-	10	-
	1%	-	1%	4%	*	*	3%de	*	3%	-	-	1%	-
NET Not at all important/ Not very important	**21**	1	20	1	11	10	*	15	2	5	-	21	-
	1%	1%	1%	3%	2%	1%	*	1%	8%	30%	-	1%	-
NET Important / Very important	**1770**	93	1659	18	552	1122	95	1734	26	11	-	1770	*
	94%	92%	95%	93%	95%f	95%f	88%	95%	87%	70%	-	94%	100%
Mean	**4.61**	4.63	4.60	4.71	4.65	4.59	4.50	4.62	4.31	3.52	-	4.61	4.00
Std Dev.	**0.64**	0.65	0.64	0.64	0.67	0.61	0.70	0.61	0.93	1.76	-	0.64	-
Std Error	**0.01**	0.06	0.02	0.12	0.03	0.02	0.07	0.01	0.19	0.49	-	0.01	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 178

QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guarantee that the parcel will arrive intact

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	1843	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	1874	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	1143	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	6 *	- -	2 *	1 *	3 1%	- -	- -	- -	2 1%	- -	- -	1 1%	- -	* *	3 2%	- -	- -
Not very important (2)	15 1%	3 1%	8 2%	2 1%	2 *	3 2%	- -	- -	4 2%	2 1%	3 1%	* *	2 2%	* *	1 *	1 *	1 1%
Neither important nor unimportant (3)	72 4%	14 3%	16 3%	20 5%	22 5%	3 2%	5 3%	6 4%	5 3%	3 2%	7 4%	5 4%	5 4%	10 7%	8 5%	8 6%	7 5%
Important (4)	521 28%	130 25%	147 30%	132 31%	112 26%	41 22%	55 32%	34 20%	45 30%	38 24%	64 34%eg	36 24%	45 35%eg	52 35%eg	37 24%	32 26%	43 29%
Very important (5)	1249 67%	380 72%bc	319 64%	263 62%	287 67%	135 74%jlm	114 66%	130 76%hjlm	91 62%	113 71%m	116 61%	105 70%	75 59%	83 57%	105 69%	84 67%	98 66%
Don't know	10 1%	1 *	5 1%	4 1%	* *	1 *	- -	- -	2 1%	3 2%	- -	2 1%	- -	1 1%	- -	- -	* *
NET Not at all important/ Not very important	21 1%	3 1%	10 2%	4 1%	5 1%	3 2%	- -	- -	5 4%fg	2 1%	3 1%	1 1%	2 2%	* *	3 2%	1 *	1 1%
NET Important / Very important	1770 94%	510 97%	466 94%	395 93%	399 94%	176 96%	169 97%	164 96%	136 92%	151 95%	179 95%	141 94%	120 94%	134 92%	142 93%	117 93%	141 95%
Mean	4.61	4.68bc	4.57	4.56	4.59	4.69hm	4.63	4.73hjlm	4.50	4.68m	4.54	4.65	4.52	4.49	4.57	4.60	4.60
Std Dev.	0.64	0.55	0.67	0.65	0.68	0.60	0.54	0.52	0.78	0.57	0.64	0.63	0.65	0.65	0.77	0.63	0.61
Std Error	0.01	0.02	0.03	0.03	0.03	0.04	0.04	0.04	0.06	0.05	0.05	0.05	0.06	0.05	0.06	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	**128**	-	128	67	61	2	8	11	30	28	24	23	10	41	76	48	116	12	124
	7%	-	*7%*	*7%*	*6%*	*1%*	*3%*	*3%*	**11%efg**	**9%efg**	**12%efg**	**17%efgi**	*2%*	**7%l**	**12%lm**	**14%lm**	*7%*	*4%*	*7%*
Not very important (2)	**217**	-	217	111	105	37	22	29	30	46	23	29	59	59	98	52	193	21	231
	12%	-	*12%*	*12%*	*11%*	*11%*	*8%*	*8%*	*11%*	**15%fg**	*11%*	**22%efghj**	*10%*	*10%*	**15%lm**	**15%lm**	*12%*	*7%*	*13%*
Neither important nor unimportant (3)	**455**	-	455	210	244	45	56	67	65	96	80	46	101	132	222	126	402	44	489
	24%	-	*24%*	*23%*	*26%*	*14%*	*20%*	*19%*	**24%e**	**31%efg**	**39%efgh**	**34%efg**	*17%*	*21%*	**34%lm**	**37%lm**	**26%q**	*15%*	*27%*
Important (4)	**603**	-	603	335	267	120	93	135	87	80	60	28	213	222	168	88	463	131	542
	32%	-	*32%*	**36%d**	*28%*	**37%ik**	**33%k**	**38%ik**	**33%k**	*26%*	*30%*	*21%*	**35%no**	**36%no**	*26%*	*26%*	*30%*	**45%p**	*29%*
Very important (5)	**450**	-	450	197	252	111	100	107	53	58	15	6	211	160	79	21	361	86	441
	24%	-	*24%*	*21%*	**27%c**	**34%hijk**	**36%hijk**	**30%hijk**	**20%jk**	**19%jk**	*8%*	*5%*	**35%mno**	**26%no**	**12%o**	*6%*	*23%*	*29%*	*24%*
Don't know	**21**	-	21	9	12	11	2	5	*	2	-	1	13	5	3	1	21	-	16
	1%	-	*1%*	*1%*	*1%*	**4%hij**	*1%*	*1%*	*	*1%*	-	*1%*	**2%n**	*1%*	*	*	*1%*	-	*1%*
NET Not at all important/ Not very important	**345**	-	345	178	166	39	30	41	60	74	47	53	69	100	174	100	308	33	355
	18%	-	*18%*	*19%*	*18%*	*12%*	*11%*	*11%*	**23%efg**	**24%efg**	**23%efg**	**39%efghij**	*11%*	*16%*	**27%lm**	**30%lm**	**20%q**	*11%*	*19%*
NET Important / Very important	**1053**	-	1053	533	519	231	193	242	140	138	75	34	424	382	247	109	824	217	983
	56%	-	*56%*	*57%*	*55%*	**71%hijk**	**69%hijk**	**68%hijk**	**53%jk**	**44%k**	*37%*	*25%*	**70%mno**	**62%no**	*38%*	*33%*	*53%*	**74%p**	*53%*
Mean	**3.56**	-	3.56	3.53	3.59	**3.96hijk**	**3.91hijk**	**3.85hijk**	**3.39k**	**3.30k**	**3.10k**	2.73	**3.94mno**	**3.65no**	3.12	2.95	3.50	**3.87p**	3.52
Std Dev.	**1.18**	-	1.18	1.16	1.19	1.01	1.07	1.05	1.24	1.20	1.09	1.12	1.04	1.16	1.17	1.12	1.19	1.04	1.18
Std Error	**0.03**	-	0.03	0.04	0.04	0.06	0.06	0.06	0.08	0.07	0.08	0.10	0.04	0.05	0.05	0.06	0.03	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1843	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	1874	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	1143	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	128	46	41	17	24	87	41	53	75	21	21	28	29	24	101	21	101
	7%	9%c	6%	4%	7%	8%	6%	4%	12%g	12%kln	9%	6%	5%	8%	6%	12%p	6%
Not very important (2)	217	53	76	49	38	129	88	134	81	15	30	62	55	36	184	15	188
	12%	11%	11%	13%	11%	11%	12%	11%	13%	8%	13%	13%	10%	11%	12%	8%	12%
Neither important nor unimportant (3)	455	111	190	84	70	301	154	262	188	45	58	112	135	66	372	45	381
	24%	23%	29%d	22%	21%	26%	21%	21%	31%g	24%	25%	23%	26%	21%	24%	24%	24%
Important (4)	603	160	201	111	131	361	242	441	158	60	71	162	171	112	515	60	526
	32%	33%	30%	29%	39%bc	31%	33%	35%h	26%	33%	30%	33%	32%	35%	33%	33%	33%
Very important (5)	450	106	148	124	72	254	196	350	95	40	57	123	133	74	386	40	395
	24%	22%	22%	32%abd	21%	22%	27%e	28%h	16%	22%	24%	25%	25%	23%	25%	22%	25%
Don't know	21	10	8	2	1	18	3	14	7	3	1	4	6	5	16	3	16
	1%	2%	1%	1%	*	2%	*	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
NET Not at all important/ Not very important	345	99	118	66	62	216	128	187	156	36	51	90	84	60	285	36	290
	18%	20%	18%	17%	19%	19%	18%	15%	26%g	20%	21%	18%	16%	19%	18%	20%	18%
NET Important / Very important	1053	266	349	235	203	615	438	791	252	100	127	285	303	186	902	100	920
	56%	55%	53%	61%b	60%	53%	60%e	63%h	42%	54%	54%	58%	57%	59%	57%	54%	57%
Mean	3.56	3.48	3.52	3.72ab	3.56	3.50	3.65e	3.73h	3.20	3.45	3.48	3.60	3.62	3.56	3.58	3.45	3.58
Std Dev.	1.18	1.22	1.15	1.17	1.16	1.18	1.17	1.11	1.23	1.25	1.23	1.16	1.13	1.19	1.17	1.25	1.17
Std Error	0.03	0.06	0.05	0.06	0.06	0.04	0.04	0.03	0.04	0.09	0.08	0.05	0.05	0.07	0.03	0.09	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 179

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	128	95	33	12	110	12	6	1	6	10	15	12	11	12	11	19	14	3	8
	7%	6%	13%a	14%a	7%g	7%	7%	2%	7%	5%	11%	8%	6%	8%	4%	8%	9%	12%	6%
Not very important (2)	217	182	35	6	181	23	7	6	6	30	21	18	15	17	18	36	19	3	20
	12%	11%	14%	7%	11%	14%	8%	12%	8%	13%	16%	11%	8%	11%	7%	15%	13%	10%	15%n
Neither important nor unimportant (3)	455	388	67	21	365	46	28	15	15	50	25	45	42	37	51	55	45	8	38
	24%	24%	27%	24%	23%	28%	33%d	31%	20%	22%	18%	28%	23%	25%	21%	22%	29%	27%	28%
Important (4)	603	552	50	22	516	50	24	13	24	81	32	51	58	43	105	79	43	8	42
	32%	34%b	20%	26%	33%	31%	28%	26%	30%	36%	23%	32%	32%	28%	42%jmp	32%	28%	28%	31%
Very important (5)	450	390	60	25	385	33	20	13	28	51	43	31	52	39	57	54	30	6	27
	24%	24%	24%	29%	24%	20%	23%	26%	35%iknopr	23%	32%r	19%	29%	26%	23%	22%	19%	22%	20%
Don't know	21	18	3	*	19	-	1	1	-	2	1	1	1	3	5	3	3	-	-
	1%	1%	1%	*	1%	-	1%	3%e	-	1%	1%	1%	1%	2%	2%	1%	2%	-	-
NET Not at all important/ Not very important	345	276	68	18	290	35	13	7	12	40	37	30	26	29	29	54	33	6	28
	18%	17%	28%a	21%	18%	21%	15%	14%	15%	18%	27%ln	19%	14%	19%	12%	22%n	22%	22%	21%n
NET Important / Very important	1053	942	111	47	900	83	44	25	52	132	75	82	110	82	161	133	73	14	69
	56%	58%b	44%	55%	57%	51%	51%	52%	66%pr	59%	55%	52%	61%	54%	65%kpr	54%	47%	50%	51%
Mean	3.56	3.60b	3.28	3.50	3.57	3.43	3.52	3.65	3.79kpr	3.59	3.49	3.45	3.71	3.54	3.74kpr	3.47	3.37	3.38	3.44
Std Dev.	1.18	1.14	1.34	1.35	1.18	1.17	1.14	1.07	1.22	1.12	1.37	1.16	1.16	1.22	1.04	1.21	1.20	1.29	1.14
Std Error	0.03	0.03	0.06	0.09	0.04	0.06	0.07	0.08	0.12	0.10	0.14	0.11	0.10	0.12	0.09	0.11	0.12	0.17	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	128	77	27	9	12	3	104	15	60	41	8	11	8	101	19
	7%	10%b	4%	4%	7%	9%	7%b	7%	8%	5%	4%	11%	26%	6%	14%ijm
Not very important (2)	217	90	73	25	24	4	163	28	80	93	24	16	4	174	19
	12%	12%	10%	13%	14%	12%	11%	13%	10%	12%	13%	16%	12%	11%	15%
Neither important nor unimportant (3)	455	187	167	52	39	9	354	48	163	212	56	22	1	375	23
	24%	25%	24%	26%	22%	25%	24%	22%	21%	27%h	31%hn	22%	2%	24%	18%
Important (4)	603	194	274	67	54	10	468	65	238	270	56	30	9	508	38
	32%	26%	39%af	34%	31%	29%	32%a	30%	31%	34%	30%	30%	29%	33%	30%
Very important (5)	450	201	154	40	44	9	355	53	229	157	36	20	6	385	26
	24%	27%	22%	20%	25%	25%	24%	25%	30%ij	20%	20%	20%	21%	25%l	20%
Don't know	21	7	4	6	4	-	11	4	4	9	4	1	3	13	4
	1%	1%	1%	3%bf	2%	-	1%	2%	1%	1%	2%	1%	10%	1%	3%h
NET Not at all important/ Not very important	345	166	101	34	36	8	267	43	140	135	32	27	11	275	38
	18%	22%b	14%	17%	20%	21%	18%	20%	18%	17%	17%	27%	38%	18%	29%hijm
NET Important / Very important	1053	395	428	107	98	20	823	117	467	427	92	49	15	894	64
	56%	52%	61%a	54%	56%	54%	57%	55%	60%j	55%	50%	50%	50%	57%	50%
Mean	3.56	3.47	3.65a	3.54	3.54	3.50	3.56	3.54	3.64n	3.53	3.49	3.32	3.08	3.59n	3.27
Std Dev.	1.18	1.28	1.06	1.10	1.21	1.25	1.18	1.21	1.22	1.10	1.09	1.27	1.62	1.17	1.35
Std Error	0.03	0.05	0.04	0.08	0.09	0.19	0.03	0.08	0.04	0.04	0.08	0.13	0.31	0.03	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**128**	8	120	-	47	79	3	127	*	-	-	128	-
	7%	*8%*	*7%*	-	*8%*	*7%*	*3%*	*7%*	*2%*	-	-	*7%*	-
Not very important (2)	**217**	6	211	*	59	154	4	214	-	3	-	217	-
	12%	*6%*	*12%*	*2%*	*10%*	**13%f**	*4%*	*12%*	-	*18%*	-	*12%*	-
Neither important nor unimportant (3)	**455**	18	435	2	127	300	28	450	1	4	-	455	*
	24%	*18%*	*25%*	*8%*	*22%*	*25%*	*26%*	*25%*	*5%*	*24%*	-	*24%*	*100%*
Important (4)	**603**	35	563	5	176	383	44	585	13	4	-	603	-
	32%	*35%*	*32%*	*24%*	*30%*	*32%*	*40%*	*32%*	*46%*	*26%*	-	*32%*	-
Very important (5)	**450**	34	403	13	168	258	24	432	14	5	-	450	-
	24%	**34%b**	*23%*	*66%*	**29%e**	*22%*	*22%*	*24%*	*46%*	*32%*	-	*24%*	-
Don't know	**21**	-	21	-	7	9	5	21	1	-	-	21	-
	1%	-	*1%*	-	*1%*	*1%*	**5%e**	*1%*	*2%*	-	-	*1%*	-
NET Not at all important/ Not very important	**345**	14	331	*	105	232	7	341	*	3	-	345	-
	18%	*14%*	*19%*	*2%*	**18%f**	**20%f**	*6%*	*19%*	*2%*	*18%*	-	*18%*	-
NET Important / Very important	**1053**	69	967	17	343	641	68	1017	27	9	-	1053	-
	56%	**69%b**	*55%*	*90%*	*59%*	*54%*	*63%*	*56%*	*92%*	*58%*	-	*56%*	-
Mean	**3.56**	3.81	3.53	4.55	3.62	3.50	**3.80e**	3.54	4.37	3.72	-	3.56	3.00
Std Dev.	**1.18**	1.20	1.17	0.73	1.23	1.16	0.94	1.18	0.74	1.14	-	1.18	-
Std Error	**0.03**	0.11	0.03	0.14	0.05	0.04	0.09	0.03	0.15	0.32	-	0.03	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	1843	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	1874	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	1143	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	128	35	37	26	30	11	14	11	3	12	21	8	10	8	13	8	10
	7%	*7%*	*7%*	*6%*	*7%*	*6%*	*8%*	*6%*	*2%*	*8%*	**11%h**	*5%*	*8%*	*5%*	*8%*	*7%*	*6%*
Not very important (2)	217	65	60	49	44	26	18	21	17	19	23	22	14	13	16	10	19
	12%	*12%*	*12%*	*12%*	*10%*	*14%*	*10%*	*12%*	*12%*	*12%*	*12%*	*15%*	*11%*	*9%*	*10%*	*8%*	*12%*
Neither important nor unimportant (3)	455	137	107	117	94	49	34	54	35	34	38	41	33	43	34	25	34
	24%	*26%*	*21%*	*28%*	*22%*	*27%*	*20%*	**32%fj**	*24%*	*21%*	*20%*	*27%*	*26%*	*30%*	*23%*	*20%*	*23%*
Important (4)	603	181	175	118	129	64	64	52	57	57	61	42	36	40	50	32	47
	32%	*34%*	*35%*	*28%*	*30%*	*35%*	*37%*	*31%*	*38%*	*36%*	*32%*	*28%*	*29%*	*27%*	*32%*	*26%*	*32%*
Very important (5)	450	104	114	106	126	34	40	30	34	35	45	34	33	39	41	50	36
	24%	*20%*	*23%*	*25%*	**30%a**	*18%*	*23%*	*18%*	*23%*	*22%*	*24%*	*22%*	*26%*	*27%*	*27%*	**40%efghijkp**	*24%*
Don't know	21	5	5	8	3	-	3	3	1	3	1	3	2	3	-	-	3
	1%	*1%*	*1%*	*2%*	*1%*	-	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	-	-	*2%*
NET Not at all important/ Not very important	345	100	96	74	74	36	32	32	21	31	44	30	24	21	28	18	28
	18%	*19%*	*19%*	*18%*	*17%*	*20%*	*18%*	*19%*	*14%*	*20%*	*23%*	*20%*	*19%*	*14%*	*18%*	*14%*	*19%*
NET Important / Very important	1053	285	289	224	256	98	105	83	91	92	106	75	69	79	90	82	83
	56%	*54%*	*58%*	*53%*	*60%*	*53%*	*60%*	*48%*	*62%*	*57%*	*56%*	*50%*	*54%*	*54%*	*59%*	**66%g**	*56%*
Mean	3.56	3.49	3.55	3.55	3.66	3.46	3.58	3.42	3.69	3.53	3.45	3.49	3.54	3.63	3.59	**3.85egj**	3.56
Std Dev.	1.18	1.14	1.19	1.17	1.21	1.12	1.19	1.11	1.03	1.19	1.29	1.15	1.22	1.14	1.22	1.22	1.18
Std Error	0.03	0.05	0.05	0.06	0.06	0.08	0.10	0.09	0.08	0.10	0.10	0.10	0.11	0.09	0.10	0.11	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1843	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	1874	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	1143	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	12	-	12	10	2	3	4	-	2	1	3	-	6	2	4	3	12	*	8
	1%	-	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*	*2%*	-	*1%*	*	*1%*	*1%*	*1%*	*	*
Not very important (2)	58	-	58	36	22	13	5	9	16	6	6	2	18	25	14	8	52	6	49
	3%	-	*3%*	*4%*	*2%*	*4%*	*2%*	*2%*	*6%*	*2%*	*3%*	*1%*	*3%*	*4%*	*2%*	*2%*	*3%*	*2%*	*3%*
Neither important nor unimportant (3)	214	-	214	116	98	30	35	32	36	43	19	18	65	67	80	37	167	39	207
	11%	-	*11%*	*12%*	*10%*	*9%*	*13%*	*9%*	*14%*	*14%*	*9%*	*13%*	*11%*	*11%*	*12%*	*11%*	*11%*	*13%*	*11%*
Important (4)	834	-	834	391	443	136	114	160	102	159	98	64	250	262	321	162	719	107	818
	45%	-	*45%*	*42%*	*47%*	*41%*	*41%*	*45%*	*39%*	**51%efh**	*48%*	*48%*	*41%*	*42%*	**50%lm**	*48%*	**46%q**	*37%*	*44%*
Very important (5)	742	-	742	370	370	142	116	151	109	98	76	50	258	260	224	126	594	138	745
	40%	-	*40%*	*40%*	*39%*	**43%l**	*41%*	**43%l**	*41%*	*32%*	*37%*	*37%*	**42%n**	**42%n**	*35%*	*37%*	*38%*	**47%p**	*40%*
Don't know	14	-	14	7	7	4	6	2	*	2	-	-	10	2	2	-	11	3	16
	1%	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	-	-	*2%*	*	*	-	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	70	-	70	46	24	16	9	9	18	7	10	2	25	27	19	11	63	6	57
	4%	-	*4%*	**5%d**	*3%*	*5%*	*3%*	*2%*	**7%g**	*2%*	*5%*	*1%*	*4%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*
NET Important / Very important	1576	-	1576	761	813	277	231	311	211	258	173	115	508	522	546	288	1314	245	1563
	84%	-	*84%*	*82%*	**86%c**	*85%*	*82%*	**88%h**	*80%*	*83%*	*86%*	*85%*	*84%*	*84%*	*84%*	*86%*	*84%*	*84%*	*85%*
Mean	4.20	-	4.20	4.17	4.24	4.24	4.22	**4.29l**	4.13	4.13	4.17	4.21	4.23	4.22	4.16	4.19	4.19	4.30	4.23
Std Dev.	0.81	-	0.81	0.87	0.75	0.84	0.84	0.73	0.91	0.75	0.85	0.72	0.84	0.82	0.77	0.80	0.81	0.79	0.79
Std Error	0.02	-	0.02	0.03	0.02	0.05	0.05	0.04	0.06	0.04	0.06	0.06	0.03	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**12**	3	5	*	3	8	4	7	5	2	-	4	3	3	10	2	10
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**58**	18	25	7	7	43	14	42	14	6	10	18	13	11	51	6	51
	3%	*4%*	*4%*	*2%*	*2%*	*4%*	*2%*	*3%*	*2%*	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*
Neither important nor unimportant (3)	**214**	59	81	38	36	140	74	136	74	27	27	52	61	35	175	27	177
	11%	*12%*	*12%*	*10%*	*11%*	*12%*	*10%*	*11%*	*12%*	*15%*	*11%*	*11%*	*11%*	*11%*	*11%*	*15%*	*11%*
Important (4)	**834**	221	296	176	141	517	317	553	276	76	121	211	237	140	708	76	728
	45%	*45%*	*45%*	*45%*	*42%*	*45%*	*44%*	*44%*	*46%*	*41%*	*51%*	*43%*	*45%*	*44%*	*45%*	*41%*	*45%*
Very important (5)	**742**	180	253	162	147	433	310	505	230	72	78	204	212	126	620	72	631
	40%	*37%*	*38%*	*42%*	*44%*	*38%*	*43%*	*40%*	*38%*	*39%*	*33%*	*41%*	*40%*	*40%*	*39%*	*39%*	*39%*
Don't know	**14**	4	5	3	2	9	5	10	4	1	2	3	1	3	9	1	9
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**70**	21	30	8	10	52	18	50	19	8	10	22	16	14	61	8	61
	4%	*4%*	*5%*	*2%*	*3%*	*5%*	*2%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*
NET Important / Very important	**1576**	401	548	339	288	949	627	1058	506	148	199	414	450	265	1328	148	1359
	84%	*83%*	*83%*	*87%*	*86%*	*83%*	*87%*	*84%*	*84%*	*80%*	*84%*	*84%*	*85%*	*84%*	*84%*	*80%*	*85%*
Mean	**4.20**	4.16	4.16	4.28	4.26	4.16	**4.27e**	4.21	4.19	4.15	4.13	4.21	4.22	4.19	4.20	4.15	4.20
Std Dev.	**0.81**	0.83	0.84	0.73	0.81	0.83	0.77	0.81	0.80	0.87	0.77	0.84	0.79	0.84	0.81	0.87	0.81
Std Error	**0.02**	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 180

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	12	12	-	-	12	-	*	-	*	-	-	2	-	4	4	-	2	-	-
	1%	1%	-	-	1%	-	*	-	1%	-	-	1%	-	2%	2%	-	1%	-	-
Not very important (2)	58	49	9	5	48	8	2	*	3	5	12	4	4	4	8	5	3	-	8
	3%	3%	4%	6%	3%	5%	2%	1%	4%	2%	9%ilop	3%	2%	3%	3%	2%	2%	-	6%
Neither important nor unimportant (3)	214	183	31	6	180	20	10	4	6	28	21	15	23	17	30	27	14	3	16
	11%	11%	13%	7%	11%	12%	12%	7%	8%	12%	15%	9%	13%	11%	12%	11%	9%	11%	12%
Important (4)	834	721	112	36	699	80	32	23	35	102	47	75	63	73	113	111	79	15	65
	45%	44%	45%	42%	44%	49%f	37%	48%	44%	46%	34%	47%	35%	48%	46%	46%	51%jl	52%	48%jl
Very important (5)	742	647	95	38	624	57	40	21	34	87	58	62	87	54	90	100	54	11	46
	40%	40%	38%	44%	40%	35%	47%e	43%	42%	39%	42%	39%	48%r	35%	36%	41%	35%	38%	34%
Don't know	14	13	1	*	12	-	2	*	1	2	-	1	3	-	2	2	1	-	-
	1%	1%	*	*	1%	-	2%e	*	1%	1%	-	*	1%	-	1%	1%	1%	-	-
NET Not at all important/ Not very important	70	61	9	5	60	8	2	*	3	5	12	6	4	8	12	5	5	-	8
	4%	4%	4%	6%	4%	5%	2%	1%	4%	2%	9%ilo	4%	2%	5%	5%	2%	3%	-	6%
NET Important / Very important	1576	1369	207	74	1323	137	72	44	68	189	104	138	150	127	203	211	133	26	111
	84%	84%	83%	87%	84%	83%	84%	92%d	86%	84%	76%	87%	84%	84%	82%	86%	87%	89%	82%
Mean	4.20	4.21	4.19	4.25	4.20	4.13	4.30	4.34e	4.26	4.22	4.09	4.22	4.32r	4.11	4.13	4.26	4.19	4.27	4.10
Std Dev.	0.81	0.81	0.79	0.83	0.82	0.80	0.80	0.66	0.81	0.75	0.96	0.80	0.78	0.89	0.87	0.73	0.77	0.65	0.83
Std Error	0.02	0.02	0.04	0.06	0.03	0.04	0.05	0.05	0.08	0.07	0.09	0.07	0.07	0.09	0.08	0.06	0.08	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	12	4	2	1	3	3	6	5	2	3	3	-	4	5	4
	1%	*	*	1%	2%	7%	*	2%abf	*	*	1%	-	14%	*	3%hijm
Not very important (2)	58	26	18	5	8	2	44	10	26	20	1	10	-	46	10
	3%	3%	3%	2%	4%	5%	3%	4%	3%	3%	1%	10%hijm	-	3%	8%ijm
Neither important nor unimportant (3)	214	73	59	47	31	3	132	34	60	100	32	16	6	160	22
	11%	10%	8%	24%abf	18%abf	9%	9%	16%abf	8%	13%h	18%hm	16%h	21%	10%	17%h
Important (4)	834	308	357	77	74	14	665	88	315	372	95	40	11	687	50
	45%	41%	51%ac	38%	42%	38%	46%	41%	41%	48%h	52%h	40%	36%	44%	39%
Very important (5)	742	341	260	65	61	14	602	75	369	281	48	33	9	650	42
	40%	45%bcdg	37%	32%	34%	39%	41%	35%	48%ijkmn	36%j	26%	33%	29%	42%ij	32%
Don't know	14	3	4	5	-	1	7	1	1	6	5	1	*	7	1
	1%	*	1%	3%af	-	2%	1%	*	*	1%	3%hm	1%	*	*	1%
NET Not at all important/ Not very important	70	30	20	6	10	4	49	15	28	23	4	10	4	52	14
	4%	4%	3%	3%	6%	12%	3%	7%bf	4%	3%	2%	10%hijm	14%	3%	11%hijm
NET Important / Very important	1576	650	617	141	134	28	1267	162	685	653	143	73	19	1337	92
	84%	86%cdg	88%cdg	71%	76%	77%	87%cdg	77%	88%ijkn	83%n	78%	73%	65%	86%jkn	71%
Mean	4.20	4.27cdg	4.23cdg	4.02	4.03	3.99	4.25cdg	4.03	4.32ijkn	4.17n	4.03	3.97	3.66	4.25jkn	3.90
Std Dev.	0.81	0.81	0.73	0.85	0.92	1.17	0.77	0.96	0.78	0.78	0.78	0.95	1.31	0.78	1.05
Std Error	0.02	0.03	0.03	0.06	0.07	0.18	0.02	0.07	0.03	0.03	0.06	0.10	0.25	0.02	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**12**	1	11	-	2	10	*	11	1	-	-	12	-
	1%	*1%*	*1%*	-	*	*1%*	*	*1%*	*3%*	-	-	*1%*	-
Not very important (2)	**58**	2	54	2	14	40	4	56	-	2	-	58	-
	3%	*2%*	*3%*	*8%*	*2%*	*3%*	*4%*	*3%*	-	*11%*	-	*3%*	-
Neither important nor unimportant (3)	**214**	11	202	1	68	132	14	211	1	2	-	214	-
	11%	*11%*	*11%*	*7%*	*12%*	*11%*	*13%*	*12%*	*5%*	*11%*	-	*11%*	-
Important (4)	**834**	36	792	6	219	564	51	815	13	6	-	834	*
	45%	*36%*	*45%*	*31%*	*38%*	**48%d**	*47%*	*45%*	*44%*	*40%*	-	*45%*	*100%*
Very important (5)	**742**	49	683	10	277	426	39	723	14	6	-	742	-
	40%	*49%*	*39%*	*54%*	**48%e**	*36%*	*36%*	*40%*	*47%*	*39%*	-	*40%*	-
Don't know	**14**	1	13	-	4	10	-	13	1	-	-	14	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	*2%*	-	-	*1%*	-
NET Not at all important/ Not very important	**70**	3	65	2	16	50	4	67	1	2	-	70	-
	4%	*3%*	*4%*	*8%*	*3%*	*4%*	*4%*	*4%*	*3%*	*11%*	-	*4%*	-
NET Important / Very important	**1576**	85	1475	16	496	990	90	1538	27	12	-	1576	*
	84%	*85%*	*84%*	*85%*	*85%*	*84%*	*83%*	*84%*	*90%*	*78%*	-	*84%*	*100%*
Mean	**4.20**	4.31	4.20	4.31	**4.31e**	4.16	4.14	4.20	4.34	4.07	-	4.20	4.00
Std Dev.	**0.81**	0.84	0.81	0.94	0.79	0.82	0.81	0.81	0.83	0.99	-	0.81	-
Std Error	**0.02**	0.08	0.02	0.18	0.03	0.02	0.08	0.02	0.17	0.28	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	**12**	4	3	*	4	-	1	3	-	*	3	-	-	*	-	-	4
	1%	*1%*	*1%*	*	*1%*	-	*1%*	*2%*	-	*	*1%*	-	-	*	-	-	*3%*
Not very important (2)	**58**	13	17	7	20	3	2	8	5	6	6	-	3	4	10	4	6
	3%	*2%*	*3%*	*2%*	*5%*	*2%*	*1%*	*4%*	*3%*	*4%*	*3%*	-	*2%*	*3%*	**7%fk**	*3%*	*4%*
Neither important nor unimportant (3)	**214**	62	42	54	56	22	31	9	9	16	17	19	19	17	18	11	27
	11%	*12%*	*8%*	*13%*	*13%*	*12%*	**18%ghi**	*5%*	*6%*	*10%*	*9%*	*12%*	**15%g**	*12%*	*12%*	*8%*	**18%ghi**
Important (4)	**834**	235	232	195	172	89	69	77	77	76	79	72	58	65	62	56	53
	45%	*45%*	*47%*	*46%*	*40%*	*48%*	*40%*	*45%*	**52%p**	*48%*	*42%*	*48%*	*45%*	*44%*	*41%*	*45%*	*36%*
Very important (5)	**742**	207	199	161	174	68	69	71	56	58	85	56	48	58	62	55	57
	40%	*39%*	*40%*	*38%*	*41%*	*37%*	*39%*	*42%*	*38%*	*37%*	*45%*	*37%*	*38%*	*40%*	*41%*	*44%*	*38%*
Don't know	**14**	6	3	4	*	1	2	3	1	3	-	3	*	2	-	*	-
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*	*2%*	-	*2%*	*	*1%*	-	*	-
NET Not at all important/ Not very important	**70**	17	20	8	25	3	4	10	5	6	9	-	3	5	10	4	11
	4%	*3%*	*4%*	*2%*	**6%c**	*2%*	*2%*	**6%k**	*3%*	*4%*	**5%k**	-	*2%*	*3%*	**7%k**	*3%*	**7%k**
NET Important / Very important	**1576**	442	432	356	346	157	138	148	133	134	164	128	106	123	124	111	111
	84%	*84%*	*87%*	*84%*	*81%*	*85%*	*79%*	**87%p**	**90%fp**	*84%*	**87%p**	*86%*	*83%*	*84%*	*81%*	**89%p**	*74%*
Mean	**4.20**	4.20	4.23	4.22	4.15	4.22	4.17	4.23	4.25	4.19	4.25	4.25	4.18	4.22	4.15	4.29	4.03
Std Dev.	**0.81**	0.81	0.79	0.74	0.90	0.72	0.82	0.88	0.72	0.79	0.85	0.67	0.77	0.79	0.88	0.75	1.00
Std Error	**0.02**	0.04	0.04	0.04	0.04	0.05	0.07	0.07	0.06	0.06	0.06	0.06	0.07	0.06	0.07	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	**6**	-	6	3	3	-	1	2	3	-	-	-	1	5	-	-	5	*	6
	*	-	*	*	*	-	*	1%	1%	-	-	-	*	1%	-	-	*	*	*
Not very important (2)	**29**	-	29	13	16	9	9	8	-	2	*	*	19	8	2	*	21	7	25
	2%	-	2%	1%	2%	3%h	3%h	2%	-	1%	*	*	3%no	1%	*	*	1%	2%	1%
Neither important nor unimportant (3)	**122**	-	122	80	42	25	21	25	12	16	8	16	46	37	39	23	105	15	115
	7%	-	7%	9%d	4%	8%	7%	7%	4%	5%	4%	12%hij	8%	6%	6%	7%	7%	5%	6%
Important (4)	**672**	-	672	327	344	127	103	116	83	119	76	49	230	198	244	125	566	100	672
	36%	-	36%	35%	37%	39%	37%	33%	31%	38%	38%	37%	38%	32%	38%	37%	36%	34%	36%
Very important (5)	**1032**	-	1032	501	530	161	144	202	165	173	118	68	305	367	359	186	846	171	1011
	55%	-	55%	54%	56%	49%	52%	57%	62%e	56%	58%	51%	50%	59%l	56%	55%	54%	58%	55%
Don't know	**13**	-	13	6	7	5	2	2	3	*	-	1	7	5	2	1	12	1	14
	1%	-	1%	1%	1%	1%	1%	*	1%	*	-	1%	1%	1%	*	*	1%	*	1%
NET Not at all important/ Not very important	**34**	-	34	16	18	9	10	10	3	2	*	*	19	12	2	*	27	8	31
	2%	-	2%	2%	2%	3%	4%	3%	1%	1%	*	*	3%no	2%n	*	*	2%	3%	2%
NET Important / Very important	**1704**	-	1704	828	874	288	247	318	247	292	194	117	535	565	603	312	1412	271	1683
	91%	-	91%	89%	93%c	88%	88%	90%	94%	94%efk	96%efgk	87%	88%	91%	93%l	93%	91%	92%	91%
Mean	**4.45**	-	4.45	4.42	4.48	4.36	4.37	4.44	4.55ef	4.50	4.54ef	4.39	4.37	4.49l	4.49l	4.48	4.44	4.48	4.45
Std Dev.	**0.71**	-	0.71	0.74	0.69	0.75	0.79	0.77	0.68	0.63	0.58	0.69	0.77	0.73	0.63	0.63	0.71	0.72	0.70
Std Error	**0.02**	-	0.02	0.03	0.02	0.04	0.05	0.04	0.04	0.03	0.04	0.06	0.03	0.03	0.02	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		1843	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base		1874	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base		1143	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important	(1)	6	-	2	*	3	2	4	5	*	1	2	3	-	-	5	1	5
		*	-	*	*	1%	*	1%	*	*	*	1%	1%	-	-	*	*	*
Not very important	(2)	29	5	14	6	4	19	10	24	4	3	6	9	6	4	25	3	25
		2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	3%	2%	1%	1%	2%	2%	2%
Neither important nor unimportant	(3)	122	30	31	30	32	60	62	82	41	12	13	42	26	24	104	12	106
		7%	6%	5%	8%	9%b	5%	9%e	7%	7%	6%	5%	8%	5%	8%	7%	6%	7%
Important	(4)	672	189	237	147	99	426	246	445	223	63	81	175	182	128	566	63	578
		36%	39%d	36%	38%	29%	37%	34%	36%	37%	34%	34%	36%	35%	40%	36%	34%	36%
Very important	(5)	1032	258	374	203	198	632	400	689	332	104	133	262	313	157	864	104	883
		55%	53%	56%	52%	59%	55%	55%	55%	55%	57%	56%	53%	59%m	49%	55%	57%	55%
Don't know		13	4	7	1	*	11	2	10	3	1	3	1	1	5	10	1	10
		1%	1%	1%	*	*	1%	*	1%	1%	1%	1%	*	*	2%l	1%	1%	1%
NET Not at all important/ Not very important		34	5	16	7	7	21	14	29	4	4	8	12	6	4	30	4	30
		2%	1%	2%	2%	2%	2%	2%	2%h	1%	2%	3%	2%	1%	1%	2%	2%	2%
NET Important / Very important		1704	447	611	349	297	1058	646	1134	555	167	214	437	495	284	1430	167	1461
		91%	92%	92%	90%	88%	92%	89%	90%	92%	91%	90%	89%	94%k	90%	91%	91%	91%
Mean		4.45	4.45	4.47	4.41	4.44	4.46	4.43	4.44	4.47	4.46	4.43	4.40	4.52k	4.40	4.44	4.46	4.44
Std Dev.		0.71	0.66	0.71	0.71	0.79	0.69	0.75	0.74	0.66	0.73	0.79	0.77	0.65	0.69	0.72	0.73	0.72
Std Error		0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.02	0.05	0.05	0.04	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 181

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	6	6	-	-	5	-	*	-	*	2	-	3	-	-	-	-	-	-	-
	*	*	-	-	*	-	*	-	1%	1%	-	2%	-	-	-	-	-	-	-
Not very important (2)	29	26	2	2	21	6	1	*	1	5	-	2	4	-	9	-	-	3	3
	2%	2%	1%	2%	1%	4%d	2%	1%	1%	2%	-	2%	2%	-	4%o	-	-	9%	2%o
Neither important nor unimportant (3)	122	109	13	5	108	8	4	2	7	13	13	5	20	13	16	9	13	2	7
	7%	7%	5%	5%	7%	5%	4%	4%	8%	6%	9%	3%	11%ko	8%	7%	4%	8%	6%	5%
Important (4)	672	578	94	28	563	64	27	19	25	70	37	69	52	60	101	100	49	12	52
	36%	36%	38%	32%	36%	39%	31%	38%	32%	31%	27%	43%jl	29%	40%	41%j	41%j	32%	43%	38%
Very important (5)	1032	894	138	51	867	84	53	28	46	133	87	80	101	77	118	135	90	12	72
	55%	55%	56%	60%	55%	51%	62%	57%	59%	59%	63%n	50%	56%	51%	48%	55%	59%	42%	53%
Don't know	13	12	1	*	11	1	1	*	-	2	*	-	2	2	3	*	1	-	1
	1%	1%	*	*	1%	1%	1%	*	-	1%	*	-	1%	1%	1%	*	1%	-	1%
NET Not at all important/ Not very important	34	32	2	2	26	6	2	*	1	7	-	5	4	-	9	-	-	3	3
	2%	2%	1%	2%	2%	4%	2%	1%	1%	3%	-	3%o	2%	-	4%o	-	-	9%	2%o
NET Important / Very important	1704	1472	232	79	1430	148	80	46	71	203	124	149	154	137	218	235	139	24	124
	91%	91%	93%	92%	91%	90%	93%	95%	90%	90%	90%	94%	85%	90%	89%	96%ln	91%	84%	92%
Mean	4.45	4.44	4.49	4.50	4.45	4.40	4.53	4.53	4.47	4.47	4.54	4.39	4.41	4.43	4.34	4.51	4.51	4.17	4.44
Std Dev.	0.71	0.72	0.64	0.71	0.71	0.75	0.70	0.60	0.73	0.78	0.66	0.79	0.78	0.65	0.77	0.57	0.65	0.92	0.70
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.05	0.06	0.12	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	6	5	*	-	*	-	6	*	3	*	-	*	2	4	2
	*	1%	*	-	*	-	*	*	*	*	-	*	6%	*	1%i
Not very important (2)	29	5	9	6	9	-	14	9	2	17	2	3	3	19	6
	2%	1%	1%	3%af	5%abf	-	1%	4%abf	*	2%h	1%	3%h	11%	1%	5%hm
Neither important nor unimportant (3)	122	35	41	31	10	5	75	16	28	48	36	6	4	76	10
	7%	5%	6%	16%abdfg	6%	15%	5%	7%	4%	6%	19%hikmn	7%	13%	5%	8%
Important (4)	672	204	310	69	73	13	514	86	215	336	66	44	10	551	54
	36%	27%	44%af	35%	42%a	36%	35%a	41%a	28%	43%hm	36%	44%h	34%	35%h	42%h
Very important (5)	1032	498	339	90	83	18	837	101	524	373	78	45	10	897	55
	55%	66%bcdfg	48%	45%	47%	49%	58%bcdg	47%	68%ijkmn	48%	42%	46%	33%	58%ijn	43%
Don't know	13	8	1	3	1	*	9	1	2	8	2	1	1	9	1
	1%	1%	*	1%	*	1%	1%	*	*	1%	1%	1%	2%	1%	1%
NET Not at all important/ Not very important	34	10	9	6	9	-	19	9	6	17	2	3	5	23	8
	2%	1%	1%	3%	5%abf	-	1%	4%abf	1%	2%	1%	3%	17%	1%	6%hijm
NET Important / Very important	1704	702	649	159	156	31	1351	187	738	709	144	89	20	1447	109
	91%	93%c	93%c	80%	89%	84%	93%c	88%	95%ijn	91%j	78%	90%	67%	93%jn	85%
Mean	4.45	4.59bcdfg	4.40c	4.24	4.31	4.34	4.50bcdg	4.32	4.62ijkmn	4.37j	4.21	4.33	3.80	4.50ijn	4.21
Std Dev.	0.71	0.68	0.66	0.83	0.80	0.74	0.68	0.79	0.62	0.70	0.79	0.75	1.21	0.67	0.90
Std Error	0.02	0.02	0.03	0.06	0.06	0.11	0.02	0.06	0.02	0.03	0.06	0.08	0.23	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**6**	-	6	-	*	5	*	5	1	-	-	6	-
	*	-	*	-	*	*	*	*	*3%*	-	-	*	-
Not very important (2)	**29**	1	26	1	9	15	4	26	3	-	-	29	-
	2%	*1%*	*2%*	*4%*	*2%*	*1%*	*4%*	*1%*	*9%*	-	-	*2%*	-
Neither important nor unimportant (3)	**122**	9	113	*	37	80	6	117	3	2	-	122	-
	7%	*9%*	*6%*	*1%*	*6%*	*7%*	*5%*	*6%*	*10%*	*16%*	-	*7%*	-
Important (4)	**672**	21	646	6	168	454	51	656	14	3	-	672	*
	36%	*21%*	**37%a**	*30%*	*29%*	**38%d**	**46%d**	*36%*	*47%*	*17%*	-	*36%*	*100%*
Very important (5)	**1032**	68	951	12	361	622	48	1015	9	7	-	1032	-
	55%	**68%b**	*54%*	*64%*	**62%ef**	*53%*	*44%*	*56%*	*31%*	*48%*	-	*55%*	-
Don't know	**13**	*	12	*	7	6	-	10	-	3	-	13	-
	1%	*	*1%*	*	*1%*	*	-	*1%*	-	*19%*	-	*1%*	-
NET Not at all important/ Not very important	**34**	1	32	1	9	20	5	31	3	-	-	34	-
	2%	*1%*	*2%*	*4%*	*2%*	*2%*	*4%*	*2%*	*12%*	-	-	*2%*	-
NET Important / Very important	**1704**	89	1597	18	530	1076	99	1671	23	10	-	1704	*
	91%	*89%*	*91%*	*94%*	*91%*	*91%*	*90%*	*91%*	*78%*	*65%*	-	*91%*	*100%*
Mean	**4.45**	4.56	4.44	4.55	**4.53ef**	4.42	4.30	4.46	3.94	4.39	-	4.45	4.00
Std Dev.	**0.71**	0.72	0.71	0.76	0.69	0.71	0.78	0.70	1.02	0.83	-	0.71	-
Std Error	**0.02**	0.07	0.02	0.15	0.03	0.02	0.07	0.02	0.21	0.24	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Guaranteed delivery to my door

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	1843	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	1874	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	1143	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	6	2	1	*	2	2	*	-	-	*	1	-	-	*	-	-	2
	*	*	*	*	*	1%	*	-	-	*	1%	-	-	*	-	-	1%
Not very important (2)	29	2	5	10	13	2	-	-	-	-	5	4	2	4	6	-	6
	2%	*	1%	2%a	3%a	1%	-	-	-	-	2%	2%	2%	3%	4%fgi	-	4%fgi
Neither important nor unimportant (3)	122	27	34	25	36	8	10	8	15	2	17	9	9	7	12	11	13
	7%	5%	7%	6%	9%	5%	6%	5%	10%l	1%	9%i	6%	7%	5%	8%i	9%i	9%i
Important (4)	672	204	193	147	128	78	66	59	52	63	78	55	54	39	44	31	53
	36%	39%d	39%d	35%	30%	43%mno	38%	35%	35%	40%o	41%mo	37%	42%mo	27%	29%	25%	36%
Very important (5)	1032	290	260	238	244	91	98	101	79	93	89	80	63	95	87	83	74
	55%	55%	52%	56%	57%	49%	56%	59%	53%	58%	47%	54%	49%	65%ejp	57%	66%ejp	50%
Don't know	13	4	3	2	4	2	-	1	2	1	-	2	-	*	3	*	1
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%	-	*	2%	*	*
NET Not at all important/ Not very important	34	4	6	10	14	4	*	-	-	*	6	4	2	4	6	-	8
	2%	1%	1%	2%	3%a	2%	*	-	-	*	3%	2%	2%	3%	4%g	-	5%fghl
NET Important / Very important	1704	493	453	386	372	169	163	161	131	156	167	135	116	134	131	114	127
	91%	93%d	91%	91%	87%	92%	94%	94%np	88%	98%hjknp	88%	90%	91%	92%	86%	91%	85%
Mean	4.45	4.48	4.43	4.46	4.42	4.41	4.50j	4.55jp	4.44	4.56jp	4.31	4.44	4.39	4.54j	4.41	4.58jp	4.29
Std Dev.	0.71	0.65	0.69	0.72	0.80	0.72	0.62	0.59	0.68	0.55	0.78	0.72	0.69	0.74	0.82	0.65	0.89
Std Error	0.02	0.03	0.03	0.03	0.04	0.05	0.05	0.05	0.06	0.04	0.06	0.06	0.06	0.06	0.07	0.06	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1843	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	1874	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	1143	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	55	-	55	33	22	5	*	2	13	6	19	10	5	15	35	29	52	3	49
	3%	-	3%	4%	2%	2%	*	1%	5%fg	2%	10%efgi	7%efgi	1%	2%	5%lm	9%lm	3%	1%	3%
Not very important (2)	146	-	146	69	77	18	14	17	20	29	26	22	32	37	77	48	128	17	139
	8%	-	8%	7%	8%	5%	5%	5%	8%	9%	13%efg	16%efgh	5%	6%	12%lm	14%lm	8%	6%	8%
Neither important nor unimportant (3)	305	-	305	155	150	43	44	47	58	52	31	30	87	105	112	61	251	46	321
	16%	-	16%	17%	16%	13%	16%	13%	22%eg	17%	15%	22%eg	14%	17%	17%	18%	16%	16%	17%
Important (4)	794	-	794	385	407	149	127	172	72	139	90	44	275	244	272	134	663	120	765
	42%	-	42%	41%	43%	45%hk	45%h	49%hk	27%	45%h	44%h	33%	45%	40%	42%	40%	43%	41%	42%
Very important (5)	553	-	553	284	269	107	94	114	100	78	36	24	200	214	138	60	439	106	546
	29%	-	29%	31%	29%	33%jk	33%jk	32%jk	38%ijk	25%	18%	18%	33%no	35%no	21%	18%	28%	36%p	30%
Don't know	22	-	22	5	17	6	1	1	1	7	*	5	7	2	12	5	22	*	23
	1%	-	1%	1%	2%c	2%	*	*	*	2%	*	4%fghi	1%	*	2%	2%	1%	*	1%
NET Not at all important/ Not very important	201	-	201	102	99	23	14	20	33	35	45	31	37	53	111	77	180	21	188
	11%	-	11%	11%	10%	7%	5%	6%	12%fg	11%fg	22%efghi	23%efghi	6%	8%	17%lm	23%lm	12%	7%	10%
NET Important / Very important	1346	-	1346	668	676	255	221	286	173	216	126	68	476	459	410	194	1102	226	1311
	72%	-	72%	72%	72%	78%hjk	79%hjk	81%hijk	65%k	70%k	62%	50%	78%no	74%no	63%	58%	71%	77%	71%
Mean	3.89	-	3.89	3.88	3.89	4.04ijk	4.08ijk	4.07hijk	3.86jk	3.84jk	3.48	3.39	4.06no	3.98no	3.63	3.45	3.85	4.05p	3.89
Std Dev.	1.02	-	1.02	1.04	0.99	0.91	0.83	0.84	1.15	0.98	1.20	1.18	0.88	0.99	1.11	1.19	1.03	0.93	1.01
Std Error	0.02	-	0.02	0.04	0.03	0.05	0.05	0.05	0.07	0.05	0.09	0.11	0.04	0.04	0.04	0.07	0.03	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**55**	19	14	11	11	33	22	20	34	10	7	15	9	13	44	10	45
	3%	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	**6%g**	**5%l**	*3%*	*3%*	*2%*	*4%*	*3%*	*5%*	*3%*
Not very important (2)	**146**	44	53	22	27	97	49	84	61	15	27	27	44	22	120	15	124
	8%	*9%*	*8%*	*6%*	*8%*	*8%*	*7%*	*7%*	**10%g**	*8%*	**11%k**	*6%*	*8%*	*7%*	*8%*	*8%*	*8%*
Neither important nor unimportant (3)	**305**	75	100	64	66	174	130	175	125	39	37	76	83	45	241	39	248
	16%	*15%*	*15%*	*17%*	*20%*	*15%*	*18%*	*14%*	**21%g**	*21%*	*16%*	*15%*	*16%*	*14%*	*15%*	*21%*	*15%*
Important (4)	**794**	203	305	164	121	508	285	559	231	66	104	214	224	143	686	66	700
	42%	*42%*	**46%d**	*42%*	*36%*	*44%*	*39%*	**45%h**	*38%*	*36%*	*44%*	*44%*	*42%*	*45%*	*44%*	*36%*	*44%*
Very important (5)	**553**	138	185	124	106	322	230	405	140	50	61	153	160	93	468	51	473
	29%	*28%*	*28%*	*32%*	*31%*	*28%*	*32%*	**32%h**	*23%*	*27%*	*26%*	*31%*	*30%*	*29%*	*30%*	*27%*	*29%*
Don't know	**22**	8	7	2	5	15	7	10	12	4	1	7	7	1	16	4	16
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**201**	62	68	32	39	130	71	104	95	25	33	42	53	35	164	25	169
	11%	*13%*	*10%*	*8%*	*11%*	*11%*	*10%*	*8%*	**16%g**	*13%*	*14%*	*9%*	*10%*	*11%*	*10%*	*13%*	*11%*
NET Important / Very important	**1346**	341	490	289	227	831	516	965	371	116	166	367	384	237	1154	116	1174
	72%	*70%*	*74%*	*75%*	*67%*	*72%*	*71%*	**77%h**	*62%*	*63%*	*70%*	**75%l**	**73%l**	**75%l**	**73%l**	*63%*	**73%o**
Mean	**3.89**	3.83	3.90	3.96	3.85	3.87	3.91	**4.00h**	3.65	3.73	3.79	**3.95l**	3.93	3.89	3.91	3.73	3.90
Std Dev.	**1.02**	1.07	0.97	0.98	1.07	1.01	1.02	0.94	1.12	1.12	1.04	0.99	0.98	1.04	1.00	1.12	1.01
Std Error	**0.02**	0.05	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.04	0.06	0.03	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 182

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	55	47	8	4	50	3	1	1	2	6	3	2	6	6	10	8	7	1	2
	3%	*3%*	*3%*	*5%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	*4%*	*4%*	*3%*	*4%*	*2%*	*2%*
Not very important (2)	146	120	25	14	120	18	5	2	4	16	11	14	16	14	13	19	15	2	16
	8%	*7%*	*10%*	**16%a**	*8%*	*11%*	*6%*	*5%*	*5%*	*7%*	*8%*	*9%*	*9%*	*9%*	*5%*	*8%*	*10%*	*6%*	**12%n**
Neither important nor unimportant (3)	305	256	49	16	254	28	18	5	9	35	17	22	34	22	34	38	43	6	22
	16%	*16%*	*20%*	*19%*	*16%*	*17%*	**21%g**	*11%*	*11%*	*15%*	*12%*	*14%*	*19%*	*15%*	*14%*	*16%*	**28%hijkmnor**	*21%*	*17%*
Important (4)	794	692	101	24	670	68	34	20	38	108	54	78	67	62	110	103	51	14	55
	42%	**43%c**	*41%*	*27%*	*43%*	*42%*	*40%*	*42%*	*48%*	**48%p**	*39%*	**49%p**	*37%*	*41%*	*45%*	*42%*	*33%*	*48%*	*40%*
Very important (5)	553	494	58	23	462	47	25	19	27	49	52	41	56	48	79	73	36	7	40
	29%	*30%*	*23%*	*27%*	*29%*	*28%*	*29%*	**39%d**	**34%l**	*22%*	**38%lp**	*26%*	*31%*	*32%*	*32%*	*30%*	*24%*	*23%*	*30%*
Don't know	22	15	7	6	19	*	2	1	*	11	1	2	1	-	-	3	1	-	*
	1%	*1%*	**3%a**	**6%a**	*1%*	*	**2%e**	*1%*	*1%*	**5%mnr**	*1%*	*2%*	*	-	-	*1%*	*1%*	-	*
NET Not at all important/ Not very important	201	168	33	18	170	21	7	3	6	22	13	16	22	20	23	28	21	2	18
	11%	*10%*	*13%*	**20%a**	*11%*	*13%*	*8%*	*7%*	*7%*	*10%*	*10%*	*10%*	*12%*	*13%*	*9%*	*11%*	*14%*	*8%*	*13%*
NET Important / Very important	1346	1187	160	47	1132	115	60	39	64	157	106	119	123	110	189	176	87	20	95
	72%	**73%bc**	*64%*	*55%*	*72%*	*70%*	*69%*	**81%def**	**82%lpr**	*70%*	**77%p**	**75%p**	*69%*	**73%p**	**77%p**	**72%p**	*57%*	*71%*	*70%*
Mean	3.89	3.91bc	3.73	3.61	3.88	3.84	3.91	4.13de	4.07p	3.83	4.04p	3.91	3.84	3.88	3.96p	3.88	3.63	3.84	3.84
Std Dev.	1.02	1.01	1.04	1.21	1.02	1.01	0.96	0.94	0.92	0.97	1.00	0.93	1.07	1.08	1.02	1.04	1.08	0.94	1.03
Std Error	0.02	0.03	0.05	0.08	0.03	0.06	0.06	0.07	0.09	0.09	0.10	0.09	0.09	0.11	0.09	0.09	0.11	0.12	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1843**	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	**1874**	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	**1143**	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	**55**	33	14	3	2	2	47	5	19	15	10	9	2	33	11
	3%	*4%b*	*2%*	*2%*	*1%*	*6%*	*3%*	*2%*	*2%*	*2%*	*6%im*	*9%him*	*8%*	*2%*	*9%him*
Not very important (2)	**146**	64	40	21	19	2	104	21	55	59	17	10	3	114	13
	8%	*8%*	*6%*	*10%*	*11%*	*5%*	*7%*	*10%*	*7%*	*8%*	*9%*	*10%*	*11%*	*7%*	*10%*
Neither important nor unimportant (3)	**305**	112	107	43	41	2	219	43	105	138	36	21	5	243	26
	16%	*15%*	*15%*	*21%*	*23%ai*	*5%*	*15%*	*20%*	*14%*	*18%*	*19%*	*21%*	*17%*	*16%*	*20%*
Important (4)	**794**	283	346	76	71	15	630	86	334	338	79	33	8	672	41
	42%	*38%*	*49%acf*	*38%*	*40%*	*40%*	*43%a*	*40%*	*43%*	*43%*	*43%*	*34%*	*27%*	*43%*	*32%*
Very important (5)	**553**	252	188	51	42	16	440	57	253	225	37	25	11	478	36
	29%	*33%b*	*27%*	*26%*	*24%*	*43%*	*30%*	*27%*	*33%j*	*29%*	*20%*	*25%*	*37%*	*31%j*	*28%*
Don't know	**22**	10	5	6	1	-	15	1	9	7	5	1	-	15	1
	1%	*1%*	*1%*	*3%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	-	*1%*	*1%*
NET Not at all important/ Not very important	**201**	97	54	24	21	4	151	25	73	74	28	19	5	148	24
	11%	*13%b*	*8%*	*12%*	*12%*	*11%*	*10%*	*12%*	*9%*	*9%*	*15%*	*19%him*	*18%*	*9%*	*19%him*
NET Important / Very important	**1346**	536	534	127	113	30	1070	143	587	563	115	58	19	1150	77
	72%	*71%*	*76%cdg*	*64%*	*64%*	*83%*	*74%cd*	*67%*	*76%jkn*	*72%jkn*	*63%*	*59%*	*64%*	*74%jkn*	*60%*
Mean	**3.89**	3.88	3.94	3.78	3.75	4.09	3.91	3.81	3.98jkn	3.90jkn	3.64	3.56	3.76	3.94jkn	3.61
Std Dev.	**1.02**	1.11	0.91	1.01	0.98	1.12	1.02	1.01	0.99	0.97	1.09	1.24	1.29	0.98	1.25
Std Error	**0.02**	0.04	0.03	0.07	0.08	0.17	0.03	0.07	0.04	0.04	0.08	0.13	0.24	0.03	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**55**	6	49	-	28	27	*	50	2	3	-	55	-
	3%	*6%*	*3%*	-	**5%e**	*2%*	*	*3%*	*6%*	*19%*	-	*3%*	-
Not very important (2)	**146**	4	141	*	46	94	5	145	*	-	-	146	-
	8%	*4%*	*8%*	*1%*	*8%*	*8%*	*5%*	*8%*	*1%*	-	-	*8%*	-
Neither important nor unimportant (3)	**305**	20	282	3	103	181	21	298	2	5	-	305	-
	16%	*20%*	*16%*	*14%*	*18%*	*15%*	*19%*	*16%*	*7%*	*32%*	-	*16%*	-
Important (4)	**794**	29	759	5	200	543	51	776	12	5	-	794	*
	42%	*29%*	**43%a**	*29%*	*34%*	**46%d**	*47%*	*42%*	*42%*	*32%*	-	*42%*	*100%*
Very important (5)	**553**	42	501	10	196	325	31	538	12	3	-	553	-
	29%	**41%b**	*29%*	*52%*	**34%e**	*28%*	*29%*	*29%*	*41%*	*17%*	-	*29%*	-
Don't know	**22**	-	21	1	9	12	1	21	1	-	-	22	-
	1%	-	*1%*	*4%*	*1%*	*1%*	*1%*	*1%*	*3%*	-	-	*1%*	-
NET Not at all important/ Not very important	**201**	10	191	*	74	121	5	196	2	3	-	201	-
	11%	*10%*	*11%*	*1%*	*13%*	*10%*	*5%*	*11%*	*7%*	*19%*	-	*11%*	-
NET Important / Very important	**1346**	71	1260	16	397	868	82	1314	24	7	-	1346	*
	72%	*71%*	*72%*	*81%*	*68%*	*73%*	*75%*	*72%*	*83%*	*49%*	-	*72%*	*100%*
Mean	**3.89**	3.97	3.88	4.39	3.85	3.89	4.00	3.89	4.14	3.27	-	3.89	4.00
Std Dev.	**1.02**	1.14	1.01	0.78	1.12	0.98	0.83	1.01	1.06	1.34	-	1.02	-
Std Error	**0.02**	0.10	0.02	0.15	0.05	0.03	0.08	0.02	0.22	0.37	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Availability of nearby collection points in case of failed delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base		**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base		**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important	(1)	**55**	14	15	14	12	5	7	2	1	5	10	4	6	4	7	3	2
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*1%*	*1%*	*3%*	**5%h**	*3%*	*5%*	*3%*	*5%*	*2%*	*1%*
Not very important	(2)	**146**	28	39	39	39	8	10	11	9	17	13	14	9	16	12	8	19
		8%	*5%*	*8%*	*9%*	*9%*	*4%*	*6%*	*6%*	*6%*	*11%*	*7%*	*9%*	*7%*	*11%*	*8%*	*6%*	**13%e**
Neither important nor unimportant	(3)	**305**	79	77	80	69	27	27	25	28	28	22	31	23	26	26	19	23
		16%	*15%*	*15%*	*19%*	*16%*	*15%*	*15%*	*15%*	*19%*	*17%*	*11%*	*21%*	*18%*	*18%*	*17%*	*15%*	*16%*
Important	(4)	**794**	241	220	181	151	86	81	75	64	67	89	54	57	69	47	48	56
		42%	**46%d**	**44%d**	*43%*	*35%*	**47%n**	**46%n**	*44%*	*44%*	*42%*	**47%n**	*36%*	*45%*	**48%n**	*31%*	*38%*	*38%*
Very important	(5)	**553**	163	137	102	151	57	50	56	44	41	51	44	30	29	58	44	48
		29%	*31%*	*28%*	*24%*	**35%bc**	*31%*	*29%*	**33%m**	*30%*	*26%*	*27%*	*29%*	*24%*	*20%*	**38%lm**	**35%m**	*33%*
Don't know		**22**	2	9	7	4	*	*	2	1	2	6	3	2	3	1	3	-
		1%	*	*2%*	*2%*	*1%*	*	*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	*3%*	-
NET Not at all important/ Not very important		**201**	43	54	53	51	13	17	13	10	22	22	18	16	19	20	11	21
		11%	*8%*	*11%*	*12%*	*12%*	*7%*	*10%*	*8%*	*7%*	*14%*	*12%*	*12%*	*12%*	*13%*	*13%*	*8%*	*14%*
NET Important / Very important		**1346**	404	357	283	302	143	130	131	109	108	140	98	87	98	106	92	104
		72%	**77%c**	*72%*	*67%*	*71%*	*78%*	*75%*	*77%*	*74%*	*68%*	*74%*	*66%*	*68%*	*67%*	*69%*	*74%*	*70%*
Mean		**3.89**	**3.97c**	3.87	3.77	3.92	**3.99m**	3.90	**4.02m**	3.97	3.78	3.87	3.82	3.76	3.72	3.91	4.01	3.87
Std Dev.		**1.02**	0.96	1.01	1.03	1.07	0.94	1.01	0.92	0.90	1.05	1.06	1.05	1.05	0.99	1.14	1.00	1.05
Std Error		**0.02**	0.04	0.05	0.05	0.05	0.07	0.08	0.07	0.07	0.08	0.08	0.09	0.09	0.08	0.09	0.09	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	1843	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	1874	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	1143	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	27	-	27	20	7	4	6	2	3	9	1	2	10	5	12	4	22	5	23
	1%	-	1%	2%d	1%	1%	2%	1%	1%	3%	1%	2%	2%	1%	2%	1%	1%	2%	1%
Not very important (2)	60	-	60	38	22	17	7	7	8	12	4	4	24	15	20	8	55	5	66
	3%	-	3%	4%	2%	5%	3%	2%	3%	4%	2%	3%	4%	2%	3%	2%	4%	2%	4%
Neither important nor unimportant (3)	191	-	191	103	88	24	33	36	39	25	18	16	57	75	59	33	151	33	176
	10%	-	10%	11%	9%	7%	12%	10%	15%e	8%	9%	12%	9%	12%	9%	10%	10%	11%	10%
Important (4)	760	-	760	387	372	125	112	148	81	141	90	62	237	229	293	152	620	129	735
	41%	-	41%	42%	39%	38%	40%	42%h	31%	46%h	45%h	46%h	39%	37%	45%m	45%	40%	44%	40%
Very important (5)	818	-	818	371	445	151	117	156	131	123	88	51	268	287	262	139	694	118	823
	44%	-	44%	40%	47%c	46%	42%	44%	49%	40%	44%	38%	44%	46%	40%	41%	45%	40%	45%
Don't know	19	-	19	10	8	6	5	4	3	*	*	*	11	7	1	1	14	4	20
	1%	-	1%	1%	1%	2%	2%	1%	1%	*	*	*	2%n	1%	*	*	1%	2%	1%
NET Not at all important/ Not very important	87	-	87	58	29	21	13	10	11	20	6	6	34	20	32	12	77	10	89
	5%	-	5%	6%d	3%	6%	5%	3%	4%	7%	3%	4%	6%	3%	5%	3%	5%	3%	5%
NET Important / Very important	1577	-	1577	758	817	276	229	305	212	264	178	113	505	516	555	291	1313	247	1558
	84%	-	84%	82%	87%c	84%	82%	86%	80%	85%	88%	84%	83%	83%	86%	86%	84%	84%	85%
Mean	4.23	-	4.23	4.14	4.31c	4.25	4.19	4.28	4.26	4.15	4.28	4.16	4.22	4.27	4.20	4.23	4.24	4.21	4.24
Std Dev.	0.87	-	0.87	0.93	0.80	0.90	0.90	0.78	0.90	0.93	0.78	0.85	0.90	0.83	0.87	0.81	0.87	0.83	0.86
Std Error	0.02	-	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.06	0.08	0.04	0.03	0.03	0.05	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1843	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	1874	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	1143	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	27	14	5	1	7	19	8	16	11	5	2	6	1	12	21	5	21
	1%	3%bc	1%	*	2%	2%	1%	1%	2%	3%l	1%	1%	*	4%ln	1%	3%	1%
Not very important (2)	60	25	17	9	9	42	18	33	25	8	9	12	10	10	41	8	44
	3%	5%	3%	2%	3%	4%	2%	3%	4%	4%	4%	2%	2%	3%	3%	4%	3%
Neither important nor unimportant (3)	191	44	60	48	39	104	87	140	50	19	26	55	41	40	162	19	166
	10%	9%	9%	12%	12%	9%	12%	11%	8%	10%	11%	11%	8%	13%	10%	10%	10%
Important (4)	760	206	282	155	117	488	272	503	251	72	93	187	230	142	652	72	665
	41%	42%	42%	40%	35%	42%	38%	40%	42%	39%	39%	38%	44%	45%	41%	39%	41%
Very important (5)	818	191	294	173	160	485	332	549	261	78	106	226	240	113	685	79	697
	44%	39%	44%	45%	47%	42%	46%	44%	43%	43%	45%	46%m	45%m	36%	43%m	43%	43%
Don't know	19	6	6	2	5	11	7	13	6	2	1	6	5	1	14	2	14
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%
NET Not at all important/ Not very important	87	38	23	10	16	61	26	49	36	13	11	18	12	21	62	13	65
	5%	8%bc	3%	3%	5%	5%	4%	4%	6%	7%l	5%	4%	2%	7%l	4%	7%	4%
NET Important / Very important	1577	397	576	328	276	973	604	1052	512	150	199	412	470	255	1336	150	1362
	84%	82%	87%	85%	82%	85%	83%	84%	85%	82%	84%	84%	89%lm	80%	85%	82%	85%
Mean	4.23	4.12	4.28a	4.27	4.25	4.21	4.26	4.24	4.21	4.15	4.24	4.27m	4.33lm	4.06	4.24m	4.15	4.24
Std Dev.	0.87	0.97	0.80	0.79	0.91	0.88	0.85	0.85	0.90	0.98	0.86	0.85	0.73	0.97	0.84	0.98	0.85
Std Error	0.02	0.04	0.03	0.04	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.03	0.06	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1843**	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	**1874**	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	**1143**	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	**27**	23	4	2	26	1	-	*	1	-	6	4	1	2	5	6	-	*	*
	1%	*1%*	*2%*	*2%*	*2%*	*	-	*1%*	*2%*	-	**4%ir**	*3%*	*1%*	*2%*	*2%*	*2%*	-	*1%*	*
Not very important (2)	**60**	49	11	5	48	9	1	2	*	7	*	7	7	2	7	7	10	1	7
	3%	*3%*	*4%*	*6%*	*3%*	*5%*	*2%*	*4%*	*1%*	*3%*	*	*4%*	*4%*	*1%*	*3%*	*3%*	**6%j**	*5%*	**5%j**
Neither important nor unimportant (3)	**191**	168	23	10	164	16	7	3	7	18	15	13	17	19	30	21	24	3	13
	10%	*10%*	*9%*	*12%*	*10%*	*10%*	*8%*	*6%*	*8%*	*8%*	*11%*	*8%*	*10%*	*12%*	*12%*	*9%*	*16%*	*10%*	*10%*
Important (4)	**760**	656	104	34	640	70	33	17	31	102	51	70	69	62	95	102	58	11	59
	41%	*40%*	*42%*	*40%*	*41%*	*43%*	*38%*	*36%*	*39%*	*46%*	*37%*	*44%*	*39%*	*41%*	*38%*	*42%*	*38%*	*39%*	*43%*
Very important (5)	**818**	713	104	33	685	65	43	25	40	92	65	63	84	67	107	109	59	12	53
	44%	*44%*	*42%*	*38%*	*43%*	*40%*	*50%*	**52%e**	*50%*	*41%*	*47%*	*39%*	*47%*	*44%*	*43%*	*44%*	*39%*	*40%*	*39%*
Don't know	**19**	16	3	2	13	3	2	1	-	5	-	2	2	-	2	-	3	1	2
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	-	*2%*	-	*1%*	*1%*	-	*1%*	-	*2%*	*3%*	*2%*
NET Not at all important/ Not very important	**87**	72	15	7	74	9	1	2	2	7	6	11	8	4	13	13	10	2	7
	5%	*4%*	*6%*	*8%*	*5%*	*6%*	*2%*	*4%*	*2%*	*3%*	*5%*	*7%*	*4%*	*3%*	*5%*	*5%*	*6%*	*7%*	*6%*
NET Important / Very important	**1577**	1369	208	67	1324	135	76	43	71	194	116	132	153	129	202	211	117	23	112
	84%	*84%*	*84%*	*78%*	*84%*	*82%*	*88%*	*88%*	**90%p**	*87%*	*84%*	*83%*	*85%*	*85%*	*82%*	*86%*	*76%*	*80%*	*83%*
Mean	**4.23**	4.24	4.19	4.08	4.22	4.18	**4.39de**	4.37	4.36	4.28	4.23	4.14	4.28	4.24	4.19	4.23	4.11	4.16	4.19
Std Dev.	**0.87**	0.86	0.90	0.98	0.88	0.86	0.72	0.83	0.80	0.75	0.96	0.95	0.83	0.84	0.92	0.90	0.89	0.94	0.84
Std Error	**0.02**	0.02	0.04	0.07	0.03	0.05	0.04	0.06	0.08	0.07	0.10	0.09	0.07	0.08	0.08	0.08	0.09	0.13	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	27	16	3	2	3	3	19	6	10	6	4	3	4	16	7
	1%	2%b	*	1%	2%	7%	1%	3%b	1%	1%	2%	3%	13%	1%	6%him
Not very important (2)	60	16	26	6	9	3	42	12	19	26	9	5	1	45	6
	3%	2%	4%	3%	5%	7%	3%	6%a	2%	3%	5%	5%	2%	3%	4%
Neither important nor unimportant (3)	191	64	68	37	21	2	132	22	60	85	33	11	3	145	14
	10%	8%	10%	18%abf	12%	5%	9%	11%	8%	11%	18%him	11%	10%	9%	10%
Important (4)	760	285	307	74	80	13	592	93	258	363	84	44	11	621	55
	41%	38%	44%	37%	46%	36%	41%	44%	33%	46%hm	45%h	44%	36%	40%h	42%
Very important (5)	818	371	288	79	59	16	659	75	425	292	51	35	12	717	46
	44%	49%bdg	41%	39%	33%	45%	45%dg	35%	55%ijkmn	37%j	27%	35%	39%	46%ij	36%
Don't know	19	3	8	3	4	*	11	4	3	10	4	2	*	13	2
	1%	*	1%	2%	2%a	*	1%	2%	*	1%	2%h	2%	*	1%	1%
NET Not at all important/ Not very important	87	32	29	8	13	5	61	18	29	32	13	9	4	60	13
	5%	4%	4%	4%	7%	14%	4%	8%f	4%	4%	7%	9%	15%	4%	10%him
NET Important / Very important	1577	656	595	152	139	30	1251	168	683	656	134	78	22	1338	101
	84%	87%cdg	85%c	76%	79%	81%	86%cg	79%	88%ijkn	84%j	73%	79%	75%	86%j	78%
Mean	4.23	4.30dg	4.23g	4.13	4.05	4.05	4.27dg	4.05	4.39ijkmn	4.18j	3.93	4.04	3.86	4.28ijkn	4.00
Std Dev.	0.87	0.88	0.81	0.88	0.93	1.20	0.84	0.98	0.83	0.81	0.93	0.99	1.34	0.83	1.08
Std Error	0.02	0.03	0.03	0.06	0.07	0.18	0.02	0.07	0.03	0.03	0.07	0.11	0.25	0.02	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**27**	2	25	-	6	20	1	27	-	-	-	27	-
	1%	*2%*	*1%*	-	*1%*	*2%*	*1%*	*1%*	-	-	-	*1%*	-
Not very important (2)	**60**	1	58	-	23	34	3	54	3	3	-	60	-
	3%	*1%*	*3%*	-	*4%*	*3%*	*2%*	*3%*	*10%*	*19%*	-	*3%*	-
Neither important nor unimportant (3)	**191**	9	180	2	51	127	13	189	1	1	-	191	-
	10%	*9%*	*10%*	*11%*	*9%*	*11%*	*12%*	*10%*	*5%*	*4%*	-	*10%*	-
Important (4)	**760**	34	719	6	212	495	53	743	13	4	-	760	*
	41%	*34%*	*41%*	*32%*	*36%*	*42%*	*49%*	*41%*	*44%*	*28%*	-	*41%*	*100%*
Very important (5)	**818**	51	756	10	287	493	38	799	11	7	-	818	-
	44%	*51%*	*43%*	*53%*	***49%ef***	*42%*	*35%*	*44%*	*37%*	*49%*	-	*44%*	-
Don't know	**19**	2	15	1	4	14	1	17	1	-	-	19	-
	1%	*2%*	*1%*	*4%*	*1%*	*1%*	*1%*	*1%*	*5%*	-	-	*1%*	-
NET Not at all important/ Not very important	**87**	3	83	-	29	53	4	81	3	3	-	87	-
	5%	*3%*	*5%*	-	*5%*	*5%*	*3%*	*4%*	*10%*	*19%*	-	*5%*	-
NET Important / Very important	**1577**	85	1476	16	498	988	91	1542	24	12	-	1577	*
	84%	*85%*	*84%*	*85%*	*85%*	*84%*	*83%*	*84%*	*81%*	*77%*	-	*84%*	*100%*
Mean	**4.23**	4.34	4.22	4.45	4.30	4.21	4.14	4.23	4.13	4.06	-	4.23	4.00
Std Dev.	**0.87**	0.86	0.87	0.71	0.87	0.87	0.81	0.86	0.93	1.18	-	0.87	-
Std Error	**0.02**	0.08	0.02	0.14	0.04	0.03	0.08	0.02	0.20	0.33	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	1843	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	1874	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	1143	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	27	8	5	9	5	2	3	2	*	3	2	5	1	4	4	-	2
	1%	1%	1%	2%	1%	1%	2%	1%	*	2%	1%	3%	1%	3%	2%	-	1%
Not very important (2)	60	15	22	12	11	9	5	1	7	5	11	2	6	3	7	1	3
	3%	3%	5%	3%	2%	5%g	3%	1%	5%	3%	6%g	2%	5%	2%	5%	*	2%
Neither important nor unimportant (3)	191	46	56	44	45	14	12	21	22	19	15	11	22	11	19	14	12
	10%	9%	11%	10%	10%	7%	7%	12%	15%	12%	8%	8%	17%ef	7%	13%	11%	8%
Important (4)	760	207	208	183	162	66	74	67	74	64	70	63	50	70	50	41	72
	41%	39%	42%	43%	38%	36%	43%	39%	50%ejno	40%	37%	42%	39%	48%n	32%	33%	48%n
Very important (5)	818	251	198	170	199	92	79	79	42	65	91	65	49	56	73	67	59
	44%	47%b	40%	40%	47%	50%h	46%h	47%h	28%	41%	48%h	44%h	38%	38%	48%h	53%h	39%
Don't know	19	2	8	5	4	*	1	-	2	3	2	3	*	2	-	3	2
	1%	*	2%	1%	1%	*	1%	-	1%	2%	1%	2%	*	1%	-	2%	1%
NET Not at all important/ Not very important	87	22	27	21	16	11	8	3	7	8	12	7	7	7	11	1	5
	5%	4%	5%	5%	4%	6%o	5%	2%	5%	5%	6%o	5%	5%	5%	7%o	*	3%
NET Important / Very important	1577	457	406	353	362	158	153	146	116	129	160	128	99	126	123	108	130
	84%	87%	82%	83%	85%	86%	88%	86%	79%	81%	85%	86%	78%	86%	81%	86%	88%
Mean	4.23	4.29	4.17	4.18	4.28	4.29h	4.28h	4.29h	4.04	4.18	4.27h	4.24	4.10	4.18	4.19	4.43hl	4.24
Std Dev.	0.87	0.85	0.87	0.89	0.85	0.90	0.86	0.80	0.81	0.89	0.89	0.91	0.89	0.88	0.99	0.70	0.78
Std Error	0.02	0.04	0.04	0.04	0.04	0.07	0.07	0.06	0.07	0.07	0.07	0.08	0.08	0.07	0.08	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	**20**	-	20	13	7	8	-	1	3	5	3	-	8	5	8	3	16	4	16
	1%	-	*1%*	*1%*	*1%*	**2%f**	-	*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Not very important (2)	**46**	-	46	19	26	10	11	2	5	9	2	6	21	7	18	9	42	3	46
	2%	-	*2%*	*2%*	*3%*	*3%*	**4%g**	*1%*	*2%*	*3%*	*1%*	**5%g**	**3%m**	*1%*	*3%*	*3%*	*3%*	*1%*	*2%*
Neither important nor unimportant (3)	**191**	-	191	102	89	27	25	35	28	37	25	14	52	63	76	39	168	18	199
	10%	-	*10%*	*11%*	*9%*	*8%*	*9%*	*10%*	*11%*	*12%*	*12%*	*10%*	*9%*	*10%*	*12%*	*12%*	*11%*	*6%*	*11%*
Important (4)	**804**	-	804	410	394	143	100	152	105	133	99	71	243	257	303	170	660	136	787
	43%	-	*43%*	*44%*	*42%*	*44%*	*36%*	*43%*	*40%*	*43%*	**49%f**	**53%f**	*40%*	*42%*	*47%*	**50%lm**	*42%*	*47%*	*43%*
Very important (5)	**801**	-	801	381	419	132	144	162	124	124	73	43	276	285	240	116	659	129	785
	43%	-	*43%*	*41%*	*44%*	*40%*	**51%eijk**	**46%k**	**47%k**	*40%*	*36%*	*32%*	**45%no**	**46%no**	*37%*	*35%*	*42%*	*44%*	*43%*
Don't know	**12**	-	12	5	7	8	*	1	-	2	-	-	8	1	2	-	9	2	10
	1%	-	*1%*	*1%*	*1%*	**2%h**	*	*	-	*1%*	-	-	*1%*	*	*	-	*1%*	*1%*	*1%*
NET Not at all important/ Not very important	**66**	-	66	32	34	18	11	4	8	14	5	6	29	12	26	12	58	7	62
	4%	-	*4%*	*3%*	*4%*	**5%g**	*4%*	*1%*	*3%*	**4%g**	*3%*	**5%g**	**5%n**	*2%*	*4%*	*4%*	*4%*	*2%*	*3%*
NET Important / Very important	**1605**	-	1605	791	812	275	244	314	228	257	172	114	519	542	543	286	1319	266	1572
	86%	-	*86%*	*85%*	*86%*	*84%*	*87%*	*89%*	*86%*	*83%*	*85%*	*85%*	*85%*	*88%*	*84%*	*85%*	*85%*	*90%*	*85%*
Mean	**4.25**	-	4.25	4.22	4.27	4.20	**4.34k**	**4.33ik**	4.29	4.18	4.17	4.12	4.27	**4.31no**	4.16	4.15	4.23	4.32	4.24
Std Dev.	**0.82**	-	0.82	0.83	0.81	0.89	0.80	0.71	0.82	0.87	0.80	0.78	0.86	0.76	0.83	0.79	0.83	0.76	0.81
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.06	0.07	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**20**	7	5	2	7	12	8	14	7	3	-	7	4	4	15	3	15
	1%	*1%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Not very important (2)	**46**	10	19	8	8	29	16	27	18	6	8	17	9	1	35	6	36
	2%	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	**3%m**	**3%m**	**4%m**	*2%*	*	*2%*	*3%*	*2%*
Neither important nor unimportant (3)	**191**	44	57	43	46	101	89	113	76	23	36	52	43	23	154	23	157
	10%	*9%*	*9%*	*11%*	**14%b**	*9%*	*12%*	*9%*	**13%g**	*13%*	**15%lmn**	*11%*	*8%*	*7%*	*10%*	*13%*	*10%*
Important (4)	**804**	209	297	168	131	506	299	508	292	77	100	188	240	163	691	77	706
	43%	*43%*	*45%*	*43%*	*39%*	*44%*	*41%*	*40%*	**48%g**	*42%*	*42%*	*38%*	*45%*	**51%k**	*44%*	*42%*	*44%*
Very important (5)	**801**	215	281	164	141	497	305	583	209	75	92	226	228	124	670	75	684
	43%	*44%*	*42%*	*42%*	*42%*	*43%*	*42%*	**46%h**	*35%*	*40%*	*39%*	*46%*	*43%*	*39%*	*43%*	*41%*	*43%*
Don't know	**12**	1	5	3	4	5	7	10	1	*	1	*	5	3	9	*	9
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*	*	*	*1%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**66**	17	24	10	15	41	25	40	25	9	8	25	12	5	50	9	50
	4%	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	*4%*	*5%*	*3%*	*5%*	*2%*	*2%*	*3%*	*5%*	*3%*
NET Important / Very important	**1605**	424	578	332	272	1002	603	1090	501	152	192	414	468	287	1361	152	1391
	86%	**87%d**	**87%d**	*86%*	*81%*	*87%*	*83%*	*87%*	*83%*	*82%*	*81%*	*84%*	**89%j**	**90%lj**	*86%*	*82%*	*87%*
Mean	**4.25**	4.27	4.26	4.26	4.18	4.26	4.22	**4.30h**	4.13	4.16	4.17	4.24	4.30	4.28	4.26	4.16	4.26
Std Dev.	**0.82**	0.82	0.79	0.77	0.90	0.81	0.84	0.81	0.82	0.89	0.81	0.89	0.75	0.72	0.80	0.89	0.80
Std Error	**0.02**	0.04	0.03	0.04	0.05	0.02	0.03	0.03	0.03	0.06	0.05	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 184

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	20	20	*	*	19	2	-	-	-	2	3	4	1	2	5	3	-	-	2
	1%	1%	*	*	1%	1%	-	-	-	1%	2%	3%	1%	1%	2%	1%	-	-	1%
Not very important (2)	46	37	8	3	37	7	*	1	1	4	3	7	1	4	6	4	6	4	2
	2%	2%	3%	4%	2%	4%	1%	3%	2%	2%	2%	5%	1%	3%	2%	2%	4%	15%	2%
Neither important nor unimportant (3)	191	153	38	14	161	17	7	6	7	22	16	13	27	14	21	15	27	4	13
	10%	9%	15%a	16%	10%	10%	8%	11%	8%	10%	12%	8%	15%o	9%	8%	6%	18%o	13%	10%
Important (4)	804	699	105	25	680	69	34	22	32	116	58	68	62	68	109	116	51	9	60
	43%	43%c	42%	29%	43%	42%	40%	45%	41%	52%lp	43%	43%	35%	45%	44%	47%p	33%	31%	44%
Very important (5)	801	705	96	44	669	69	44	20	39	78	57	66	86	60	107	107	69	12	57
	43%	43%	39%	51%	42%	42%	51%	41%	49%l	35%	41%	42%	48%	39%	43%	44%	45%	40%	42%
Don't know	12	10	2	-	9	1	1	-	-	2	-	1	2	4	-	-	-	-	1
	1%	1%	1%	-	1%	1%	1%	-	-	1%	-	*	1%	3%	-	-	-	-	1%
NET Not at all important/ Not very important	66	57	8	3	56	9	*	1	1	6	6	11	3	6	10	6	6	4	4
	4%	4%	3%	4%	4%	5%f	1%	3%	2%	2%	4%	7%l	1%	4%	4%	3%	4%	15%	3%
NET Important / Very important	1605	1405	201	69	1349	137	78	42	71	194	115	134	148	128	216	223	120	20	117
	86%	86%	81%	80%	86%	84%	90%	86%	90%p	87%	84%	84%	83%	84%	87%	91%p	78%	71%	86%
Mean	4.25	4.26	4.17	4.28	4.24	4.20	4.42deg	4.24	4.37	4.20	4.19	4.17	4.30	4.22	4.25	4.31	4.19	3.96	4.25
Std Dev.	0.82	0.82	0.81	0.87	0.82	0.87	0.66	0.77	0.72	0.75	0.88	0.94	0.80	0.82	0.85	0.75	0.87	1.09	0.81
Std Error	0.02	0.02	0.04	0.06	0.03	0.05	0.04	0.06	0.07	0.07	0.09	0.09	0.07	0.08	0.07	0.07	0.09	0.14	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	20	4	12	4	1	-	16	1	6	8	2	2	2	14	4
	1%	*1%*	*2%*	*2%*	*	-	*1%*	*	*1%*	*1%*	*1%*	*2%*	*8%*	*1%*	*3%*
Not very important (2)	46	25	7	8	6	*	31	6	15	25	4	1	*	40	1
	2%	**3%b**	*1%*	**4%b**	**4%b**	*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*
Neither important nor unimportant (3)	191	74	73	24	16	3	147	19	68	81	29	7	5	149	11
	10%	*10%*	*10%*	*12%*	*9%*	*8%*	*10%*	*9%*	*9%*	*10%*	**16%hm**	*7%*	*15%*	*10%*	*9%*
Important (4)	804	269	340	83	94	14	608	108	285	368	87	53	11	653	64
	43%	*36%*	**48%af**	*41%*	**53%af**	*40%*	**42%a**	**51%af**	*37%*	**47%h**	**47%h**	**53%h**	*36%*	*42%*	**49%h**
Very important (5)	801	380	268	77	57	18	648	75	399	296	57	35	11	695	46
	43%	**50%bcdfg**	*38%*	*38%*	*32%*	*49%*	**45%bdg**	*35%*	**52%ijkmn**	*38%*	*31%*	*35%*	*39%*	**45%ij**	*36%*
Don't know	12	4	1	4	2	1	4	3	1	4	4	2	*	5	2
	1%	*	*	**2%bf**	*1%*	*3%*	*	**1%b**	*	*1%*	**2%hm**	**2%h**	*1%*	*	**2%h**
NET Not at all important/ Not very important	66	29	19	12	7	*	47	7	21	33	6	3	2	54	5
	4%	*4%*	*3%*	*6%*	*4%*	*	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*8%*	*3%*	*4%*
NET Important / Very important	1605	649	608	159	150	32	1257	183	684	664	144	88	22	1348	110
	86%	*86%*	*87%*	*80%*	*86%*	*89%*	*86%*	*86%*	**88%j**	*85%*	*78%*	*88%*	*75%*	**87%j**	*85%*
Mean	4.25	**4.33bcd**	4.21	4.13	4.15	4.42	4.27	4.19	**4.37ijmn**	4.18	4.07	4.21	3.99	**4.27ij**	4.16
Std Dev.	0.82	0.82	0.80	0.92	0.76	0.67	0.81	0.75	0.79	0.82	0.83	0.77	1.15	0.81	0.87
Std Error	0.02	0.03	0.03	0.07	0.06	0.10	0.02	0.05	0.03	0.03	0.06	0.08	0.22	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**20**	2	18	-	4	13	4	18	2	-	-	20	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*3%*	*1%*	*8%*	-	-	*1%*	-
Not very important (2)	**46**	3	43	-	16	29	1	46	-	-	-	46	-
	2%	*3%*	*2%*	-	*3%*	*2%*	*1%*	*2%*	-	-	-	*2%*	-
Neither important nor unimportant (3)	**191**	12	177	2	53	131	8	187	1	2	-	191	-
	10%	*12%*	*10%*	*8%*	*9%*	*11%*	*7%*	*10%*	*4%*	*14%*	-	*10%*	-
Important (4)	**804**	35	763	6	226	522	56	784	13	7	-	804	*
	43%	*35%*	*44%*	*32%*	*39%*	*44%*	**52%d**	*43%*	*45%*	*46%*	-	*43%*	*100%*
Very important (5)	**801**	49	742	10	283	478	41	782	13	6	-	801	-
	43%	*48%*	*42%*	*54%*	**49%e**	*40%*	*37%*	*43%*	*43%*	*41%*	-	*43%*	-
Don't know	**12**	-	11	1	2	10	-	12	-	-	-	12	-
	1%	-	*1%*	*5%*	*	*1%*	-	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important	**66**	5	61	-	20	42	5	64	2	-	-	66	-
	4%	*5%*	*3%*	-	*3%*	*4%*	*4%*	*3%*	*8%*	-	-	*4%*	-
NET Important / Very important	**1605**	83	1505	17	509	1000	97	1566	26	13	-	1605	*
	86%	*83%*	*86%*	*87%*	*87%*	*85%*	*89%*	*86%*	*88%*	*86%*	-	*86%*	*100%*
Mean	**4.25**	4.25	4.24	4.49	**4.32e**	4.21	4.19	4.25	4.15	4.27	-	4.25	4.00
Std Dev.	**0.82**	0.91	0.81	0.67	0.80	0.82	0.86	0.81	1.11	0.71	-	0.82	-
Std Error	**0.02**	0.08	0.02	0.13	0.03	0.02	0.08	0.02	0.23	0.20	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month												
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base		**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base		**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important	(1)	**20**	4	11	*	5	2	-	2	-	3	8	-	-	*	2	-	3
		1%	*1%*	**2%c**	*	*1%*	*1%*	-	*1%*	-	*2%*	**4%fhkm**	-	-	*	*1%*	-	*2%*
Not very important	(2)	**46**	8	12	13	12	5	2	2	4	1	6	7	4	3	3	*	9
		2%	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*1%*	*3%*	*1%*	*3%*	*5%*	*3%*	*2%*	*2%*	*	**6%gio**
Neither important nor unimportant	(3)	**191**	58	52	46	35	13	20	25	17	15	20	23	10	13	11	12	13
		10%	*11%*	*11%*	*11%*	*8%*	*7%*	*12%*	*14%*	*11%*	*10%*	*11%*	*16%*	*8%*	*9%*	*7%*	*9%*	*9%*
Important	(4)	**804**	229	218	174	183	85	79	64	64	72	82	49	62	63	56	58	69
		43%	*43%*	*44%*	*41%*	*43%*	*46%*	*46%*	*38%*	*43%*	*45%*	*43%*	*33%*	*49%*	*43%*	*37%*	*47%*	*46%*
Very important	(5)	**801**	230	195	186	191	79	73	78	63	66	66	67	52	66	81	55	54
		43%	*44%*	*39%*	*44%*	*45%*	*43%*	*42%*	*46%*	*42%*	*42%*	*35%*	*45%*	*41%*	*45%*	**53%jp**	*44%*	*36%*
Don't know		**12**	-	9	3	-	-	-	-	-	2	7	2	-	1	-	-	-
		1%	-	**2%ad**	*1%*	-	-	-	-	-	*1%*	**4%efg**	*1%*	-	*	-	-	-
NET Not at all important/ Not very important		**66**	12	23	13	18	6	2	4	4	4	15	7	4	3	5	*	13
		4%	*2%*	*5%*	*3%*	*4%*	*3%*	*1%*	*2%*	*3%*	*2%*	**8%fo**	*5%*	*3%*	*2%*	*3%*	*	**9%fo**
NET Important / Very important		**1605**	458	413	360	374	164	152	142	127	138	148	117	114	129	137	113	123
		86%	*87%*	*83%*	*85%*	*88%*	**90%jk**	*87%*	*83%*	*86%*	*87%*	*78%*	*78%*	**90%j**	*89%*	**90%jk**	**91%jk**	*83%*
Mean		**4.25**	4.27	4.17	4.27	4.27	**4.28j**	**4.28j**	4.26	4.25	4.26	4.04	4.21	4.28	**4.33j**	**4.39jp**	**4.35j**	4.08
Std Dev.		**0.82**	0.77	0.88	0.78	0.83	0.78	0.71	0.83	0.77	0.80	1.01	0.88	0.73	0.72	0.80	0.65	0.95
Std Error		**0.02**	0.03	0.04	0.04	0.04	0.06	0.06	0.06	0.06	0.07	0.08	0.07	0.06	0.06	0.06	0.06	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	**55**	-	55	39	15	4	5	5	14	11	10	5	9	19	26	15	51	3	45
	3%	-	*3%*	**4%d**	*2%*	*1%*	*2%*	*1%*	**5%eg**	*4%*	*5%*	*4%*	*1%*	*3%*	**4%l**	**4%l**	*3%*	*1%*	*2%*
Not very important (2)	**126**	-	126	58	68	17	14	17	18	24	16	19	31	36	60	35	117	5	121
	7%	-	*7%*	*6%*	*7%*	*5%*	*5%*	*5%*	*7%*	*8%*	*8%*	**14%efg**	*5%*	*6%*	**9%l**	**11%lm**	**8%q**	*2%*	*7%*
Neither important nor unimportant (3)	**311**	-	311	153	157	49	26	47	43	63	44	38	76	90	144	82	270	34	326
	17%	-	*17%*	*16%*	*17%*	*15%*	*9%*	*13%*	*16%*	**20%f**	**22%f**	**28%efgh**	*12%*	*15%*	**22%lm**	**24%lm**	*17%*	*11%*	*18%*
Important (4)	**818**	-	818	396	422	140	140	163	104	136	86	49	280	267	270	134	668	143	800
	44%	-	*44%*	*43%*	*45%*	*43%*	**50%k**	*46%*	*39%*	*44%*	*42%*	*36%*	*46%*	*43%*	*42%*	*40%*	*43%*	*49%*	*43%*
Very important (5)	**556**	-	556	282	273	111	94	121	84	75	46	23	206	206	145	69	440	109	540
	30%	-	*30%*	*30%*	*29%*	**34%ijk**	**34%k**	**34%ijk**	**32%k**	*24%*	*23%*	*17%*	**34%no**	**33%no**	*22%*	*21%*	*28%*	**37%p**	*29%*
Don't know	**8**	-	8	2	7	6	1	1	-	*	1	-	7	1	1	1	8	-	11
	*	-	*	*	*1%*	*2%*	*	*	-	*	*	-	*1%*	*	*	*	*1%*	-	*1%*
NET Not at all important/ Not very important	**180**	-	180	97	83	21	19	22	32	36	26	24	40	55	86	50	168	8	166
	10%	-	*10%*	*10%*	*9%*	*6%*	*7%*	*6%*	*12%*	*12%*	*13%*	**18%efg**	*7%*	*9%*	**13%l**	**15%lm**	**11%q**	*3%*	*9%*
NET Important / Very important	**1374**	-	1374	678	694	251	234	284	189	211	132	72	486	473	415	204	1108	252	1340
	73%	-	*73%*	*73%*	*74%*	**77%jk**	**84%hijk**	**80%ijk**	**71%k**	**68%k**	*65%*	*54%*	**80%no**	**76%no**	*64%*	*61%*	*71%*	**86%p**	*73%*
Mean	**3.91**	-	3.91	3.89	3.93	**4.05ijk**	**4.09hijk**	**4.07hijk**	**3.86k**	**3.77k**	3.71	3.49	**4.07no**	**3.98no**	3.69	3.62	3.86	**4.19p**	3.91
Std Dev.	**1.00**	-	1.00	1.04	0.95	0.91	0.88	0.90	1.11	1.02	1.06	1.06	0.90	1.00	1.04	1.06	1.02	0.79	0.97
Std Error	**0.02**	-	0.02	0.04	0.03	0.05	0.05	0.05	0.07	0.06	0.08	0.09	0.04	0.04	0.04	0.06	0.03	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 185

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1843	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	1874	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	1143	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	55	19	16	7	13	35	19	31	23	11	8	10	15	8	41	11	41
	3%	4%	2%	2%	4%	3%	3%	2%	4%	6%kn	3%	2%	3%	2%	3%	6%p	3%
Not very important (2)	126	26	56	22	22	82	44	67	58	19	26	31	34	12	103	19	104
	7%	5%	8%	6%	6%	7%	6%	5%	10%g	10%m	11%m	6%	6%	4%	7%	10%	6%
Neither important nor unimportant (3)	311	85	108	60	58	192	118	178	129	34	36	89	77	46	247	34	256
	17%	17%	16%	15%	17%	17%	16%	14%	21%g	18%	15%	18%	15%	14%	16%	18%	16%
Important (4)	818	215	289	173	140	505	314	568	246	70	104	211	244	146	706	70	721
	44%	44%	44%	45%	42%	44%	43%	45%	41%	38%	44%	43%	46%	46%	45%	38%	45%
Very important (5)	556	138	192	123	102	330	226	404	144	50	63	148	157	105	473	50	479
	30%	28%	29%	32%	30%	29%	31%	32%h	24%	27%	26%	30%	30%	33%	30%	27%	30%
Don't know	8	2	3	2	1	6	2	6	2	*	1	2	1	1	5	*	5
	*	*	1%	*	*	1%	*	*	*	*	*	*	*	*	*	*	*
NET Not at all important/ Not very important	180	45	72	29	34	117	64	99	81	30	34	41	49	20	144	30	146
	10%	9%	11%	8%	10%	10%	9%	8%	13%g	16%klmn	14%m	8%	9%	6%	9%	16%p	9%
NET Important / Very important	1374	354	481	297	243	835	539	972	390	120	167	359	401	251	1178	121	1200
	73%	73%	72%	77%	72%	73%	75%	77%h	65%	65%	70%	73%	76%l	79%l	75%l	65%	75%o
Mean	3.91	3.89	3.89	3.99	3.89	3.89	3.95	4.00h	3.72	3.71	3.79	3.93l	3.94l	4.03lj	3.93l	3.71	3.93o
Std Dev.	1.00	1.01	1.00	0.93	1.03	1.00	0.98	0.95	1.05	1.15	1.06	0.96	0.98	0.93	0.98	1.15	0.97
Std Error	0.02	0.05	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.08	0.07	0.04	0.04	0.05	0.03	0.08	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**1843**	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base		**1874**	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base		**1143**	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important	(1)	**55**	40	15	4	47	7	1	1	-	4	6	3	4	4	11	10	5	2	5
		3%	*2%*	**6%a**	*4%*	*3%*	*4%*	*1%*	*2%*	-	*2%*	*4%*	*2%*	*2%*	*3%*	*4%*	*4%*	*4%*	*7%*	*3%*
Not very important	(2)	**126**	106	20	9	109	9	5	2	3	17	9	12	10	12	9	20	17	3	7
		7%	*7%*	*8%*	*11%*	*7%*	*6%*	*6%*	*3%*	*4%*	*8%*	*7%*	*7%*	*5%*	*8%*	*4%*	*8%*	**11%n**	*9%*	*5%*
Neither important nor unimportant	(3)	**311**	264	47	16	256	31	15	8	10	35	15	29	31	23	38	49	27	7	23
		17%	*16%*	*19%*	*19%*	*16%*	*19%*	*18%*	*17%*	*13%*	*15%*	*11%*	*18%*	*17%*	*15%*	*15%*	*20%*	*17%*	*26%*	*17%*
Important	(4)	**818**	711	107	31	687	73	35	22	31	81	69	74	69	67	117	104	75	12	62
		44%	*44%*	*43%*	*36%*	*44%*	*45%*	*41%*	*46%*	*39%*	*36%*	**51%l**	*46%*	*39%*	*44%*	*48%*	*43%*	*49%*	*40%*	*45%*
Very important	(5)	**556**	498	58	24	469	44	28	15	34	84	38	42	65	44	72	62	29	5	39
		30%	*31%*	*23%*	*28%*	*30%*	*27%*	*32%*	*31%*	**43%jknopr**	**37%op**	*28%*	*26%*	**36%p**	*29%*	*29%*	*25%*	*19%*	*18%*	*29%*
Don't know		**8**	7	2	1	6	*	1	*	1	4	-	1	-	1	-	-	-	-	*
		*	*	*1%*	*1%*	*	*	*2%*	*1%*	*1%*	*2%*	-	*1%*	-	*1%*	-	-	-	-	*
NET Not at all important/ Not very important		**180**	146	34	13	156	16	6	2	3	21	15	14	14	17	20	30	22	5	11
		10%	*9%*	**14%a**	*15%*	*10%*	*10%*	*7%*	*5%*	*4%*	*10%*	*11%*	*9%*	*8%*	*11%*	*8%*	*12%*	**15%h**	*16%*	*8%*
NET Important / Very important		**1374**	1208	166	55	1156	118	63	37	65	164	107	115	135	111	189	166	104	17	101
		73%	**74%b**	*67%*	*65%*	*73%*	*72%*	*74%*	*77%*	**82%op**	*73%*	*78%*	*72%*	*75%*	*73%*	*77%*	*68%*	*68%*	*59%*	*74%*
Mean		**3.91**	**3.94b**	3.71	3.74	3.91	3.85	4.00	4.02	**4.22jkmnopr**	**4.01p**	3.91	3.88	**4.01p**	3.89	3.93	3.77	3.69	3.54	3.91
Std Dev.		**1.00**	0.98	1.09	1.13	1.00	1.02	0.92	0.89	0.84	1.01	1.01	0.94	0.98	1.01	0.99	1.04	1.01	1.12	0.99
Std Error		**0.02**	0.03	0.05	0.08	0.03	0.06	0.06	0.06	0.08	0.09	0.10	0.09	0.09	0.10	0.09	0.09	0.10	0.15	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1843**	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	**1874**	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	**1143**	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important (1)	**55**	24	12	8	10	1	36	11	22	16	5	7	5	38	12
	3%	*3%*	*2%*	*4%*	**6%b**	*2%*	*2%*	**5%b**	*3%*	*2%*	*3%*	**7%lm**	*18%*	*2%*	**9%hijm**
Not very important (2)	**126**	63	35	21	5	2	98	7	63	46	11	5	1	110	6
	7%	**8%bdg**	*5%*	**10%bdg**	*3%*	*6%*	*7%*	*3%*	*8%*	*6%*	*6%*	*5%*	*2%*	*7%*	*4%*
Neither important nor unimportant (3)	**311**	108	113	41	37	8	221	45	96	144	50	13	7	240	19
	17%	*14%*	*16%*	*21%*	*21%*	*23%*	*15%*	*21%*	*12%*	**18%h**	**27%hikmn**	*13%*	*22%*	*15%*	*15%*
Important (4)	**818**	317	343	64	81	12	660	93	331	366	70	41	9	698	49
	44%	**42%c**	**49%ac**	*32%*	**46%c**	*33%*	**45%c**	*44%*	*43%*	*47%*	*38%*	*41%*	*29%*	*45%*	*38%*
Very important (5)	**556**	242	194	63	43	13	437	56	261	205	45	34	9	466	42
	30%	*32%*	*28%*	*31%*	*24%*	*37%*	*30%*	*26%*	**34%l**	*26%*	*25%*	*34%*	*29%*	*30%*	*33%*
Don't know	**8**	1	3	4	*	-	4	*	1	4	3	-	-	5	-
	*	*	*	**2%af**	*	-	*	*	*	*1%*	**2%hm**	-	-	*	-
NET Not at all important/ Not very important	**180**	87	47	28	15	3	134	18	85	62	15	12	6	147	18
	10%	**12%b**	*7%*	**14%b**	*9%*	*8%*	*9%*	*8%*	*11%*	*8%*	*8%*	*12%*	*20%*	*9%*	*14%*
NET Important / Very important	**1374**	559	537	126	124	25	1096	149	592	572	116	74	17	1163	92
	73%	**74%c**	**77%c**	*63%*	*70%*	*69%*	**75%c**	*70%*	**76%j**	**73%j**	*63%*	*75%*	*58%*	**75%j**	*71%*
Mean	**3.91**	3.92	3.96	3.78	3.80	3.96	3.94	3.83	3.96	3.90	3.78	3.90	3.48	3.93	3.81
Std Dev.	**1.00**	1.04	0.89	1.12	1.03	1.01	0.97	1.02	1.02	0.93	0.98	1.14	1.42	0.98	1.22
Std Error	**0.02**	0.04	0.03	0.08	0.08	0.15	0.03	0.07	0.04	0.03	0.07	0.12	0.26	0.02	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base		**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base		**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important	(1)	**55**	3	51	-	17	38	-	55	-	-	-	55	-
		3%	*3%*	*3%*	-	*3%*	*3%*	-	*3%*	-	-	-	*3%*	-
Not very important	(2)	**126**	5	121	-	46	75	5	124	2	-	-	126	-
		7%	*5%*	*7%*	-	*8%*	*6%*	*5%*	*7%*	*6%*	-	-	*7%*	-
Neither important nor unimportant	(3)	**311**	12	298	*	88	210	12	304	4	3	-	311	-
		17%	*12%*	*17%*	*	*15%*	*18%*	*11%*	*17%*	*14%*	*17%*	-	*17%*	-
Important	(4)	**818**	44	765	9	233	527	59	803	10	5	-	818	*
		44%	*44%*	*44%*	*49%*	*40%*	*45%*	***54%d***	*44%*	*35%*	*34%*	-	*44%*	*100%*
Very important	(5)	**556**	35	513	7	196	328	32	538	13	6	-	556	-
		30%	*35%*	*29%*	*38%*	***34%e***	*28%*	*29%*	*29%*	*42%*	*38%*	-	*30%*	-
Don't know		**8**	*	6	2	3	4	1	6	1	2	-	8	-
		*	*	*	*13%*	*1%*	*	*1%*	*	*3%*	*11%*	-	*	-
NET Not at all important/ Not very important		**180**	8	172	-	62	113	5	179	2	-	-	180	-
		10%	*8%*	*10%*	-	*11%*	*10%*	*5%*	*10%*	*6%*	-	-	*10%*	-
NET Important / Very important		**1374**	80	1278	17	429	855	91	1341	23	11	-	1374	*
		73%	*79%*	*73%*	*87%*	*74%*	*72%*	*83%*	*73%*	*77%*	*72%*	-	*73%*	*100%*
Mean		**3.91**	4.03	3.90	4.43	3.94	3.88	4.09	3.90	4.17	4.24	-	3.91	4.00
Std Dev.		**1.00**	0.99	1.00	0.52	1.03	0.99	0.77	1.00	0.91	0.78	-	1.00	-
Std Error		**0.02**	0.09	0.02	0.11	0.04	0.03	0.07	0.02	0.19	0.23	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important (1)	**55**	19	11	12	14	3	10	6	-	5	5	*	4	7	2	6	6
	3%	*4%*	*2%*	*3%*	*3%*	*1%*	**6%hk**	*4%*	-	*3%*	*3%*	*	*4%*	**5%h**	*1%*	**5%h**	*4%*
Not very important (2)	**126**	33	35	21	37	14	7	12	7	14	14	13	5	3	17	12	8
	7%	*6%*	*7%*	*5%*	*9%*	*8%*	*4%*	*7%*	*5%*	**9%m**	*7%*	*9%*	*4%*	*2%*	**11%m**	**9%m**	*5%*
Neither important nor unimportant (3)	**311**	90	82	83	56	30	28	32	30	12	39	29	21	33	19	12	25
	17%	*17%*	*16%*	*20%*	*13%*	*16%*	*16%*	**19%l**	**21%l**	*8%*	**21%i**	**20%l**	*16%*	**23%io**	*13%*	*10%*	*17%*
Important (4)	**818**	229	222	170	198	85	75	69	69	82	71	52	55	63	70	53	75
	44%	*43%*	*45%*	*40%*	*46%*	*46%*	*43%*	*40%*	*46%*	**52%jk**	*37%*	*35%*	*43%*	*43%*	*46%*	*43%*	**51%k**
Very important (5)	**556**	157	144	134	120	51	55	52	40	45	59	53	42	40	44	41	35
	30%	*30%*	*29%*	*32%*	*28%*	*28%*	*31%*	*30%*	*27%*	*28%*	*31%*	*35%*	*33%*	*27%*	*29%*	*33%*	*23%*
Don't know	**8**	1	3	3	1	1	-	-	2	1	1	3	-	1	1	*	-
	*******	*	*1%*	*1%*	*	*	-	-	*1%*	*	*1%*	*2%*	-	*1%*	*	*	-
NET Not at all important/ Not very important	**180**	51	46	32	51	17	17	18	7	19	19	13	9	10	19	18	14
	10%	*10%*	*9%*	*8%*	*12%*	*9%*	*10%*	*11%*	*5%*	*12%*	*10%*	*9%*	*7%*	*7%*	*13%*	**14%h**	*9%*
NET Important / Very important	**1374**	386	366	304	318	136	129	120	108	128	130	104	97	102	114	95	110
	73%	*73%*	*74%*	*72%*	*75%*	*74%*	*74%*	*71%*	*73%*	*80%*	*69%*	*70%*	*76%*	*70%*	*74%*	*76%*	*74%*
Mean	**3.91**	3.90	3.92	3.94	3.88	3.92	3.91	3.87	3.96	3.93	3.88	3.98	3.98	3.87	3.89	3.90	3.84
Std Dev.	**1.00**	1.01	0.96	0.98	1.02	0.94	1.07	1.04	0.83	1.00	1.03	0.97	0.98	1.00	0.99	1.11	0.98
Std Error	**0.02**	0.04	0.04	0.05	0.05	0.07	0.08	0.08	0.07	0.08	0.08	0.08	0.09	0.08	0.08	0.10	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Not at all important (1)	**17**	-	17	12	5	4	2	3	1	*	6	2	5	4	8	8	17	1	14
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	**3%l**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*
Not very important (2)	**32**	-	32	16	16	5	1	10	8	5	3	*	6	18	8	3	30	3	35
	2%	-	*2%*	*2%*	*2%*	*2%*	*	*3%*	*3%*	*2%*	*1%*	*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*2%*
Neither important nor unimportant (3)	**165**	-	165	90	74	23	22	40	18	34	17	10	46	58	61	27	138	20	159
	9%	-	*9%*	*10%*	*8%*	*7%*	*8%*	*11%*	*7%*	*11%*	*9%*	*7%*	*8%*	*9%*	*9%*	*8%*	*9%*	*7%*	*9%*
Important (4)	**714**	-	714	359	355	131	105	124	100	111	83	58	235	224	253	141	601	106	698
	38%	-	*38%*	*39%*	*38%*	*40%*	*37%*	*35%*	*38%*	*36%*	*41%*	*43%*	*39%*	*36%*	*39%*	*42%*	*39%*	*36%*	*38%*
Very important (5)	**923**	-	923	441	479	159	151	172	134	153	92	61	310	306	307	154	747	164	913
	49%	-	*49%*	*47%*	*51%*	*49%*	*54%*	*49%*	*51%*	*50%*	*46%*	*46%*	*51%*	*49%*	*47%*	*46%*	*48%*	*56%*	*50%*
Don't know	**23**	-	23	11	12	5	-	5	4	6	*	3	5	8	10	3	22	1	24
	1%	-	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET Not at all important/ Not very important	**50**	-	50	28	21	9	3	12	10	5	9	2	12	22	16	11	46	3	49
	3%	-	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	*4%*	*2%*	*4%*	*2%*	*2%*	*4%*	*3%*	*3%*	*3%*	*1%*	*3%*
NET Important / Very important	**1636**	-	1636	800	834	290	255	296	234	264	175	120	545	530	559	295	1348	270	1611
	87%	-	*87%*	*86%*	*89%*	*89%*	**91%q**	*84%*	*88%*	*85%*	*87%*	*89%*	*90%*	*86%*	*87%*	*88%*	*87%*	*92%*	*87%*
Mean	**4.35**	-	4.35	4.31	4.38	4.36	4.43	4.30	4.37	4.36	4.26	4.34	4.39	4.33	4.32	4.29	4.33	**4.47p**	4.35
Std Dev.	**0.79**	-	0.79	0.82	0.75	0.78	0.71	0.84	0.79	0.75	0.89	0.76	0.75	0.82	0.80	0.84	0.80	0.68	0.78
Std Error	**0.02**	-	0.02	0.03	0.02	0.04	0.04	0.05	0.05	0.04	0.06	0.07	0.03	0.03	0.03	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 186

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Not at all important (1)	**17**	2	5	4	6	7	10	11	6	5	1	5	3	3	13	5	13
	1%	*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Not very important (2)	**32**	11	8	3	10	20	13	24	9	7	4	4	11	6	25	7	25
	2%	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	**4%k**	*2%*	*1%*	*2%*	*2%*	*2%*	*4%*	*2%*
Neither important nor unimportant (3)	**165**	37	59	39	31	96	69	118	45	20	16	49	43	28	135	20	136
	9%	*8%*	*9%*	*10%*	*9%*	*8%*	*10%*	*9%*	*8%*	*11%*	*7%*	*10%*	*8%*	*9%*	*9%*	*11%*	*8%*
Important (4)	**714**	203	249	153	108	452	261	456	252	59	110	173	209	123	615	59	633
	38%	**42%d**	*38%*	*40%*	*32%*	*39%*	*36%*	*36%*	*42%*	*32%*	**46%ik**	*35%*	*40%*	*39%*	*39%*	*32%*	*39%*
Very important (5)	**923**	223	336	185	178	559	363	632	280	91	102	258	252	156	769	91	782
	49%	*46%*	*51%*	*48%*	*53%*	*49%*	*50%*	*50%*	*47%*	*50%*	*43%*	*53%*	*48%*	*49%*	*49%*	*50%*	*49%*
Don't know	**23**	9	7	3	4	16	7	13	10	3	4	2	10	1	18	3	18
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*	*2%*	*	*1%*	*2%*	*1%*
NET Not at all important/ Not very important	**50**	13	14	7	15	27	23	34	15	12	5	10	14	9	38	12	38
	3%	*3%*	*2%*	*2%*	*5%*	*2%*	*3%*	*3%*	*2%*	**6%kn**	*2%*	*2%*	*3%*	*3%*	*2%*	**6%p**	*2%*
NET Important / Very important	**1636**	426	585	338	286	1011	625	1088	533	150	213	431	461	279	1384	150	1415
	87%	*88%*	*88%*	*87%*	*85%*	*88%*	*86%*	*87%*	*88%*	*81%*	*89%*	*88%*	*87%*	*88%*	**88%l**	*81%*	**88%o**
Mean	**4.35**	4.33	4.37	4.33	4.33	4.36	4.33	4.35	4.34	4.24	4.32	4.38	4.34	4.34	4.35	4.24	4.35
Std Dev.	**0.79**	0.75	0.77	0.78	0.89	0.76	0.83	0.80	0.77	0.97	0.72	0.79	0.77	0.80	0.77	0.97	0.77
Std Error	**0.02**	0.03	0.03	0.04	0.05	0.02	0.03	0.03	0.03	0.07	0.05	0.04	0.03	0.05	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 186

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1843**	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	**1874**	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	**1143**	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Not at all important (1)	**17**	15	2	*	16	1	1	-	1	5	2	-	1	-	6	*	-	1	-
	1%	*1%*	*1%*	*	*1%*	*	*1%*	-	*2%*	*2%*	*2%*	-	*1%*	-	*2%*	*	-	*2%*	-
Not very important (2)	**32**	28	4	3	24	6	1	1	1	3	2	1	3	2	4	-	8	1	5
	2%	*2%*	*2%*	*3%*	*2%*	**4%d**	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	-	**5%o**	*2%*	**4%o**
Neither important nor unimportant (3)	**165**	138	27	5	142	15	6	2	8	13	11	14	20	18	15	24	19	2	13
	9%	*8%*	*11%*	*6%*	*9%*	*9%*	*7%*	*4%*	*10%*	*6%*	*8%*	*9%*	*11%*	*12%*	*6%*	*10%*	*12%*	*8%*	*9%*
Important (4)	**714**	621	92	31	602	62	31	18	31	70	53	74	51	61	96	106	60	11	51
	38%	*38%*	*37%*	*36%*	*38%*	*38%*	*36%*	*37%*	*40%*	*31%*	*39%*	**47%il**	*28%*	*40%*	*39%*	**43%l**	*39%*	*37%*	*38%*
Very important (5)	**923**	801	122	47	774	76	45	27	38	123	69	70	101	68	126	115	64	13	63
	49%	*49%*	*49%*	*55%*	*49%*	*46%*	*52%*	*56%*	*47%*	*55%*	*51%*	*44%*	*56%*	*45%*	*51%*	*47%*	*42%*	*45%*	*47%*
Don't know	**23**	22	1	*	17	5	2	*	-	8	-	-	3	3	-	-	2	2	3
	1%	*1%*	*	*	*1%*	*3%*	*2%*	*	-	**4%no**	-	-	*2%*	*2%*	-	-	*1%*	*6%*	**2%no**
NET Not at all important/ Not very important	**50**	43	6	3	41	7	1	1	2	9	4	1	5	2	10	*	8	1	5
	3%	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	*2%*	**3%o**	**4%o**	*3%*	*1%*	*3%*	*1%*	**4%o**	*	**5%o**	*4%*	**4%o**
NET Important / Very important	**1636**	1422	214	78	1376	138	76	45	69	194	122	144	152	129	222	220	125	24	115
	87%	*88%*	*86%*	*90%*	*87%*	*84%*	*89%*	**94%e**	*87%*	*86%*	*89%*	*91%*	*85%*	*85%*	*90%*	*90%*	*81%*	*82%*	*85%*
Mean	**4.35**	4.35	4.32	4.42	4.34	4.30	4.42	**4.48e**	4.30	4.41	4.35	4.34	4.40	4.31	4.35	4.37	4.19	4.28	4.30
Std Dev.	**0.79**	0.79	0.81	0.76	0.79	0.82	0.73	0.68	0.82	0.87	0.81	0.67	0.82	0.73	0.86	0.66	0.86	0.90	0.81
Std Error	**0.02**	0.02	0.04	0.05	0.02	0.05	0.05	0.05	0.08	0.08	0.08	0.06	0.07	0.07	0.08	0.06	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**1843**	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base		**1874**	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base		**1143**	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Not at all important	(1)	**17**	7	3	2	3	2	10	5	5	8	1	2	-	13	2
		1%	*1%*	*	*1%*	*2%*	*6%*	*1%*	**2%b**	*1%*	*1%*	*1%*	*2%*	-	*1%*	*2%*
Not very important	(2)	**32**	13	14	1	5	-	27	5	13	13	2	4	-	27	4
		2%	*2%*	*2%*	*	*3%*	-	*2%*	*2%*	*2%*	*2%*	*1%*	*4%*	-	*2%*	*3%*
Neither important nor unimportant	(3)	**165**	56	57	31	18	3	113	20	53	63	33	10	5	116	15
		9%	*7%*	*8%*	**16%abf**	*10%*	*7%*	*8%*	*10%*	*7%*	*8%*	**18%him**	*10%*	*16%*	*7%*	*12%*
Important	(4)	**714**	261	296	70	72	13	558	84	251	348	73	32	10	598	42
		38%	*35%*	**42%a**	*35%*	*41%*	*35%*	*38%*	*40%*	*32%*	**44%hm**	*40%*	*32%*	*35%*	**38%h**	*33%*
Very important	(5)	**923**	408	327	92	73	18	735	91	442	345	71	48	14	786	62
		49%	**54%bdg**	*47%*	*46%*	*41%*	*50%*	*50%*	*43%*	**57%ijm**	*44%*	*39%*	*48%*	*47%*	**51%ij**	*48%*
Don't know		**23**	9	3	3	6	1	13	7	10	5	3	2	1	16	3
		1%	*1%*	*	*2%*	**4%bf**	*2%*	*1%*	**3%bf**	*1%*	*1%*	*2%*	*2%*	*3%*	*1%*	*3%*
NET Not at all important/ Not very important		**50**	21	17	2	8	2	38	10	19	22	3	6	-	40	6
		3%	*3%*	*2%*	*1%*	*4%*	*6%*	*3%*	*5%*	*2%*	*3%*	*2%*	*6%*	-	*3%*	*5%*
NET Important / Very important		**1636**	669	623	163	144	31	1292	175	692	692	144	80	24	1385	104
		87%	**89%c**	**89%c**	*81%*	*82%*	*85%*	**89%cdg**	*82%*	**89%jkn**	**89%j**	*78%*	*81%*	*82%*	**89%jn**	*81%*
Mean		**4.35**	**4.41dg**	4.33	4.28	4.22	4.26	**4.37g**	4.22	**4.45ijkn**	4.30	4.17	4.24	4.32	**4.37j**	4.25
Std Dev.		**0.79**	0.78	0.75	0.80	0.87	1.05	0.77	0.90	0.76	0.78	0.82	0.97	0.75	0.77	0.92
Std Error		**0.02**	0.03	0.03	0.06	0.07	0.16	0.02	0.06	0.03	0.03	0.06	0.10	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Not at all important (1)	**17**	-	17	-	6	11	*	14	3	-	-	17	-
	1%	-	*1%*	-	*1%*	*1%*	*	*1%*	*10%*	-	-	*1%*	-
Not very important (2)	**32**	3	30	-	8	23	1	32	*	-	-	32	-
	2%	*3%*	*2%*	-	*1%*	*2%*	*1%*	*2%*	*1%*	-	-	*2%*	-
Neither important nor unimportant (3)	**165**	11	153	1	32	121	12	156	3	5	-	165	-
	9%	*11%*	*9%*	*4%*	*5%*	**10%d**	*11%*	*9%*	*11%*	*32%*	-	*9%*	-
Important (4)	**714**	29	673	11	201	467	46	699	10	5	-	714	*
	38%	*29%*	*38%*	*59%*	*34%*	*40%*	*42%*	*38%*	*33%*	*31%*	-	*38%*	*100%*
Very important (5)	**923**	56	859	7	328	545	49	904	13	6	-	923	-
	49%	*56%*	*49%*	*37%*	**56%e**	*46%*	*45%*	*49%*	*44%*	*37%*	-	*49%*	-
Don't know	**23**	1	22	-	8	14	1	23	-	-	-	23	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
NET Not at all important/ Not very important	**50**	3	47	-	14	34	2	46	3	-	-	50	-
	3%	*3%*	*3%*	-	*2%*	*3%*	*2%*	*3%*	*11%*	-	-	*3%*	-
NET Important / Very important	**1636**	86	1532	18	529	1012	95	1603	23	10	-	1636	*
	87%	*85%*	*87%*	*96%*	**91%e**	*86%*	*87%*	*88%*	*77%*	*68%*	-	*87%*	*100%*
Mean	**4.35**	4.40	4.34	4.32	**4.46e**	4.30	4.31	4.35	4.00	4.05	-	4.35	4.00
Std Dev.	**0.79**	0.79	0.79	0.57	0.75	0.80	0.74	0.78	1.25	0.86	-	0.79	-
Std Error	**0.02**	0.07	0.02	0.11	0.03	0.02	0.07	0.02	0.26	0.24	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.
Proof and details of delivery receipt sent to me if someone else receives it

Base : Have had to decide on a postal/delivery option in the last month

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base		**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base		**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Not at all important	(1)	**17**	7	3	6	2	-	6	1	1	-	2	1	1	3	-	*	2
		1%	*1%*	*1%*	*1%*	*	-	**3%e**	*1%*	*1%*	-	*1%*	*1%*	*1%*	*2%*	-	*	*1%*
Not very important	(2)	**32**	5	5	9	14	4	-	1	1	2	1	7	1	*	10	2	2
		2%	*1%*	*1%*	*2%*	**3%ab**	*2%*	-	*	*1%*	*1%*	*1%*	**5%f**	*1%*	*	**7%fghijm**	*2%*	*1%*
Neither important nor unimportant	(3)	**165**	49	45	37	33	11	19	19	15	13	17	19	11	7	10	9	14
		9%	*9%*	*9%*	*9%*	*8%*	*6%*	*11%*	*11%*	*10%*	*8%*	*9%*	*13%*	*9%*	*5%*	*7%*	*7%*	*9%*
Important	(4)	**714**	213	182	159	160	81	67	65	59	61	62	44	52	63	56	41	62
		38%	*40%*	*37%*	*38%*	*37%*	**44%k**	*39%*	*38%*	*40%*	*38%*	*33%*	*29%*	*41%*	*43%*	*37%*	*33%*	*42%*
Very important	(5)	**923**	244	256	209	213	83	82	80	69	82	106	76	61	72	73	70	70
		49%	*46%*	*52%*	*49%*	*50%*	*45%*	*47%*	*47%*	*47%*	*51%*	*56%*	*51%*	*48%*	*49%*	*48%*	*56%*	*47%*
Don't know		**23**	9	6	3	5	5	-	4	3	1	2	2	*	1	2	2	-
		1%	*2%*	*1%*	*1%*	*1%*	*3%*	-	*2%*	*2%*	*1%*	*1%*	*1%*	*	*	*2%*	*2%*	-
NET Not at all important/ Not very important		**50**	12	7	15	16	4	6	2	2	2	3	9	2	3	10	2	3
		3%	*2%*	*1%*	*3%*	*4%*	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*	*6%*	*2%*	*2%*	**7%gi**	*2%*	*2%*
NET Important / Very important		**1636**	458	438	368	373	164	149	145	128	143	167	119	113	135	130	111	132
		87%	*87%*	*88%*	*87%*	*87%*	*89%*	*86%*	*85%*	*86%*	*90%*	*88%*	*80%*	*89%*	**92%k**	*85%*	*89%*	*89%*
Mean		**4.35**	4.32	4.40	4.33	4.35	4.36	4.26	4.33	4.33	4.41	4.43	4.26	4.35	4.38	4.28	4.46	4.32
Std Dev.		**0.79**	0.79	0.74	0.83	0.80	0.69	0.91	0.76	0.75	0.69	0.76	0.93	0.76	0.78	0.87	0.72	0.78
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.05	0.07	0.06	0.06	0.06	0.06	0.08	0.07	0.06	0.07	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_NET_I. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Low cost	**1630**	-	1630	795	834	277	233	313	242	267	182	114	510	555	563	296	1353	253	1595
	87%	-	*87%*	*85%*	*89%*	*85%*	*83%*	*88%*	**91%f**	*86%*	*90%*	*85%*	*84%*	**90%l**	*87%*	*88%*	*87%*	*86%*	*87%*
Free delivery	**1555**	-	1555	754	799	263	239	301	219	246	174	111	502	520	531	285	1280	258	1523
	83%	-	*83%*	*81%*	*85%*	*80%*	*85%*	*85%*	*83%*	*79%*	*86%*	*83%*	*83%*	*84%*	*82%*	*85%*	*82%*	*88%*	*83%*
Inclusion of insurance	**1135**	-	1135	582	551	215	201	241	146	163	105	64	416	387	331	169	919	202	1092
	61%	-	*61%*	*63%*	*58%*	**66%hijk**	**72%hijk**	**68%hijk**	*55%*	*53%*	*52%*	*47%*	**68%no**	**63%no**	*51%*	*50%*	*59%*	**69%p**	*59%*
Guarantee that the parcel will arrive on time	**1627**	-	1627	795	830	277	248	322	230	270	172	106	525	552	548	278	1344	260	1605
	87%	-	*87%*	*85%*	*88%*	*85%*	**88%k**	**91%ek**	*87%*	*87%*	*85%*	*79%*	*87%*	**89%o**	*85%*	*83%*	*86%*	*88%*	*87%*
Ability to track the delivery	**1661**	-	1661	819	840	285	246	324	228	276	185	116	531	552	578	301	1373	269	1640
	89%	-	*89%*	*88%*	*89%*	*87%*	*88%*	*91%*	*86%*	*89%*	*92%*	*86%*	*87%*	*89%*	*89%*	*90%*	*88%*	*92%*	*89%*
Ability to choose an express or next day service	**1209**	-	1209	601	606	256	206	251	160	161	114	59	462	412	334	173	959	235	1196
	65%	-	*65%*	*65%*	*64%*	**78%hijk**	**74%hijk**	**71%hijk**	**61%k**	*52%*	*56%*	*44%*	**76%mno**	**67%no**	*52%*	*51%*	*62%*	**80%p**	*65%*
Ability to select a specific date/time for delivery	**1300**	-	1300	643	656	250	216	286	170	191	119	68	466	456	378	187	1040	241	1260
	69%	-	*69%*	*69%*	*70%*	**76%hijk**	**77%hijk**	**81%hijk**	**64%k**	*62%*	*59%*	*50%*	**77%no**	**74%no**	*58%*	*55%*	*67%*	**82%p**	*68%*
Fast delivery	**1498**	-	1498	732	766	277	238	301	222	228	151	80	514	523	459	231	1222	254	1504
	80%	-	*80%*	*79%*	*81%*	**85%ijk**	**85%ijk**	**85%ijk**	**84%ik**	**74%k**	**75%k**	*60%*	**85%no**	**85%no**	*71%*	*69%*	*79%*	**86%p**	*82%*
Convenient options for me to accept the delivery	**1632**	-	1632	803	826	271	244	320	237	274	178	106	516	557	557	284	1352	258	1606
	87%	-	*87%*	*86%*	*88%*	*83%*	*87%*	**91%ek**	**90%k**	**88%k**	*88%*	*79%*	*85%*	**90%lo**	*86%*	*84%*	*87%*	*88%*	*87%*
Guarantee that the parcel will arrive intact	**1770**	-	1770	871	897	293	259	336	250	301	199	131	552	586	630	329	1477	270	1746
	94%	-	*94%*	*94%*	*95%*	*90%*	*92%*	**95%e**	*95%*	**97%ef**	**98%ef**	**97%e**	*91%*	**95%l**	**98%l**	**98%l**	*95%*	*92%*	*95%*
Ability to select an evening/weekend delivery	**1053**	-	1053	533	519	231	193	242	140	138	75	34	424	382	247	109	824	217	983
	56%	-	*56%*	*57%*	*55%*	**71%hijk**	**69%hijk**	**68%hijk**	**53%jk**	**44%k**	*37%*	*25%*	**70%mno**	**62%no**	*38%*	*33%*	*53%*	**74%p**	*53%*
Proof of postage/ dispatch	**1576**	-	1576	761	813	277	231	311	211	258	173	115	508	522	546	288	1314	245	1563
	84%	-	*84%*	*82%*	**86%c**	*85%*	*82%*	**88%h**	*80%*	*83%*	*86%*	*85%*	*84%*	*84%*	*84%*	*86%*	*84%*	*84%*	*85%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_NET_I. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Guaranteed delivery to my door	**1704**	-	1704	828	874	288	247	318	247	292	194	117	535	565	603	312	1412	271	1683
	91%	-	*91%*	*89%*	**93%c**	*88%*	*88%*	*90%*	*94%*	**94%efk**	**96%efgk**	*87%*	*88%*	*91%*	**93%l**	*93%*	*91%*	*92%*	*91%*
Availability of nearby collection points in case of failed delivery	**1346**	-	1346	668	676	255	221	286	173	216	126	68	476	459	410	194	1102	226	1311
	72%	-	*72%*	*72%*	*72%*	**78%hjk**	**79%hjk**	**81%hijk**	**65%k**	**70%k**	*62%*	*50%*	**78%no**	**74%no**	*63%*	*58%*	*71%*	*77%*	*71%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1577**	-	1577	758	817	276	229	305	212	264	178	113	505	516	555	291	1313	247	1558
	84%	-	*84%*	*82%*	**87%c**	*84%*	*82%*	*86%*	*80%*	*85%*	*88%*	*84%*	*83%*	*83%*	*86%*	*86%*	*84%*	*84%*	*85%*
Option to reschedule if I am unable to take the delivery	**1605**	-	1605	791	812	275	244	314	228	257	172	114	519	542	543	286	1319	266	1572
	86%	-	*86%*	*85%*	*86%*	*84%*	*87%*	*89%*	*86%*	*83%*	*85%*	*85%*	*85%*	*88%*	*84%*	*85%*	*85%*	*90%*	*85%*
Ability to provide a specific time slot or SMS notification of delivery time	**1374**	-	1374	678	694	251	234	284	189	211	132	72	486	473	415	204	1108	252	1340
	73%	-	*73%*	*73%*	*74%*	**77%jk**	**84%hijk**	**80%ijk**	**71%k**	**68%k**	*65%*	*54%*	**80%no**	**76%no**	*64%*	*61%*	*71%*	**86%p**	*73%*
Proof and details of delivery receipt sent to me if someone else receives it	**1636**	-	1636	800	834	290	255	296	234	264	175	120	545	530	559	295	1348	270	1611
	87%	-	*87%*	*86%*	*89%*	*89%*	**91%g**	*84%*	*88%*	*85%*	*87%*	*89%*	*90%*	*86%*	*87%*	*88%*	*87%*	*92%*	*87%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Low cost	**1630**	412	592	339	288	1004	626	1094	524	157	214	431	469	266	1380	157	1407
	87%	*85%*	*89%*	*87%*	*86%*	*87%*	*87%*	*87%*	*87%*	*85%*	*90%*	*88%*	*89%*	*84%*	*88%*	*85%*	*88%*
Free delivery	**1555**	393	559	334	270	951	603	1038	503	151	199	426	433	258	1316	151	1343
	83%	*81%*	*84%*	*86%*	*80%*	*83%*	*83%*	*83%*	*83%*	*82%*	*84%*	*87%*	*82%*	*81%*	*84%*	*82%*	*84%*
Inclusion of insurance	**1135**	313	385	243	193	698	437	807	317	101	142	295	325	211	973	101	993
	61%	*65%*	*58%*	*63%*	*57%*	*61%*	*60%*	**64%h**	*53%*	*55%*	*60%*	*60%*	*62%*	**67%i**	*62%*	*55%*	*62%*
Guarantee that the parcel will arrive on time	**1627**	421	591	335	281	1011	616	1101	512	155	208	428	464	273	1373	155	1401
	87%	*87%*	*89%*	*86%*	*84%*	*88%*	*85%*	*88%*	*85%*	*84%*	*88%*	*87%*	*88%*	*86%*	*87%*	*84%*	*87%*
Ability to track the delivery	**1661**	439	591	338	293	1030	631	1119	526	154	200	447	468	296	1411	154	1439
	89%	*90%*	*89%*	*87%*	*87%*	*90%*	*87%*	*89%*	*87%*	*84%*	*84%*	**91%ij**	*89%*	**93%ij**	**90%i**	*84%*	**90%o**
Ability to choose an express or next day service	**1209**	319	410	271	209	729	480	850	350	116	146	317	355	215	1032	116	1048
	65%	*66%*	*62%*	**70%b**	*62%*	*63%*	*66%*	**68%h**	*58%*	*63%*	*61%*	*64%*	*67%*	*68%*	*66%*	*63%*	*65%*
Ability to select a specific date/time for delivery	**1300**	335	456	281	228	790	510	937	354	110	156	361	371	230	1119	110	1139
	69%	*69%*	*69%*	*73%*	*68%*	*69%*	*70%*	**75%h**	*59%*	*60%*	*66%*	**73%i**	**70%i**	**72%i**	**71%i**	*60%*	**71%o**
Fast delivery	**1498**	378	535	321	265	913	585	1029	456	144	197	391	427	248	1263	144	1292
	80%	*78%*	*81%*	*83%*	*79%*	*79%*	*81%*	**82%h**	*76%*	*78%*	*83%*	*79%*	*81%*	*78%*	*80%*	*78%*	*80%*
Convenient options for me to accept the delivery	**1632**	422	574	343	292	996	635	1102	515	154	204	437	470	277	1388	154	1411
	87%	*87%*	*86%*	*89%*	*87%*	*87%*	*88%*	*88%*	*85%*	*84%*	*86%*	*89%*	*89%*	*87%*	*88%*	*84%*	*88%*
Guarantee that the parcel will arrive intact	**1770**	457	638	356	319	1096	674	1177	578	172	220	464	516	295	1495	172	1524
	94%	*94%*	**96%c**	*92%*	*95%*	*95%*	*93%*	*94%*	*96%*	*93%*	*93%*	*94%*	**98%ijkmn**	*93%*	*95%*	*93%*	*95%*
Ability to select an evening/weekend delivery	**1053**	266	349	235	203	615	438	791	252	100	127	285	303	186	902	100	920
	56%	*55%*	*53%*	**61%b**	*60%*	*53%*	**60%e**	**63%h**	*42%*	*54%*	*54%*	*58%*	*57%*	*59%*	*57%*	*54%*	*57%*
Proof of postage/ dispatch	**1576**	401	548	339	288	949	627	1058	506	148	199	414	450	265	1328	148	1359
	84%	*83%*	*83%*	*87%*	*86%*	*83%*	*87%*	*84%*	*84%*	*80%*	*84%*	*84%*	*85%*	*84%*	*84%*	*80%*	*85%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Guaranteed delivery to my door	**1704**	447	611	349	297	1058	646	1134	555	167	214	437	495	284	1430	167	1461
	91%	*92%*	*92%*	*90%*	*88%*	*92%*	*89%*	*90%*	*92%*	*91%*	*90%*	*89%*	**94%k**	*90%*	*91%*	*91%*	*91%*
Availability of nearby collection points in case of failed delivery	**1346**	341	490	289	227	831	516	965	371	116	166	367	384	237	1154	116	1174
	72%	*70%*	*74%*	*75%*	*67%*	*72%*	*71%*	**77%h**	*62%*	*63%*	*70%*	**75%i**	**73%i**	**75%i**	**73%i**	*63%*	**73%o**
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1577**	397	576	328	276	973	604	1052	512	150	199	412	470	255	1336	150	1362
	84%	*82%*	*87%*	*85%*	*82%*	*85%*	*83%*	*84%*	*85%*	*82%*	*84%*	*84%*	**89%im**	*80%*	*85%*	*82%*	*85%*
Option to reschedule if I am unable to take the delivery	**1605**	424	578	332	272	1002	603	1090	501	152	192	414	468	287	1361	152	1391
	86%	**87%d**	**87%d**	*86%*	*81%*	*87%*	*83%*	*87%*	*83%*	*82%*	*81%*	*84%*	**89%j**	**90%ij**	*86%*	*82%*	*87%*
Ability to provide a specific time slot or SMS notification of delivery time	**1374**	354	481	297	243	835	539	972	390	120	167	359	401	251	1178	121	1200
	73%	*73%*	*72%*	*77%*	*72%*	*73%*	*75%*	**77%h**	*65%*	*65%*	*70%*	*73%*	**76%l**	**79%l**	**75%l**	*65%*	**75%o**
Proof and details of delivery receipt sent to me if someone else receives it	**1636**	426	585	338	286	1011	625	1088	533	150	213	431	461	279	1384	150	1415
	87%	*88%*	*88%*	*87%*	*85%*	*88%*	*86%*	*87%*	*88%*	*81%*	*89%*	*88%*	*87%*	*88%*	**88%l**	*81%*	**88%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 187

QE10B_NET_I. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Low cost	1630	1411	219	77	1377	139	71	43	74	193	124	147	151	133	219	206	130	24	116
	87%	*87%*	*88%*	*90%*	*87%*	*85%*	*83%*	*88%*	**94%lor**	*86%*	*90%*	*93%*	*84%*	*88%*	*89%*	*84%*	*85%*	*82%*	*85%*
Free delivery	1555	1354	201	71	1318	126	69	41	67	194	115	116	156	129	208	212	121	19	107
	83%	*83%*	*81%*	*83%*	**84%e**	*77%*	*80%*	*85%*	**85%k**	**86%k**	*84%*	*73%*	**87%k**	**85%k**	**84%k**	**87%k**	*79%*	*67%*	*79%*
Inclusion of insurance	1135	998	136	45	961	93	52	29	49	141	88	98	109	97	155	150	75	17	76
	61%	*61%*	*55%*	*53%*	*61%*	*57%*	*60%*	*60%*	*62%*	*63%*	**64%p**	*62%*	*60%*	**64%p**	**63%p**	*61%*	*49%*	*60%*	*56%*
Guarantee that the parcel will arrive on time	1627	1411	216	77	1368	136	77	46	73	194	117	137	158	131	214	223	120	23	112
	87%	*87%*	*87%*	*90%*	*87%*	*83%*	*90%*	**95%de**	**92%pr**	*87%*	*85%*	*86%*	*88%*	*87%*	*87%*	**91%pr**	*78%*	*81%*	*83%*
Ability to track the delivery	1661	1448	213	73	1394	146	77	44	72	205	123	133	157	129	223	218	134	23	123
	89%	*89%*	*86%*	*85%*	*89%*	*89%*	*90%*	*90%*	*91%*	*91%*	*89%*	*84%*	*88%*	*85%*	*90%*	*89%*	*88%*	*80%*	*91%*
Ability to choose an express or next day service	1209	1062	147	50	1020	99	56	33	59	143	78	99	120	94	185	157	85	17	82
	65%	*65%*	*59%*	*59%*	*65%*	*61%*	*65%*	*67%*	**74%jpr**	*64%*	*57%*	*62%*	*67%*	*62%*	**75%jkmpr**	*64%*	*56%*	*60%*	*61%*
Ability to select a specific date/time for delivery	1300	1149	151	55	1097	110	59	35	65	150	89	97	130	101	195	172	97	17	93
	69%	**71%b**	*61%*	*64%*	*70%*	*67%*	*69%*	*71%*	**82%ijkmpr**	*67%*	*65%*	*61%*	*72%*	*67%*	**79%ijkmpr**	*70%*	*63%*	*59%*	*68%*
Fast delivery	1498	1310	189	72	1249	130	76	43	67	178	100	131	143	118	193	208	111	22	108
	80%	*81%*	*76%*	*83%*	*79%*	*79%*	**89%de**	**89%de**	**85%j**	*79%*	*73%*	*82%*	*80%*	*78%*	*78%*	**85%jp**	*73%*	*76%*	*80%*
Convenient options for me to accept the delivery	1632	1417	214	73	1375	136	77	44	70	194	118	143	150	134	211	221	133	24	112
	87%	*87%*	*86%*	*85%*	*87%*	*83%*	*89%*	*90%*	*89%*	*87%*	*86%*	*90%*	*84%*	*88%*	*86%*	*90%*	*87%*	*82%*	*83%*
Guarantee that the parcel will arrive intact	1770	1531	239	82	1483	158	83	47	74	209	127	152	171	145	221	238	147	27	131
	94%	*94%*	*96%*	*95%*	*94%*	*96%*	*96%*	*96%*	*93%*	*93%*	*93%*	*95%*	*95%*	*96%*	*90%*	**97%n**	*96%*	*94%*	**97%n**
Ability to select an evening/weekend delivery	1053	942	111	47	900	83	44	25	52	132	75	82	110	82	161	133	73	14	69
	56%	**58%b**	*44%*	*55%*	*57%*	*51%*	*51%*	*52%*	**66%pr**	*59%*	*55%*	*52%*	*61%*	*54%*	**65%kpr**	*54%*	*47%*	*50%*	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**1874**	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Proof of postage/ dispatch	**1576**	1369	207	74	1323	137	72	44	68	189	104	138	150	127	203	211	133	26	111
	84%	*84%*	*83%*	*87%*	*84%*	*83%*	*84%*	**92%d**	*86%*	*84%*	*76%*	*87%*	*84%*	*84%*	*82%*	*86%*	*87%*	*89%*	*82%*
Guaranteed delivery to my door	**1704**	1472	232	79	1430	148	80	46	71	203	124	149	154	137	218	235	139	24	124
	91%	*91%*	*93%*	*92%*	*91%*	*90%*	*93%*	*95%*	*90%*	*90%*	*90%*	*94%*	*85%*	*90%*	*89%*	**96%ln**	*91%*	*84%*	*92%*
Availability of nearby collection points in case of failed delivery	**1346**	1187	160	47	1132	115	60	39	64	157	106	119	123	110	189	176	87	20	95
	72%	**73%bc**	*64%*	*55%*	*72%*	*70%*	*69%*	**81%def**	**82%lpr**	*70%*	**77%p**	**75%p**	*69%*	**73%p**	**77%p**	**72%p**	*57%*	*71%*	*70%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1577**	1369	208	67	1324	135	76	43	71	194	116	132	153	129	202	211	117	23	112
	84%	*84%*	*84%*	*78%*	*84%*	*82%*	*88%*	*88%*	**90%p**	*87%*	*84%*	*83%*	*85%*	*85%*	*82%*	*86%*	*76%*	*80%*	*83%*
Option to reschedule if I am unable to take the delivery	**1605**	1405	201	69	1349	137	78	42	71	194	115	134	148	128	216	223	120	20	117
	86%	*86%*	*81%*	*80%*	*86%*	*84%*	*90%*	*86%*	**90%p**	*87%*	*84%*	*84%*	*83%*	*84%*	*87%*	**91%p**	*78%*	*71%*	*86%*
Ability to provide a specific time slot or SMS notification of delivery time	**1374**	1208	166	55	1156	118	63	37	65	164	107	115	135	111	189	166	104	17	101
	73%	**74%b**	*67%*	*65%*	*73%*	*72%*	*74%*	*77%*	**82%op**	*73%*	*78%*	*72%*	*75%*	*73%*	*77%*	*68%*	*68%*	*59%*	*74%*
Proof and details of delivery receipt sent to me if someone else receives it	**1636**	1422	214	78	1376	138	76	45	69	194	122	144	152	129	222	220	125	24	115
	87%	*88%*	*86%*	*90%*	*87%*	*84%*	*89%*	**94%e**	*87%*	*86%*	*89%*	*91%*	*85%*	*85%*	*90%*	*90%*	*81%*	*82%*	*85%*

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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Low cost	1630	669	608	163	150	33	1278	183	703	663	151	85	24	1366	109
	87%	**89%c**	*87%*	*82%*	*85%*	*90%*	*88%*	*86%*	**91%jl**	*85%*	*82%*	*86%*	*79%*	*88%*	*84%*
Free delivery	1555	643	588	143	142	33	1231	175	666	645	137	78	25	1311	103
	83%	**85%c**	**84%c**	*72%*	*81%*	*90%*	**85%c**	*82%*	**86%j**	**82%j**	*74%*	*78%*	*85%*	**84%j**	*80%*
Inclusion of insurance	1135	448	448	113	100	22	896	121	481	486	98	57	11	966	68
	61%	*59%*	*64%*	*56%*	*57%*	*59%*	*62%*	*57%*	*62%*	*62%*	*53%*	*57%*	*38%*	*62%*	*53%*
Guarantee that the parcel will arrive on time	1627	662	622	157	149	31	1284	180	693	685	142	79	25	1378	104
	87%	**88%c**	**89%c**	*79%*	*85%*	*84%*	**88%c**	*85%*	**90%jkn**	**88%j**	*77%*	*80%*	*83%*	**89%jkn**	*80%*
Ability to track the delivery	1661	681	624	165	150	35	1305	185	701	689	153	89	25	1389	115
	89%	**90%c**	*89%*	*83%*	*86%*	*96%*	**90%c**	*87%*	**91%j**	*88%*	*83%*	*90%*	*85%*	**89%j**	*89%*
Ability to choose an express or next day service	1209	485	462	116	116	24	947	141	542	491	100	53	19	1033	72
	65%	*64%*	*66%*	*58%*	*66%*	*67%*	*65%*	*66%*	**70%ijkn**	*63%*	*54%*	*53%*	*65%*	**66%jk**	*56%*
Ability to select a specific date/time for delivery	1300	520	516	122	115	23	1036	137	560	536	116	66	17	1097	84
	69%	*69%*	**74%cg**	*61%*	*65%*	*62%*	**71%c**	*65%*	**72%j**	*69%*	*63%*	*67%*	*59%*	*70%*	*65%*
Fast delivery	1498	598	571	158	135	30	1169	166	632	632	134	73	24	1265	97
	80%	*79%*	*82%*	*79%*	*77%*	*84%*	*80%*	*78%*	**82%j**	**81%j**	*73%*	*74%*	*79%*	**81%j**	*75%*
Convenient options for me to accept the delivery	1632	655	631	160	150	30	1286	180	690	687	144	78	29	1376	107
	87%	*87%*	**90%c**	*80%*	*85%*	*83%*	**88%c**	*85%*	**89%jk**	**88%j**	*78%*	*79%*	*98%*	**88%jk**	*83%*
Guarantee that the parcel will arrive intact	1770	732	670	170	159	33	1402	192	750	744	158	89	26	1494	115
	94%	**97%cdg**	**96%cdg**	*85%*	*90%*	*91%*	**96%cdg**	*90%*	**97%jkn**	**95%jn**	*86%*	*89%*	*89%*	**96%jkn**	*89%*
Ability to select an evening/weekend delivery	1053	395	428	107	98	20	823	117	467	427	92	49	15	894	64
	56%	*52%*	**61%a**	*54%*	*56%*	*54%*	*57%*	*55%*	**60%j**	*55%*	*50%*	*50%*	*50%*	*57%*	*50%*

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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1874**	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Proof of postage/ dispatch	**1576**	650	617	141	134	28	1267	162	685	653	143	73	19	1337	92
	84%	**86%cdg**	**88%cdg**	*71%*	*76%*	*77%*	**87%cdg**	*77%*	**88%jkn**	**83%n**	*78%*	*73%*	*65%*	**86%jkn**	*71%*
Guaranteed delivery to my door	**1704**	702	649	159	156	31	1351	187	738	709	144	89	20	1447	109
	91%	**93%c**	**93%c**	*80%*	*89%*	*84%*	**93%c**	*88%*	**95%ljn**	**91%j**	*78%*	*90%*	*67%*	**93%jn**	*85%*
Availability of nearby collection points in case of failed delivery	**1346**	536	534	127	113	30	1070	143	587	563	115	58	19	1150	77
	72%	*71%*	**76%cdg**	*64%*	*64%*	*83%*	**74%cd**	*67%*	**76%jkn**	**72%jkn**	*63%*	*59%*	*64%*	**74%jkn**	*60%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1577**	656	595	152	139	30	1251	168	683	656	134	78	22	1338	101
	84%	**87%cdg**	**85%c**	*76%*	*79%*	*81%*	**86%cd**	*79%*	**88%jkn**	**84%j**	*73%*	*79%*	*75%*	**86%j**	*78%*
Option to reschedule if I am unable to take the delivery	**1605**	649	608	159	150	32	1257	183	684	664	144	88	22	1348	110
	86%	*86%*	*87%*	*80%*	*86%*	*89%*	*86%*	*86%*	**88%j**	*85%*	*78%*	*88%*	*75%*	**87%j**	*85%*
Ability to provide a specific time slot or SMS notification of delivery time	**1374**	559	537	126	124	25	1096	149	592	572	116	74	17	1163	92
	73%	**74%c**	**77%c**	*63%*	*70%*	*69%*	**75%c**	*70%*	**76%j**	**73%j**	*63%*	*75%*	*58%*	**75%j**	*71%*
Proof and details of delivery receipt sent to me if someone else receives it	**1636**	669	623	163	144	31	1292	175	692	692	144	80	24	1385	104
	87%	**89%c**	**89%c**	*81%*	*82%*	*85%*	**89%cdg**	*82%*	**89%jkn**	**89%j**	*78%*	*81%*	*82%*	**89%jn**	*81%*

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Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Low cost	**1630**	77	1537	15	505	1036	89	1600	22	8	-	1630	*
	87%	*77%*	**88%a**	*79%*	*87%*	*88%*	*82%*	*87%*	*75%*	*50%*	-	*87%*	*100%*
Free delivery	**1555**	79	1458	18	479	984	91	1518	25	11	-	1555	*
	83%	*78%*	*83%*	*94%*	*82%*	*83%*	*83%*	*83%*	*86%*	*72%*	-	*83%*	*100%*
Inclusion of insurance	**1135**	68	1053	14	390	675	69	1108	22	5	-	1135	*
	61%	*68%*	*60%*	*72%*	**67%e**	*57%*	*63%*	*61%*	*73%*	*33%*	-	*61%*	*100%*
Guarantee that the parcel will arrive on time	**1627**	87	1523	17	500	1033	94	1593	22	13	-	1627	-
	87%	*87%*	*87%*	*88%*	*86%*	*87%*	*87%*	*87%*	*73%*	*85%*	-	*87%*	-
Ability to track the delivery	**1661**	85	1560	17	518	1048	95	1632	23	6	-	1661	*
	89%	*85%*	*89%*	*88%*	*89%*	*89%*	*87%*	*89%*	*79%*	*41%*	-	*89%*	*100%*
Ability to choose an express or next day service	**1209**	76	1118	14	386	744	79	1178	21	9	-	1208	*
	65%	**76%b**	*64%*	*75%*	*66%*	*63%*	*73%*	*64%*	*70%*	*63%*	-	*64%*	*100%*
Ability to select a specific date/time for delivery	**1300**	78	1206	16	408	810	81	1268	23	8	-	1300	*
	69%	*78%*	*69%*	*82%*	*70%*	*69%*	*75%*	*69%*	*79%*	*54%*	-	*69%*	*100%*
Fast delivery	**1498**	85	1395	19	466	941	92	1464	25	9	-	1498	*
	80%	*85%*	*80%*	*97%*	*80%*	*80%*	*84%*	*80%*	*85%*	*62%*	-	*80%*	*100%*
Convenient options for me to accept the delivery	**1632**	93	1522	17	506	1031	95	1596	26	9	-	1632	*
	87%	*93%*	*87%*	*87%*	*87%*	*87%*	*88%*	*87%*	*88%*	*60%*	-	*87%*	*100%*
Guarantee that the parcel will arrive intact	**1770**	93	1659	18	552	1122	95	1734	26	11	-	1770	*
	94%	*92%*	*95%*	*93%*	**95%f**	**95%f**	*88%*	*95%*	*87%*	*70%*	-	*94%*	*100%*
Ability to select an evening/weekend delivery	**1053**	69	967	17	343	641	68	1017	27	9	-	1053	-
	56%	**69%b**	*55%*	*90%*	*59%*	*54%*	*63%*	*56%*	*92%*	*58%*	-	*56%*	-

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Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Proof of postage/ dispatch	**1576**	85	1475	16	496	990	90	1538	27	12	-	1576	*
	84%	*85%*	*84%*	*85%*	*85%*	*84%*	*83%*	*84%*	*90%*	*78%*	-	*84%*	*100%*
Guaranteed delivery to my door	**1704**	89	1597	18	530	1076	99	1671	23	10	-	1704	*
	91%	*89%*	*91%*	*94%*	*91%*	*91%*	*90%*	*91%*	*78%*	*65%*	-	*91%*	*100%*
Availability of nearby collection points in case of failed delivery	**1346**	71	1260	16	397	868	82	1314	24	7	-	1346	*
	72%	*71%*	*72%*	*81%*	*68%*	*73%*	*75%*	*72%*	*83%*	*49%*	-	*72%*	*100%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1577**	85	1476	16	498	988	91	1542	24	12	-	1577	*
	84%	*85%*	*84%*	*85%*	*85%*	*84%*	*83%*	*84%*	*81%*	*77%*	-	*84%*	*100%*
Option to reschedule if I am unable to take the delivery	**1605**	83	1505	17	509	1000	97	1566	26	13	-	1605	*
	86%	*83%*	*86%*	*87%*	*87%*	*85%*	*89%*	*86%*	*88%*	*86%*	-	*86%*	*100%*
Ability to provide a specific time slot or SMS notification of delivery time	**1374**	80	1278	17	429	855	91	1341	23	11	-	1374	*
	73%	*79%*	*73%*	*87%*	*74%*	*72%*	*83%*	*73%*	*77%*	*72%*	-	*73%*	*100%*
Proof and details of delivery receipt sent to me if someone else receives it	**1636**	86	1532	18	529	1012	95	1603	23	10	-	1636	*
	87%	*85%*	*87%*	*96%*	***91%e***	*86%*	*87%*	*88%*	*77%*	*68%*	-	*87%*	*100%*

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Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Low cost	**1630**	477	420	371	361	165	156	156	120	142	158	133	112	127	126	111	124
	87%	***90%bd***	*85%*	*88%*	*85%*	*90%*	*90%*	***92%h***	*82%*	*89%*	*83%*	*89%*	*88%*	*87%*	*83%*	*88%*	*84%*
Free delivery	**1555**	437	404	351	362	158	143	136	122	135	148	124	102	125	130	105	128
	83%	*83%*	*81%*	*83%*	*85%*	*86%*	*82%*	*80%*	*82%*	*84%*	*78%*	*83%*	*80%*	*86%*	*85%*	*84%*	*86%*
Inclusion of insurance	**1135**	320	284	255	277	104	102	113	94	85	105	78	75	102	92	85	100
	61%	*61%*	*57%*	*60%*	*65%*	*57%*	*59%*	***66%k***	*63%*	*53%*	*55%*	*52%*	*59%*	***70%eijk***	*61%*	*68%*	*67%*
Guarantee that the parcel will arrive on time	**1627**	461	431	372	362	164	143	155	129	142	160	132	109	132	134	102	125
	87%	*87%*	*87%*	*88%*	*85%*	*89%*	*82%*	*91%*	*87%*	*89%*	*84%*	*88%*	*85%*	*90%*	*88%*	*82%*	*84%*
Ability to track the delivery	**1661**	472	443	374	373	167	156	148	128	145	170	126	115	133	136	110	127
	89%	*89%*	*89%*	*89%*	*87%*	*91%*	*90%*	*87%*	*87%*	*91%*	*90%*	*84%*	*90%*	*91%*	*89%*	*88%*	*86%*
Ability to choose an express or next day service	**1209**	334	311	283	280	124	105	106	105	101	104	105	77	102	104	86	90
	65%	*63%*	*63%*	*67%*	*66%*	***68%j***	*60%*	*62%*	***71%j***	*64%*	*55%*	***70%j***	*60%*	***70%j***	*68%*	*68%*	*60%*
Ability to select a specific date/time for delivery	**1300**	359	336	298	307	122	123	115	107	111	118	101	87	109	102	100	105
	69%	*68%*	*68%*	*70%*	*72%*	*66%*	*71%*	*67%*	*72%*	*69%*	*63%*	*68%*	*68%*	*75%*	*67%*	***80%ej***	*71%*
Fast delivery	**1498**	429	385	337	347	153	138	138	128	131	126	124	99	114	117	112	118
	80%	*81%*	*78%*	*80%*	*81%*	***84%j***	***79%j***	***81%j***	***86%j***	***82%j***	*67%*	***83%j***	*78%*	*78%*	*77%*	***90%jn***	*79%*
Convenient options for me to accept the delivery	**1632**	473	435	368	357	165	154	153	130	141	164	122	114	131	119	120	118
	87%	***90%d***	*87%*	*87%*	*84%*	***90%np***	***89%n***	***90%np***	*88%*	*89%*	*86%*	*82%*	***90%n***	***90%n***	*78%*	***96%jknp***	*79%*
Guarantee that the parcel will arrive intact	**1770**	510	466	395	399	176	169	164	136	151	179	141	120	134	142	117	141
	94%	*97%*	*94%*	*93%*	*94%*	*96%*	*97%*	*96%*	*92%*	*95%*	*95%*	*94%*	*94%*	*92%*	*93%*	*93%*	*95%*
Ability to select an evening/weekend delivery	**1053**	285	289	224	256	98	105	83	91	92	106	75	69	79	90	82	83
	56%	*54%*	*58%*	*53%*	*60%*	*53%*	*60%*	*48%*	*62%*	*57%*	*56%*	*50%*	*54%*	*54%*	*59%*	***66%g***	*56%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_NET_I. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Proof of postage/ dispatch	**1576**	442	432	356	346	157	138	148	133	134	164	128	106	123	124	111	111
	84%	*84%*	*87%*	*84%*	*81%*	*85%*	*79%*	**87%p**	**90%fp**	*84%*	**87%p**	*86%*	*83%*	*84%*	*81%*	**89%p**	*74%*
Guaranteed delivery to my door	**1704**	493	453	386	372	169	163	161	131	156	167	135	116	134	131	114	127
	91%	**93%d**	*91%*	*91%*	*87%*	*92%*	*94%*	**94%np**	*88%*	**98%hjknp**	*88%*	*90%*	*91%*	*92%*	*86%*	*91%*	*85%*
Availability of nearby collection points in case of failed delivery	**1346**	404	357	283	302	143	130	131	109	108	140	98	87	98	106	92	104
	72%	**77%c**	*72%*	*67%*	*71%*	*78%*	*75%*	*77%*	*74%*	*68%*	*74%*	*66%*	*68%*	*67%*	*69%*	*74%*	*70%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**1577**	457	406	353	362	158	153	146	116	129	160	128	99	126	123	108	130
	84%	*87%*	*82%*	*83%*	*85%*	*86%*	*88%*	*86%*	*79%*	*81%*	*85%*	*86%*	*78%*	*86%*	*81%*	*86%*	*88%*
Option to reschedule if I am unable to take the delivery	**1605**	458	413	360	374	164	152	142	127	138	148	117	114	129	137	113	123
	86%	*87%*	*83%*	*85%*	*88%*	**90%jk**	*87%*	*83%*	*86%*	*87%*	*78%*	*78%*	**90%j**	*89%*	**90%jk**	**91%jk**	*83%*
Ability to provide a specific time slot or SMS notification of delivery time	**1374**	386	366	304	318	136	129	120	108	128	130	104	97	102	114	95	110
	73%	*73%*	*74%*	*72%*	*75%*	*74%*	*74%*	*71%*	*73%*	*80%*	*69%*	*70%*	*76%*	*70%*	*74%*	*76%*	*74%*
Proof and details of delivery receipt sent to me if someone else receives it	**1636**	458	438	368	373	164	149	145	128	143	167	119	113	135	130	111	132
	87%	*87%*	*88%*	*87%*	*87%*	*89%*	*86%*	*85%*	*86%*	*90%*	*88%*	*80%*	*89%*	**92%k**	*85%*	*89%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_NET_NI. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Low cost	**48**	-	48	30	18	14	9	7	6	4	3	4	23	13	12	7	40	8	46
	3%	-	*3%*	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	*1%*	*1%*	*3%*	*4%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*
Free delivery	**68**	-	68	42	26	18	12	8	5	13	10	3	29	13	26	13	61	8	61
	4%	-	*4%*	*5%*	*3%*	*5%*	*4%*	*2%*	*2%*	*4%*	*5%*	*3%*	**5%m**	*2%*	*4%*	*4%*	*4%*	*3%*	*3%*
Inclusion of insurance	**221**	-	221	105	115	39	28	47	36	32	24	16	67	83	71	39	195	24	207
	12%	-	*12%*	*11%*	*12%*	*12%*	*10%*	*13%*	*14%*	*10%*	*12%*	*12%*	*11%*	*13%*	*11%*	*12%*	*13%*	*8%*	*11%*
Guarantee that the parcel will arrive on time	**54**	-	54	36	18	16	5	1	5	7	7	12	21	7	26	19	48	7	57
	3%	-	*3%*	**4%d**	*2%*	**5%g**	*2%*	*	*2%*	*2%*	**3%g**	**9%fghi**	**4%m**	*1%*	**4%m**	**6%m**	*3%*	*2%*	*3%*
Ability to track the delivery	**60**	-	60	37	23	16	13	5	12	7	5	2	28	17	15	8	53	5	53
	3%	-	*3%*	*4%*	*2%*	**5%g**	*4%*	*1%*	**5%g**	*2%*	*3%*	*2%*	*5%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*
Ability to choose an express or next day service	**260**	-	260	131	129	25	23	34	36	64	41	37	48	70	142	78	231	24	245
	14%	-	*14%*	*14%*	*14%*	*8%*	*8%*	*10%*	*13%*	**21%efg**	**20%efg**	**27%efghi**	*8%*	*11%*	**22%lm**	**23%lm**	**15%q**	*8%*	*13%*
Ability to select a specific date/time for delivery	**202**	-	202	103	100	25	26	24	36	31	28	31	51	60	91	59	181	16	198
	11%	-	*11%*	*11%*	*11%*	*8%*	*9%*	*7%*	**13%g**	*10%*	**14%g**	**23%efgi**	*8%*	*10%*	**14%l**	**18%lm**	**12%q**	*6%*	*11%*
Fast delivery	**94**	-	94	51	43	21	7	7	8	24	9	18	28	15	50	26	82	11	87
	5%	-	*5%*	*5%*	*5%*	**6%g**	*3%*	*2%*	*3%*	**8%fg**	*4%*	**13%fghi**	*5%*	*2%*	**8%m**	**8%m**	*5%*	*4%*	*5%*
Convenient options for me to accept the delivery	**50**	-	50	34	16	12	12	3	3	9	1	10	24	6	19	11	43	7	50
	3%	-	*3%*	**4%d**	*2%*	**4%g**	**4%g**	*1%*	*1%*	*3%*	*1%*	**7%ghi**	**4%m**	*1%*	*3%*	*3%*	*3%*	*2%*	*3%*
Guarantee that the parcel will arrive intact	**21**	-	21	13	9	10	2	3	5	-	2	*	12	8	2	2	15	7	24
	1%	-	*1%*	*1%*	*1%*	**3%i**	*1%*	*1%*	*2%*	-	*1%*	*	**2%n**	*1%*	*	*	*1%*	*2%*	*1%*
Ability to select an evening/weekend delivery	**345**	-	345	178	166	39	30	41	60	74	47	53	69	100	174	100	308	33	355
	18%	-	*18%*	*19%*	*18%*	*12%*	*11%*	*11%*	**23%efg**	**24%efg**	**23%efg**	**39%efghij**	*11%*	*16%*	**27%lm**	**30%lm**	**20%q**	*11%*	*19%*
Proof of postage/ dispatch	**70**	-	70	46	24	16	9	9	18	7	10	2	25	27	19	11	63	6	57
	4%	-	*4%*	**5%d**	*3%*	*5%*	*3%*	*2%*	**7%g**	*2%*	*5%*	*1%*	*4%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Guaranteed delivery to my door	**34**	-	34	16	18	9	10	10	3	2	*	*	19	12	2	*	27	8	31
	2%	-	*2%*	*2%*	*2%*	*3%*	*4%*	*3%*	*1%*	*1%*	*	*	**3%no**	**2%n**	*	*	*2%*	*3%*	*2%*
Availability of nearby collection points in case of failed delivery	**201**	-	201	102	99	23	14	20	33	35	45	31	37	53	111	77	180	21	188
	11%	-	*11%*	*11%*	*10%*	*7%*	*5%*	*6%*	**12%fg**	**11%fg**	**22%efghi**	**23%efghi**	*6%*	*8%*	**17%lm**	**23%lm**	*12%*	*7%*	*10%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**87**	-	87	58	29	21	13	10	11	20	6	6	34	20	32	12	77	10	89
	5%	-	*5%*	**6%d**	*3%*	*6%*	*5%*	*3%*	*4%*	*7%*	*3%*	*4%*	*6%*	*3%*	*5%*	*3%*	*5%*	*3%*	*5%*
Option to reschedule if I am unable to take the delivery	**66**	-	66	32	34	18	11	4	8	14	5	6	29	12	26	12	58	7	62
	4%	-	*4%*	*3%*	*4%*	**5%g**	*4%*	*1%*	*3%*	**4%g**	*3%*	**5%g**	**5%m**	*2%*	*4%*	*4%*	*4%*	*2%*	*3%*
Ability to provide a specific time slot or SMS notification of delivery time	**180**	-	180	97	83	21	19	22	32	36	26	24	40	55	86	50	168	8	166
	10%	-	*10%*	*10%*	*9%*	*6%*	*7%*	*6%*	*12%*	*12%*	*13%*	**18%efg**	*7%*	*9%*	**13%l**	**15%lm**	**11%q**	*3%*	*9%*
Proof and details of delivery receipt sent to me if someone else receives it	**50**	-	50	28	21	9	3	12	10	5	9	2	12	22	16	11	46	3	49
	3%	-	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	*4%*	*2%*	*4%*	*2%*	*2%*	*4%*	*3%*	*3%*	*3%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

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Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1843	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	1874	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	1143	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Low cost	48	18	10	11	9	28	20	35	13	4	6	8	12	16	42	4	42
	3%	4%	2%	3%	3%	2%	3%	3%	2%	2%	3%	2%	2%	5%k	3%	2%	3%
Free delivery	68	16	24	13	15	40	28	45	22	7	8	21	16	11	56	7	56
	4%	3%	4%	3%	5%	3%	4%	4%	4%	4%	3%	4%	3%	3%	4%	4%	3%
Inclusion of insurance	221	50	78	44	48	128	93	139	80	29	38	46	62	34	181	29	182
	12%	10%	12%	11%	14%	11%	13%	11%	13%	16%	16%k	9%	12%	11%	11%	16%	11%
Guarantee that the parcel will arrive on time	54	16	15	9	14	31	23	28	25	3	6	12	17	14	49	3	50
	3%	3%	2%	2%	4%	3%	3%	2%	4%	1%	3%	2%	3%	5%	3%	1%	3%
Ability to track the delivery	60	16	18	11	15	34	27	40	21	10	9	17	15	5	46	10	47
	3%	3%	3%	3%	5%	3%	4%	3%	3%	5%m	4%	3%	3%	1%	3%	5%	3%
Ability to choose an express or next day service	260	66	103	41	49	169	91	144	113	29	44	68	70	32	213	29	215
	14%	14%	15%	11%	15%	15%	13%	12%	19%g	16%	18%m	14%	13%	10%	14%	16%	13%
Ability to select a specific date/time for delivery	202	49	71	34	48	120	82	96	105	30	35	43	58	23	158	30	162
	11%	10%	11%	9%	14%	10%	11%	8%	17%g	17%kmn	15%m	9%	11%	7%	10%	17%p	10%
Fast delivery	94	35	33	6	19	69	25	50	43	15	9	25	26	12	72	15	73
	5%	7%c	5%c	2%	6%c	6%	3%	4%	7%g	8%	4%	5%	5%	4%	5%	8%	5%
Convenient options for me to accept the delivery	50	15	17	11	8	32	19	27	22	10	11	4	11	9	35	10	36
	3%	3%	2%	3%	2%	3%	3%	2%	4%	5%kn	5%k	1%	2%	3%	2%	5%	2%
Guarantee that the parcel will arrive intact	21	9	1	5	6	11	11	14	7	2	6	5	1	6	18	2	18
	1%	2%b	*	1%	2%b	1%	2%	1%	1%	1%	2%l	1%	*	2%	1%	1%	1%
Ability to select an evening/weekend delivery	345	99	118	66	62	216	128	187	156	36	51	90	84	60	285	36	290
	18%	20%	18%	17%	19%	19%	18%	15%	26%g	20%	21%	18%	16%	19%	18%	20%	18%
Proof of postage/ dispatch	70	21	30	8	10	52	18	50	19	8	10	22	16	14	61	8	61
	4%	4%	5%	2%	3%	5%	2%	4%	3%	4%	4%	4%	3%	4%	4%	4%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_NET_NI. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Guaranteed delivery to my door	**34**	5	16	7	7	21	14	29	4	4	8	12	6	4	30	4	30
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	***2%h***	*1%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*
Availability of nearby collection points in case of failed delivery	**201**	62	68	32	39	130	71	104	95	25	33	42	53	35	164	25	169
	11%	*13%*	*10%*	*8%*	*11%*	*11%*	*10%*	*8%*	***16%g***	*13%*	*14%*	*9%*	*10%*	*11%*	*10%*	*13%*	*11%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**87**	38	23	10	16	61	26	49	36	13	11	18	12	21	62	13	65
	5%	***8%bc***	*3%*	*3%*	*5%*	*5%*	*4%*	*4%*	*6%*	***7%l***	*5%*	*4%*	*2%*	***7%l***	*4%*	*7%*	*4%*
Option to reschedule if I am unable to take the delivery	**66**	17	24	10	15	41	25	40	25	9	8	25	12	5	50	9	50
	4%	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	*4%*	*5%*	*3%*	*5%*	*2%*	*2%*	*3%*	*5%*	*3%*
Ability to provide a specific time slot or SMS notification of delivery time	**180**	45	72	29	34	117	64	99	81	30	34	41	49	20	144	30	146
	10%	*9%*	*11%*	*8%*	*10%*	*10%*	*9%*	*8%*	***13%g***	***16%klmn***	***14%m***	*8%*	*9%*	*6%*	*9%*	***16%p***	*9%*
Proof and details of delivery receipt sent to me if someone else receives it	**50**	13	14	7	15	27	23	34	15	12	5	10	14	9	38	12	38
	3%	*3%*	*2%*	*2%*	*5%*	*2%*	*3%*	*3%*	*2%*	***6%kn***	*2%*	*2%*	*3%*	*3%*	*2%*	***6%p***	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 188

QE10B_NET_NI. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Low cost	48	46	1	*	37	7	2	1	*	9	*	2	5	-	8	10	3	1	7
	3%	3%	1%	*	2%	5%	3%	2%	*	4%	*	1%	3%	-	3%	4%	2%	3%	5%hjm
Free delivery	68	62	6	2	55	9	2	1	3	9	7	5	4	4	7	8	8	7	3
	4%	4%	2%	2%	4%	6%	3%	2%	4%	4%	5%	3%	2%	3%	3%	3%	5%	23%	2%
Inclusion of insurance	221	179	42	11	187	23	7	3	6	19	25	22	20	19	32	23	22	5	18
	12%	11%	17%a	13%	12%	14%	8%	6%	8%	8%	18%hl	14%	11%	13%	13%	9%	14%	17%	14%
Guarantee that the parcel will arrive on time	54	46	8	1	40	11	2	1	3	3	6	1	3	2	12	4	5	2	9
	3%	3%	3%	1%	3%	7%d	2%	3%	4%	1%	4%	1%	2%	1%	5%	2%	3%	8%	7%iklmo
Ability to track the delivery	60	49	12	7	52	6	1	2	3	4	8	5	4	9	7	8	3	4	2
	3%	3%	5%	8%a	3%	4%	1%	3%	4%	2%	6%	3%	2%	6%	3%	3%	2%	13%	2%
Ability to choose an express or next day service	260	222	38	16	215	32	9	5	10	24	30	28	16	29	21	29	28	5	27
	14%	14%	15%	18%	14%	20%dfg	10%	10%	12%	11%	22%lln	18%n	9%	19%ln	9%	12%	18%n	17%	20%iln
Ability to select a specific date/time for delivery	202	164	38	14	170	23	6	4	5	24	18	17	15	21	16	31	24	4	19
	11%	10%	15%a	16%	11%	14%f	7%	8%	6%	11%	13%	10%	8%	14%	6%	13%	16%n	14%	14%n
Fast delivery	94	77	16	4	80	11	2	1	5	8	10	4	9	12	12	10	10	2	9
	5%	5%	7%	4%	5%	7%	2%	2%	6%	4%	7%	2%	5%	8%	5%	4%	6%	8%	7%
Convenient options for me to accept the delivery	50	43	7	3	44	4	1	2	2	9	3	1	4	3	9	10	3	1	3
	3%	3%	3%	4%	3%	2%	1%	3%	3%	4%	2%	1%	2%	2%	4%	4%	2%	4%	2%
Guarantee that the parcel will arrive intact	21	21	*	*	18	2	1	*	3	4	1	1	3	-	6	*	-	1	1
	1%	1%	*	*	1%	1%	1%	1%	4%mop	2%	1%	1%	2%	-	2%	*	-	3%	1%
Ability to select an evening/weekend delivery	345	276	68	18	290	35	13	7	12	40	37	30	26	29	29	54	33	6	28
	18%	17%	28%a	21%	18%	21%	15%	14%	15%	18%	27%ln	19%	14%	19%	12%	22%n	22%	22%	21%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_NET_NI. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Proof of postage/ dispatch	70 *4%*	61 *4%*	9 *4%*	5 *6%*	60 *4%*	8 *5%*	2 *2%*	* *1%*	3 *4%*	5 *2%*	12 **9%ilo**	6 *4%*	4 *2%*	8 *5%*	12 *5%*	5 *2%*	5 *3%*	- -	8 *6%*
Guaranteed delivery to my door	34 *2%*	32 *2%*	2 *1%*	2 *2%*	26 *2%*	6 *4%*	2 *2%*	* *1%*	1 *1%*	7 *3%*	- -	5 **3%o**	4 *2%*	- -	9 **4%o**	- -	- -	3 *9%*	3 **2%o**
Availability of nearby collection points in case of failed delivery	201 *11%*	168 *10%*	33 *13%*	18 **20%a**	170 *11%*	21 *13%*	7 *8%*	3 *7%*	6 *7%*	22 *10%*	13 *10%*	16 *10%*	22 *12%*	20 *13%*	23 *9%*	28 *11%*	21 *14%*	2 *8%*	18 *13%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	87 *5%*	72 *4%*	15 *6%*	7 *8%*	74 *5%*	9 *6%*	1 *2%*	2 *4%*	2 *2%*	7 *3%*	6 *5%*	11 *7%*	8 *4%*	4 *3%*	13 *5%*	13 *5%*	10 *6%*	2 *7%*	7 *6%*
Option to reschedule if I am unable to take the delivery	66 *4%*	57 *4%*	8 *3%*	3 *4%*	56 *4%*	9 **5%f**	* *1%*	1 *3%*	1 *2%*	6 *2%*	6 *4%*	11 **7%l**	3 *1%*	6 *4%*	10 *4%*	6 *3%*	6 *4%*	4 *15%*	4 *3%*
Ability to provide a specific time slot or SMS notification of delivery time	180 *10%*	146 *9%*	34 **14%a**	13 *15%*	156 *10%*	16 *10%*	6 *7%*	2 *5%*	3 *4%*	21 *10%*	15 *11%*	14 *9%*	14 *8%*	17 *11%*	20 *8%*	30 *12%*	22 **15%h**	5 *16%*	11 *8%*
Proof and details of delivery receipt sent to me if someone else receives it	50 *3%*	43 *3%*	6 *3%*	3 *4%*	41 *3%*	7 *4%*	1 *2%*	1 *2%*	2 **3%o**	9 **4%o**	4 *3%*	1 *1%*	5 *3%*	2 *1%*	10 **4%o**	* *	8 **5%o**	1 *4%*	5 **4%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_NET_NI. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Low cost	48	14	13	8	10	2	27	13	11	22	5	6	3	34	8
	3%	*2%*	*2%*	*4%*	**6%abf**	*6%*	*2%*	**6%abf**	*1%*	*3%*	*3%*	**6%h**	*10%*	*2%*	**7%hm**
Free delivery	68	28	13	11	14	1	41	15	21	34	8	4	*	55	5
	4%	*4%*	*2%*	**6%b**	**8%abf**	*4%*	*3%*	**7%bf**	*3%*	*4%*	*5%*	*4%*	*1%*	*4%*	*3%*
Inclusion of insurance	221	104	59	19	30	8	163	38	84	92	17	21	7	176	28
	12%	**14%b**	*8%*	*9%*	**17%b**	*23%*	*11%*	**18%bcf**	*11%*	*12%*	*9%*	**21%hijm**	*25%*	*11%*	**22%hijm**
Guarantee that the parcel will arrive on time	54	19	16	4	13	3	35	15	16	20	10	6	*	36	7
	3%	*2%*	*2%*	*2%*	**7%abf**	*8%*	*2%*	**7%abf**	*2%*	*3%*	**6%hm**	**6%hm**	*1%*	*2%*	*5%*
Ability to track the delivery	60	18	18	11	12	1	36	13	20	21	10	9	*	41	9
	3%	*2%*	*3%*	*5%*	**7%abf**	*3%*	*2%*	**6%abf**	*3%*	*3%*	*6%*	**9%him**	*1%*	*3%*	**7%hm**
Ability to choose an express or next day service	260	132	83	22	21	1	215	23	100	104	25	26	5	204	31
	14%	**17%b**	*12%*	*11%*	*12%*	*4%*	*15%*	*11%*	*13%*	*13%*	*14%*	**26%hijm**	*16%*	*13%*	**24%hijm**
Ability to select a specific date/time for delivery	202	97	51	24	25	5	149	30	91	79	15	11	7	170	17
	11%	**13%b**	*7%*	*12%*	**14%b**	*14%*	*10%*	**14%b**	*12%*	*10%*	*8%*	*11%*	*22%*	*11%*	*13%*
Fast delivery	94	41	34	2	13	3	75	16	40	37	10	6	1	76	7
	5%	*5%*	*5%*	*1%*	**7%c**	*9%*	*5%*	**8%c**	*5%*	*5%*	*5%*	*6%*	*3%*	*5%*	*6%*
Convenient options for me to accept the delivery	50	23	12	5	4	5	35	9	18	19	6	7	*	37	7
	3%	*3%*	*2%*	*2%*	*2%*	*14%*	*2%*	*4%*	*2%*	*2%*	*3%*	**7%m**	*1%*	*2%*	*5%*
Guarantee that the parcel will arrive intact	21	7	7	5	2	-	14	2	2	14	3	1	-	16	1
	1%	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*	**2%h**	*2%*	*1%*	-	*1%*	*1%*
Ability to select an evening/weekend delivery	345	166	101	34	36	8	267	43	140	135	32	27	11	275	38
	18%	**22%b**	*14%*	*17%*	*20%*	*21%*	*18%*	*20%*	*18%*	*17%*	*17%*	*27%*	*38%*	*18%*	**29%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_NET_NI. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1874**	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Proof of postage/ dispatch	**70**	30	20	6	10	4	49	15	28	23	4	10	4	52	14
	4%	*4%*	*3%*	*3%*	*6%*	*12%*	*3%*	**7%bf**	*4%*	*3%*	*2%*	**10%hijm**	*14%*	*3%*	**11%hijm**
Guaranteed delivery to my door	**34**	10	9	6	9	-	19	9	6	17	2	3	5	23	8
	2%	*1%*	*1%*	*3%*	**5%abf**	-	*1%*	**4%abf**	*1%*	*2%*	*1%*	*3%*	*17%*	*1%*	**6%hijm**
Availability of nearby collection points in case of failed delivery	**201**	97	54	24	21	4	151	25	73	74	28	19	5	148	24
	11%	**13%b**	*8%*	*12%*	*12%*	*11%*	*10%*	*12%*	*9%*	*9%*	*15%*	**19%him**	*18%*	*9%*	**19%him**
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**87**	32	29	8	13	5	61	18	29	32	13	9	4	60	13
	5%	*4%*	*4%*	*4%*	*7%*	*14%*	*4%*	**8%f**	*4%*	*4%*	*7%*	*9%*	*15%*	*4%*	**10%him**
Option to reschedule if I am unable to take the delivery	**66**	29	19	12	7	*	47	7	21	33	6	3	2	54	5
	4%	*4%*	*3%*	*6%*	*4%*	*	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*8%*	*3%*	*4%*
Ability to provide a specific time slot or SMS notification of delivery time	**180**	87	47	28	15	3	134	18	85	62	15	12	6	147	18
	10%	**12%b**	*7%*	**14%b**	*9%*	*8%*	*9%*	*8%*	*11%*	*8%*	*8%*	*12%*	*20%*	*9%*	*14%*
Proof and details of delivery receipt sent to me if someone else receives it	**50**	21	17	2	8	2	38	10	19	22	3	6	-	40	6
	3%	*3%*	*2%*	*1%*	*4%*	*6%*	*3%*	*5%*	*2%*	*3%*	*2%*	*6%*	-	*3%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_NET_NI. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Low cost	**48**	1	46	1	15	30	3	43	3	2	-	48	-
	3%	*1%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*10%*	*11%*	-	*3%*	-
Free delivery	**68**	6	62	-	15	51	2	65	2	1	-	68	-
	4%	*6%*	*4%*	-	*3%*	*4%*	*2%*	*4%*	*8%*	*5%*	-	*4%*	-
Inclusion of insurance	**221**	7	214	*	48	159	13	218	2	1	-	221	-
	12%	*7%*	*12%*	*	*8%*	**13%d**	*12%*	*12%*	*8%*	*6%*	-	*12%*	-
Guarantee that the parcel will arrive on time	**54**	1	52	1	11	42	1	52	3	-	-	54	-
	3%	*1%*	*3%*	*3%*	*2%*	*4%*	*1%*	*3%*	*9%*	-	-	*3%*	-
Ability to track the delivery	**60**	4	56	-	12	47	1	57	1	2	-	60	-
	3%	*4%*	*3%*	-	*2%*	*4%*	*1%*	*3%*	*4%*	*11%*	-	*3%*	-
Ability to choose an express or next day service	**260**	9	251	1	74	177	9	257	2	1	-	260	-
	14%	*9%*	*14%*	*3%*	*13%*	*15%*	*8%*	*14%*	*8%*	*9%*	-	*14%*	-
Ability to select a specific date/time for delivery	**202**	10	191	1	75	119	9	198	4	-	-	202	-
	11%	*10%*	*11%*	*5%*	*13%*	*10%*	*8%*	*11%*	*14%*	-	-	*11%*	-
Fast delivery	**94**	6	87	1	28	61	5	92	2	-	-	94	-
	5%	*6%*	*5%*	*3%*	*5%*	*5%*	*4%*	*5%*	*5%*	-	-	*5%*	-
Convenient options for me to accept the delivery	**50**	2	47	1	21	24	5	44	2	4	-	50	-
	3%	*2%*	*3%*	*3%*	*4%*	*2%*	*4%*	*2%*	*8%*	*25%*	-	*3%*	-
Guarantee that the parcel will arrive intact	**21**	1	20	1	11	10	*	15	2	5	-	21	-
	1%	*1%*	*1%*	*3%*	*2%*	*1%*	*	*1%*	*8%*	*30%*	-	*1%*	-
Ability to select an evening/weekend delivery	**345**	14	331	*	105	232	7	341	*	3	-	345	-
	18%	*14%*	*19%*	*2%*	**18%f**	**20%f**	*6%*	*19%*	*2%*	*18%*	-	*18%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Proof of postage/ dispatch	**70**	3	65	2	16	50	4	67	1	2	-	70	-
	4%	*3%*	*4%*	*8%*	*3%*	*4%*	*4%*	*4%*	*3%*	*11%*	-	*4%*	-
Guaranteed delivery to my door	**34**	1	32	1	9	20	5	31	3	-	-	34	-
	2%	*1%*	*2%*	*4%*	*2%*	*2%*	*4%*	*2%*	*12%*	-	-	*2%*	-
Availability of nearby collection points in case of failed delivery	**201**	10	191	*	74	121	5	196	2	3	-	201	-
	11%	*10%*	*11%*	*1%*	*13%*	*10%*	*5%*	*11%*	*7%*	*19%*	-	*11%*	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**87**	3	83	-	29	53	4	81	3	3	-	87	-
	5%	*3%*	*5%*	-	*5%*	*5%*	*3%*	*4%*	*10%*	*19%*	-	*5%*	-
Option to reschedule if I am unable to take the delivery	**66**	5	61	-	20	42	5	64	2	-	-	66	-
	4%	*5%*	*3%*	-	*3%*	*4%*	*4%*	*3%*	*8%*	-	-	*4%*	-
Ability to provide a specific time slot or SMS notification of delivery time	**180**	8	172	-	62	113	5	179	2	-	-	180	-
	10%	*8%*	*10%*	-	*11%*	*10%*	*5%*	*10%*	*6%*	-	-	*10%*	-
Proof and details of delivery receipt sent to me if someone else receives it	**50**	3	47	-	14	34	2	46	3	-	-	50	-
	3%	*3%*	*3%*	-	*2%*	*3%*	*2%*	*3%*	*11%*	-	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Low cost	**48**	12	19	10	7	3	5	4	6	2	11	*	4	6	1	*	6
	3%	*2%*	*4%*	*2%*	*2%*	*2%*	*3%*	*2%*	*4%*	*1%*	**6%kno**	*	*3%*	*4%*	*	*	*4%*
Free delivery	**68**	16	22	12	18	2	4	9	9	5	8	2	3	7	4	5	9
	4%	*3%*	*4%*	*3%*	*4%*	*1%*	*3%*	*5%*	*6%*	*3%*	*4%*	*1%*	*2%*	*5%*	*3%*	*4%*	*6%*
Inclusion of insurance	**221**	67	59	42	52	32	20	15	21	19	19	24	12	7	21	7	24
	12%	*13%*	*12%*	*10%*	*12%*	**17%mo**	*12%*	*9%*	**14%m**	*12%*	*10%*	**16%m**	*9%*	*5%*	**14%m**	*6%*	**16%m**
Guarantee that the parcel will arrive on time	**54**	13	21	9	12	2	5	6	3	8	10	3	1	4	8	1	3
	3%	*2%*	*4%*	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*5%*	*5%*	*2%*	*1%*	*3%*	*5%*	*	*2%*
Ability to track the delivery	**60**	20	16	9	14	3	7	11	7	4	6	4	2	3	5	2	8
	3%	*4%*	*3%*	*2%*	*3%*	*2%*	*4%*	*6%*	*5%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	*5%*
Ability to choose an express or next day service	**260**	74	73	50	64	24	31	19	16	22	35	13	20	17	25	16	23
	14%	*14%*	*15%*	*12%*	*15%*	*13%*	*18%*	*11%*	*11%*	*14%*	**19%k**	*8%*	*16%*	*12%*	*16%*	*12%*	*16%*
Ability to select a specific date/time for delivery	**202**	55	55	40	53	19	22	14	8	18	29	15	14	11	15	16	22
	11%	*10%*	*11%*	*10%*	*12%*	*10%*	*13%*	*8%*	*5%*	*11%*	**15%h**	*10%*	*11%*	*8%*	*10%*	*13%*	**15%h**
Fast delivery	**94**	29	27	14	23	6	14	9	6	9	12	4	5	4	14	3	6
	5%	*6%*	*5%*	*3%*	*5%*	*3%*	*8%*	*5%*	*4%*	*6%*	*6%*	*3%*	*4%*	*3%*	*9%*	*3%*	*4%*
Convenient options for me to accept the delivery	**50**	11	9	14	16	4	3	4	1	1	6	7	1	6	9	*	6
	3%	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	*5%*	*1%*	*4%*	*6%*	*	*4%*
Guarantee that the parcel will arrive intact	**21**	3	10	4	5	3	-	-	5	2	3	1	2	*	3	1	1
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	-	-	**4%fg**	*1%*	*1%*	*1%*	*2%*	*	*2%*	*	*1%*
Ability to select an evening/weekend delivery	**345**	100	96	74	74	36	32	32	21	31	44	30	24	21	28	18	28
	18%	*19%*	*19%*	*18%*	*17%*	*20%*	*18%*	*19%*	*14%*	*20%*	*23%*	*20%*	*19%*	*14%*	*18%*	*14%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	1874	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Proof of postage/ dispatch	70	17	20	8	25	3	4	10	5	6	9	-	3	5	10	4	11
	4%	*3%*	*4%*	*2%*	**6%c**	*2%*	*2%*	**6%k**	*3%*	*4%*	**5%k**	-	*2%*	*3%*	**7%k**	*3%*	**7%k**
Guaranteed delivery to my door	34	4	6	10	14	4	*	-	-	*	6	4	2	4	6	-	8
	2%	*1%*	*1%*	*2%*	**3%a**	*2%*	*	-	-	*	*3%*	*2%*	*2%*	*3%*	**4%g**	-	**5%fghl**
Availability of nearby collection points in case of failed delivery	201	43	54	53	51	13	17	13	10	22	22	18	16	19	20	11	21
	11%	*8%*	*11%*	*12%*	*12%*	*7%*	*10%*	*8%*	*7%*	*14%*	*12%*	*12%*	*12%*	*13%*	*13%*	*8%*	*14%*
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	87	22	27	21	16	11	8	3	7	8	12	7	7	7	11	1	5
	5%	*4%*	*5%*	*5%*	*4%*	**6%o**	*5%*	*2%*	*5%*	*5%*	**6%o**	*5%*	*5%*	*5%*	**7%o**	*	*3%*
Option to reschedule if I am unable to take the delivery	66	12	23	13	18	6	2	4	4	4	15	7	4	3	5	*	13
	4%	*2%*	*5%*	*3%*	*4%*	*3%*	*1%*	*2%*	*3%*	*2%*	**8%fo**	*5%*	*3%*	*2%*	*3%*	*	**9%fo**
Ability to provide a specific time slot or SMS notification of delivery time	180	51	46	32	51	17	17	18	7	19	19	13	9	10	19	18	14
	10%	*10%*	*9%*	*8%*	*12%*	*9%*	*10%*	*11%*	*5%*	*12%*	*10%*	*9%*	*7%*	*7%*	*13%*	**14%h**	*9%*
Proof and details of delivery receipt sent to me if someone else receives it	50	12	7	15	16	4	6	2	2	2	3	9	2	3	10	2	3
	3%	*2%*	*1%*	*3%*	*4%*	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*	*6%*	*2%*	*2%*	**7%gi**	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

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Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1843**	-	1843	845	994	320	281	341	247	324	199	125	601	588	648	324	1617	208	1843
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Effective Base	**1143**	-	1143	577	564	217	177	231	148	191	99	89	394	376	374	184	971	162	1843
Low cost	**4.30**	-	4.30	4.25	**4.35c**	4.25	4.30	4.29	**4.42efgijk**	4.28	4.29	4.24	4.28	**4.34no**	4.27	4.27	4.29	4.30	4.28
Free delivery	**4.25**	-	4.25	4.20	**4.30c**	4.18	**4.31ei**	**4.29ei**	**4.30ei**	4.16	**4.30i**	4.23	4.24	**4.30n**	4.22	4.27	4.23	**4.39p**	4.25
Inclusion of insurance	**3.70**	-	3.70	**3.76d**	3.64	**3.82ijk**	**3.89hijk**	**3.80ijk**	3.65	3.57	3.47	3.50	**3.85no**	**3.74no**	3.52	3.48	3.66	**3.93p**	3.69
Guarantee that the parcel will arrive on time	**4.30**	-	4.30	4.27	4.33	**4.32k**	**4.37k**	**4.42ijk**	**4.33k**	**4.27k**	4.20	3.97	**4.34no**	**4.38no**	4.18	4.11	4.28	**4.41p**	4.30
Ability to track the delivery	**4.33**	-	4.33	4.31	4.34	4.37	4.27	**4.42k**	4.32	4.30	4.27	4.23	4.33	4.38	4.28	4.26	4.31	**4.45p**	4.34
Ability to choose an express or next day service	**3.77**	-	3.77	3.75	3.79	**4.08hijk**	**4.01hijk**	**3.97hijk**	**3.71k**	**3.48k**	3.49	3.19	**4.05mno**	**3.86no**	3.43	3.37	3.72	**4.07p**	3.77
Ability to select a specific date/time for delivery	**3.86**	-	3.86	3.84	3.88	**4.02hijk**	**4.04hijk**	**4.07hijk**	**3.75k**	**3.73k**	3.62	3.33	**4.03no**	**3.94no**	3.61	3.51	3.80	**4.15p**	3.85
Fast delivery	**4.12**	-	4.12	4.10	4.14	**4.24ijk**	**4.32ijk**	**4.25ijk**	**4.18ijk**	**3.95k**	**3.96k**	3.59	**4.28no**	**4.22no**	3.87	3.81	4.09	4.24	4.15
Convenient options for me to accept the delivery	**4.27**	-	4.27	4.22	4.31	4.21	**4.29k**	**4.39ejk**	**4.35k**	**4.26k**	4.18	4.02	4.25	**4.37lno**	4.19	4.12	4.26	4.32	4.26
Guarantee that the parcel will arrive intact	**4.61**	-	4.61	4.59	4.62	4.49	4.54	4.60	**4.67e**	**4.67ef**	4.65	**4.68e**	4.51	**4.63l**	**4.67l**	**4.66l**	**4.63q**	4.47	4.62
Ability to select an evening/weekend delivery	**3.56**	-	3.56	3.53	3.59	**3.96hijk**	**3.91hijk**	**3.85hijk**	**3.39k**	**3.30k**	**3.10k**	2.73	**3.94mno**	**3.65no**	3.12	2.95	3.50	**3.87p**	3.52
Proof of postage/ dispatch	**4.20**	-	4.20	4.17	4.24	4.24	4.22	**4.29l**	4.13	4.13	4.17	4.21	4.23	4.22	4.16	4.19	4.19	4.30	4.23
Guaranteed delivery to my door	**4.45**	-	4.45	4.42	4.48	4.36	4.37	4.44	**4.55ef**	4.50	**4.54ef**	4.39	4.37	**4.49l**	**4.49l**	4.48	4.44	4.48	4.45

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
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Base : Have had to decide on a postal/delivery option in the last month

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**1874**	-**	1874	930	942	327	280	354	265	310	202*	134*	607	619	646	337	1555	294	1843
Availability of nearby collection points in case of failed delivery	**3.89**	-	3.89	3.88	3.89	**4.04ijk**	**4.08ijk**	**4.07hijk**	**3.86jk**	**3.84jk**	3.48	3.39	**4.06no**	**3.98no**	3.63	3.45	3.85	**4.05p**	3.89
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.23**	-	4.23	4.14	**4.31c**	4.25	4.19	4.28	4.26	4.15	4.28	4.16	4.22	4.27	4.20	4.23	4.24	4.21	4.24
Option to reschedule if I am unable to take the delivery	**4.25**	-	4.25	4.22	4.27	4.20	**4.34k**	**4.33ik**	4.29	4.18	4.17	4.12	4.27	**4.31no**	4.16	4.15	4.23	4.32	4.24
Ability to provide a specific time slot or SMS notification of delivery time	**3.91**	-	3.91	3.89	3.93	**4.05ijk**	**4.09hijk**	**4.07hijk**	**3.86k**	**3.77k**	3.71	3.49	**4.07no**	**3.98no**	3.69	3.62	3.86	**4.19p**	3.91
Proof and details of delivery receipt sent to me if someone else receives it	**4.35**	-	4.35	4.31	4.38	4.36	4.43	4.30	4.37	4.36	4.26	4.34	4.39	4.33	4.32	4.29	4.33	**4.47p**	4.35

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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 189

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Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1843**	499	592	368	384	1091	752	1025	794	215	232	470	494	291	1487	216	1528
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Effective Base	**1143**	279	380	243	251	660	490	689	471	128	149	285	321	183	938	128	959
Low cost	**4.30**	4.24	4.34a	4.33a	4.27	4.30	4.30	4.30	4.30	4.32	4.35m	4.29	4.33m	4.21	4.30m	4.32	4.30
Free delivery	**4.25**	4.23	4.29d	4.27	4.19	4.26	4.23	4.24	4.27	4.20	4.28	4.28	4.24	4.21	4.25	4.20	4.26
Inclusion of insurance	**3.70**	3.73	3.67	3.76	3.65	3.70	3.71	3.78h	3.54	3.58	3.65	3.71	3.73	3.77	3.72	3.58	3.72
Guarantee that the parcel will arrive on time	**4.30**	4.28	4.33	4.32	4.24	4.31	4.29	4.35h	4.20	4.27	4.32	4.33	4.28	4.26	4.30	4.27	4.30
Ability to track the delivery	**4.33**	4.35	4.35	4.29	4.28	4.35	4.29	4.35h	4.26	4.18	4.26	4.36i	4.30	4.44ijl	4.34l	4.18	4.34o
Ability to choose an express or next day service	**3.77**	3.77	3.69	3.91b	3.76	3.72	3.84	3.86h	3.58	3.74	3.66	3.76	3.83	3.83	3.78	3.74	3.78
Ability to select a specific date/time for delivery	**3.86**	3.88	3.84	3.95d	3.75	3.85	3.86	3.99h	3.57	3.61	3.77	3.96i	3.86i	3.91i	3.89i	3.61	3.89o
Fast delivery	**4.12**	4.04	4.11	4.24a	4.11	4.08	4.18	4.18h	3.99	4.03	4.22	4.12	4.15	4.04	4.13	4.03	4.13
Convenient options for me to accept the delivery	**4.27**	4.25	4.28	4.26	4.27	4.27	4.27	4.32h	4.15	4.15	4.19	4.35ij	4.30	4.25	4.29	4.15	4.28
Guarantee that the parcel will arrive intact	**4.61**	4.55	4.66ac	4.57	4.61	4.62	4.59	4.59	4.64	4.64	4.56	4.61	4.65m	4.53	4.60	4.64	4.60
Ability to select an evening/weekend delivery	**3.56**	3.48	3.52	3.72ab	3.56	3.50	3.65e	3.73h	3.20	3.45	3.48	3.60	3.62	3.56	3.58	3.45	3.58
Proof of postage/ dispatch	**4.20**	4.16	4.16	4.28	4.26	4.16	4.27e	4.21	4.19	4.15	4.13	4.21	4.22	4.19	4.20	4.15	4.20
Guaranteed delivery to my door	**4.45**	4.45	4.47	4.41	4.44	4.46	4.43	4.44	4.47	4.46	4.43	4.40	4.52k	4.40	4.44	4.46	4.44

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**1874**	486	664	387	336	1150	724	1254	603	184	238	492	528	318	1575	184	1607
Availability of nearby collection points in case of failed delivery	**3.89**	3.83	3.90	3.96	3.85	3.87	3.91	**4.00h**	3.65	3.73	3.79	**3.95l**	3.93	3.89	3.91	3.73	3.90
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.23**	4.12	**4.28a**	4.27	4.25	4.21	4.26	4.24	4.21	4.15	4.24	**4.27m**	**4.33im**	4.06	**4.24m**	4.15	4.24
Option to reschedule if I am unable to take the delivery	**4.25**	4.27	4.26	4.26	4.18	4.26	4.22	**4.30h**	4.13	4.16	4.17	4.24	4.30	4.28	4.26	4.16	4.26
Ability to provide a specific time slot or SMS notification of delivery time	**3.91**	3.89	3.89	3.99	3.89	3.89	3.95	**4.00h**	3.72	3.71	3.79	**3.93l**	**3.94l**	**4.03ij**	**3.93l**	3.71	**3.93o**
Proof and details of delivery receipt sent to me if someone else receives it	**4.35**	4.33	4.37	4.33	4.33	4.36	4.33	4.35	4.34	4.24	4.32	4.38	4.34	4.34	4.35	4.24	4.35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 189

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1843	1347	496	215	1054	329	269	191	105	127	102	121	132	105	130	130	102	58	271
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Effective Base	1143	974	171	67	872	173	146	118	93	115	89	106	103	92	114	116	84	30	144
Low cost	4.30	4.29	4.33	4.38	4.31	4.20	4.22	4.28	4.41lp	4.28	4.44lopr	4.32l	4.19	4.37lp	4.37lp	4.28	4.22	4.07	4.23
Free delivery	4.25	4.26	4.22	4.24	4.27e	4.10	4.24	4.31	4.31	4.29kp	4.39kpr	4.08	4.30kp	4.32kp	4.29kp	4.29kp	4.12	3.77	4.18
Inclusion of insurance	3.70	3.73b	3.53	3.59	3.70	3.62	3.78	3.85e	3.79p	3.78p	3.70	3.65	3.74	3.68	3.77p	3.71	3.47	3.58	3.62
Guarantee that the parcel will arrive on time	4.30	4.30	4.28	4.37	4.31e	4.11	4.43e	4.39e	4.42pr	4.35pr	4.32	4.24	4.39pr	4.32r	4.25	4.37pr	4.13	4.11	4.11
Ability to track the delivery	4.33	4.33	4.27	4.34	4.32	4.27	4.43	4.40	4.41	4.37	4.21	4.21	4.38	4.34	4.42	4.29	4.25	4.09	4.31
Ability to choose an express or next day service	3.77	3.79	3.65	3.61	3.78	3.62	3.82	3.89	3.89p	3.81	3.64	3.64	3.82	3.71	4.03jkmpr	3.77	3.57	3.72	3.60
Ability to select a specific date/time for delivery	3.86	3.89bc	3.63	3.62	3.85	3.79	3.98	3.97	4.14ijkmopr	3.80	3.74	3.71	4.03kp	3.81	4.05jkp	3.80	3.62	3.64	3.83
Fast delivery	4.12	4.14b	3.95	4.04	4.11	4.04	4.31de	4.34de	4.23p	4.19p	4.00	4.13p	4.20p	4.02	4.13	4.16p	3.88	3.93	4.06
Convenient options for me to accept the delivery	4.27	4.28	4.21	4.23	4.26	4.23	4.36	4.30	4.33	4.19	4.35	4.24	4.26	4.29	4.25	4.31	4.22	4.25	4.23
Guarantee that the parcel will arrive intact	4.61	4.59	4.70a	4.66	4.60	4.59	4.73de	4.66	4.59	4.65n	4.64n	4.58	4.64n	4.64n	4.41	4.64n	4.66n	4.53	4.60n
Ability to select an evening/weekend delivery	3.56	3.60b	3.28	3.50	3.57	3.43	3.52	3.65	3.79kpr	3.59	3.49	3.45	3.71	3.54	3.74kpr	3.47	3.37	3.38	3.44
Proof of postage/ dispatch	4.20	4.21	4.19	4.25	4.20	4.13	4.30	4.34e	4.26	4.22	4.09	4.22	4.32r	4.11	4.13	4.26	4.19	4.27	4.10
Guaranteed delivery to my door	4.45	4.44	4.49	4.50	4.45	4.40	4.53	4.53	4.47	4.47	4.54	4.39	4.41	4.43	4.34	4.51	4.51	4.17	4.44

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	1874	1625	248	86*	1575	164	86	49	79*	224	137*	159	180	152*	247	245	153*	29**	135
Availability of nearby collection points in case of failed delivery	3.89	3.91bc	3.73	3.61	3.88	3.84	3.91	4.13de	4.07p	3.83	4.04p	3.91	3.84	3.88	3.96p	3.88	3.63	3.84	3.84
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.23	4.24	4.19	4.08	4.22	4.18	4.39de	4.37	4.36	4.28	4.23	4.14	4.28	4.24	4.19	4.23	4.11	4.16	4.19
Option to reschedule if I am unable to take the delivery	4.25	4.26	4.17	4.28	4.24	4.20	4.42deg	4.24	4.37	4.20	4.19	4.17	4.30	4.22	4.25	4.31	4.19	3.96	4.25
Ability to provide a specific time slot or SMS notification of delivery time	3.91	3.94b	3.71	3.74	3.91	3.85	4.00	4.02	4.22jkmnopr	4.01p	3.91	3.88	4.01p	3.89	3.93	3.77	3.69	3.54	3.91
Proof and details of delivery receipt sent to me if someone else receives it	4.35	4.35	4.32	4.42	4.34	4.30	4.42	4.48e	4.30	4.41	4.35	4.34	4.40	4.31	4.35	4.37	4.19	4.28	4.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
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QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	1843	743	696	187	165	45	1439	210	787	756	175	91	29	1543	120
Weighted Base	1874	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Effective Base	1143	462	427	118	107	25	889	132	481	461	120	61	18	941	78
Low cost	4.30	4.40bcdfg	4.24	4.19	4.19	4.30	4.33bcdg	4.21	4.43ijklmn	4.21	4.17	4.23	4.18	4.32ij	4.22
Free delivery	4.25	4.35bcdfg	4.22c	4.05	4.12	4.50bcdg	4.29bcdg	4.18	4.34ijkm	4.19	4.11	4.19	4.46ij	4.27ij	4.25
Inclusion of insurance	3.70	3.69	3.76g	3.70	3.59	3.43	3.72	3.56	3.78n	3.68	3.63	3.53	3.23	3.73n	3.46
Guarantee that the parcel will arrive on time	4.30	4.37cdg	4.30	4.18	4.15	4.19	4.33cdg	4.16	4.40ijkn	4.26	4.16	4.10	4.20	4.33jkn	4.12
Ability to track the delivery	4.33	4.39c	4.31	4.19	4.24	4.40	4.35c	4.27	4.43ij	4.29j	4.10	4.25	4.33	4.36j	4.27
Ability to choose an express or next day service	3.77	3.75	3.79	3.74	3.77	4.06	3.77	3.82	3.90ijkn	3.72	3.57	3.44	3.72	3.81jkn	3.51
Ability to select a specific date/time for delivery	3.86	3.86	3.92dg	3.75	3.71	3.76	3.89	3.72	3.92	3.83	3.81	3.74	3.55	3.87	3.69
Fast delivery	4.12	4.13	4.12	4.15	3.98	4.26	4.13	4.03	4.21ijkn	4.08	3.97	3.94	4.15	4.15j	3.99
Convenient options for me to accept the delivery	4.27	4.33dg	4.27	4.16	4.14	4.22	4.30dg	4.16	4.38ijkm	4.20	4.11	4.15	4.43	4.29ij	4.22
Guarantee that the parcel will arrive intact	4.61	4.70bcdg	4.58c	4.38	4.53	4.67	4.64c	4.56	4.75ijkmn	4.54	4.40	4.44	4.46	4.64ijkn	4.45
Ability to select an evening/weekend delivery	3.56	3.47	3.65a	3.54	3.54	3.50	3.56	3.54	3.64n	3.53	3.49	3.32	3.08	3.59n	3.27
Proof of postage/ dispatch	4.20	4.27cdg	4.23cdg	4.02	4.03	3.99	4.25cdg	4.03	4.32ijkn	4.17n	4.03	3.97	3.66	4.25jkn	3.90
Guaranteed delivery to my door	4.45	4.59bcdfg	4.40c	4.24	4.31	4.34	4.50bcdg	4.32	4.62ijkmn	4.37j	4.21	4.33	3.80	4.50ijn	4.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Base : Have had to decide on a postal/delivery option in the last month

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**1874**	755	700	200	176	36**	1455	212	774	782	184	99*	30**	1556	129*
Availability of nearby collection points in case of failed delivery	**3.89**	3.88	3.94	3.78	3.75	4.09	3.91	3.81	**3.98jkn**	**3.90jkn**	3.64	3.56	3.76	**3.94jkn**	3.61
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.23**	**4.30dg**	**4.23g**	4.13	4.05	4.05	**4.27dg**	4.05	**4.39ijkmn**	**4.18j**	3.93	4.04	3.86	**4.28ijkn**	4.00
Option to reschedule if I am unable to take the delivery	**4.25**	**4.33bcd**	4.21	4.13	4.15	4.42	4.27	4.19	**4.37ijmn**	4.18	4.07	4.21	3.99	**4.27ij**	4.16
Ability to provide a specific time slot or SMS notification of delivery time	**3.91**	3.92	3.96	3.78	3.80	3.96	3.94	3.83	3.96	3.90	3.78	3.90	3.48	3.93	3.81
Proof and details of delivery receipt sent to me if someone else receives it	**4.35**	**4.41dg**	4.33	4.28	4.22	4.26	**4.37g**	4.22	**4.45ijkn**	4.30	4.17	4.24	4.32	**4.37j**	4.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
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Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1843**	123	1692	28	620	1111	112	1805	24	13	-	1842	1
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Effective Base	**1143**	71	1058	17	377	700	67	1116	17	9	-	1143	1
Low cost	**4.30**	4.23	4.30	4.39	4.32	4.29	4.20	4.30	4.10	3.84	-	4.30	4.00
Free delivery	**4.25**	4.20	4.25	4.61	4.29	4.23	4.34	4.25	4.09	4.32	-	4.25	4.00
Inclusion of insurance	**3.70**	**3.98b**	3.68	4.19	**3.90e**	3.61	3.70	3.70	3.85	3.63	-	3.70	4.00
Guarantee that the parcel will arrive on time	**4.30**	4.41	4.29	4.46	**4.39e**	4.26	4.31	4.30	4.04	4.57	-	4.30	3.00
Ability to track the delivery	**4.33**	4.30	4.33	4.51	**4.42e**	4.27	4.39	4.33	4.22	3.72	-	4.33	4.00
Ability to choose an express or next day service	**3.77**	**4.06b**	3.75	4.14	**3.87e**	3.70	3.96	3.77	3.90	3.87	-	3.77	4.00
Ability to select a specific date/time for delivery	**3.86**	4.05	3.84	4.33	3.88	3.84	3.95	3.86	3.81	3.78	-	3.86	4.00
Fast delivery	**4.12**	4.24	4.11	4.46	4.19	4.08	4.14	4.12	4.16	4.04	-	4.12	4.00
Convenient options for me to accept the delivery	**4.27**	4.38	4.26	4.51	4.27	4.27	4.25	4.28	4.17	3.44	-	4.27	4.00
Guarantee that the parcel will arrive intact	**4.61**	4.63	4.60	4.71	4.65	4.59	4.50	4.62	4.31	3.52	-	4.61	4.00
Ability to select an evening/weekend delivery	**3.56**	3.81	3.53	4.55	3.62	3.50	**3.80e**	3.54	4.37	3.72	-	3.56	3.00
Proof of postage/ dispatch	**4.20**	4.31	4.20	4.31	**4.31e**	4.16	4.14	4.20	4.34	4.07	-	4.20	4.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**1874**	100*	1754	19**	583	1182	109*	1829	30**	15**	-**	1874	***
Guaranteed delivery to my door	**4.45**	4.56	4.44	4.55	**4.53ef**	4.42	4.30	4.46	3.94	4.39	-	4.45	4.00
Availability of nearby collection points in case of failed delivery	**3.89**	3.97	3.88	4.39	3.85	3.89	4.00	3.89	4.14	3.27	-	3.89	4.00
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.23**	4.34	4.22	4.45	4.30	4.21	4.14	4.23	4.13	4.06	-	4.23	4.00
Option to reschedule if I am unable to take the delivery	**4.25**	4.25	4.24	4.49	**4.32e**	4.21	4.19	4.25	4.15	4.27	-	4.25	4.00
Ability to provide a specific time slot or SMS notification of delivery time	**3.91**	4.03	3.90	4.43	3.94	3.88	4.09	3.90	4.17	4.24	-	3.91	4.00
Proof and details of delivery receipt sent to me if someone else receives it	**4.35**	4.40	4.34	4.32	**4.46e**	4.30	4.31	4.35	4.00	4.05	-	4.35	4.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1843**	513	479	430	421	188	158	167	151	156	172	148	128	154	153	130	138
Weighted Base	**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Effective Base	**1143**	342	332	238	238	126	106	111	101	104	128	79	77	83	88	70	80
Low cost	**4.30**	4.33	4.26	4.30	4.30	**4.34hp**	4.30	**4.36hlp**	4.17	**4.37hlp**	4.24	**4.38hlp**	4.21	4.30	4.30	**4.44fhjlmnp**	4.18
Free delivery	**4.25**	4.20	4.22	4.24	**4.36abc**	4.26	4.17	4.16	4.17	**4.33fgjl**	4.18	**4.32fgl**	4.17	4.24	**4.42efghjlm**	**4.34fgjl**	**4.31f**
Inclusion of insurance	**3.70**	3.65	3.66	3.77	3.76	3.53	3.61	**3.82e**	3.73	3.59	3.65	3.56	3.79	**3.95efijk**	3.72	**3.85e**	3.73
Guarantee that the parcel will arrive on time	**4.30**	4.29	4.29	4.31	4.32	4.26	4.25	4.36	4.34	4.37	4.18	4.32	4.28	4.33	4.34	4.40	4.23
Ability to track the delivery	**4.33**	4.31	4.32	4.35	4.32	4.37	4.32	4.25	4.27	4.34	4.35	4.28	4.40	4.37	4.38	4.36	4.24
Ability to choose an express or next day service	**3.77**	3.72	3.71	3.87	3.80	3.78	3.63	3.75	**3.88j**	3.74	3.55	**3.94j**	3.72	**3.93j**	3.80	**3.89j**	3.73
Ability to select a specific date/time for delivery	**3.86**	3.81	3.85	3.92	3.86	3.73	3.86	3.84	3.95	3.90	3.73	3.90	3.82	**4.02e**	3.88	3.95	3.77
Fast delivery	**4.12**	4.11	4.06	4.14	4.17	4.12	4.03	**4.18j**	**4.20j**	4.11	3.91	**4.21j**	4.05	4.13	4.07	**4.40efijlmnp**	4.07
Convenient options for me to accept the delivery	**4.27**	4.30	4.27	4.25	4.24	4.31	4.31	4.26	4.28	4.29	4.24	4.16	4.31	4.30	4.12	**4.50ghijknp**	4.16
Guarantee that the parcel will arrive intact	**4.61**	**4.68bc**	4.57	4.56	4.59	**4.69hm**	4.63	**4.73hjlm**	4.50	**4.68m**	4.54	4.65	4.52	4.49	4.57	4.60	4.60
Ability to select an evening/weekend delivery	**3.56**	3.49	3.55	3.55	3.66	3.46	3.58	3.42	3.69	3.53	3.45	3.49	3.54	3.63	3.59	**3.85egj**	3.56
Proof of postage/ dispatch	**4.20**	4.20	4.23	4.22	4.15	4.22	4.17	4.23	4.25	4.19	4.25	4.25	4.18	4.22	4.15	4.29	4.03
Guaranteed delivery to my door	**4.45**	4.48	4.43	4.46	4.42	4.41	**4.50j**	**4.55jp**	4.44	**4.56jp**	4.31	4.44	4.39	**4.54j**	4.41	**4.58jp**	4.29

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**1874**	528	497	423	426	183	174	171	148	159	189	149*	127*	146*	153*	125*	149*
Availability of nearby collection points in case of failed delivery	**3.89**	**3.97c**	3.87	3.77	3.92	**3.99m**	3.90	**4.02m**	3.97	3.78	3.87	3.82	3.76	3.72	3.91	4.01	3.87
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	**4.23**	4.29	4.17	4.18	4.28	**4.29h**	**4.28h**	**4.29h**	4.04	4.18	**4.27h**	4.24	4.10	4.18	4.19	**4.43hl**	4.24
Option to reschedule if I am unable to take the delivery	**4.25**	4.27	4.17	4.27	4.27	**4.28j**	**4.28j**	4.26	4.25	4.26	4.04	4.21	4.28	**4.33j**	**4.39jp**	**4.35j**	4.08
Ability to provide a specific time slot or SMS notification of delivery time	**3.91**	3.90	3.92	3.94	3.88	3.92	3.91	3.87	3.96	3.93	3.88	3.98	3.98	3.87	3.89	3.90	3.84
Proof and details of delivery receipt sent to me if someone else receives it	**4.35**	4.32	4.40	4.33	4.35	4.36	4.26	4.33	4.33	4.41	4.43	4.26	4.35	4.38	4.28	4.46	4.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Open everything on the same day it was received	**4276**	-	4276	2058	2210	519	523	766	605	808	557	494	1041	1371	1859	1051	3650	576	4381
	83%	-	*83%*	*82%*	*84%*	*76%*	*74%*	**81%ef**	**83%ef**	**89%efgh**	**88%efgh**	**95%efghij**	*75%*	**82%l**	**90%lm**	**91%lm**	**85%q**	*75%*	*85%*
Open only the things that look important on the same day	**414**	-	414	225	190	87	105	93	39	48	28	14	191	132	90	42	299	101	368
	8%	-	*8%*	*9%*	*7%*	**13%hijk**	**15%ghijk**	**10%hijk**	*5%*	*5%*	*4%*	*3%*	**14%mno**	**8%no**	*4%*	*4%*	*7%*	**13%p**	*7%*
Open only parcels on the same day	**186**	-	186	107	79	38	41	50	36	8	8	4	79	86	21	12	133	49	149
	4%	-	*4%*	*4%*	*3%*	**6%ijk**	**6%ijk**	**5%ijk**	**5%ijk**	*1%*	*1%*	*1%*	**6%no**	**5%no**	*1%*	*1%*	*3%*	**6%p**	*3%*
Put things I've received aside until I have time to open them	**173**	-	173	68	106	15	27	22	35	31	36	7	42	57	75	44	141	28	155
	3%	-	*3%*	*3%*	**4%c**	*2%*	**4%k**	*2%*	**5%egk**	*3%*	**6%egk**	*1%*	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*
Don't know	**97**	-	97	51	45	29	15	18	18	10	5	3	44	35	18	8	77	17	94
	2%	-	*2%*	*2%*	*2%*	**4%ijk**	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	**3%no**	**2%no**	*1%*	*1%*	*2%*	*2%*	*2%*
NET: Open at least some post on the same day	**4876**	-	4876	2390	2478	643	669	909	680	864	593	512	1312	1589	1969	1105	4082	725	4898
	95%	-	*95%*	*95%*	*94%*	*94%*	*94%*	**96%h**	*93%*	*95%*	*94%*	**98%efhj**	*94%*	*95%*	*96%*	*96%*	*95%*	*94%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Open everything on the same day it was received	**4276**	967	1490	861	958	2457	1819	2453	1784	508	574	1126	1059	626	3385	514	3470
	83%	*82%*	***85%c***	*81%*	*84%*	*84%*	*82%*	*80%*	***89%g***	*85%*	*82%*	*82%*	*84%*	*83%*	*83%*	*84%*	*83%*
Open only the things that look important on the same day	**414**	118	115	97	85	233	182	303	108	46	51	115	108	66	340	49	346
	8%	***10%b***	*7%*	*9%*	*7%*	*8%*	*8%*	***10%h***	*5%*	*8%*	*7%*	*8%*	*9%*	*9%*	*8%*	*8%*	*8%*
Open only parcels on the same day	**186**	55	52	46	33	107	79	144	41	15	35	51	39	34	159	15	160
	4%	*5%*	*3%*	*4%*	*3%*	*4%*	*4%*	***5%h***	*2%*	*3%*	*5%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*
Put things I've received aside until I have time to open them	**173**	38	65	41	30	103	70	122	52	19	25	49	34	28	136	19	137
	3%	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	***4%h***	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*
Don't know	**97**	8	27	23	39	35	62	57	27	13	15	28	20	1	65	13	65
	2%	*1%*	*2%*	***2%a***	***3%ab***	*1%*	***3%e***	*2%*	*1%*	***2%m***	***2%m***	***2%m***	***2%m***	*	***2%m***	*2%*	*2%*
NET: Open at least some post on the same day	**4876**	1139	1657	1004	1076	2797	2080	2900	1933	569	660	1292	1206	726	3884	578	3976
	95%	*96%*	*95%*	*94%*	*94%*	*95%*	*94%*	*94%*	***96%g***	*95%*	*94%*	*94%*	*96%*	*96%*	*95%*	*95%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 190

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Open everything on the same day it was received	**4276** *83%*	3635 *82%*	641 **87%a**	214 **88%a**	3547 *82%*	388 **88%d**	218 **87%d**	123 *85%*	185 **89%ilmno**	451 *80%*	378 **89%ilmno**	319 **86%ln**	357 *79%*	379 *80%*	527 *78%*	569 *81%*	382 **87%ilmn**	74 **96%iklmnopr**	314 **87%ilmn**
Open only the things that look important on the same day	**414** *8%*	380 **9%bc**	35 *5%*	8 *3%*	367 **9%e**	21 *5%*	14 *6%*	13 **9%e**	12 *6%*	68 **12%hjkpqr**	23 *5%*	24 *7%*	37 **8%p**	50 **11%jpqr**	80 **12%hjkpqr**	57 **8%p**	15 *3%*	2 *3%*	19 *5%*
Open only parcels on the same day	**186** *4%*	163 *4%*	23 *3%*	4 *1%*	161 *4%*	16 *4%*	6 *2%*	2 *2%*	5 *2%*	19 *3%*	5 *1%*	17 **5%j**	24 **5%jq**	14 *3%*	44 **7%hjmopq**	20 *3%*	13 *3%*	- -	16 **5%jq**
Put things I've received aside until I have time to open them	**173** *3%*	151 *3%*	23 *3%*	9 *4%*	151 *3%*	10 *2%*	9 *3%*	5 *3%*	3 *2%*	18 *3%*	12 *3%*	4 *1%*	21 **5%kn**	23 **5%kn**	12 *2%*	37 **5%hkn**	20 **5%k**	1 *2%*	8 *2%*
Don't know	**97** *2%*	84 *2%*	13 *2%*	9 *4%*	85 *2%*	5 *1%*	4 *2%*	3 *2%*	3 *1%*	7 *1%*	5 *1%*	7 *2%*	13 *3%*	9 *2%*	13 *2%*	18 *3%*	11 *2%*	- -	5 *1%*
NET: Open at least some post on the same day	**4876** *95%*	4177 *95%*	699 *95%*	225 *93%*	4075 *95%*	425 *97%*	238 *95%*	138 *95%*	202 **97%lop**	538 *96%*	406 *96%*	361 **97%lmop**	417 *92%*	443 *93%*	651 **96%lo**	647 *92%*	410 *93%*	76 **98%lo**	349 **96%lo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Open everything on the same day it was received	**4276**	1670	1669	517	302	102	3339	404	1713	1701	548	213	80	3413	293
	83%	**89%bcdefg**	**83%cg**	*75%*	*78%*	*75%*	**86%bcdeg**	*77%*	**87%ijkn**	**83%j**	*77%*	*78%*	*79%*	**85%jkn**	*78%*
Open only the things that look important on the same day	**414**	105	194	67	36	13	299	48	146	168	57	30	12	314	42
	8%	*6%*	**10%af**	**10%a**	**9%a**	*9%*	**8%a**	**9%a**	*7%*	*8%*	*8%*	*11%*	*12%*	*8%*	**11%h**
Open only parcels on the same day	**186**	31	63	53	26	13	94	39	37	82	39	23	5	119	28
	4%	*2%*	**3%a**	**8%abf**	**7%abf**	**10%abf**	*2%*	**7%abf**	*2%*	**4%h**	**5%hm**	**9%him**	*5%*	*3%*	**7%him**
Put things I've received aside until I have time to open them	**173**	61	68	20	17	6	129	23	57	76	34	4	3	133	6
	3%	*3%*	*3%*	*3%*	*4%*	*5%*	*3%*	*4%*	*3%*	*4%*	**5%n**	*1%*	*2%*	*3%*	*2%*
Don't know	**97**	14	24	35	6	2	39	8	11	32	37	4	2	43	6
	2%	*1%*	*1%*	**5%abdfg**	*2%*	*2%*	*1%*	*2%*	*1%*	**2%h**	**5%hikmn**	*1%*	*2%*	*1%*	*2%*
NET: Open at least some post on the same day	**4876**	1806	1926	637	363	128	3731	491	1895	1950	644	267	97	3846	364
	95%	**96%c**	**95%c**	*92%*	*94%*	*94%*	**96%c**	*94%*	**97%ij**	**95%j**	*90%*	**97%j**	*95%*	**96%j**	**97%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Open everything on the same day it was received	**4276** *83%*	215 *83%c*	4002 *83%c*	60 *65%*	1211 *84%f*	2856 *84%f*	210 *68%*	4228 *84%h*	19 *33%*	24 *68%*	* *7%*	4271 *83%h*	5 *23%*
Open only the things that look important on the same day	**414** *8%*	24 *9%*	379 *8%*	12 *13%*	118 *8%*	267 *8%*	30 *10%*	392 *8%*	17 *31%gk*	3 *8%*	- -	412 *8%*	2 *10%*
Open only parcels on the same day	**186** *4%*	4 *2%*	173 *4%*	8 *9%ab*	39 *3%*	125 *4%*	22 *7%de*	167 *3%*	11 *19%gk*	5 *14%*	- -	182 *4%*	3 *14%*
Put things I've received aside until I have time to open them	**173** *3%*	11 *4%*	158 *3%*	4 *5%*	55 *4%*	102 *3%*	16 *5%*	164 *3%*	6 *11%gk*	4 *10%*	- -	173 *3%*	- -
Don't know	**97** *2%*	6 *2%*	83 *2%*	8 *9%ab*	21 *1%*	46 *1%*	30 *10%de*	78 *2%*	4 *7%gk*	- -	3 *93%*	82 *2%*	12 *53%*
NET: Open at least some post on the same day	**4876** *95%*	243 *94%*	4553 *95%c*	80 *86%*	1368 *95%f*	3247 *96%f*	262 *85%*	4786 *95%h*	47 *83%*	33 *90%*	* *7%*	4866 *95%h*	10 *47%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10C. When you receive post or parcels in the mail, do you normally...

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Open everything on the same day it was received	4276 *83%*	1090 **85%bd**	1037 *80%*	1103 **86%bd**	1047 *81%*	363 **86%hj**	379 *84%*	347 **85%hj**	336 *79%*	342 **85%j**	360 *78%*	368 **87%hjnp**	367 *84%*	368 **86%hjn**	339 *79%*	353 **85%j**	354 *79%*
Open only the things that look important on the same day	414 *8%*	97 *8%*	126 **10%c**	75 *6%*	116 **9%c**	21 *5%*	42 **9%e**	35 *9%*	48 **11%ekl**	34 *8%*	45 **10%ek**	22 *5%*	25 *6%*	28 *7%*	38 *9%*	35 *9%*	43 **10%e**
Open only parcels on the same day	186 *4%*	51 *4%*	53 **4%c**	30 *2%*	51 *4%*	24 **6%lo**	15 *3%*	13 *3%*	22 **5%lo**	16 *4%*	15 *3%*	11 *3%*	5 *1%*	14 *3%*	22 **5%l**	8 *2%*	21 **5%l**
Put things I've received aside until I have time to open them	173 *3%*	36 *3%*	56 *4%*	46 *4%*	35 *3%*	14 *3%*	13 *3%*	9 *2%*	14 *3%*	11 *3%*	31 **7%fgimop**	14 *3%*	24 **6%gmop**	8 *2%*	22 **5%op**	6 *1%*	7 *2%*
Don't know	97 *2%*	8 *1%*	17 *1%*	30 **2%a**	43 **3%ab**	3 *1%*	2 *	3 *1%*	6 *1%*	2 *	9 *2%*	6 *2%*	13 **3%efgj**	10 *2%*	9 *2%*	13 **3%efl**	21 **5%efghik**
NET: Open at least some post on the same day	4876 *95%*	1238 **97%bcd**	1216 *94%*	1208 *94%*	1214 *94%*	408 **96%jl**	435 **97%jl**	395 **97%jln**	406 **95%j**	391 **97%jln**	420 *91%*	401 *95%*	397 *91%*	410 **96%jl**	399 *93%*	397 **96%j**	418 *94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**672**	-	672	329	341	117	136	148	89	85	70	23	253	237	178	93	522	136	672
Weighted Base	**773**	-**	773	399	374	139*	173	165	110*	87*	72*	25**	313	275	185*	98*	573	178*	672
Effective Base	**425**	-	425	216	209	72	101	103	55	48	33	16	173	156	96	48	316	99	672
As soon as possible - likely the following day	**309**	-	309	143	165	44	50	69	51	46	37	11	95	119	95	49	220	72	279
	40%	-	*40%*	*36%*	*44%*	*32%*	*29%*	*42%*	**46%f**	**53%ef**	**52%f**	*45%*	*30%*	**43%l**	**51%l**	**50%l**	*38%*	*41%*	*42%*
Within a few days of receiving them	**350**	-	350	188	162	58	102	73	43	33	31	10	160	116	73	40	263	83	293
	45%	-	*45%*	*47%*	*43%*	*41%*	**59%eghl**	*44%*	*39%*	*38%*	*42%*	*38%*	*51%*	*42%*	*40%*	*41%*	*46%*	*47%*	*44%*
At the end of the week/ within the week	**80**	-	80	51	29	26	18	16	13	6	1	*	44	29	7	1	59	20	66
	10%	-	*10%*	*13%*	*8%*	**19%j**	*10%*	*10%*	*12%*	*7%*	*1%*	*1%*	**14%no**	**11%no**	*4%*	*1%*	*10%*	*12%*	*10%*
At least a week later	**21**	-	21	12	10	7	3	5	1	2	4	-	10	6	5	4	20	1	18
	3%	-	*3%*	*3%*	*3%*	*5%*	*2%*	*3%*	*1%*	*2%*	*5%*	-	*3%*	*2%*	*3%*	*4%*	*4%*	*1%*	*3%*
Don't know	**14**	-	14	6	8	4	-	2	2	1	-	4	4	4	5	4	11	1	16
	2%	-	*2%*	*1%*	*2%*	*3%*	-	*1%*	*2%*	*1%*	-	*16%*	*1%*	*1%*	*3%*	*4%*	*2%*	*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**672**	180	189	140	163	369	303	403	259	95	94	176	163	89	522	97	531
Weighted Base	**773**	210	233	184*	147	443	331	568	201	80*	111*	215	180	128*	634	83*	643
Effective Base	**425**	104	126	97	106	230	198	283	154	60	52	114	108	65	338	62	343
As soon as possible - likely the following day	**309**	83	86	74	66	169	140	210	97	38	56	75	76	39	246	38	249
	40%	*39%*	*37%*	*40%*	*45%*	*38%*	*42%*	*37%*	**48%g**	**48%m**	**51%m**	*35%*	*42%*	*30%*	*39%*	*46%*	*39%*
Within a few days of receiving them	**350**	98	106	86	61	204	146	272	76	31	40	93	84	75	292	34	297
	45%	*47%*	*46%*	*47%*	*41%*	*46%*	*44%*	**48%h**	*38%*	*39%*	*36%*	*43%*	*47%*	**59%ijk**	*46%*	*41%*	*46%*
At the end of the week/ within the week	**80**	23	26	19	12	49	31	66	13	2	12	36	12	14	74	2	74
	10%	*11%*	*11%*	*10%*	*8%*	*11%*	*9%*	*12%*	*7%*	*2%*	*11%*	**16%il**	*7%*	*11%*	**12%l**	*2%*	**12%o**
At least a week later	**21**	4	10	2	5	14	7	13	8	4	*	10	7	*	17	4	17
	3%	*2%*	*4%*	*1%*	*3%*	*3%*	*2%*	*2%*	*4%*	**5%m**	*	*5%*	*4%*	*	*3%*	*5%*	*3%*
Don't know	**14**	2	5	3	4	7	7	7	6	4	3	1	1	-	6	4	6
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	**5%klmn**	*3%*	*1%*	*1%*	-	*1%*	**5%p**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**672**	534	138	56	428	98	78	68	26	58	33	37	62	59	67	52	34	12	86
Weighted Base	**773**	693	80*	20**	679	47**	28*	20*	20**	105*	40**	46*	82*	88*	137*	114*	48*	3**	43**
Effective Base	**425**	385	41	20	354	28	49	35	22	53	22	33	52	53	60	47	31	8	25
As soon as possible - likely the following day	**309**	279	29	8	261	25	12	10	9	41	19	14	36	47	37	37	22	2	23
	40%	*40%*	*37%*	*39%*	*38%*	*53%*	*44%*	*53%*	*44%*	*39%*	*46%*	*31%*	*44%*	**53%no**	*27%*	*32%*	*45%*	*50%*	*53%*
Within a few days of receiving them	**350**	306	44	11	315	15	13	8	9	47	19	27	32	34	64	62	21	1	14
	45%	*44%*	*55%*	*56%*	*46%*	*31%*	*46%*	*40%*	*44%*	*45%*	*48%*	*58%*	*39%*	*39%*	*47%*	*54%*	*45%*	*17%*	*32%*
At the end of the week/ within the week	**80**	77	2	*	71	6	2	*	2	13	2	4	10	3	24	9	5	*	5
	10%	*11%*	*3%*	*1%*	*10%*	*12%*	*8%*	*3%*	*8%*	*12%*	*5%*	*9%*	*12%*	*3%*	**18%m**	*7%*	*10%*	*14%*	*12%*
At least a week later	**21**	21	1	1	21	*	*	*	1	2	-	*	4	3	9	2	-	-	*
	3%	*3%*	*1%*	*3%*	*3%*	*1%*	*	*1%*	*4%*	*2%*	-	*1%*	*5%*	*3%*	*7%*	*2%*	-	-	*1%*
Don't know	**14**	10	3	-	11	1	*	1	-	2	-	-	-	2	3	5	-	1	1
	2%	*1%*	*4%*	-	*2%*	*3%*	*1%*	*4%*	-	*2%*	-	-	-	*2%*	*2%*	*4%*	-	*18%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**672**	185	265	122	74	24	450	98	228	252	122	48	20	480	68
Weighted Base	**773**	196	325	140*	78*	32**	522	111*	240	326	130*	58*	19**	565	77*
Effective Base	**425**	120	171	80	48	12	289	56	141	165	75	35	11	304	46
As soon as possible - likely the following day	**309**	98	131	40	28	11	229	39	114	124	49	20	1	238	21
	40%	**50%c**	*40%*	*29%*	*35%*	*33%*	**44%c**	*35%*	**47%n**	*38%*	*37%*	*36%*	*4%*	*42%*	*28%*
Within a few days of receiving them	**350**	83	155	62	36	14	238	50	101	162	53	23	10	264	33
	45%	*42%*	*48%*	*44%*	*46%*	*45%*	*46%*	*46%*	*42%*	*50%*	*41%*	*40%*	*54%*	*47%*	*43%*
At the end of the week/ within the week	**80**	9	28	28	13	2	37	14	17	34	14	11	4	51	15
	10%	*5%*	*9%*	**20%abf**	**16%af**	*6%*	*7%*	**13%a**	*7%*	*10%*	*11%*	**19%h**	*21%*	*9%*	**19%hm**
At least a week later	**21**	2	9	6	2	3	10	5	6	3	7	3	2	9	5
	3%	*1%*	*3%*	*4%*	*2%*	*9%*	*2%*	*4%*	*2%*	*1%*	**5%lm**	*5%*	*10%*	*2%*	**6%lm**
Don't know	**14**	5	3	4	*	2	7	3	2	2	7	*	2	5	2
	2%	*2%*	*1%*	*3%*	*	*8%*	*1%*	*2%*	*1%*	*1%*	**5%lm**	*1%*	*11%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**672**	46	601	25	225	391	56	628	28	12	-	668	4
Weighted Base	**773**	39**	710	24**	213	493	68*	722	34**	12**	-**	768	5**
Effective Base	**425**	28	384	15	127	264	35	395	20	7	-	422	3
As soon as possible - likely the following day	**309**	15	283	10	83	210	16	303	3	1	-	306	2
	40%	*38%*	*40%*	*43%*	*39%*	*43%t*	*23%*	*42%*	*7%*	*12%*	-	*40%*	*43%*
Within a few days of receiving them	**350**	21	324	5	98	213	39	321	19	7	-	348	2
	45%	*53%*	*46%*	*21%*	*46%*	*43%*	*57%*	*44%*	*57%*	*62%*	-	*45%*	*46%*
At the end of the week/ within the week	**80**	3	70	7	21	48	11	69	8	2	-	79	1
	10%	*7%*	*10%*	*30%*	*10%*	*10%*	*16%*	*10%*	*23%*	*16%*	-	*10%*	*11%*
At least a week later	**21**	1	21	-	7	12	2	16	5	1	-	21	-
	3%	*1%*	*3%*	-	*3%*	*2%*	*3%*	*2%*	*13%*	*10%*	-	*3%*	-
Don't know	**14**	-	12	1	4	10	*	14	-	-	-	14	-
	2%	-	*2%*	*6%*	*2%*	*2%*	*	*2%*	-	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE10D. You say you don't open everything on the day it was received. When would you normally open these items?

Base : Those who don't open all post or parcels on the same day

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**672**	156	199	141	176	52	52	52	67	51	81	50	46	45	68	56	52
Weighted Base	**773**	185*	235	151*	203	59**	70*	56*	84*	60*	91*	47**	54**	51*	81*	50**	72*
Effective Base	**425**	100	143	81	103	27	38	37	47	36	61	28	24	31	39	29	36
As soon as possible - likely the following day	**309**	64	94	65	86	28	20	16	31	22	41	18	31	16	30	22	33
	40%	*35%*	*40%*	*43%*	*43%*	*48%*	*29%*	*28%*	*37%*	*36%*	*45%*	*38%*	*58%*	*31%*	*37%*	*45%*	*47%*
Within a few days of receiving them	**350**	96	100	66	88	24	36	37	40	21	39	22	21	22	35	25	27
	45%	*52%*	*43%*	*43%*	*43%*	*41%*	*51%*	**66%ijp**	*47%*	*36%*	*43%*	*47%*	*40%*	*44%*	*43%*	*51%*	*38%*
At the end of the week/ within the week	**80**	20	26	15	18	6	11	3	8	11	7	4	*	11	8	2	8
	10%	*11%*	*11%*	*10%*	*9%*	*10%*	*16%*	*6%*	*10%*	*18%*	*8%*	*9%*	*	*21%*	*10%*	*3%*	*12%*
At least a week later	**21**	2	8	3	8	-	2	-	2	6	-	1	1	2	8	*	-
	3%	*1%*	*3%*	*2%*	*4%*	-	*3%*	-	*2%*	**10%jp**	-	*1%*	*2%*	*4%*	**10%j**	*	-
Don't know	**14**	2	7	2	3	1	1	*	3	-	4	2	*	-	-	-	3
	2%	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	*4%*	-	*4%*	*4%*	*	-	-	-	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2545	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	2499	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	1509	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more (5)	65	-	65	32	33	24	15	15	3	4	2	2	39	18	7	4	49	16	68
	3%	-	3%	3%	3%	7%hijk	4%hijk	3%ij	1%	1%	*	1%	6%mno	2%n	1%	1%	2%	5%	3%
Slightly more (4)	182	-	182	107	74	51	33	38	26	9	13	11	85	64	33	24	139	40	184
	7%	-	7%	9%	6%	15%ghijk	9%i	9%i	7%i	2%	4%	4%	12%mno	8%no	3%	4%	7%	12%p	7%
No change (3)	1268	-	1268	675	590	156	186	235	182	225	160	122	343	417	507	282	1090	163	1256
	51%	-	51%	54%d	48%	46%	52%	55%	52%	50%	51%	47%	49%	53%	50%	50%	51%	49%	49%
Slightly less (2)	501	-	501	232	269	58	62	80	65	104	60	72	120	145	237	133	439	57	550
	20%	-	20%	19%	22%	17%	17%	18%	18%	23%	19%	28%efgh	17%	18%	23%l	23%l	21%	17%	22%
Much less (1)	456	-	456	199	256	36	56	62	75	102	76	50	91	137	228	126	397	51	460
	18%	-	18%	16%	21%c	11%	16%	14%	21%e	23%efg	24%efg	19%e	13%	17%	22%lm	22%l	19%	15%	18%
Don't know	27	-	27	9	18	14	5	2	-	5	-	2	19	2	6	2	17	8	27
	1%	-	1%	1%	1%	4%ghijk	1%	*	-	1%	-	1%	3%mno	*	1%	*	1%	3%p	1%
NET Much/Slightly more	247	-	247	139	107	75	48	53	30	13	15	13	124	82	41	28	189	56	252
	10%	-	10%	11%	9%	22%fghijk	14%ijk	12%ijk	8%l	3%	5%	5%	18%mno	11%no	4%	5%	9%	17%p	10%
NET Much/Slightly less	957	-	957	431	525	94	118	142	140	206	136	122	211	281	465	259	837	108	1010
	38%	-	38%	34%	42%c	28%	33%	33%	40%e	46%efg	44%efg	47%efg	30%	36%	46%lm	45%lm	39%	32%	40%
Mean	2.55	-	2.55	2.63d	2.47	2.91fghijk	2.69hijk	2.68hijk	2.48	2.34	2.37	2.39	2.79mno	2.59no	2.36	2.38	2.53	2.73p	2.54
Std Dev.	0.96	-	0.96	0.94	0.98	1.03	0.99	0.94	0.94	0.88	0.92	0.87	1.02	0.95	0.89	0.90	0.95	1.02	0.96
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**65**	20	19	17	10	39	26	49	16	5	11	19	18	9	57	5	57
		3%	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**3%h**	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*
Slightly more	(4)	**182**	55	36	48	42	91	91	119	61	19	23	53	52	18	147	19	151
		7%	**10%b**	*4%*	**9%b**	*7%*	*6%*	*8%*	*8%*	*6%*	*6%*	*6%*	*8%*	*8%*	*5%*	*7%*	*6%*	*7%*
No change	(3)	**1268**	259	423	259	327	682	586	744	514	161	187	318	306	172	982	164	1011
		51%	*45%*	*51%*	*50%*	**57%a**	*49%*	*53%*	*51%*	*51%*	*52%*	*51%*	*50%*	*49%*	*48%*	*49%*	*52%*	*50%*
Slightly less	(2)	**501**	133	180	99	88	314	188	302	192	51	60	149	122	87	418	52	428
		20%	**23%d**	**22%d**	*19%*	*15%*	**22%f**	*17%*	*21%*	*19%*	*16%*	*16%*	**23%ij**	*20%*	**25%ij**	*21%*	*17%*	*21%*
Much less	(1)	**456**	107	156	92	102	263	194	241	212	69	86	97	126	66	374	69	376
		18%	*18%*	*19%*	*18%*	*18%*	*19%*	*18%*	*16%*	**21%g**	**22%k**	**23%k**	*15%*	*20%*	*19%*	*19%*	*22%*	*18%*
Don't know		**27**	3	11	7	6	14	13	9	14	4	2	3	2	3	10	4	11
		1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
NET Much/Slightly more		**247**	75	55	65	52	130	117	168	77	25	34	72	70	27	204	25	207
		10%	**13%b**	*7%*	**12%b**	*9%*	*9%*	*11%*	**11%h**	*8%*	*8%*	*9%*	*11%*	*11%*	*8%*	*10%*	*8%*	*10%*
NET Much/Slightly less		**957**	240	337	191	190	576	381	543	405	119	145	245	248	153	792	121	804
		38%	**42%d**	**41%d**	*37%*	*33%*	**41%f**	*35%*	*37%*	*40%*	*39%*	*39%*	*38%*	*40%*	*43%*	*40%*	*39%*	*40%*
Mean		**2.55**	2.56	2.48	2.61	2.60	2.52	2.60	**2.61h**	2.47	2.48	2.49	2.61	2.54	2.48	2.54	2.48	2.55
Std Dev.		**0.96**	1.01	0.93	0.99	0.92	0.96	0.95	0.97	0.95	0.97	1.01	0.94	1.00	0.94	0.97	0.96	0.97
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
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Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2545	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		2499	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		1509	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	65	58	7	3	53	4	5	3	2	9	3	6	4	11	12	2	3	*	4
		3%	3%	2%	2%	3%	2%	4%	4%	2%	3%	2%	3%	2%	5%o	4%	1%	1%	1%	2%
Slightly more	(4)	182	160	22	12	154	17	7	4	6	22	14	14	17	14	37	17	12	4	13
		7%	8%	6%	9%	7%	8%	5%	6%	6%	8%	7%	8%	8%	6%	11%	5%	6%	12%	7%
No change	(3)	1268	1090	178	59	1077	100	61	31	62	140	81	87	113	126	181	178	108	17	82
		51%	52%	46%	48%	51%g	47%	50%	43%	58%j	50%	40%	47%	54%j	53%j	53%j	55%j	52%	48%	47%
Slightly less	(2)	501	414	88	24	413	45	28	15	21	62	53	41	38	42	50	64	41	6	39
		20%	20%	23%	20%	20%	21%	23%	21%	20%	22%	26%n	22%	18%	18%	15%	20%	19%	17%	22%
Much less	(1)	456	371	85	22	377	43	19	17	15	41	50	32	33	39	60	62	46	8	35
		18%	18%	22%	18%	18%	20%	16%	24%	14%	15%	24%hi	17%	16%	16%	17%	19%	22%	22%	20%
Don't know		27	21	6	3	21	2	2	2	-	4	3	4	4	4	3	-	-	-	2
		1%	1%	1%	3%	1%	1%	1%	3%d	-	1%	1%	2%o	2%	2%	1%	-	-	-	1%
NET Much/Slightly more		247	218	28	15	207	22	11	7	9	32	18	20	21	25	49	19	15	5	17
		10%	10%	7%	12%	10%	10%	9%	9%	8%	11%	9%	11%	10%	11%	14%o	6%	7%	13%	10%
NET Much/Slightly less		957	784	173	46	790	88	47	32	36	104	103	73	71	81	110	126	86	14	74
		38%	37%	45%a	38%	38%	42%	39%	45%	34%	37%	50%hilmn	39%	34%	34%	32%	39%	41%	39%	42%
Mean		2.55	2.58b	2.41	2.58	2.56	2.50	2.58	2.43	2.62j	2.62j	2.35	2.56	2.62j	2.64j	2.68j	2.48	2.45	2.53	2.49
Std Dev.		0.96	0.96	0.96	0.98	0.96	0.98	0.95	1.04	0.88	0.95	0.98	0.98	0.92	0.99	1.00	0.88	0.94	1.02	0.97
Std Error		0.02	0.02	0.04	0.06	0.03	0.05	0.05	0.06	0.07	0.08	0.08	0.08	0.07	0.08	0.08	0.07	0.08	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
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Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	**65**	37	20	4	2	2	58	4	32	27	5	*	-	59	*
		3%	**4%c**	*2%*	*1%*	*1%*	*3%*	*3%*	*1%*	*3%*	*3%*	*1%*	*	-	*3%*	*
Slightly more	(4)	**182**	42	102	14	23	2	143	25	59	87	19	13	2	147	15
		7%	*4%*	**11%acf**	*4%*	**11%ac**	*2%*	**8%a**	**9%ac**	*6%*	*9%*	*6%*	*11%*	*4%*	*8%*	*9%*
No change	(3)	**1268**	505	440	207	77	34	945	111	495	514	187	42	19	1009	61
		51%	**54%bdg**	*48%*	**60%bdfg**	*38%*	*48%*	**51%dg**	*41%*	**52%kn**	**51%kn**	**53%kn**	*35%*	*37%*	**52%kn**	*36%*
Slightly less	(2)	**501**	168	192	75	52	12	360	65	159	217	83	27	15	376	42
		20%	*18%*	*21%*	*22%*	**26%a**	*18%*	*19%*	*24%*	*17%*	**22%h**	**24%h**	*22%*	*30%*	*19%*	**25%h**
Much less	(1)	**456**	186	162	40	47	20	348	68	203	144	58	38	14	347	51
		18%	**20%c**	**18%c**	*12%*	**23%c**	**29%c**	**19%c**	**25%bc**	**21%l**	*14%*	*16%*	**31%hijm**	**27%l**	*18%*	**30%hijm**
Don't know		**27**	6	9	4	1	-	14	1	4	12	2	-	1	16	1
		1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*1%*	*
NET Much/Slightly more		**247**	79	122	17	25	4	201	29	91	114	24	14	2	206	16
		10%	*8%*	**13%ac**	*5%*	**12%c**	*5%*	**11%c**	**10%c**	*10%*	*11%*	*7%*	*11%*	*4%*	*11%*	*9%*
NET Much/Slightly less		**957**	354	354	115	100	33	708	132	362	361	141	65	29	723	93
		38%	*38%*	*38%*	*33%*	**49%abcf**	*47%*	*38%*	**48%abcf**	*38%*	*36%*	*40%*	**54%hijm**	**57%hijm**	*37%*	**55%hijm**
Mean		**2.55**	2.55	**2.59g**	**2.61dg**	2.41	2.32	**2.57g**	2.38	**2.53kn**	**2.63kln**	**2.52kln**	2.26	2.18	**2.58kln**	2.24
Std Dev.		**0.96**	0.99	0.97	0.79	1.00	1.01	0.98	1.00	1.00	0.93	0.88	1.03	0.89	0.97	0.99
Std Error		**0.02**	0.03	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.03	0.05	0.09	0.12	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**65**	2	63	-	26	38	1	65	-	-	*	65	-
		3%	*1%*	*3%*	-	*4%*	*2%*	*1%*	*3%*	-	-	*8%*	*3%*	-
Slightly more	(4)	**182**	10	171	1	65	102	14	174	6	3	-	182	-
		7%	*8%*	*7%*	*2%*	**9%e**	*6%*	*11%*	*7%*	*21%*	*25%*	-	*7%*	-
No change	(3)	**1268**	61	1189	18	343	856	69	1253	9	3	1	1265	2
		51%	*50%*	*51%*	*57%*	*48%*	*52%*	*53%*	*51%*	*35%*	*27%*	*92%*	*51%*	*31%*
Slightly less	(2)	**501**	15	480	6	137	344	21	487	9	5	-	501	-
		20%	*12%*	*20%*	*20%*	*19%*	*21%*	*16%*	*20%*	*33%*	*47%*	-	*20%*	-
Much less	(1)	**456**	35	416	5	141	295	20	454	2	-	-	456	-
		18%	**28%b**	*18%*	*17%*	*20%*	*18%*	*15%*	*19%*	*7%*	-	-	*18%*	-
Don't know		**27**	-	26	1	5	15	6	22	1	-	-	23	4
		1%	-	*1%*	*3%*	*1%*	*1%*	**5%de**	*1%*	*4%*	-	-	*1%*	*69%*
NET Much/Slightly more		**247**	12	234	1	91	140	15	238	6	3	*	247	-
		10%	*10%*	*10%*	*2%*	**13%e**	*8%*	*12%*	*10%*	*21%*	*25%*	*8%*	*10%*	-
NET Much/Slightly less		**957**	50	896	12	278	639	41	942	11	5	-	957	-
		38%	*41%*	*38%*	*37%*	*39%*	*39%*	*31%*	*38%*	*40%*	*47%*	-	*38%*	-
Mean		**2.55**	2.42	2.56	2.46	2.58	2.54	2.64	2.55	2.73	2.78	3.16	2.55	3.00
Std Dev.		**0.96**	1.03	0.96	0.82	1.02	0.94	0.91	0.96	0.91	0.87	-	0.96	-
Std Error		**0.02**	0.08	0.02	0.14	0.04	0.02	0.08	0.02	0.19	0.22	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Bills, invoices and statements

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**65**	27	9	20	8	14	-	13	-	9	-	11	-	9	-	8	-
		3%	*3%*	*2%*	*2%*	*2%*	*3%*	-	*3%*	-	*2%*	-	*3%*	-	*2%*	-	*2%*	-
Slightly more	(4)	**182**	77	31	47	26	40	-	37	-	31	-	21	-	27	-	26	-
		7%	**9%c**	*8%*	*6%*	*6%*	*10%*	-	*9%*	-	*8%*	-	*5%*	-	*6%*	-	*6%*	-
No change	(3)	**1268**	404	201	449	215	205	-	199	-	201	-	202	-	247	-	215	-
		51%	*49%*	*50%*	*53%*	*52%*	*48%*	-	*49%*	-	*50%*	-	*48%*	-	**58%ek**	-	*52%*	-
Slightly less	(2)	**501**	163	85	160	94	83	-	79	-	85	-	88	-	72	-	94	-
		20%	*20%*	*21%*	*19%*	*23%*	*20%*	-	*19%*	-	*21%*	-	*21%*	-	*17%*	-	*23%*	-
Much less	(1)	**456**	154	72	162	69	80	-	73	-	72	-	93	-	69	-	69	-
		18%	*18%*	*18%*	*19%*	*17%*	*19%*	-	*18%*	-	*18%*	-	*22%*	-	*16%*	-	*17%*	-
Don't know		**27**	6	5	11	4	1	-	5	-	5	-	7	-	5	-	4	-
		1%	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**247**	105	41	68	34	55	-	50	-	41	-	32	-	36	-	34	-
		10%	**13%c**	*10%*	*8%*	*8%*	*13%*	-	*12%*	-	*10%*	-	*8%*	-	*8%*	-	*8%*	-
NET Much/Slightly less		**957**	316	157	322	163	164	-	152	-	157	-	180	-	141	-	163	-
		38%	*38%*	*39%*	*38%*	*39%*	*39%*	-	*38%*	-	*39%*	-	**43%m**	-	*33%*	-	*39%*	-
Mean		**2.55**	2.59	2.55	2.53	2.54	2.59	-	2.60	-	2.55	-	2.45	-	2.61	-	2.54	-
Std Dev.		**0.96**	1.00	0.95	0.95	0.91	1.01	-	0.99	-	0.95	-	0.98	-	0.91	-	0.91	-
Std Error		**0.02**	0.03	0.05	0.03	0.04	0.05	-	0.05	-	0.05	-	0.05	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2545	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	2499	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	1509	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more (5)	48	-	48	21	26	8	9	13	6	2	5	4	18	19	11	8	40	8	58
	2%	-	2%	2%	2%	2%	3%	3%i	2%	1%	2%	1%	3%	2%	1%	1%	2%	2%	2%
Slightly more (4)	302	-	302	165	137	62	42	48	32	48	32	37	104	80	117	69	250	47	322
	12%	-	12%	13%	11%	18%fghij	12%	11%	9%	11%	10%	14%	15%m	10%	11%	12%	12%	14%	13%
No change (3)	1374	-	1374	708	662	162	198	247	210	242	173	141	360	457	557	315	1185	174	1337
	55%	-	55%	56%	53%	48%	55%	57%e	60%e	54%	56%	55%	52%	58%l	55%	55%	56%	52%	53%
Slightly less (2)	452	-	452	222	228	53	66	63	52	96	74	48	119	115	218	122	397	50	495
	18%	-	18%	18%	18%	16%	19%	15%	15%	21%g	24%egh	19%	17%	15%	21%m	21%m	19%	15%	19%
Much less (1)	295	-	295	130	165	41	40	56	50	55	27	26	81	106	109	53	240	48	300
	12%	-	12%	10%	13%	12%	11%	13%	14%	12%	9%	10%	12%	14%	11%	9%	11%	14%	12%
Don't know	28	-	28	8	21	12	2	6	*	6	*	2	14	6	8	2	20	7	33
	1%	-	1%	1%	2%	4%fhj	1%	1%	*	1%	*	1%	2%o	1%	1%	*	1%	2%	1%
NET Much/Slightly more	349	-	349	186	163	70	51	61	39	50	37	41	122	99	128	78	290	55	380
	14%	-	14%	15%	13%	21%ghij	14%	14%	11%	11%	12%	16%	17%mn	13%	13%	14%	14%	17%	15%
NET Much/Slightly less	747	-	747	353	393	94	106	118	102	151	101	74	200	220	326	175	637	98	795
	30%	-	30%	28%	32%	28%	30%	27%	29%	34%	32%	29%	29%	28%	32%	31%	30%	29%	31%
Mean	2.74	-	2.74	2.78	2.70	2.83i	2.76	2.76	2.69	2.65	2.72	2.78	2.79	2.73	2.71	2.75	2.74	2.75	2.74
Std Dev.	0.89	-	0.89	0.86	0.92	0.96	0.90	0.92	0.89	0.85	0.82	0.87	0.93	0.91	0.85	0.84	0.88	0.96	0.91
Std Error	0.02	-	0.02	0.02	0.03	0.05	0.05	0.04	0.05	0.04	0.04	0.06	0.04	0.03	0.03	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**48**	16	10	11	11	26	21	26	22	7	6	10	12	9	37	7	38
		2%	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
Slightly more	(4)	**302**	94	88	61	59	181	120	185	116	30	40	80	77	47	243	30	250
		12%	**16%bd**	*11%*	*12%*	*10%*	*13%*	*11%*	*13%*	*11%*	*10%*	*11%*	*13%*	*12%*	*13%*	*12%*	*10%*	*12%*
No change	(3)	**1374**	282	446	298	348	728	646	799	559	189	185	342	355	188	1069	193	1092
		55%	*49%*	*54%*	**57%a**	**60%a**	*52%*	**59%e**	*55%*	*55%*	**61%jn**	*50%*	*53%*	*57%*	*53%*	*54%*	**62%p**	*54%*
Slightly less	(2)	**452**	114	170	88	79	284	168	260	188	45	83	128	110	60	381	45	391
		18%	**20%d**	**21%d**	*17%*	*14%*	**20%f**	*15%*	*18%*	*19%*	*14%*	**23%i**	*20%*	*18%*	*17%*	*19%*	*14%*	*19%*
Much less	(1)	**295**	67	99	60	68	167	128	182	112	35	53	74	68	48	243	35	246
		12%	*12%*	*12%*	*12%*	*12%*	*12%*	*12%*	*12%*	*11%*	*11%*	*14%*	*12%*	*11%*	*14%*	*12%*	*11%*	*12%*
Don't know		**28**	3	12	4	9	15	13	11	14	5	3	5	5	2	15	5	16
		1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Much/Slightly more		**349**	110	97	71	70	208	142	211	137	36	45	90	89	56	280	36	288
		14%	**19%bd**	*12%*	*14%*	*12%*	*15%*	*13%*	*14%*	*14%*	*12%*	*12%*	*14%*	*14%*	*16%*	*14%*	*12%*	*14%*
NET Much/Slightly less		**747**	182	269	149	147	451	296	442	300	79	136	202	177	109	624	79	637
		30%	*32%*	**33%d**	*28%*	*26%*	**32%f**	*27%*	*30%*	*30%*	*26%*	**37%il**	*32%*	*28%*	*31%*	*31%*	*25%*	*31%*
Mean		**2.74**	2.79	2.68	2.76	2.76	2.72	2.76	2.73	2.75	2.77	2.62	2.72	2.77	2.74	2.72	2.77	2.72
Std Dev.		**0.89**	0.95	0.87	0.88	0.87	0.90	0.87	0.90	0.88	0.86	0.92	0.89	0.87	0.94	0.90	0.85	0.90
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		2545	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		2499	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		1509	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	48	39	8	2	34	6	6	2	2	12	1	8	2	1	5	2	2	1	5
		2%	2%	2%	2%	2%	3%	5%d	2%	2%	4%jmo	*	4%jmo	1%	*	2%	1%	1%	2%	3%
Slightly more	(4)	302	260	42	18	249	24	19	10	15	32	25	18	28	24	38	36	31	5	20
		12%	12%	11%	15%	12%	12%	16%	14%	14%	11%	12%	10%	13%	10%	11%	11%	15%	13%	11%
No change	(3)	1374	1164	210	62	1169	109	61	34	57	143	105	103	111	160	183	197	112	19	90
		55%	55%	55%	50%	56%	52%	51%	48%	53%	51%	51%	56%	53%	68%hijlnpr	53%	61%	53%	54%	51%
Slightly less	(2)	452	371	81	26	367	48	22	15	18	56	43	34	42	31	57	44	40	8	40
		18%	18%	21%	21%	17%	23%	18%	21%	17%	20%	21%	19%	20%	13%	17%	14%	19%	22%	23%mo
Much less	(1)	295	256	39	11	253	21	11	10	15	30	28	19	23	17	58	44	21	3	18
		12%	12%	10%	9%	12%	10%	9%	14%	14%	11%	14%	10%	11%	7%	17%m	13%	10%	7%	10%
Don't know		28	25	4	2	23	2	2	1	*	6	3	2	4	3	2	*	3	1	2
		1%	1%	1%	2%	1%	1%	2%	1%	*	2%	1%	1%	2%	1%	*	*	2%	2%o	1%
NET Much/Slightly more		349	299	51	21	283	30	25	12	17	44	26	26	30	25	44	38	33	5	25
		14%	14%	13%	17%	14%	14%	20%d	16%	16%	16%	13%	14%	14%	11%	13%	12%	16%	15%	14%
NET Much/Slightly less		747	627	120	38	620	69	32	25	33	86	71	53	65	48	114	88	61	10	59
		30%	30%	31%	31%	30%	33%	27%	35%	31%m	31%	35%m	29%	31%	20%	33%m	27%	29%	29%	33%m
Mean		2.74	2.74	2.74	2.78	2.73	2.74	2.89dg	2.69	2.73	2.78	2.64	2.79	2.73	2.83	2.64	2.72	2.77	2.80	2.73
Std Dev.		0.89	0.89	0.87	0.89	0.88	0.89	0.94	0.97	0.93	0.94	0.88	0.91	0.86	0.72	0.94	0.86	0.87	0.84	0.90
Std Error		0.02	0.02	0.03	0.05	0.02	0.04	0.05	0.06	0.08	0.08	0.07	0.08	0.07	0.06	0.07	0.07	0.07	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	48	27	14	2	4	1	41	5	25	13	4	6	*	38	6
		2%	*3%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*3%*	*1%*	*1%*	**5%i**	*	*2%*	*3%*
Slightly more	(4)	302	115	117	33	30	3	232	33	111	144	29	11	5	255	16
		12%	*12%*	*13%*	*10%*	*15%*	*5%*	*12%*	*12%*	*12%*	**14%j**	*8%*	*9%*	*10%*	**13%j**	*9%*
No change	(3)	1374	538	491	223	88	30	1030	118	527	546	220	45	27	1074	72
		55%	**57%dg**	**53%dg**	**65%abdefg**	*43%*	*43%*	**55%dg**	*43%*	**55%kn**	**55%kn**	**62%ikmn**	*37%*	*54%*	**55%kn**	*42%*
Slightly less	(2)	452	160	181	52	41	18	341	59	158	199	54	31	7	357	38
		18%	*17%*	*20%*	*15%*	*20%*	*25%*	*18%*	*22%*	*17%*	*20%*	*15%*	**26%hj**	*14%*	*18%*	*23%*
Much less	(1)	295	100	111	28	37	18	211	56	125	90	43	26	10	216	37
		12%	*11%*	*12%*	*8%*	**18%acf**	**26%abcf**	*11%*	**20%abcf**	**13%i**	*9%*	*12%*	**22%hijm**	**21%i**	*11%*	**21%hijm**
Don't know		28	2	11	5	3	*	13	3	5	10	4	2	*	15	2
		1%	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Much/Slightly more		349	142	131	35	34	4	273	38	136	157	33	16	5	293	21
		14%	*15%*	*14%*	*10%*	*17%*	*6%*	*15%*	*14%*	*14%*	**16%j**	*9%*	*14%*	*10%*	**15%j**	*13%*
NET Much/Slightly less		747	260	292	80	79	36	552	115	284	289	97	57	18	573	75
		30%	*28%*	**32%c**	*23%*	**39%acf**	**51%abcf**	*30%*	**42%abcf**	*30%*	*29%*	*27%*	**48%hijm**	*35%*	*29%*	**44%hijm**
Mean		2.74	**2.80deg**	**2.72eg**	**2.79eg**	2.61	2.29	**2.76eg**	2.53	**2.74kn**	**2.79kn**	**2.71n**	2.48	2.54	**2.76kn**	2.50
Std Dev.		0.89	0.89	0.89	0.75	1.02	0.94	0.89	1.01	0.92	0.85	0.83	1.08	0.95	0.88	1.04
Std Error		0.02	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.10	0.13	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**48**	4	44	-	19	26	2	48	-	-	-	48	-
		2%	*3%*	*2%*	-	*3%*	*2%*	*2%*	*2%*	-	-	-	*2%*	-
Slightly more	(4)	**302**	14	287	1	105	177	19	296	5	1	-	302	-
		12%	*11%*	*12%*	*5%*	**15%e**	*11%*	*15%*	*12%*	*18%*	*12%*	-	*12%*	-
No change	(3)	**1374**	78	1278	18	363	937	75	1355	8	8	1	1371	2
		55%	*63%*	*55%*	*59%*	*51%*	**57%d**	*57%*	*55%*	*29%*	*78%*	*100%*	*55%*	*31%*
Slightly less	(2)	**452**	17	431	4	141	295	16	446	6	*	-	452	-
		18%	*13%*	*18%*	*14%*	*20%*	*18%*	*12%*	*18%*	*21%*	*2%*	-	*18%*	-
Much less	(1)	**295**	12	277	6	82	200	13	288	6	1	-	295	-
		12%	*10%*	*12%*	*19%*	*11%*	*12%*	*10%*	*12%*	*24%*	*9%*	-	*12%*	-
Don't know		**28**	-	28	1	7	15	6	23	2	-	-	25	4
		1%	-	*1%*	*3%*	*1%*	*1%*	**5%de**	*1%*	*8%*	-	-	*1%*	*69%*
NET Much/Slightly more		**349**	17	331	1	124	204	21	343	5	1	-	349	-
		14%	*14%*	*14%*	*5%*	**17%e**	*12%*	*16%*	*14%*	*18%*	*12%*	-	*14%*	-
NET Much/Slightly less		**747**	29	708	10	223	495	28	734	12	1	-	747	-
		30%	*23%*	*30%*	*33%*	*31%*	*30%*	*22%*	*30%*	*45%*	*11%*	-	*30%*	-
Mean		**2.74**	2.84	2.74	2.52	2.77	2.72	2.86	2.74	2.45	2.92	3.00	2.74	3.00
Std Dev.		**0.89**	0.85	0.89	0.87	0.93	0.87	0.86	0.89	1.10	0.73	-	0.89	-
Std Error		**0.02**	0.07	0.02	0.15	0.03	0.02	0.07	0.02	0.23	0.18	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**48**	16	9	15	8	4	-	12	-	9	-	8	-	7	-	8	-
		2%	*2%*	*2%*	*2%*	*2%*	*1%*	-	*3%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*	-
Slightly more	(4)	**302**	96	62	96	48	43	-	53	-	62	-	42	-	54	-	48	-
		12%	*12%*	*15%*	*11%*	*11%*	*10%*	-	*13%*	-	*15%*	-	*10%*	-	*13%*	-	*11%*	-
No change	(3)	**1374**	439	212	477	246	223	-	216	-	212	-	241	-	236	-	246	-
		55%	*53%*	*53%*	*56%*	*59%*	*52%*	-	*53%*	-	*53%*	-	*57%*	-	*55%*	-	*59%*	-
Slightly less	(2)	**452**	170	75	144	63	93	-	77	-	75	-	60	-	84	-	63	-
		18%	*20%*	*19%*	*17%*	*15%*	**22%ko**	-	*19%*	-	*19%*	-	*14%*	-	*20%*	-	*15%*	-
Much less	(1)	**295**	103	43	104	47	59	-	44	-	43	-	59	-	44	-	47	-
		12%	*12%*	*11%*	*12%*	*11%*	*14%*	-	*11%*	-	*11%*	-	*14%*	-	*10%*	-	*11%*	-
Don't know		**28**	7	3	13	5	3	-	5	-	3	-	10	-	3	-	5	-
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*1%*	-
NET Much/Slightly more		**349**	112	71	111	56	47	-	65	-	71	-	50	-	61	-	56	-
		14%	*13%*	*18%*	*13%*	*13%*	*11%*	-	*16%*	-	**18%e**	-	*12%*	-	*14%*	-	*13%*	-
NET Much/Slightly less		**747**	272	117	248	109	152	-	121	-	117	-	120	-	128	-	109	-
		30%	*33%*	*29%*	*29%*	*26%*	**36%o**	-	*30%*	-	*29%*	-	*28%*	-	*30%*	-	*26%*	-
Mean		**2.74**	2.70	2.80	2.73	2.78	2.62	-	**2.78e**	-	**2.80e**	-	2.71	-	2.75	-	**2.78e**	-
Std Dev.		**0.89**	0.90	0.90	0.88	0.87	0.88	-	0.91	-	0.90	-	0.91	-	0.86	-	0.87	-
Std Error		**0.02**	0.03	0.05	0.03	0.04	0.04	-	0.04	-	0.05	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more (5)	**88**	-	88	53	34	7	12	18	8	13	15	14	19	27	41	29	82	6	115
	4%	-	*4%*	*4%*	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	*5%*	*6%*	*3%*	*3%*	*4%*	*5%*	*4%*	*2%*	*5%*
Slightly more (4)	**364**	-	364	187	177	53	36	36	33	70	81	54	89	70	206	135	310	48	368
	15%	-	*15%*	*15%*	*14%*	**16%g**	*10%*	*8%*	*10%*	**16%g**	**26%efghi**	**21%fgh**	*13%*	*9%*	**20%lm**	**24%lm**	*15%*	*14%*	*14%*
No change (3)	**1302**	-	1302	670	629	170	213	259	194	215	133	118	383	452	466	251	1126	162	1281
	52%	-	*52%*	*53%*	*51%*	*50%*	**60%eijk**	**60%eijk**	**55%j**	*48%*	*43%*	*45%*	**55%no**	**58%no**	*46%*	*44%*	*53%*	*48%*	*50%*
Slightly less (2)	**382**	-	382	197	185	50	41	58	51	85	53	43	91	110	181	96	322	55	409
	15%	-	*15%*	*16%*	*15%*	*15%*	*11%*	*14%*	*15%*	**19%f**	*17%*	*17%*	*13%*	*14%*	**18%l**	*17%*	*15%*	*16%*	*16%*
Much less (1)	**299**	-	299	128	170	41	51	50	54	54	29	22	91	103	104	50	237	57	300
	12%	-	*12%*	*10%*	**14%c**	*12%*	*14%*	*12%*	**15%k**	*12%*	*9%*	*8%*	*13%*	*13%*	*10%*	*9%*	*11%*	**17%p**	*12%*
Don't know	**64**	-	64	19	45	17	5	10	11	13	*	8	23	21	21	8	54	7	72
	3%	-	*3%*	*2%*	**4%c**	**5%fj**	*1%*	*2%*	**3%j**	**3%j**	*	**3%j**	*3%*	*3%*	*2%*	*1%*	*3%*	*2%*	*3%*
NET Much/Slightly more	**452**	-	452	240	211	61	48	55	42	83	96	68	109	97	247	164	393	54	483
	18%	-	*18%*	*19%*	*17%*	*18%*	*13%*	*13%*	*12%*	*18%*	**31%efghi**	**26%efghi**	*16%*	*12%*	**24%lm**	**29%lm**	*18%*	*16%*	*19%*
NET Much/Slightly less	**680**	-	680	324	355	91	91	108	105	139	82	65	182	213	285	147	559	112	709
	27%	-	*27%*	*26%*	*29%*	*27%*	*25%*	*25%*	*30%*	*31%*	*26%*	*25%*	*26%*	*27%*	*28%*	*26%*	*26%*	**33%p**	*28%*
Mean	**2.82**	-	2.82	**2.87d**	2.77	2.80	2.77	2.80	2.68	2.78	**3.00fghi**	**2.99fghi**	2.78	2.75	**2.90m**	**2.99lm**	**2.85q**	2.66	2.83
Std Dev.	**0.95**	-	0.95	0.94	0.97	0.94	0.94	0.91	0.94	0.96	1.00	0.98	0.94	0.92	0.98	0.99	0.95	0.99	0.98
Std Error	**0.02**	-	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**88**	19	23	28	18	43	45	45	43	13	20	25	19	8	72	13	73
		4%	*3%*	*3%*	*5%*	*3%*	*3%*	*4%*	*3%*	*4%*	*4%*	*5%*	*4%*	*3%*	*2%*	*4%*	*4%*	*4%*
Slightly more	(4)	**364**	117	101	71	76	218	147	185	173	43	55	94	101	56	306	43	308
		15%	**20%bcd**	*12%*	*14%*	*13%*	*16%*	*13%*	*13%*	**17%g**	*14%*	*15%*	*15%*	*16%*	*16%*	*15%*	*14%*	*15%*
No change	(3)	**1302**	260	434	286	322	694	608	791	499	163	171	336	333	176	1016	167	1042
		52%	*45%*	**53%a**	**55%a**	**56%a**	*49%*	**55%e**	*54%*	*49%*	*53%*	*46%*	*53%*	*53%*	*50%*	*51%*	*53%*	*51%*
Slightly less	(2)	**382**	106	138	59	79	244	137	224	156	49	66	83	88	73	309	49	315
		15%	**18%c**	**17%c**	*11%*	*14%*	**17%f**	*13%*	*15%*	*15%*	*16%*	*18%*	*13%*	*14%*	**21%kl**	*16%*	*16%*	*16%*
Much less	(1)	**299**	66	106	65	62	172	127	192	106	29	50	84	78	38	250	29	257
		12%	*11%*	*13%*	*12%*	*11%*	*12%*	*12%*	*13%*	*10%*	*9%*	*14%*	*13%*	*12%*	*11%*	*13%*	*9%*	*13%*
Don't know		**64**	9	23	14	18	32	32	26	34	13	8	17	7	3	35	13	39
		3%	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	**3%g**	**4%lmn**	*2%*	*3%*	*1%*	*1%*	*2%*	**4%p**	*2%*
NET Much/Slightly more		**452**	136	124	98	94	260	192	229	216	55	75	119	120	65	378	55	381
		18%	**24%bd**	*15%*	*19%*	*16%*	*19%*	*17%*	*16%*	**21%g**	*18%*	*20%*	*19%*	*19%*	*18%*	*19%*	*18%*	*19%*
NET Much/Slightly less		**680**	172	244	123	141	416	264	416	261	78	116	167	166	111	559	78	572
		27%	*30%*	*30%*	*24%*	*25%*	**30%f**	*24%*	*28%*	*26%*	*25%*	*31%*	*26%*	*26%*	*31%*	*28%*	*25%*	*28%*
Mean		**2.82**	2.86	2.75	2.88	2.84	2.79	2.85	2.77	**2.89g**	2.87	2.80	2.83	2.83	2.79	2.82	2.87	2.81
Std Dev.		**0.95**	0.99	0.94	0.98	0.91	0.96	0.95	0.94	0.97	0.93	1.04	0.98	0.95	0.92	0.97	0.92	0.97
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 194

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**88**	71	17	6	69	7	8	3	5	10	5	11	7	8	6	9	8	1	6
		4%	*3%*	*4%*	*5%*	*3%*	*3%*	**7%d**	*4%*	*5%*	*4%*	*2%*	**6%n**	*3%*	*4%*	*2%*	*3%*	*4%*	*3%*	*4%*
Slightly more	(4)	**364**	294	71	22	293	43	18	10	10	45	36	17	38	28	38	37	45	6	38
		15%	*14%*	*18%*	*18%*	*14%*	**21%d**	*15%*	*14%*	*10%*	*16%*	*18%*	*9%*	*18%*	*12%*	*11%*	*11%*	**21%hkmno**	*16%*	**21%hkmno**
No change	(3)	**1302**	1126	176	54	1108	97	65	32	57	139	98	96	101	138	190	181	108	14	83
		52%	**53%b**	*46%*	*44%*	**53%g**	*46%*	*54%*	*44%*	*54%*	*50%*	*48%*	*52%*	*48%*	**58%q**	*55%*	*56%*	*52%*	*40%*	*47%*
Slightly less	(2)	**382**	307	75	24	314	37	15	15	19	38	36	32	29	28	52	52	29	9	28
		15%	*15%*	*19%*	*20%*	*15%*	*18%*	*12%*	**21%df**	*17%*	*14%*	*18%*	*17%*	*14%*	*12%*	*15%*	*16%*	*14%*	**26%im**	*16%*
Much less	(1)	**299**	262	37	12	261	19	11	9	14	40	21	26	27	28	51	41	14	4	15
		12%	*12%*	*10%*	*10%*	*12%*	*9%*	*9%*	*12%*	*13%*	*14%*	*10%*	*14%*	*13%*	*12%*	**15%p**	*13%*	*7%*	*11%*	*9%*
Don't know		**64**	55	9	4	50	7	4	3	2	8	8	2	8	6	7	4	6	1	6
		3%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*4%*	*1%*	*3%*	*4%*	*1%*	*4%*	*2%*	*2%*	*1%*	*3%*	*4%*	*3%*
NET Much/Slightly more		**452**	365	88	28	363	51	26	13	16	55	40	28	45	37	43	46	53	7	44
		18%	*17%*	**23%a**	*23%*	*17%*	**24%d**	*22%*	*18%*	*15%*	*20%*	*20%*	*15%*	**21%n**	*16%*	*13%*	*14%*	**25%hno**	*19%*	**25%hkmno**
NET Much/Slightly less		**680**	568	112	36	575	56	26	24	32	77	57	58	56	56	103	93	43	13	43
		27%	*27%*	*29%*	*30%*	*27%*	*27%*	*21%*	**33%f**	*30%*	*28%*	*28%*	**31%p**	*27%*	*24%*	*30%*	*29%*	*20%*	**37%p**	*24%*
Mean		**2.82**	2.81	2.88	2.88	2.80	2.92	**2.98dq**	2.76	2.76	2.81	2.83	2.76	2.84	2.83	2.69	2.75	**3.02hkno**	2.73	**2.95n**
Std Dev.		**0.95**	0.95	0.98	1.01	0.95	0.95	0.97	0.99	0.97	1.00	0.93	1.01	1.00	0.92	0.92	0.92	0.89	0.99	0.94
Std Error		**0.02**	0.02	0.04	0.06	0.03	0.04	0.05	0.06	0.08	0.08	0.08	0.08	0.08	0.07	0.07	0.07	0.07	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	88	43	29	6	8	2	72	10	36	31	10	12	*	66	12
		4%	*5%*	*3%*	*2%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*3%*	**10%hijm**	*1%*	*3%*	**7%im**
Slightly more	(4)	364	157	145	31	25	5	302	30	142	172	33	11	6	313	17
		15%	**17%c**	**16%c**	*9%*	*12%*	*7%*	**16%c**	*11%*	**15%j**	**17%j**	*9%*	*9%*	*12%*	**16%j**	*10%*
No change	(3)	1302	492	468	216	93	29	960	122	510	503	213	46	24	1013	69
		52%	*52%*	*51%*	**63%abdefg**	*46%*	*42%*	*51%*	*45%*	**54%kn**	**50%k**	**60%ikmn**	*38%*	*47%*	**52%kn**	*41%*
Slightly less	(2)	382	123	155	53	32	18	278	50	134	159	50	27	11	292	38
		15%	*13%*	*17%*	*16%*	*16%*	**26%a**	*15%*	*18%*	*14%*	*16%*	*14%*	**22%h**	*22%*	*15%*	**22%hm**
Much less	(1)	299	113	103	28	38	15	216	53	119	110	41	23	6	229	30
		12%	*12%*	*11%*	*8%*	**18%bcf**	**22%c**	*12%*	**19%abcf**	*12%*	*11%*	*11%*	**19%im**	*13%*	*12%*	*17%*
Don't know		64	16	24	9	9	*	39	9	11	28	8	2	2	40	4
		3%	*2%*	*3%*	*3%*	*4%*	*1%*	*2%*	*3%*	*1%*	*3%*	*2%*	*1%*	*5%*	*2%*	*2%*
NET Much/Slightly more		452	200	174	37	33	7	374	39	177	202	43	23	7	379	29
		18%	**21%c**	**19%c**	*11%*	*16%*	*10%*	**20%c**	*14%*	**19%j**	**20%j**	*12%*	*19%*	*13%*	**19%j**	*17%*
NET Much/Slightly less		680	236	258	82	70	33	494	103	252	269	90	50	18	521	68
		27%	*25%*	*28%*	*24%*	**34%ac**	**47%abcf**	*26%*	**38%abcf**	*27%*	*27%*	*26%*	**42%hijm**	*35%*	*27%*	**40%hijm**
Mean		2.82	**2.89deg**	**2.83eg**	**2.80eg**	2.66	2.43	**2.86deg**	2.60	2.83	2.85	2.77	2.67	2.64	2.84	2.66
Std Dev.		0.95	0.98	0.94	0.79	1.05	1.00	0.96	1.04	0.96	0.95	0.88	1.19	0.90	0.95	1.11
Std Error		0.02	0.03	0.03	0.04	0.08	0.12	0.02	0.06	0.03	0.03	0.05	0.11	0.13	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**88**	5	82	1	34	49	6	87	-	1	-	88	-
		4%	*4%*	*3%*	*4%*	*5%*	*3%*	*4%*	*4%*	-	*8%*	-	*4%*	-
Slightly more	(4)	**364**	23	340	2	128	227	9	358	5	1	-	364	-
		15%	*18%*	*14%*	*7%*	**18%ef**	*14%*	*7%*	*15%*	*19%*	*14%*	-	*15%*	-
No change	(3)	**1302**	66	1216	20	359	872	71	1284	10	7	-	1300	2
		52%	*54%*	*52%*	*63%*	*50%*	*53%*	*55%*	*52%*	*36%*	*68%*	-	*52%*	*31%*
Slightly less	(2)	**382**	16	363	3	90	271	20	371	8	1	1	380	-
		15%	*13%*	*15%*	*10%*	*13%*	*16%*	*16%*	*15%*	*30%*	*9%*	*92%*	*15%*	-
Much less	(1)	**299**	13	285	*	92	193	14	296	3	-	*	299	-
		12%	*11%*	*12%*	*1%*	*13%*	*12%*	*11%*	*12%*	*11%*	-	*8%*	*12%*	-
Don't know		**64**	1	58	5	15	40	10	60	1	-	-	61	4
		3%	*1%*	*2%*	*15%*	*2%*	*2%*	**8%de**	*2%*	*3%*	-	-	*2%*	*69%*
NET Much/Slightly more		**452**	27	422	3	162	276	15	445	5	2	-	452	-
		18%	*22%*	*18%*	*11%*	**23%ef**	*17%*	*11%*	*18%*	*19%*	*23%*	-	*18%*	-
NET Much/Slightly less		**680**	29	648	3	182	463	35	667	11	1	1	679	-
		27%	*23%*	*28%*	*11%*	*25%*	*28%*	*27%*	*27%*	*41%*	*9%*	*100%*	*27%*	-
Mean		**2.82**	2.91	2.81	3.04	2.89	2.79	2.76	2.82	2.65	3.21	1.92	2.82	3.00
Std Dev.		**0.95**	0.95	0.96	0.66	1.01	0.93	0.93	0.95	0.94	0.76	-	0.95	-
Std Error		**0.02**	0.08	0.02	0.11	0.04	0.02	0.08	0.02	0.19	0.19	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**88**	29	17	24	18	10	-	18	-	17	-	11	-	13	-	18	-
		4%	*3%*	*4%*	*3%*	*4%*	*2%*	-	*5%*	-	*4%*	-	*3%*	-	*3%*	-	*4%*	-
Slightly more	(4)	**364**	100	63	141	61	45	-	55	-	63	-	61	-	79	-	61	-
		15%	*12%*	*16%*	**17%a**	*15%*	*10%*	-	*14%*	-	*16%*	-	*15%*	-	**18%e**	-	*15%*	-
No change	(3)	**1302**	426	194	453	229	219	-	207	-	194	-	226	-	228	-	229	-
		52%	*51%*	*48%*	*53%*	*55%*	*52%*	-	*51%*	-	*48%*	-	*54%*	-	*53%*	-	*55%*	-
Slightly less	(2)	**382**	152	71	102	55	80	-	72	-	71	-	47	-	55	-	55	-
		15%	**18%c**	**18%c**	*12%*	*13%*	**19%k**	-	**18%k**	-	**18%k**	-	*11%*	-	*13%*	-	*13%*	-
Much less	(1)	**299**	107	47	104	41	63	-	44	-	47	-	65	-	40	-	41	-
		12%	*13%*	*12%*	*12%*	*10%*	*15%*	-	*11%*	-	*12%*	-	**15%m**	-	*9%*	-	*10%*	-
Don't know		**64**	18	10	25	12	8	-	10	-	10	-	12	-	13	-	12	-
		3%	*2%*	*3%*	*3%*	*3%*	*2%*	-	*2%*	-	*3%*	-	*3%*	-	*3%*	-	*3%*	-
NET Much/Slightly more		**452**	129	80	164	79	55	-	74	-	80	-	72	-	92	-	79	-
		18%	*15%*	*20%*	*19%*	*19%*	*13%*	-	*18%*	-	**20%e**	-	*17%*	-	**22%e**	-	*19%*	-
NET Much/Slightly less		**680**	259	118	207	96	143	-	116	-	118	-	111	-	95	-	96	-
		27%	**31%cd**	*29%*	*24%*	*23%*	**34%mo**	-	*28%*	-	*29%*	-	*26%*	-	*22%*	-	*23%*	-
Mean		**2.82**	2.74	2.83	2.85	**2.90a**	2.66	-	**2.83e**	-	**2.83e**	-	2.77	-	**2.93e**	-	**2.90e**	-
Std Dev.		**0.95**	0.96	0.98	0.95	0.93	0.94	-	0.96	-	0.98	-	0.97	-	0.91	-	0.93	-
Std Error		**0.02**	0.03	0.05	0.03	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.04	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base		**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base		**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more	(5)	**37**	-	37	23	13	4	15	14	2	-	-	2	20	16	2	2	33	4	32
		1%	-	*1%*	*2%*	*1%*	*1%*	**4%hijk**	**3%hij**	*1%*	-	-	*1%*	**3%no**	**2%no**	*	*	*2%*	*1%*	*1%*
Slightly more	(4)	**141**	-	141	73	67	49	31	42	6	2	7	4	80	47	13	11	101	39	141
		6%	-	*6%*	*6%*	*5%*	**14%hijk**	**9%hijk**	**10%hijk**	*2%*	*	*2%*	*2%*	**12%mno**	**6%no**	*1%*	*2%*	*5%*	**12%p**	*6%*
No change	(3)	**1512**	-	1512	786	723	159	208	260	218	279	197	191	368	478	666	387	1318	179	1504
		61%	-	*61%*	*63%*	*58%*	*47%*	**58%e**	**60%e**	**62%e**	**62%e**	**63%e**	**74%efghij**	*53%*	**61%l**	**65%l**	**68%l**	**62%q**	*54%*	*59%*
Slightly less	(2)	**464**	-	464	202	262	52	55	63	74	111	71	39	107	137	220	109	409	45	467
		19%	-	*19%*	*16%*	**21%c**	*15%*	*15%*	*15%*	*21%*	**25%efgk**	**23%g**	*15%*	*15%*	*18%*	**22%l**	*19%*	*19%*	*13%*	*18%*
Much less	(1)	**318**	-	318	159	159	61	46	51	45	55	37	23	107	95	116	61	252	61	371
		13%	-	*13%*	*13%*	*13%*	**18%gk**	*13%*	*12%*	*13%*	*12%*	*12%*	*9%*	*15%*	*12%*	*11%*	*11%*	*12%*	**18%p**	*15%*
Don't know		**27**	-	27	11	17	14	2	3	6	2	-	-	16	9	2	-	20	6	30
		1%	-	*1%*	*1%*	*1%*	**4%fgijk**	*	*1%*	*2%*	*	-	-	**2%no**	*1%*	*	-	*1%*	*2%*	*1%*
NET Much/Slightly more		**178**	-	178	96	79	53	47	55	8	2	7	6	100	63	15	13	134	43	173
		7%	-	*7%*	*8%*	*6%*	**16%hijk**	**13%hijk**	**13%hijk**	*2%*	*	*2%*	*2%*	**14%mno**	**8%no**	*1%*	*2%*	*6%*	**13%p**	*7%*
NET Much/Slightly less		**782**	-	782	361	420	113	101	114	119	166	108	62	213	232	336	170	661	106	838
		31%	-	*31%*	*29%*	**34%c**	**33%k**	*28%*	*26%*	**34%k**	**37%fgk**	**35%k**	*24%*	*31%*	*30%*	*33%*	*30%*	*31%*	*32%*	*33%*
Mean		**2.64**	-	2.64	2.68	2.60	2.64	**2.76hij**	**2.78hij**	2.55	2.51	2.55	**2.70l**	**2.70n**	**2.68n**	2.57	2.62	2.65	2.64	2.60
Std Dev.		**0.83**	-	0.83	0.84	0.82	0.99	0.94	0.89	0.76	0.71	0.73	0.68	0.96	0.84	0.71	0.71	0.81	0.96	0.85
Std Error		**0.02**	-	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.03	0.04	0.04	0.04	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**37**	13	9	12	4	21	15	33	4	1	8	10	13	4	35	1	35
		1%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%h*	*	*	*2%*	*2%*	*2%*	*1%*	*2%*	*	*2%*
Slightly more	(4)	**141**	37	50	34	19	88	53	98	42	15	13	37	46	16	111	15	116
		6%	*6%d*	*6%*	*7%d*	*3%*	*6%*	*5%*	*7%h*	*4%*	*5%*	*3%*	*6%*	*7%*	*4%*	*6%*	*5%*	*6%*
No change	(3)	**1512**	328	509	302	373	837	675	859	637	183	221	407	371	209	1208	187	1234
		61%	*57%*	*62%*	*58%*	*65%a*	*60%*	*62%*	*59%*	*63%*	*59%*	*60%*	*64%*	*59%*	*59%*	*61%*	*60%*	*61%*
Slightly less	(2)	**464**	111	164	103	86	275	189	287	174	54	69	105	128	72	374	54	379
		19%	*19%*	*20%*	*20%*	*15%*	*20%*	*17%*	*20%*	*17%*	*18%*	*19%*	*16%*	*20%*	*20%*	*19%*	*17%*	*19%*
Much less	(1)	**318**	86	85	67	80	171	147	175	142	47	52	76	68	50	246	48	255
		13%	*15%b*	*10%*	*13%*	*14%*	*12%*	*13%*	*12%*	*14%*	*15%*	*14%*	*12%*	*11%*	*14%*	*12%*	*15%*	*13%*
Don't know		**27**	1	9	3	14	10	17	12	11	7	6	3	*	4	14	7	14
		1%	*	*1%*	*1%*	*2%a*	*1%*	*2%*	*1%*	*1%*	*2%ln*	*2%l*	*1%*	*	*1%l*	*1%*	*2%p*	*1%*
NET Much/Slightly more		**178**	50	59	46	23	109	69	130	46	17	21	47	59	20	146	17	151
		7%	*9%d*	*7%d*	*9%d*	*4%*	*8%*	*6%*	*9%h*	*5%*	*5%*	*6%*	*7%*	*9%*	*6%*	*7%*	*5%*	*7%*
NET Much/Slightly less		**782**	198	248	170	166	446	336	461	316	102	122	181	196	122	620	103	634
		31%	*34%*	*30%*	*33%*	*29%*	*32%*	*31%*	*32%*	*31%*	*33%*	*33%*	*28%*	*31%*	*34%*	*31%*	*33%*	*31%*
Mean		**2.64**	2.62	2.67	2.65	2.61	2.65	2.63	2.67	2.59	2.57	2.60	2.69	2.69	2.58	2.65	2.57	2.65
Std Dev.		**0.83**	0.89	0.78	0.87	0.80	0.83	0.83	0.85	0.80	0.83	0.85	0.82	0.84	0.83	0.83	0.83	0.84
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.05	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**37**	33	4	2	31	3	1	2	1	4	1	1	4	1	18	-	-	1	2
		1%	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*	*	*1%*	*2%*	*1%*	**5%jkmopr**	-	-	**3%op**	*1%*
Slightly more	(4)	**141**	130	11	2	124	8	5	4	7	23	7	10	12	6	26	22	11	2	6
		6%	**6%bc**	*3%*	*1%*	*6%*	*4%*	*4%*	*6%*	*7%*	**8%m**	*3%*	*5%*	*6%*	*3%*	*8%*	*7%*	*5%*	*5%*	*4%*
No change	(3)	**1512**	1279	233	75	1284	117	76	35	62	169	125	115	132	158	184	200	138	19	98
		61%	*61%*	*61%*	*61%*	**61%g**	*56%*	**63%g**	*49%*	*58%*	*61%*	*61%*	*62%*	*63%*	**67%n**	*54%*	*62%*	**66%n**	*54%*	*56%*
Slightly less	(2)	**464**	373	91	26	385	44	22	13	21	45	49	31	30	48	54	63	43	9	35
		19%	*18%*	**24%a**	*21%*	*18%*	*21%*	*19%*	*18%*	*20%*	*16%*	*24%*	*17%*	*14%*	*20%*	*16%*	*20%*	*21%*	*25%*	*20%*
Much less	(1)	**318**	275	43	14	249	38	15	17	14	32	19	23	27	22	57	38	17	4	34
		13%	*13%*	*11%*	*12%*	*12%*	**18%d**	*12%*	**23%df**	*14%*	*12%*	*9%*	*12%*	*13%*	*9%*	**17%p**	*12%*	*8%*	*12%*	**19%jmp**
Don't know		**27**	24	3	3	23	1	2	1	-	5	3	5	5	1	5	*	-	*	1
		1%	*1%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	-	*2%*	*1%*	**3%o**	*2%*	*	*1%*	*	-	*	*1%*
NET Much/Slightly more		**178**	163	14	4	155	11	6	6	9	27	8	11	16	7	44	22	11	3	8
		7%	**8%b**	*4%*	*3%*	*7%*	*5%*	*5%*	*9%*	*8%*	**10%m**	*4%*	*6%*	*7%*	*3%*	**13%jmpr**	*7%*	*5%*	*8%*	*5%*
NET Much/Slightly less		**782**	648	135	40	633	82	37	30	36	77	68	54	57	70	110	102	60	13	69
		31%	*31%*	*35%*	*33%*	*30%*	**39%d**	*31%*	**42%df**	*34%*	*28%*	*33%*	*29%*	*27%*	*29%*	*32%*	*31%*	*29%*	*37%*	**39%ll**
Mean		**2.64**	2.65	2.58	2.59	**2.66eg**	2.50	2.62	2.46	2.62	**2.72r**	2.61	2.64	**2.68r**	2.65	**2.69r**	2.63	**2.69r**	2.62	2.47
Std Dev.		**0.83**	0.84	0.77	0.79	0.82	0.88	0.78	1.01	0.85	0.84	0.72	0.79	0.84	0.71	1.02	0.78	0.70	0.89	0.88
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.06	0.07	0.07	0.06	0.07	0.07	0.06	0.08	0.06	0.06	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	**37**	25	6	3	3	-	31	3	15	19	1	3	-	33	3
		1%	**3%b**	*1%*	*1%*	*1%*	-	*2%*	*1%*	*2%*	*2%*	*	*2%*	-	*2%*	*2%*
Slightly more	(4)	**141**	57	62	17	3	2	119	5	62	56	13	5	4	118	9
		6%	**6%dg**	**7%dg**	*5%*	*1%*	*3%*	**6%dg**	*2%*	*6%*	*6%*	*4%*	*4%*	*9%*	*6%*	*6%*
No change	(3)	**1512**	592	556	232	92	33	1148	125	574	607	233	55	30	1182	85
		61%	**63%dg**	**60%dg**	**68%deg**	*45%*	*47%*	**61%dg**	*46%*	**60%kn**	**61%kn**	**66%kn**	*46%*	*59%*	**60%kn**	*50%*
Slightly less	(2)	**464**	174	181	55	46	8	355	54	178	188	60	31	6	366	36
		19%	*18%*	*20%*	*16%*	*23%*	*11%*	*19%*	*20%*	*19%*	*19%*	*17%*	*26%*	*11%*	*19%*	*21%*
Much less	(1)	**318**	92	110	30	59	27	202	86	117	125	40	26	10	242	36
		13%	*10%*	*12%*	*9%*	**29%abcf**	**39%abcf**	*11%*	**32%abcf**	*12%*	*12%*	*11%*	**22%hijm**	*19%*	*12%*	**21%hijm**
Don't know		**27**	3	9	7	*	*	12	1	5	7	6	*	1	12	1
		1%	*	*1%*	**2%af**	*	*	*1%*	*	*1%*	*1%*	*2%*	*	*1%*	*1%*	*
NET Much/Slightly more		**178**	82	68	20	6	2	150	8	76	75	14	8	4	151	12
		7%	**9%dg**	**7%g**	*6%*	*3%*	*3%*	**8%dg**	*3%*	**8%j**	*7%*	*4%*	*6%*	*9%*	**8%j**	*7%*
NET Much/Slightly less		**782**	266	292	84	105	35	557	140	296	313	100	57	15	609	72
		31%	*28%*	*32%*	*25%*	**52%abcf**	**50%abcf**	*30%*	**51%abcf**	*31%*	*31%*	*28%*	**47%hijm**	*31%*	*31%*	**42%hijm**
Mean		**2.64**	**2.73deg**	**2.64deg**	**2.73deg**	2.23	2.13	**2.69deg**	2.21	**2.66kn**	**2.65kn**	**2.64kn**	2.39	2.58	**2.66kn**	2.45
Std Dev.		**0.83**	0.82	0.80	0.73	0.94	0.98	0.81	0.95	0.83	0.84	0.75	0.95	0.91	0.84	0.94
Std Error		**0.02**	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.12	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**37**	*	35	1	8	26	3	36	*	-	-	37	-
		1%	*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	*2%*	-	-	*1%*	-
Slightly more	(4)	**141**	5	134	1	51	75	15	128	12	-	1	140	-
		6%	*4%*	*6%*	*4%*	**7%e**	*5%*	**11%e**	*5%*	*43%*	-	*82%*	*6%*	-
No change	(3)	**1512**	77	1415	19	396	1053	62	1495	8	6	-	1510	2
		61%	*62%*	*60%*	*62%*	*55%*	**64%df**	*48%*	*61%*	*31%*	*63%*	-	*61%*	*31%*
Slightly less	(2)	**464**	22	436	6	147	287	30	459	3	2	*	464	-
		19%	*18%*	*19%*	*20%*	*21%*	*17%*	*23%*	*19%*	*11%*	*20%*	*10%*	*19%*	-
Much less	(1)	**318**	18	298	2	110	197	11	314	2	2	*	318	-
		13%	*14%*	*13%*	*8%*	*15%*	*12%*	*8%*	*13%*	*9%*	*18%*	*8%*	*13%*	-
Don't know		**27**	1	25	1	5	13	10	23	1	-	-	23	4
		1%	*1%*	*1%*	*3%*	*1%*	*1%*	**8%de**	*1%*	*3%*	-	-	*1%*	*69%*
NET Much/Slightly more		**178**	6	170	2	59	101	18	164	12	-	1	177	-
		7%	*5%*	*7%*	*7%*	*8%*	*6%*	**13%e**	*7%*	*45%*	-	*82%*	*7%*	-
NET Much/Slightly less		**782**	39	734	8	257	484	41	773	5	4	*	782	-
		31%	*32%*	*31%*	*27%*	**36%e**	*29%*	*31%*	*31%*	*20%*	*37%*	*18%*	*31%*	-
Mean		**2.64**	2.58	2.64	2.75	2.58	2.66	2.74	2.64	3.18	2.45	3.55	2.64	3.00
Std Dev.		**0.83**	0.80	0.83	0.81	0.87	0.81	0.87	0.83	1.01	0.82	-	0.83	-
Std Error		**0.02**	0.07	0.02	0.14	0.03	0.02	0.08	0.02	0.21	0.20	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Invitations, greetings cards and postcards

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**37**	5	9	18	6	2	-	3	-	9	-	6	-	12	-	6	-
		1%	*1%*	**2%a**	**2%a**	*1%*	*	-	*1%*	-	*2%*	-	*1%*	-	**3%e**	-	*1%*	-
Slightly more	(4)	**141**	37	19	57	28	18	-	19	-	19	-	28	-	29	-	28	-
		6%	*4%*	*5%*	*7%*	*7%*	*4%*	-	*5%*	-	*5%*	-	*7%*	-	*7%*	-	*7%*	-
No change	(3)	**1512**	497	251	507	257	252	-	244	-	251	-	248	-	259	-	257	-
		61%	*60%*	*62%*	*60%*	*62%*	*59%*	-	*60%*	-	*62%*	-	*59%*	-	*60%*	-	*62%*	-
Slightly less	(2)	**464**	165	77	154	68	90	-	75	-	77	-	80	-	74	-	68	-
		19%	*20%*	*19%*	*18%*	*16%*	*21%*	-	*18%*	-	*19%*	-	*19%*	-	*17%*	-	*16%*	-
Much less	(1)	**318**	121	45	102	50	61	-	61	-	45	-	53	-	49	-	50	-
		13%	*15%*	*11%*	*12%*	*12%*	*14%*	-	*15%*	-	*11%*	-	*13%*	-	*12%*	-	*12%*	-
Don't know		**27**	7	2	11	7	2	-	5	-	2	-	6	-	5	-	7	-
		1%	*1%*	*1%*	*1%*	*2%*	*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*2%*	-
NET Much/Slightly more		**178**	42	28	75	33	20	-	22	-	28	-	34	-	41	-	33	-
		7%	*5%*	*7%*	**9%a**	*8%*	*5%*	-	*5%*	-	*7%*	-	*8%*	-	**10%e**	-	*8%*	-
NET Much/Slightly less		**782**	286	122	256	118	150	-	136	-	122	-	133	-	123	-	118	-
		31%	*34%*	*30%*	*30%*	*29%*	*35%*	-	*33%*	-	*30%*	-	*31%*	-	*29%*	-	*29%*	-
Mean		**2.64**	2.56	2.68	**2.68a**	2.68	2.55	-	2.57	-	2.68	-	2.65	-	**2.72e**	-	2.68	-
Std Dev.		**0.83**	0.82	0.82	0.85	0.82	0.81	-	0.83	-	0.82	-	0.84	-	0.87	-	0.82	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base		**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base		**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more	(5)	**30**	-	30	20	10	8	9	12	1	-	-	-	17	13	-	-	25	5	28
		1%	-	*1%*	*2%*	*1%*	**2%ijk**	**3%ijk**	**3%hijk**	*	-	-	-	**2%no**	**2%no**	-	-	*1%*	*2%*	*1%*
Slightly more	(4)	**141**	-	141	78	62	45	37	30	12	5	7	6	83	41	18	13	105	36	138
		6%	-	*6%*	*6%*	*5%*	**13%ghijk**	**10%hijk**	**7%ijk**	*3%*	*1%*	*2%*	*2%*	**12%mno**	**5%no**	*2%*	*2%*	*5%*	**11%p**	*5%*
No change	(3)	**1429**	-	1429	739	688	165	200	258	214	254	182	156	364	472	592	338	1261	157	1453
		57%	-	*57%*	*59%*	*56%*	*49%*	*56%*	**60%e**	**61%e**	*57%*	*58%*	**60%e**	*52%*	**60%l**	*58%*	*59%*	**59%q**	*47%*	*57%*
Slightly less	(2)	**409**	-	409	206	202	35	59	57	57	91	61	50	94	114	201	110	336	62	398
		16%	-	*16%*	*16%*	*16%*	*10%*	*16%*	*13%*	*16%*	**20%eg**	**19%e**	**19%e**	*13%*	*15%*	**20%lm**	**19%l**	*16%*	*18%*	*16%*
Much less	(1)	**445**	-	445	197	246	66	51	70	61	97	58	42	117	130	198	101	371	66	485
		18%	-	*18%*	*16%*	**20%c**	*19%*	*14%*	*16%*	*17%*	**22%f**	*19%*	*16%*	*17%*	*17%*	*19%*	*18%*	*17%*	*20%*	*19%*
Don't know		**45**	-	45	13	31	20	2	6	6	3	4	4	22	12	11	8	34	9	43
		2%	-	*2%*	*1%*	**2%c**	**6%fghijk**	*	*1%*	*2%*	*1%*	*1%*	*2%*	**3%n**	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*
NET Much/Slightly more		**171**	-	171	98	72	53	46	41	13	5	7	6	100	54	18	13	129	42	166
		7%	-	*7%*	*8%*	*6%*	**16%ghijk**	**13%hijk**	**10%hijk**	*4%*	*1%*	*2%*	*2%*	**14%mno**	**7%no**	*2%*	*2%*	*6%*	**12%p**	*7%*
NET Much/Slightly less		**854**	-	854	404	449	101	109	126	118	187	119	92	210	244	398	211	708	128	883
		34%	-	*34%*	*32%*	*36%*	*30%*	*31%*	*29%*	*34%*	**42%efg**	*38%*	*36%*	*30%*	*31%*	**39%lm**	*37%*	*33%*	*38%*	*35%*
Mean		**2.55**	-	2.55	**2.61d**	2.49	**2.67ij**	**2.71hijk**	**2.66ijk**	2.52	2.37	2.45	2.50	**2.69no**	**2.60no**	2.43	2.47	2.56	2.55	2.53
Std Dev.		**0.89**	-	0.89	0.88	0.90	1.03	0.93	0.93	0.83	0.83	0.82	0.80	0.98	0.89	0.82	0.81	0.88	0.99	0.90
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**30**	11	5	7	7	16	14	26	4	3	6	5	12	5	27	3	27
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	***2%h***	*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Slightly more	(4)	**141**	40	52	27	22	93	49	93	46	14	20	36	37	19	112	14	115
		6%	*7%*	*6%*	*5%*	*4%*	*7%*	*4%*	*6%*	*5%*	*4%*	*5%*	*6%*	*6%*	*5%*	*6%*	*4%*	*6%*
No change	(3)	**1429**	302	472	296	359	774	655	824	591	178	201	393	355	181	1131	181	1159
		57%	*52%*	*57%*	*57%*	***62%a***	*55%*	*60%*	*56%*	*58%*	*58%*	*55%*	***62%m***	*57%*	*51%*	*57%*	*58%*	*57%*
Slightly less	(2)	**409**	101	147	92	69	248	161	254	152	35	68	103	105	73	349	35	353
		16%	***17%d***	***18%d***	***18%d***	*12%*	*18%*	*15%*	*17%*	*15%*	*11%*	***18%i***	*16%*	*17%*	***20%i***	***18%i***	*11%*	***17%o***
Much less	(1)	**445**	115	137	90	103	252	193	247	196	68	69	99	109	70	347	68	357
		18%	*20%*	*17%*	*17%*	*18%*	*18%*	*18%*	*17%*	*19%*	***22%k***	*19%*	*15%*	*17%*	*20%*	*17%*	*22%*	*18%*
Don't know		**45**	8	12	10	15	20	25	19	21	12	5	3	8	7	22	12	22
		2%	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*	*2%*	***4%kln***	*1%*	*	*1%*	*2%*	*1%*	***4%p***	*1%*
NET Much/Slightly more		**171**	51	57	33	29	109	63	119	51	16	26	41	49	24	139	16	142
		7%	***9%d***	*7%*	*6%*	*5%*	*8%*	*6%*	***8%h***	*5%*	*5%*	*7%*	*6%*	*8%*	*7%*	*7%*	*5%*	*7%*
NET Much/Slightly less		**854**	215	284	182	172	499	354	501	348	103	137	202	214	143	696	103	711
		34%	***37%d***	*34%*	*35%*	*30%*	*36%*	*32%*	*34%*	*34%*	*33%*	*37%*	*32%*	*34%*	***40%k***	*35%*	*33%*	*35%*
Mean		**2.55**	2.53	2.56	2.55	2.57	2.55	2.56	2.58	2.51	2.49	2.52	2.60	2.58	2.47	2.55	2.49	2.55
Std Dev.		**0.89**	0.96	0.87	0.89	0.88	0.90	0.88	0.91	0.88	0.92	0.91	0.84	0.91	0.92	0.89	0.92	0.89
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**30**	29	1	*	27	1	1	1	1	4	1	1	4	4	11	-	2	-	1
		1%	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	**3%o**	-	*1%*	-	*1%*
Slightly more	(4)	**141**	126	15	11	121	12	5	4	8	15	13	10	12	1	38	13	10	3	9
		6%	*6%*	*4%*	*9%*	*6%*	*6%*	*4%*	*5%*	**7%m**	**5%m**	**6%m**	**5%m**	**6%m**	*1%*	**11%mo**	*4%*	**5%m**	**7%m**	**5%m**
No change	(3)	**1429**	1202	227	73	1210	116	67	36	59	173	120	104	123	156	169	176	131	19	97
		57%	*57%*	*59%*	*59%*	*58%*	*55%*	*55%*	*51%*	*55%*	**62%n**	*59%*	*57%*	*59%*	**66%n**	*49%*	*54%*	**63%n**	*54%*	*55%*
Slightly less	(2)	**409**	333	76	18	347	30	21	11	18	37	34	36	31	44	49	65	33	7	23
		16%	*16%*	*20%*	*15%*	*17%*	*14%*	*17%*	*15%*	*17%*	*13%*	*17%*	*19%*	*15%*	*19%*	*14%*	*20%*	*16%*	*19%*	*13%*
Much less	(1)	**445**	385	60	18	354	51	24	16	22	43	27	30	33	30	68	67	33	7	44
		18%	*18%*	*16%*	*14%*	*17%*	**24%d**	*20%*	*22%*	*20%*	*16%*	*13%*	*16%*	*16%*	*13%*	*20%*	*21%*	*16%*	*19%*	**25%jm**
Don't know		**45**	38	6	2	36	2	3	4	-	6	8	3	7	1	9	2	-	*	1
		2%	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	**5%de**	-	*2%*	**4%hmp**	*2%*	**3%p**	*	*3%*	*1%*	-	*	*1%*
NET Much/Slightly more		**171**	156	16	11	148	13	6	4	9	19	14	11	16	5	48	13	12	3	10
		7%	*7%*	*4%*	*9%*	*7%*	*6%*	*5%*	*6%*	**8%m**	*7%*	*7%*	*6%*	**8%m**	*2%*	**14%ikmopr**	*4%*	*6%*	*7%*	*6%*
NET Much/Slightly less		**854**	718	136	36	701	81	45	27	40	81	62	66	64	74	117	132	67	14	67
		34%	*34%*	*35%*	*30%*	*33%*	*38%*	*37%*	*38%*	*37%*	*29%*	*30%*	*36%*	*30%*	*31%*	*34%*	**41%l**	*32%*	*39%*	*38%*
Mean		**2.55**	2.56	2.53	2.65	2.57	2.44	2.46	2.45	2.52	**2.63o**	**2.63o**	2.54	2.62	2.59	2.62	2.42	2.59	2.49	2.43
Std Dev.		**0.89**	0.91	0.81	0.85	0.89	0.94	0.89	0.95	0.93	0.87	0.83	0.85	0.89	0.79	1.03	0.86	0.84	0.90	0.95
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.05	0.06	0.08	0.07	0.07	0.07	0.07	0.06	0.08	0.07	0.07	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	30	15	11	1	1	-	25	1	18	10	1	1	*	27	1
		1%	*2%*	*1%*	*	*1%*	-	*1%*	*	*2%*	*1%*	*	*1%*	*	*1%*	*1%*
Slightly more	(4)	141	50	62	21	8	1	112	8	50	64	17	6	4	114	10
		6%	*5%*	*7%*	*6%*	*4%*	*1%*	*6%*	*3%*	*5%*	*6%*	*5%*	*5%*	*8%*	*6%*	*6%*
No change	(3)	1429	577	519	210	91	28	1095	120	566	559	222	46	24	1125	70
		57%	61%deg	56%dg	61%deg	*45%*	*40%*	59%deg	*44%*	59%kn	56%kn	63%kn	*38%*	*49%*	58%kn	*41%*
Slightly less	(2)	409	150	150	62	38	9	300	47	141	182	49	29	8	323	37
		16%	*16%*	*16%*	*18%*	*19%*	*12%*	*16%*	*17%*	*15%*	*18%*	*14%*	24%hj	*16%*	*17%*	*21%*
Much less	(1)	445	141	169	40	64	31	310	95	169	174	57	34	12	342	46
		18%	*15%*	18%c	*12%*	31%abcf	45%abcf	*17%*	35%abcf	*18%*	*17%*	*16%*	28%hijm	*24%*	*18%*	27%hijm
Don't know		45	11	14	10	1	1	25	3	8	15	8	5	1	22	6
		2%	*1%*	*2%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	4%hm	*3%*	*1%*	4%hm
NET Much/Slightly more		171	64	73	22	9	1	137	9	68	73	18	7	4	141	11
		7%	*7%*	8%g	*6%*	*4%*	*1%*	*7%*	*3%*	*7%*	*7%*	*5%*	*6%*	*9%*	*7%*	*7%*
NET Much/Slightly less		854	292	319	101	102	40	610	142	310	356	106	63	20	665	83
		34%	*31%*	*34%*	*30%*	50%abcf	57%abcf	*33%*	52%abcf	*33%*	*35%*	*30%*	52%hijm	*40%*	*34%*	49%hijm
Mean		2.55	2.62deg	2.56deg	2.65deg	2.23	1.97	2.59deg	2.16	2.58kn	2.55kn	2.59kn	2.23	2.44	2.57kn	2.29
Std Dev.		0.89	0.86	0.91	0.78	0.96	0.95	0.89	0.96	0.91	0.89	0.83	0.96	0.98	0.90	0.97
Std Error		0.02	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.03	0.03	0.04	0.09	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**30**	4	25	1	11	16	3	28	1	-	-	30	-
		1%	*3%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	*5%*	-	-	*1%*	-
Slightly more	(4)	**141**	4	137	1	33	98	10	135	6	-	-	141	-
		6%	*3%*	*6%*	*2%*	*5%*	*6%*	*8%*	*6%*	*23%*	-	-	*6%*	-
No change	(3)	**1429**	74	1335	21	389	967	73	1409	11	7	-	1428	2
		57%	*60%*	*57%*	*67%*	*54%*	*59%*	*56%*	*57%*	*42%*	*70%*	-	*57%*	*31%*
Slightly less	(2)	**409**	19	388	2	134	253	21	401	5	2	*	409	-
		16%	*15%*	*17%*	*6%*	*19%*	*15%*	*16%*	*16%*	*19%*	*19%*	*10%*	*16%*	-
Much less	(1)	**445**	22	418	6	141	290	13	441	2	1	1	444	-
		18%	*18%*	*18%*	*18%*	**20%f**	*18%*	*10%*	*18%*	*8%*	*11%*	*90%*	*18%*	-
Don't know		**45**	2	42	1	8	26	11	40	1	-	-	41	4
		2%	*1%*	*2%*	*3%*	*1%*	*2%*	**8%de**	*2%*	*3%*	-	-	*2%*	*69%*
NET Much/Slightly more		**171**	8	162	2	44	114	13	164	7	-	-	171	-
		7%	*6%*	*7%*	*5%*	*6%*	*7%*	*10%*	*7%*	*28%*	-	-	*7%*	-
NET Much/Slightly less		**854**	40	806	8	276	544	34	842	7	3	1	852	-
		34%	*33%*	*34%*	*25%*	**38%ef**	*33%*	*26%*	*34%*	*27%*	*30%*	*100%*	*34%*	-
Mean		**2.55**	2.59	2.55	2.64	2.49	2.57	**2.74d**	2.55	2.98	2.58	1.10	2.55	3.00
Std Dev.		**0.89**	0.93	0.89	0.93	0.91	0.89	0.85	0.89	1.00	0.72	-	0.89	-
Std Error		**0.02**	0.08	0.02	0.16	0.03	0.02	0.07	0.02	0.20	0.18	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Personal letters (e.g. from a friend)

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**30**	7	2	15	6	4	-	3	-	2	-	7	-	8	-	6	-
		1%	*1%*	*	*2%*	*1%*	*1%*	-	*1%*	-	*	-	*2%*	-	*2%*	-	*1%*	-
Slightly more	(4)	**141**	39	34	44	24	20	-	19	-	34	-	16	-	28	-	24	-
		6%	*5%*	**8%a**	*5%*	*6%*	*5%*	-	*5%*	-	**8%k**	-	*4%*	-	*7%*	-	*6%*	-
No change	(3)	**1429**	456	239	481	253	239	-	217	-	239	-	251	-	230	-	253	-
		57%	*55%*	*59%*	*57%*	*61%*	*56%*	-	*53%*	-	*59%*	-	*60%*	-	*54%*	-	*61%*	-
Slightly less	(2)	**409**	144	54	143	68	66	-	78	-	54	-	65	-	78	-	68	-
		16%	*17%*	*13%*	*17%*	*16%*	*15%*	-	*19%*	-	*13%*	-	*15%*	-	*18%*	-	*16%*	-
Much less	(1)	**445**	176	73	146	51	93	-	82	-	73	-	69	-	76	-	51	-
		18%	**21%d**	*18%*	*17%*	*12%*	**22%o**	-	**20%o**	-	*18%*	-	*16%*	-	*18%*	-	*12%*	-
Don't know		**45**	9	2	20	14	2	-	7	-	2	-	13	-	7	-	14	-
		2%	*1%*	*	**2%b**	**3%ab**	*1%*	-	*2%*	-	*	-	**3%ei**	-	*2%*	-	**3%ei**	-
NET Much/Slightly more		**171**	46	36	59	30	24	-	22	-	36	-	23	-	36	-	30	-
		7%	*6%*	*9%*	*7%*	*7%*	*6%*	-	*5%*	-	*9%*	-	*5%*	-	*8%*	-	*7%*	-
NET Much/Slightly less		**854**	320	127	289	119	159	-	161	-	127	-	134	-	155	-	119	-
		34%	**38%bd**	*31%*	*34%*	*29%*	**37%o**	-	**40%lo**	-	*31%*	-	*32%*	-	*36%*	-	*29%*	-
Mean		**2.55**	2.46	**2.59a**	2.57	**2.67a**	2.47	-	2.45	-	2.59	-	2.58	-	2.56	-	**2.67eg**	-
Std Dev.		**0.89**	0.91	0.89	0.90	0.83	0.92	-	0.90	-	0.89	-	0.87	-	0.93	-	0.83	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.05	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2545	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	2499	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	1509	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more (5)	40	-	40	20	19	10	10	13	3	1	*	2	21	16	3	2	28	12	41
	2%	-	2%	2%	2%	3%ij	3%ij	3%ij	1%	*	*	1%	3%no	2%no	*	*	1%	3%p	2%
Slightly more (4)	241	-	241	129	112	67	47	36	21	27	20	23	114	57	70	43	189	52	231
	10%	-	10%	10%	9%	20%ghijk	13%hij	8%	6%	6%	6%	9%	16%mno	7%	7%	7%	9%	15%p	9%
No change (3)	1478	-	1478	771	704	159	204	265	216	269	196	168	363	481	632	363	1297	164	1493
	59%	-	59%	61%	57%	47%	57%e	62%e	62%e	60%e	63%e	65%e	52%	62%l	62%l	64%l	61%q	49%	59%
Slightly less (2)	459	-	459	215	243	45	64	73	57	105	71	45	108	130	221	116	399	53	480
	18%	-	18%	17%	20%	13%	18%	17%	16%	23%e	23%e	17%	16%	17%	22%lm	20%	19%	16%	19%
Much less (1)	240	-	240	105	135	38	31	38	50	44	22	18	68	88	84	40	192	44	252
	10%	-	10%	8%	11%	11%	9%	9%	14%jk	10%	7%	7%	10%	11%o	8%	7%	9%	13%	10%
Don't know	41	-	41	13	27	20	2	6	4	3	2	3	22	9	9	6	27	11	48
	2%	-	2%	1%	2%	6%fghijk	1%	1%	1%	1%	1%	1%	3%mn	1%	1%	1%	1%	3%	2%
NET Much/Slightly more	281	-	281	150	131	77	57	49	25	28	20	24	135	73	73	45	217	63	272
	11%	-	11%	12%	11%	23%ghijk	16%hij	11%i	7%	6%	7%	9%	19%mno	9%	7%	8%	10%	19%p	11%
NET Much/Slightly less	700	-	700	320	377	82	94	111	107	149	93	63	177	218	305	156	591	97	732
	28%	-	28%	26%	30%c	24%	26%	26%	30%	33%e	30%	24%	25%	28%	30%	27%	28%	29%	29%
Mean	2.75	-	2.75	2.79d	2.70	2.90hij	2.84hi	2.79hi	2.63	2.63	2.70	2.79i	2.87mno	2.72	2.69	2.74	2.74	2.80	2.73
Std Dev.	0.82	-	0.82	0.80	0.84	0.97	0.86	0.83	0.84	0.75	0.70	0.73	0.92	0.84	0.73	0.71	0.79	0.99	0.83
Std Error	0.02	-	0.02	0.02	0.02	0.05	0.05	0.04	0.05	0.03	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 197

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**40**	11	9	11	8	21	19	31	8	5	5	13	12	3	34	5	34
		2%	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	**2%h**	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
Slightly more	(4)	**241**	76	64	51	50	140	101	157	80	29	31	70	64	34	199	29	200
		10%	**13%b**	*8%*	*10%*	*9%*	*10%*	*9%*	*11%*	*8%*	*9%*	*8%*	*11%*	*10%*	*10%*	*10%*	*9%*	*10%*
No change	(3)	**1478**	307	488	317	367	794	684	831	634	183	226	379	361	200	1167	187	1196
		59%	*53%*	*59%*	*61%*	**64%a**	*57%*	**62%e**	*57%*	**63%g**	*59%*	*61%*	*59%*	*58%*	*57%*	*59%*	*60%*	*59%*
Slightly less	(2)	**459**	126	168	88	77	294	165	277	179	46	60	113	121	81	375	47	387
		18%	**22%d**	**20%d**	*17%*	*13%*	**21%f**	*15%*	*19%*	*18%*	*15%*	*16%*	*18%*	*19%*	**23%i**	*19%*	*15%*	*19%*
Much less	(1)	**240**	50	81	49	60	131	109	150	89	34	39	59	64	34	196	34	198
		10%	*9%*	*10%*	*9%*	*10%*	*9%*	*10%*	*10%*	*9%*	*11%*	*11%*	*9%*	*10%*	*10%*	*10%*	*11%*	*10%*
Don't know		**41**	7	15	5	13	22	18	16	21	12	6	5	5	1	17	12	19
		2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	**4%klmn**	*2%*	*1%*	*1%*	*	*1%*	**4%p**	*1%*
NET Much/Slightly more		**281**	87	74	63	57	161	120	188	89	33	37	83	76	38	233	33	234
		11%	**15%bd**	*9%*	*12%*	*10%*	*11%*	*11%*	**13%h**	*9%*	*11%*	*10%*	*13%*	*12%*	*11%*	*12%*	*11%*	*11%*
NET Much/Slightly less		**700**	176	249	137	138	425	275	428	267	80	100	172	185	115	571	81	585
		28%	**31%d**	**30%d**	*26%*	*24%*	**30%f**	*25%*	*29%*	*26%*	*26%*	*27%*	*27%*	*30%*	*32%*	*29%*	*26%*	*29%*
Mean		**2.75**	2.77	2.70	2.78	2.76	2.73	2.77	2.75	2.74	2.74	2.73	2.79	2.74	2.70	2.75	2.74	2.74
Std Dev.		**0.82**	0.86	0.80	0.83	0.81	0.83	0.82	0.86	0.77	0.85	0.82	0.84	0.85	0.81	0.83	0.84	0.83
Std Error		**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**40**	36	3	2	34	3	1	2	*	4	2	7	4	4	11	-	-	*	2
		2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*3%*	*	*1%*	*1%*	**4%op**	*2%*	*2%*	**3%o**	-	-	**1%o**	*1%*
Slightly more	(4)	**241**	220	21	7	197	25	12	7	8	33	12	10	21	12	52	26	22	4	20
		10%	**10%b**	*6%*	*6%*	*9%*	*12%*	*10%*	*10%*	*7%*	**12%m**	*6%*	*6%*	*10%*	*5%*	**15%jkm**	*8%*	*11%*	*12%*	**12%m**
No change	(3)	**1478**	1245	233	69	1244	121	75	37	68	151	123	104	129	157	183	194	136	19	102
		59%	*59%*	*61%*	*57%*	*59%*	*57%*	*62%*	*52%*	*63%*	*54%*	*60%*	*56%*	*62%*	**66%in**	*53%*	*60%*	*65%*	*54%*	*58%*
Slightly less	(2)	**459**	369	90	29	388	37	20	14	21	49	42	37	33	44	63	63	37	8	29
		18%	*17%*	**23%a**	*24%*	*19%*	*18%*	*17%*	*19%*	*20%*	*18%*	*20%*	*20%*	*16%*	*19%*	*18%*	*19%*	*18%*	*22%*	*17%*
Much less	(1)	**240**	210	31	11	200	22	9	10	10	34	21	19	16	15	33	40	12	4	18
		10%	*10%*	*8%*	*9%*	*10%*	*10%*	*8%*	*13%*	*9%*	*12%*	*10%*	*11%*	*8%*	*6%*	*10%*	*13%*	*6%*	*10%*	*10%*
Don't know		**41**	35	6	3	33	4	3	1	-	7	4	6	6	5	2	-	3	*	3
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	-	**3%o**	*2%*	**3%no**	**3%o**	*2%*	*	-	*1%*	*1%*	**2%o**
NET Much/Slightly more		**281**	256	25	10	230	27	14	9	8	37	14	18	25	16	63	26	22	5	23
		11%	**12%b**	*6%*	*8%*	*11%*	*13%*	*11%*	*13%*	*8%*	*13%*	*7%*	*10%*	*12%*	*7%*	**18%hjkmo**	*8%*	*11%*	*14%*	*13%*
NET Much/Slightly less		**700**	579	121	40	588	59	29	24	31	84	62	56	49	58	96	103	49	11	47
		28%	*27%*	*31%*	*33%*	*28%*	*28%*	*24%*	*33%*	*29%*	*30%*	*30%*	*31%*	*23%*	*25%*	*28%*	*32%*	*23%*	*32%*	*27%*
Mean		**2.75**	2.76	2.68	2.68	2.75	2.76	2.80	2.69	2.70	2.72	2.67	2.72	2.83	2.77	**2.84o**	2.64	2.81	2.72	2.76
Std Dev.		**0.82**	0.84	0.74	0.81	0.82	0.84	0.77	0.94	0.76	0.89	0.78	0.89	0.80	0.72	0.91	0.80	0.69	0.87	0.84
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.06	0.06	0.07	0.06	0.07	0.06	0.06	0.07	0.06	0.06	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	40	20	13	6	*	1	33	1	18	18	3	*	1	36	1
		2%	*2%*	*1%*	*2%*	*	*1%*	*2%*	*	*2%*	*2%*	*1%*	*	*1%*	*2%*	*
Slightly more	(4)	241	104	88	25	23	1	192	24	101	106	16	14	3	206	17
		10%	*11%*	*10%*	*7%*	*11%*	*1%*	*10%*	*9%*	**11%j**	**11%j**	*5%*	**11%j**	*6%*	**11%j**	*10%*
No change	(3)	1478	576	534	219	104	40	1110	144	563	591	243	46	25	1154	71
		59%	**61%d**	*58%*	**64%dg**	*51%*	*57%*	*59%*	*53%*	**59%kn**	**59%kn**	**69%hiklmn**	*39%*	*49%*	**59%kn**	*42%*
Slightly less	(2)	459	152	197	55	47	9	348	56	171	194	51	37	7	365	43
		18%	*16%*	**21%a**	*16%*	*23%*	*12%*	*19%*	*20%*	*18%*	*19%*	*14%*	**31%hijm**	*13%*	*19%*	**25%j**
Much less	(1)	240	82	81	31	27	19	164	46	93	76	35	21	15	169	36
		10%	*9%*	*9%*	*9%*	*13%*	**27%abcdf**	*9%*	**17%abcf**	*10%*	*8%*	*10%*	**18%him**	**30%hijm**	*9%*	**21%hijm**
Don't know		41	9	12	7	2	*	21	3	6	17	6	2	*	23	2
		2%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*	*1%*	*1%*
NET Much/Slightly more		281	124	101	30	24	2	225	26	118	124	19	14	4	242	17
		11%	*13%*	*11%*	*9%*	*12%*	*3%*	*12%*	*9%*	**12%j**	**12%j**	*5%*	*11%*	*7%*	**12%j**	*10%*
NET Much/Slightly less		700	234	278	86	74	28	512	101	264	270	86	58	22	534	80
		28%	*25%*	**30%a**	*25%*	**36%acf**	**40%a**	*27%*	**37%acf**	*28%*	*27%*	*24%*	**48%hijm**	**43%ijm**	*27%*	**47%hijm**
Mean		2.75	**2.81deg**	**2.73eg**	**2.76eg**	2.62	2.37	**2.77deg**	2.56	**2.77kln**	**2.79kln**	**2.72kln**	2.45	2.36	**2.78kln**	2.42
Std Dev.		0.82	0.82	0.81	0.79	0.86	0.95	0.82	0.89	0.84	0.80	0.74	0.92	1.03	0.82	0.95
Std Error		0.02	0.03	0.03	0.04	0.06	0.11	0.02	0.05	0.03	0.03	0.04	0.08	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**40**	4	35	*	18	16	5	39	*	*	-	40	-
		2%	*3%*	*1%*	*1%*	**3%e**	*1%*	**4%e**	*2%*	*2%*	*1%*	-	*2%*	-
Slightly more	(4)	**241**	17	221	3	87	139	16	228	11	2	-	241	-
		10%	*13%*	*9%*	*10%*	**12%e**	*8%*	*12%*	*9%*	*42%*	*16%*	-	*10%*	-
No change	(3)	**1478**	74	1383	21	388	1021	70	1461	9	5	1	1475	2
		59%	*60%*	*59%*	*66%*	*54%*	**62%d**	*53%*	*60%*	*35%*	*46%*	*82%*	*59%*	*31%*
Slightly less	(2)	**459**	19	437	3	152	290	17	455	1	3	*	459	-
		18%	*16%*	*19%*	*9%*	*21%*	*18%*	*13%*	*19%*	*3%*	*29%*	*10%*	*18%*	-
Much less	(1)	**240**	8	229	4	67	161	12	235	4	1	*	240	-
		10%	*6%*	*10%*	*11%*	*9%*	*10%*	*9%*	*10%*	*16%*	*8%*	*8%*	*10%*	-
Don't know		**41**	1	38	1	6	24	11	36	1	-	-	37	4
		2%	*1%*	*2%*	*3%*	*1%*	*1%*	**8%de**	*1%*	*3%*	-	-	*1%*	*69%*
NET Much/Slightly more		**281**	21	256	3	105	155	21	267	12	2	-	281	-
		11%	*17%*	*11%*	*11%*	**15%e**	*9%*	*16%*	*11%*	*43%*	*17%*	-	*11%*	-
NET Much/Slightly less		**700**	27	666	6	219	451	29	691	5	4	*	699	-
		28%	*22%*	*28%*	*20%*	*31%*	*27%*	*22%*	*28%*	*19%*	*37%*	*18%*	*28%*	-
Mean		**2.75**	2.92	2.74	2.79	2.77	2.73	2.88	2.74	3.11	2.72	2.74	2.75	3.00
Std Dev.		**0.82**	0.83	0.82	0.82	0.87	0.79	0.92	0.82	1.10	0.90	-	0.82	-
Std Error		**0.02**	0.07	0.02	0.14	0.03	0.02	0.08	0.02	0.22	0.23	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Letters from organisations that you have a relationship with

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**40**	13	7	15	4	4	-	9	-	7	-	7	-	8	-	4	-
		2%	*2%*	*2%*	*2%*	*1%*	*1%*	-	*2%*	-	*2%*	-	*2%*	-	*2%*	-	*1%*	-
Slightly more	(4)	**241**	79	47	74	41	42	-	37	-	47	-	27	-	47	-	41	-
		10%	*10%*	*12%*	*9%*	*10%*	*10%*	-	*9%*	-	**12%k**	-	*6%*	-	*11%*	-	*10%*	-
No change	(3)	**1478**	477	239	508	254	233	-	244	-	239	-	248	-	260	-	254	-
		59%	*57%*	*59%*	*60%*	*61%*	*55%*	-	*60%*	-	*59%*	-	*59%*	-	*61%*	-	*61%*	-
Slightly less	(2)	**459**	165	72	149	74	100	-	65	-	72	-	73	-	75	-	74	-
		18%	*20%*	*18%*	*17%*	*18%*	**24%g**	-	*16%*	-	*18%*	-	*17%*	-	*18%*	-	*18%*	-
Much less	(1)	**240**	88	34	88	30	43	-	45	-	34	-	54	-	34	-	30	-
		10%	*11%*	*9%*	*10%*	*7%*	*10%*	-	*11%*	-	*9%*	-	**13%o**	-	*8%*	-	*7%*	-
Don't know		**41**	9	4	15	13	3	-	6	-	4	-	12	-	3	-	13	-
		2%	*1%*	*1%*	*2%*	**3%a**	*1%*	-	*1%*	-	*1%*	-	*3%*	-	*1%*	-	**3%em**	-
NET Much/Slightly more		**281**	93	54	89	45	46	-	47	-	54	-	34	-	56	-	45	-
		11%	*11%*	*13%*	*11%*	*11%*	*11%*	-	*11%*	-	*13%*	-	*8%*	-	*13%*	-	*11%*	-
NET Much/Slightly less		**700**	253	106	237	104	143	-	110	-	106	-	127	-	110	-	104	-
		28%	*30%*	*26%*	*28%*	*25%*	**34%mo**	-	*27%*	-	*26%*	-	*30%*	-	*26%*	-	*25%*	-
Mean		**2.75**	2.71	2.80	2.74	2.79	2.68	-	2.75	-	2.80	-	2.66	-	**2.81k**	-	2.79	-
Std Dev.		**0.82**	0.84	0.82	0.83	0.76	0.83	-	0.86	-	0.82	-	0.85	-	0.81	-	0.76	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2545	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	2499	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	1509	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more (5)	92	-	92	52	40	20	18	12	2	11	16	12	38	15	40	29	79	13	84
	4%	-	*4%*	*4%*	*3%*	**6%h**	**5%h**	*3%*	*1%*	*3%*	**5%h**	**5%h**	**5%m**	*2%*	*4%*	**5%m**	*4%*	*4%*	*3%*
Slightly more (4)	278	-	278	132	146	28	43	41	26	35	47	58	71	68	140	105	247	31	304
	11%	-	*11%*	*10%*	*12%*	*8%*	*12%*	*10%*	*8%*	*8%*	**15%ehi**	**22%efghi**	*10%*	*9%*	**14%m**	**18%lm**	*12%*	*9%*	*12%*
No change (3)	1178	-	1178	627	548	168	193	218	171	183	134	110	361	390	427	244	1013	148	1187
	47%	-	*47%*	**50%d**	*44%*	*50%*	**54%ijk**	**51%i**	*49%*	*41%*	*43%*	*42%*	**52%no**	**50%n**	*42%*	*43%*	*48%*	*44%*	*47%*
Slightly less (2)	473	-	473	231	240	52	44	76	77	114	67	42	96	153	224	109	397	68	495
	19%	-	*19%*	*18%*	*19%*	*15%*	*12%*	*18%*	**22%f**	**25%efgk**	**22%f**	*16%*	*14%*	**20%l**	**22%l**	**19%l**	*19%*	*20%*	*19%*
Much less (1)	430	-	430	192	237	49	55	77	71	97	47	33	104	148	177	80	367	58	431
	17%	-	*17%*	*15%*	**19%c**	*15%*	*15%*	*18%*	*20%*	**22%ek**	*15%*	*13%*	*15%*	*19%*	*17%*	*14%*	*17%*	*17%*	*17%*
Don't know	48	-	48	21	27	22	5	6	4	8	*	3	27	10	12	3	29	16	44
	2%	-	*2%*	*2%*	*2%*	**6%fghijk**	*1%*	*1%*	*1%*	*2%*	*	*1%*	**4%mno**	*1%*	*1%*	*1%*	*1%*	**5%p**	*2%*
NET Much/Slightly more	370	-	370	183	187	48	60	54	29	47	63	70	108	82	180	133	325	44	388
	15%	-	*15%*	*15%*	*15%*	*14%*	**17%hl**	*12%*	*8%*	*10%*	**20%ghi**	**27%efghi**	**16%m**	*11%*	**18%m**	**23%lmn**	*15%*	*13%*	*15%*
NET Much/Slightly less	902	-	902	423	477	101	99	153	148	211	114	76	201	301	401	190	764	126	926
	36%	-	*36%*	*34%*	*39%*	*30%*	*28%*	*36%*	**42%efk**	**47%efgjk**	*37%*	*29%*	*29%*	**38%l**	**39%l**	*33%*	*36%*	*38%*	*36%*
Mean	2.65	-	2.65	2.69	2.60	**2.74hi**	**2.78hi**	**2.61i**	2.46	2.43	**2.74hi**	**2.90ghi**	**2.76m**	2.54	2.64	**2.81mn**	2.65	2.60	2.65
Std Dev.	1.02	-	1.02	0.99	1.04	1.03	1.01	0.99	0.92	1.00	1.05	1.05	1.02	0.96	1.05	1.05	1.02	1.02	1.01
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.06	0.07	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	92	32	25	26	9	57	35	51	41	8	18	30	27	7	83	8	83
		4%	6%d	3%	5%d	2%	4%	3%	3%	4%	3%	5%	5%	4%	2%	4%	3%	4%
Slightly more	(4)	278	83	87	56	52	171	108	142	130	25	41	72	88	40	241	25	245
		11%	14%d	11%	11%	9%	12%	10%	10%	13%g	8%	11%	11%	14%i	11%	12%	8%	12%
No change	(3)	1178	237	377	265	299	614	564	699	467	140	170	315	278	159	922	141	952
		47%	41%	46%	51%a	52%a	44%	51%e	48%	46%	45%	46%	49%	44%	45%	46%	45%	47%
Slightly less	(2)	473	121	173	84	94	295	178	295	175	65	65	115	114	83	378	65	383
		19%	21%	21%	16%	16%	21%f	16%	20%	17%	21%	18%	18%	18%	23%	19%	21%	19%
Much less	(1)	430	97	139	81	114	236	194	249	180	59	67	101	111	61	340	62	346
		17%	17%	17%	15%	20%	17%	18%	17%	18%	19%	18%	16%	18%	17%	17%	20%	17%
Don't know		48	7	24	9	8	31	17	27	18	12	7	5	8	5	25	12	26
		2%	1%	3%	2%	1%	2%	2%	2%	2%	4%kln	2%	1%	1%	1%	1%	4%p	1%
NET Much/Slightly more		370	115	112	82	61	227	143	193	172	33	59	102	115	48	324	33	328
		15%	20%bd	14%	16%d	11%	16%	13%	13%	17%g	11%	16%	16%	18%i	13%	16%i	11%	16%o
NET Much/Slightly less		902	218	312	165	208	530	372	544	354	125	133	217	225	144	718	127	729
		36%	38%	38%	32%	36%	38%	34%	37%	35%	40%	36%	34%	36%	40%	36%	41%	36%
Mean		2.65	2.71	2.61	2.73d	2.56	2.65	2.64	2.62	2.68	2.52	2.66	2.71i	2.69	2.57	2.67	2.51	2.67o
Std Dev.		1.02	1.09	0.99	1.02	0.96	1.03	0.99	1.00	1.05	0.99	1.06	1.02	1.06	0.97	1.03	0.99	1.03
Std Error		0.02	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.05	0.06	0.04	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**92**	76	16	3	78	5	6	3	2	9	8	10	14	9	15	7	5	*	5
		4%	*4%*	*4%*	*2%*	*4%*	*3%*	*5%*	*4%*	*2%*	*3%*	*4%*	*5%*	*7%*	*4%*	*4%*	*2%*	*2%*	*	*3%*
Slightly more	(4)	**278**	222	56	20	226	30	14	9	12	31	24	13	31	19	41	25	30	7	22
		11%	*11%*	*15%*	*16%*	*11%*	*14%*	*12%*	*12%*	*11%*	*11%*	*12%*	*7%*	*15%*	*8%*	*12%*	*8%*	*14%*	**21%kmo**	*13%*
No change	(3)	**1178**	1018	161	54	987	103	60	29	52	133	86	92	81	135	147	166	96	17	86
		47%	*48%*	*42%*	*44%*	*47%*	*49%*	*49%*	*40%*	*48%*	*48%*	*42%*	*50%*	*39%*	**57%jln**	*43%*	**51%l**	*46%*	*48%*	*49%*
Slightly less	(2)	**473**	394	79	22	403	35	20	15	17	45	50	31	53	31	68	55	53	5	29
		19%	*19%*	*21%*	*18%*	*19%*	*17%*	*16%*	*21%*	*16%*	*16%*	**24%m**	*17%*	**26%m**	*13%*	*20%*	*17%*	**25%m**	*15%*	*17%*
Much less	(1)	**430**	361	68	22	360	37	19	14	23	53	33	32	25	38	64	69	23	6	31
		17%	*17%*	*18%*	*18%*	*17%*	*17%*	*15%*	*20%*	**22%lp**	*19%*	*16%*	*18%*	*12%*	*16%*	*19%*	**21%lp**	*11%*	*15%*	*18%*
Don't know		**48**	43	5	2	42	1	3	2	*	8	4	6	6	4	8	2	3	*	1
		2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*	*1%*
NET Much/Slightly more		**370**	299	72	23	303	35	20	12	14	39	31	23	44	28	56	32	35	8	27
		15%	*14%*	*19%*	*19%*	*14%*	*16%*	*17%*	*16%*	*13%*	*14%*	*15%*	*13%*	**21%mo**	*12%*	*16%*	*10%*	*17%*	**21%o**	*16%*
NET Much/Slightly less		**902**	755	147	43	763	72	39	29	41	98	82	64	78	69	132	124	76	11	61
		36%	*36%*	*38%*	*35%*	*36%*	*34%*	*32%*	*41%*	*38%*	*35%*	*40%*	*35%*	*37%*	*29%*	*38%*	*38%*	*36%*	*31%*	*35%*
Mean		**2.65**	2.64	2.66	2.67	2.64	2.68	2.74	2.58	2.56	2.62	2.62	2.65	**2.78o**	2.70	2.63	2.52	2.71	2.75	2.66
Std Dev.		**1.02**	1.01	1.06	1.03	1.01	1.00	1.03	1.08	1.02	1.03	1.02	1.04	1.06	0.97	1.07	0.98	0.92	0.98	1.01
Std Error		**0.02**	0.02	0.04	0.06	0.03	0.05	0.05	0.07	0.08	0.08	0.08	0.09	0.08	0.08	0.08	0.08	0.08	0.10	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	92	46	29	4	11	1	75	12	33	37	15	6	1	70	6
		4%	**5%c**	*3%*	*1%*	**6%c**	*1%*	**4%c**	*4%*	*3%*	*4%*	*4%*	*5%*	*2%*	*4%*	*4%*
Slightly more	(4)	278	119	118	21	18	3	236	20	116	121	23	16	1	236	17
		11%	**13%c**	**13%c**	*6%*	*9%*	*4%*	**13%c**	*7%*	**12%j**	**12%j**	*6%*	*13%*	*2%*	**12%j**	*10%*
No change	(3)	1178	446	410	200	91	27	856	118	444	460	202	38	27	904	65
		47%	*47%*	*44%*	**58%abdefg**	*45%*	*39%*	*46%*	*43%*	**47%k**	**46%k**	**57%hikmn**	*32%*	**54%k**	**46%k**	*38%*
Slightly less	(2)	473	172	183	68	35	14	355	49	179	206	56	27	5	384	32
		19%	*18%*	*20%*	*20%*	*17%*	*20%*	*19%*	*18%*	*19%*	*21%*	*16%*	*22%*	*11%*	*20%*	*19%*
Much less	(1)	430	155	162	41	46	24	317	70	167	164	49	33	14	331	47
		17%	*16%*	*18%*	*12%*	**23%c**	**34%abcf**	*17%*	**25%abcf**	*18%*	*16%*	*14%*	**27%hijm**	**28%j**	*17%*	**27%hijm**
Don't know		48	6	22	9	3	1	28	4	13	15	10	1	2	28	3
		2%	*1%*	**2%a**	**2%a**	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*3%*	*1%*	*4%*	*1%*	*2%*
NET Much/Slightly more		370	165	147	25	29	4	312	33	149	158	38	21	2	307	24
		15%	**17%c**	**16%c**	*7%*	**14%c**	*5%*	**17%c**	*12%*	*16%*	*16%*	*11%*	*18%*	*4%*	*16%*	*14%*
NET Much/Slightly less		902	327	345	109	81	38	672	119	346	369	105	59	19	715	79
		36%	*35%*	*37%*	*32%*	*40%*	**54%abcf**	*36%*	**44%ac**	*36%*	**37%j**	*30%*	**49%hijm**	*38%*	**37%j**	**46%hijm**
Mean		2.65	**2.71eg**	**2.63e**	**2.64e**	2.57	2.17	**2.67eg**	2.47	**2.65n**	**2.66n**	**2.71kn**	2.45	2.38	**2.65n**	2.43
Std Dev.		1.02	1.04	1.02	0.82	1.11	1.00	1.03	1.09	1.02	1.01	0.94	1.16	1.00	1.02	1.12
Std Error		0.02	0.03	0.03	0.05	0.08	0.12	0.02	0.07	0.03	0.03	0.05	0.10	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**92**	7	85	-	32	55	5	88	4	*	-	92	-
		4%	*6%*	*4%*	-	*4%*	*3%*	*4%*	*4%*	*14%*	*3%*	-	*4%*	-
Slightly more	(4)	**278**	8	264	6	94	173	11	273	5	*	-	278	-
		11%	*7%*	*11%*	*18%*	*13%*	*10%*	*8%*	*11%*	*18%*	*2%*	-	*11%*	-
No change	(3)	**1178**	61	1109	9	318	793	67	1161	8	7	*	1177	2
		47%	*49%*	*47%*	*28%*	*44%*	*48%*	*51%*	*47%*	*32%*	*65%*	*8%*	*47%*	*31%*
Slightly less	(2)	**473**	20	440	12	141	316	17	465	6	1	1	471	-
		19%	*16%*	*19%*	*39%*	*20%*	*19%*	*13%*	*19%*	*21%*	*13%*	*92%*	*19%*	-
Much less	(1)	**430**	26	401	3	120	291	19	425	3	2	-	430	-
		17%	*21%*	*17%*	*10%*	*17%*	*18%*	*14%*	*17%*	*13%*	*17%*	-	*17%*	-
Don't know		**48**	1	45	2	12	24	13	43	1	-	-	44	4
		2%	*1%*	*2%*	*6%*	*2%*	*1%*	***10%de***	*2%*	*3%*	-	-	*2%*	*69%*
NET Much/Slightly more		**370**	16	349	6	126	228	16	361	8	1	-	370	-
		15%	*13%*	*15%*	*18%*	*18%*	*14%*	*12%*	*15%*	*32%*	*6%*	-	*15%*	-
NET Much/Slightly less		**902**	46	841	15	261	606	35	889	9	3	1	901	-
		36%	*37%*	*36%*	*48%*	*36%*	*37%*	*27%*	*36%*	*34%*	*30%*	*92%*	*36%*	-
Mean		**2.65**	2.60	2.65	2.58	2.68	2.62	2.73	2.64	2.98	2.63	2.08	2.65	3.00
Std Dev.		**1.02**	1.08	1.01	0.93	1.05	1.00	0.99	1.01	1.24	0.95	-	1.02	-
Std Error		**0.02**	0.09	0.02	0.16	0.04	0.03	0.08	0.02	0.25	0.24	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Catalogues and brochures

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**92**	21	16	30	25	8	-	13	-	16	-	8	-	22	-	25	-
		4%	*2%*	*4%*	*4%*	**6%a**	*2%*	-	*3%*	-	*4%*	-	*2%*	-	**5%e**	-	**6%ek**	-
Slightly more	(4)	**278**	91	53	88	47	39	-	52	-	53	-	46	-	42	-	47	-
		11%	*11%*	*13%*	*10%*	*11%*	*9%*	-	*13%*	-	*13%*	-	*11%*	-	*10%*	-	*11%*	-
No change	(3)	**1178**	357	187	413	222	173	-	184	-	187	-	206	-	207	-	222	-
		47%	*43%*	*46%*	*49%*	**53%a**	*41%*	-	*45%*	-	*46%*	-	*49%*	-	*48%*	-	**53%e**	-
Slightly less	(2)	**473**	172	77	163	61	98	-	74	-	77	-	80	-	83	-	61	-
		19%	**21%d**	*19%*	*19%*	*15%*	**23%o**	-	*18%*	-	*19%*	-	*19%*	-	*19%*	-	*15%*	-
Much less	(1)	**430**	175	63	139	53	100	-	75	-	63	-	69	-	70	-	53	-
		17%	**21%d**	*16%*	*16%*	*13%*	**24%ikmo**	-	*19%*	-	*16%*	-	*16%*	-	*16%*	-	*13%*	-
Don't know		**48**	15	7	17	8	7	-	8	-	7	-	13	-	4	-	8	-
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	-	*2%*	-	*2%*	-	*3%*	-	*1%*	-	*2%*	-
NET Much/Slightly more		**370**	112	69	118	72	46	-	65	-	69	-	53	-	64	-	72	-
		15%	*13%*	*17%*	*14%*	*17%*	*11%*	-	*16%*	-	**17%e**	-	*13%*	-	*15%*	-	**17%e**	-
NET Much/Slightly less		**902**	348	139	302	114	198	-	149	-	139	-	149	-	153	-	114	-
		36%	**42%bcd**	*35%*	**36%d**	*27%*	**47%gikmo**	-	**37%o**	-	*35%*	-	*35%*	-	*36%*	-	*27%*	-
Mean		**2.65**	2.52	**2.70a**	**2.65a**	**2.83ac**	2.41	-	**2.63e**	-	**2.70e**	-	**2.62e**	-	**2.68e**	-	**2.83egk**	-
Std Dev.		**1.02**	1.03	1.02	1.00	1.00	1.01	-	1.04	-	1.02	-	0.95	-	1.03	-	1.00	-
Std Error		**0.02**	0.04	0.05	0.03	0.05	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-	0.05	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base		**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base		**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more	(5)	**43**	-	43	28	16	13	8	14	6	2	*	-	21	20	3	*	32	11	34
		2%	-	*2%*	*2%*	*1%*	**4%ijk**	*2%*	**3%ijk**	*2%*	*1%*	*	-	**3%no**	**3%no**	*	*	*2%*	*3%*	*1%*
Slightly more	(4)	**110**	-	110	55	55	23	30	17	6	12	8	15	53	22	34	22	93	17	114
		4%	-	*4%*	*4%*	*4%*	**7%hi**	**8%ghij**	*4%*	*2%*	*3%*	*2%*	**6%h**	**8%mno**	*3%*	*3%*	*4%*	*4%*	*5%*	*4%*
No change	(3)	**1640**	-	1640	848	787	189	219	287	228	293	238	185	409	515	716	423	1438	179	1664
		66%	-	*66%*	*68%*	*63%*	*56%*	*61%*	**66%e**	*65%*	**65%e**	**76%efghi**	**72%ef**	*59%*	**66%l**	**70%l**	**74%lm**	**67%q**	*53%*	*65%*
Slightly less	(2)	**152**	-	152	77	74	27	29	27	26	29	8	7	56	52	43	15	114	37	162
		6%	-	*6%*	*6%*	*6%*	**8%jk**	**8%jk**	*6%*	**7%jk**	*6%*	*3%*	*3%*	**8%no**	**7%o**	*4%*	*3%*	*5%*	**11%p**	*6%*
Much less	(1)	**376**	-	376	176	200	54	56	61	65	70	40	29	110	126	140	70	301	71	373
		15%	-	*15%*	*14%*	*16%*	*16%*	*16%*	*14%*	*18%*	*16%*	*13%*	*11%*	*16%*	*16%*	*14%*	*12%*	*14%*	**21%p**	*15%*
Don't know		**178**	-	178	71	108	33	14	26	21	43	18	22	47	47	83	40	155	20	198
		7%	-	*7%*	*6%*	**9%c**	**10%f**	*4%*	*6%*	*6%*	**10%f**	*6%*	*9%*	*7%*	*6%*	*8%*	*7%*	*7%*	*6%*	*8%*
NET Much/Slightly more		**153**	-	153	82	71	36	38	30	12	14	8	15	74	42	37	23	125	28	148
		6%	-	*6%*	*7%*	*6%*	**11%hij**	**11%hij**	**7%ij**	*3%*	*3%*	*2%*	*6%*	**11%mno**	*5%*	*4%*	*4%*	*6%*	*8%*	*6%*
NET Much/Slightly less		**528**	-	528	253	274	81	85	88	90	99	48	36	166	178	183	84	415	108	535
		21%	-	*21%*	*20%*	*22%*	**24%jk**	**24%jk**	*20%*	**26%jk**	**22%k**	*15%*	*14%*	**24%no**	**23%o**	*18%*	*15%*	*19%*	**32%p**	*21%*
Mean		**2.70**	-	2.70	2.73	2.66	2.72	2.72	2.74	2.58	2.63	2.73	**2.79h**	2.72	2.67	2.70	2.75	**2.72q**	2.56	2.69
Std Dev.		**0.86**	-	0.86	0.85	0.87	0.98	0.92	0.88	0.89	0.82	0.73	0.74	0.95	0.89	0.78	0.73	0.84	1.01	0.85
Std Error		**0.02**	-	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	43	16	13	13	2	29	15	38	5	*	7	11	14	9	41	*	41
		2%	3%d	2%	2%d	*	2%	1%	3%h	*	*	2%	2%	2%i	3%i	2%i	*	2%o
Slightly more	(4)	110	35	29	25	21	64	46	65	45	12	24	30	26	7	88	12	88
		4%	6%	3%	5%	4%	5%	4%	4%	4%	4%	7%m	5%	4%	2%	4%	4%	4%
No change	(3)	1640	366	552	329	392	918	721	927	696	196	217	446	413	236	1313	198	1346
		66%	63%	67%	63%	68%	65%	66%	63%	69%g	63%	59%	70%j	66%	66%	66%j	63%	66%
Slightly less	(2)	152	39	57	31	24	96	56	112	39	16	23	30	42	31	126	16	129
		6%	7%	7%	6%	4%	7%	5%	8%h	4%	5%	6%	5%	7%	9%	6%	5%	6%
Much less	(1)	376	83	113	91	89	196	180	226	147	62	59	75	100	54	288	64	295
		15%	14%	14%	17%	15%	14%	16%	15%	15%	20%kn	16%	12%	16%	15%	14%	21%p	15%
Don't know		178	37	62	32	47	99	79	94	78	23	39	45	31	18	132	23	135
		7%	6%	8%	6%	8%	7%	7%	6%	8%	8%	10%lmn	7%	5%	5%	7%	7%	7%
NET Much/Slightly more		153	52	41	38	23	93	60	103	50	12	31	42	40	16	129	12	129
		6%	9%bd	5%	7%	4%	7%	6%	7%	5%	4%	8%	7%	6%	5%	6%	4%	6%
NET Much/Slightly less		528	122	170	122	113	292	236	338	187	78	82	105	142	85	415	80	424
		21%	21%	21%	23%	20%	21%	21%	23%h	18%	25%k	22%	16%	23%k	24%k	21%	26%	21%
Mean		2.70	2.75	2.70	2.67	2.66	2.72	2.67	2.69	2.70	2.55	2.69	2.78l	2.68	2.66	2.71l	2.54	2.71o
Std Dev.		0.86	0.90	0.82	0.92	0.81	0.86	0.87	0.90	0.81	0.88	0.92	0.80	0.88	0.87	0.86	0.88	0.86
Std Error		0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**43**	37	7	2	40	2	1	1	-	5	-	4	6	4	19	2	1	-	2
		2%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	-	*2%*	-	*2%*	*3%*	*2%*	**6%hjopr**	*1%*	*1%*	-	*1%*
Slightly more	(4)	**110**	99	11	4	97	5	4	4	2	17	8	3	12	9	21	18	7	2	2
		4%	*5%*	*3%*	*3%*	*5%*	*2%*	*4%*	*5%*	*2%*	**6%r**	*4%*	*2%*	*6%*	*4%*	**6%r**	*6%*	*4%*	**6%r**	*1%*
No change	(3)	**1640**	1385	255	76	1381	132	86	41	69	179	141	123	134	171	197	211	154	20	112
		66%	*66%*	*66%*	*62%*	**66%g**	*62%*	**71%g**	*58%*	*64%*	*64%*	**69%n**	*67%*	*64%*	**73%nq**	*58%*	*65%*	**74%nq**	*56%*	*64%*
Slightly less	(2)	**152**	124	28	11	128	12	5	7	6	14	12	8	19	7	35	12	15	3	9
		6%	*6%*	*7%*	*9%*	*6%*	*6%*	*5%*	*9%*	*6%*	*5%*	*6%*	*4%*	**9%m**	*3%*	**10%mo**	*4%*	*7%*	*8%*	*5%*
Much less	(1)	**376**	326	49	17	316	32	15	13	18	45	25	32	29	26	58	61	22	5	27
		15%	*15%*	*13%*	*14%*	*15%*	*15%*	*12%*	*18%*	*17%*	*16%*	*12%*	*17%*	*14%*	*11%*	*17%*	*19%*	*11%*	*13%*	*16%*
Don't know		**178**	144	34	11	133	29	9	7	11	19	18	14	9	19	13	20	9	6	23
		7%	*7%*	*9%*	*9%*	*6%*	**14%df**	*7%*	*9%*	**11%lnp**	*7%*	*9%*	*8%*	*5%*	*8%*	*4%*	*6%*	*4%*	**17%ilnop**	**13%lnop**
NET Much/Slightly more		**153**	135	18	7	137	6	6	4	2	22	8	6	18	12	40	20	9	2	4
		6%	*6%*	*5%*	*6%*	*7%*	*3%*	*5%*	*6%*	*2%*	**8%r**	*4%*	*4%*	**8%hr**	*5%*	**12%hjkpr**	*6%*	*4%*	*6%*	*2%*
NET Much/Slightly less		**528**	450	78	28	444	44	21	19	24	59	37	40	48	33	93	73	37	7	36
		21%	*21%*	*20%*	*23%*	*21%*	*21%*	*17%*	**27%f**	*23%*	*21%*	*18%*	*22%*	*23%*	*14%*	**27%m**	*23%*	*18%*	*20%*	*21%*
Mean		**2.70**	2.69	2.71	2.67	2.70	2.63	2.74	2.59	2.59	2.70	2.72	2.63	2.73	**2.80h**	2.72	2.63	2.75	2.68	2.62
Std Dev.		**0.86**	0.87	0.82	0.87	0.87	0.84	0.78	0.90	0.82	0.89	0.75	0.88	0.89	0.77	1.01	0.89	0.72	0.84	0.84
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.06	0.07	0.07	0.06	0.07	0.07	0.06	0.08	0.07	0.06	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	43	26	11	3	2	1	38	3	21	17	3	2	-	39	2
		2%	*3%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	-	*2%*	*1%*
Slightly more	(4)	110	32	54	15	9	1	85	10	32	55	9	11	3	87	14
		4%	*3%*	*6%*	*4%*	*4%*	*1%*	*5%*	*4%*	*3%*	*6%*	*2%*	9%bj	*6%*	*4%*	8%hj
No change	(3)	1640	651	608	230	106	38	1259	144	630	660	253	57	27	1291	84
		66%	69%dg	66%dg	67%dg	*52%*	*54%*	67%dg	*53%*	66%kn	66%kn	72%kln	*47%*	*54%*	66%kn	*49%*
Slightly less	(2)	152	42	39	40	26	4	81	30	43	59	27	16	6	103	22
		6%	*5%*	*4%*	12%abf	13%abf	*6%*	*4%*	11%abf	*5%*	*6%*	*8%*	14%him	*12%*	*5%*	13%him
Much less	(1)	376	132	148	35	45	16	280	61	162	142	35	29	7	305	36
		15%	*14%*	16%c	*10%*	22%acf	23%c	*15%*	22%acf	17%j	*14%*	*10%*	24%ij	*14%*	16%j	21%j
Don't know		178	60	64	21	15	10	124	25	62	67	28	5	7	130	13
		7%	*6%*	*7%*	*6%*	*8%*	*14%*	*7%*	*9%*	*7%*	*7%*	*8%*	*4%*	*15%*	*7%*	*7%*
NET Much/Slightly more		153	58	65	17	11	2	123	13	53	73	11	13	3	126	16
		6%	*6%*	*7%*	*5%*	*5%*	*3%*	*7%*	*5%*	*6%*	7%j	*3%*	11%j	*6%*	*6%*	9%j
NET Much/Slightly less		528	175	187	75	71	20	362	91	206	201	62	45	13	407	58
		21%	*19%*	*20%*	*22%*	35%abcf	*29%*	*19%*	33%abcf	*22%*	*20%*	*17%*	37%hijm	*26%*	*21%*	34%hijm
Mean		2.70	2.75deg	2.70dg	2.72deg	2.45	2.45	2.72deg	2.45	2.67	2.73kn	2.75kn	2.49	2.60	2.70kn	2.52
Std Dev.		0.86	0.86	0.87	0.75	0.94	0.97	0.87	0.95	0.90	0.86	0.71	1.02	0.85	0.88	0.98
Std Error		0.02	0.03	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.09	0.12	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to

Base : All participants (on odd months)

			Housebound			Disability			Internet access					
		Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**43**	*	43	-	12	24	7	41	2	-	-	43	-
		2%	*	*2%*	-	*2%*	*1%*	***5%e***	*2%*	*9%*	-	-	*2%*	-
Slightly more	(4)	**110**	9	98	3	40	63	7	99	10	1	-	110	-
		4%	*7%*	*4%*	*8%*	*6%*	*4%*	*5%*	*4%*	*39%*	*7%*	-	*4%*	-
No change	(3)	**1640**	69	1555	16	452	1114	74	1623	8	7	*	1638	2
		66%	*56%*	*66%*	*51%*	*63%*	***67%f***	*56%*	*66%*	*29%*	*68%*	*10%*	*66%*	*31%*
Slightly less	(2)	**152**	18	128	6	48	97	6	148	2	1	-	152	-
		6%	***14%b***	*5%*	*20%*	*7%*	*6%*	*5%*	*6%*	*9%*	*11%*	-	*6%*	-
Much less	(1)	**376**	22	351	3	110	247	19	371	2	1	1	375	-
		15%	*18%*	*15%*	*8%*	*15%*	*15%*	*14%*	*15%*	*9%*	*10%*	*82%*	*15%*	-
Don't know		**178**	6	169	4	56	104	18	173	1	*	*	175	4
		7%	*5%*	*7%*	*13%*	*8%*	*6%*	***14%e***	*7%*	*5%*	*4%*	*8%*	*7%*	*69%*
NET Much/Slightly more		**153**	9	141	3	52	87	14	140	13	1	-	153	-
		6%	*8%*	*6%*	*8%*	*7%*	*5%*	*11%*	*6%*	*48%*	*7%*	-	*6%*	-
NET Much/Slightly less		**528**	40	479	9	158	345	25	519	5	2	1	526	-
		21%	***32%b***	*20%*	*28%*	*22%*	*21%*	*19%*	*21%*	*18%*	*21%*	*82%*	*21%*	-
Mean		**2.70**	2.56	2.70	2.68	2.69	2.69	2.80	2.69	3.31	2.75	1.22	2.70	3.00
Std Dev.		**0.86**	0.89	0.86	0.79	0.88	0.84	1.00	0.86	1.11	0.78	-	0.86	-
Std Error		**0.02**	0.08	0.02	0.14	0.03	0.02	0.09	0.02	0.23	0.20	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Magazines you subscribe to

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**43**	12	9	20	3	3	-	8	-	9	-	8	-	12	-	3	-
		2%	*1%*	*2%*	*2%*	*1%*	*1%*	-	*2%*	-	*2%*	-	*2%*	-	*3%*	-	*1%*	-
Slightly more	(4)	**110**	41	17	30	21	24	-	18	-	17	-	19	-	11	-	21	-
		4%	*5%*	*4%*	*4%*	*5%*	*6%*	-	*4%*	-	*4%*	-	*4%*	-	*3%*	-	*5%*	-
No change	(3)	**1640**	517	279	561	282	263	-	254	-	279	-	273	-	288	-	282	-
		66%	*62%*	***69%a***	*66%*	*68%*	*62%*	-	*63%*	-	*69%*	-	*65%*	-	*67%*	-	*68%*	-
Slightly less	(2)	**152**	53	17	55	26	33	-	20	-	17	-	27	-	28	-	26	-
		6%	*6%*	*4%*	*6%*	*6%*	*8%*	-	*5%*	-	*4%*	-	*6%*	-	*7%*	-	*6%*	-
Much less	(1)	**376**	145	58	123	50	70	-	74	-	58	-	60	-	63	-	50	-
		15%	*17%*	*14%*	*14%*	*12%*	*17%*	-	***18%o***	-	*14%*	-	*14%*	-	*15%*	-	*12%*	-
Don't know		**178**	63	22	60	33	31	-	32	-	22	-	34	-	26	-	33	-
		7%	*8%*	*6%*	*7%*	*8%*	*7%*	-	*8%*	-	*6%*	-	*8%*	-	*6%*	-	*8%*	-
NET Much/Slightly more		**153**	53	26	50	24	27	-	26	-	26	-	27	-	23	-	24	-
		6%	*6%*	*6%*	*6%*	*6%*	*6%*	-	*6%*	-	*6%*	-	*6%*	-	*5%*	-	*6%*	-
NET Much/Slightly less		**528**	198	76	178	76	104	-	94	-	76	-	87	-	91	-	76	-
		21%	*24%*	*19%*	*21%*	*18%*	*24%*	-	*23%*	-	*19%*	-	*21%*	-	*21%*	-	*18%*	-
Mean		**2.70**	2.64	2.74	2.71	2.74	2.63	-	2.64	-	2.74	-	2.71	-	2.70	-	2.74	-
Std Dev.		**0.86**	0.90	0.85	0.87	0.78	0.87	-	0.93	-	0.85	-	0.86	-	0.87	-	0.78	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.05	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more (5)	**91**	-	91	41	50	26	20	25	5	11	3	*	47	30	14	3	68	24	107
	4%	-	*4%*	*3%*	*4%*	**8%hijk**	**6%hjk**	**6%hijk**	*1%*	*2%*	*1%*	*	**7%no**	**4%no**	*1%*	*1%*	*3%*	**7%p**	*4%*
Slightly more (4)	**556**	-	556	259	296	112	87	100	79	81	49	48	199	179	178	97	465	81	572
	22%	-	*22%*	*21%*	*24%*	**33%fghijk**	**24%j**	*23%*	*22%*	*18%*	*16%*	*18%*	**29%mno**	**23%no**	*17%*	*17%*	*22%*	*24%*	*22%*
No change (3)	**1458**	-	1458	766	688	129	191	241	213	294	219	168	321	455	682	388	1288	153	1488
	58%	-	*58%*	**61%d**	*56%*	*38%*	**54%e**	**56%e**	**61%e**	**65%efg**	**70%efg**	**65%ef**	*46%*	**58%l**	**67%lm**	**68%lm**	**60%q**	*46%*	*58%*
Slightly less (2)	**212**	-	212	111	101	29	39	29	28	38	22	26	68	57	86	48	177	33	203
	8%	-	*8%*	*9%*	*8%*	*9%*	*11%*	*7%*	*8%*	*9%*	*7%*	*10%*	*10%*	*7%*	*8%*	*8%*	*8%*	*10%*	*8%*
Much less (1)	**145**	-	145	65	80	26	16	31	24	18	17	13	42	55	48	31	112	33	134
	6%	-	*6%*	*5%*	*6%*	*8%*	*4%*	*7%*	*7%*	*4%*	*6%*	*5%*	*6%*	*7%*	*5%*	*5%*	*5%*	**10%p**	*5%*
Don't know	**36**	-	36	12	24	16	4	4	2	7	*	3	20	6	10	3	23	11	41
	1%	-	*1%*	*1%*	*2%*	**5%fghij**	*1%*	*1%*	*	*1%*	*	*1%*	**3%mno**	*1%*	*1%*	*1%*	*1%*	**3%p**	*2%*
NET Much/Slightly more	**647**	-	647	300	346	138	107	125	84	92	52	48	246	209	193	100	533	105	679
	26%	-	*26%*	*24%*	*28%*	**41%fghijk**	**30%ijk**	**29%ijk**	*24%*	*21%*	*17%*	*19%*	**35%mno**	**27%no**	*19%*	*18%*	*25%*	*31%*	*27%*
NET Much/Slightly less	**357**	-	357	176	181	55	55	60	52	56	40	39	110	112	135	79	289	67	337
	14%	-	*14%*	*14%*	*15%*	*16%*	*15%*	*14%*	*15%*	*12%*	*13%*	*15%*	*16%*	*14%*	*13%*	*14%*	*14%*	**20%p**	*13%*
Mean	**3.10**	-	3.10	3.08	3.11	**3.26hijk**	**3.16jk**	3.14	3.04	3.07	2.99	2.98	**3.21no**	3.09	3.02	2.99	3.09	3.09	3.13
Std Dev.	**0.83**	-	0.83	0.80	0.86	1.01	0.86	0.90	0.80	0.73	0.70	0.71	0.94	0.86	0.72	0.70	0.80	1.02	0.82
Std Error	**0.02**	-	0.02	0.02	0.02	0.06	0.05	0.04	0.04	0.03	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**91**	32	23	21	15	55	36	68	23	6	13	24	21	21	78	6	79
		4%	**6%b**	*3%*	*4%*	*3%*	*4%*	*3%*	**5%h**	*2%*	*2%*	*3%*	*4%*	*3%*	**6%l**	*4%*	*2%*	*4%*
Slightly more	(4)	**556**	112	199	126	119	311	245	333	216	55	79	156	156	69	459	56	469
		22%	*19%*	*24%*	*24%*	*21%*	*22%*	*22%*	*23%*	*21%*	*18%*	*21%*	*24%*	*25%*	*19%*	*23%*	*18%*	*23%*
No change	(3)	**1458**	339	468	300	351	807	651	834	613	183	213	373	347	217	1150	187	1181
		58%	*59%*	*57%*	*58%*	*61%*	*58%*	*59%*	*57%*	*61%*	*59%*	*58%*	*58%*	*55%*	*61%*	*58%*	*60%*	*58%*
Slightly less	(2)	**212**	54	77	41	41	130	82	144	66	33	31	49	57	30	168	33	170
		8%	*9%*	*9%*	*8%*	*7%*	*9%*	*7%*	**10%h**	*7%*	*11%*	*8%*	*8%*	*9%*	*8%*	*8%*	*11%*	*8%*
Much less	(1)	**145**	34	46	30	35	81	65	77	67	23	28	31	38	16	113	23	115
		6%	*6%*	*6%*	*6%*	*6%*	*6%*	*6%*	*5%*	*7%*	*7%*	*8%*	*5%*	*6%*	*4%*	*6%*	*7%*	*6%*
Don't know		**36**	7	11	4	14	18	18	8	25	9	4	6	7	3	20	9	21
		1%	*1%*	*1%*	*1%*	*3%*	*1%*	*2%*	*1%*	**2%g**	**3%n**	*1%*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
NET Much/Slightly more		**647**	144	222	147	135	366	281	401	239	61	92	179	177	90	538	61	548
		26%	*25%*	*27%*	*28%*	*23%*	*26%*	*26%*	*27%*	*24%*	*20%*	*25%*	**28%l**	**28%l**	*25%*	**27%l**	*20%*	**27%o**
NET Much/Slightly less		**357**	88	123	71	75	211	146	221	133	56	59	81	95	46	281	56	285
		14%	*15%*	*15%*	*14%*	*13%*	*15%*	*13%*	*15%*	*13%*	*18%*	*16%*	*13%*	*15%*	*13%*	*14%*	*18%*	*14%*
Mean		**3.10**	3.09	3.09	3.13	3.07	3.09	3.10	3.12	3.06	2.96	3.05	**3.14l**	3.10	**3.14l**	**3.11l**	2.96	**3.11o**
Std Dev.		**0.83**	0.87	0.82	0.84	0.80	0.84	0.82	0.84	0.81	0.82	0.87	0.81	0.85	0.82	0.83	0.82	0.83
Std Error		**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.04	0.05	0.03	0.03	0.05	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**91**	78	13	6	73	8	7	4	5	6	7	9	5	7	11	15	9	*	8
		4%	*4%*	*3%*	*5%*	*3%*	*4%*	*6%*	*5%*	*4%*	*2%*	*3%*	*5%*	*2%*	*3%*	*3%*	*5%*	*4%*	*1%*	*4%*
Slightly more	(4)	**556**	478	78	26	455	51	32	18	19	72	46	30	38	44	95	68	43	9	43
		22%	*23%*	*20%*	*22%*	*22%*	*24%*	*26%*	*25%*	*17%*	*26%*	*23%*	*17%*	*18%*	*19%*	**28%hk**	*21%*	*21%*	*25%*	*24%*
No change	(3)	**1458**	1224	234	71	1237	117	69	35	66	151	123	114	131	160	172	196	124	19	98
		58%	*58%*	*61%*	*58%*	**59%g**	*55%*	*57%*	*49%*	**62%n**	*54%*	*60%*	**62%n**	**62%n**	**68%lnr**	*50%*	*61%*	*59%*	*54%*	*56%*
Slightly less	(2)	**212**	177	35	10	176	21	8	7	11	29	16	16	23	21	21	18	21	5	16
		8%	*8%*	*9%*	*8%*	*8%*	*10%*	*6%*	*10%*	*10%*	*10%*	*8%*	*9%*	*11%*	*9%*	*6%*	*6%*	*10%*	**14%o**	*9%*
Much less	(1)	**145**	125	21	7	125	11	3	5	4	16	8	10	10	4	38	25	10	2	9
		6%	*6%*	*5%*	*5%*	**6%f**	*5%*	*2%*	**8%f**	*4%*	*6%*	*4%*	*5%*	*5%*	*2%*	**11%hjm**	**8%m**	*5%*	*6%*	*5%*
Don't know		**36**	32	4	3	29	3	3	2	2	4	5	4	2	1	6	3	2	*	2
		1%	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*
NET Much/Slightly more		**647**	556	91	33	528	59	39	22	23	78	53	40	43	51	106	82	52	9	50
		26%	*26%*	*24%*	*27%*	*25%*	*28%*	**32%d**	*30%*	*22%*	*28%*	*26%*	*22%*	*20%*	*21%*	*31%*	*25%*	*25%*	*26%*	*29%*
NET Much/Slightly less		**357**	302	55	16	301	33	10	13	15	46	24	25	34	25	59	42	31	7	26
		14%	*14%*	*14%*	*13%*	**14%f**	**15%f**	*9%*	**18%f**	*14%*	*16%*	*12%*	*14%*	*16%*	*11%*	*17%*	*13%*	*15%*	*20%*	*15%*
Mean		**3.10**	3.10	3.08	3.13	3.08	3.11	**3.27d**	3.11	3.08	3.08	3.14	3.08	3.02	3.12	3.06	3.09	3.10	3.01	3.13
Std Dev.		**0.83**	0.83	0.81	0.85	0.83	0.84	0.77	0.95	0.79	0.83	0.76	0.83	0.77	0.67	0.96	0.87	0.82	0.82	0.85
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.04	0.04	0.06	0.07	0.07	0.06	0.07	0.06	0.05	0.07	0.07	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	**91**	51	23	11	4	2	73	6	60	24	5	2	-	84	2
		4%	**5%b**	*2%*	*3%*	*2%*	*3%*	*4%*	*2%*	**6%ijn**	*2%*	*1%*	*1%*	-	**4%ij**	*1%*
Slightly more	(4)	**556**	239	220	48	35	13	459	48	280	202	37	29	8	482	36
		22%	**25%cg**	**24%c**	*14%*	*17%*	*19%*	**25%c**	*18%*	**29%ijm**	**20%j**	*10%*	**24%j**	*16%*	**25%ij**	**21%j**
No change	(3)	**1458**	552	541	217	109	37	1093	145	497	631	244	50	25	1128	75
		58%	*59%*	*59%*	**63%g**	*53%*	*52%*	*59%*	*53%*	*52%*	**63%hkmn**	**69%hklmn**	*42%*	*50%*	**58%hkn**	*44%*
Slightly less	(2)	**212**	51	84	42	27	5	136	32	58	94	30	21	9	152	30
		8%	*5%*	**9%a**	**12%af**	**13%af**	*7%*	*7%*	**12%a**	*6%*	**9%h**	*8%*	**17%hijm**	**18%hm**	*8%*	**17%hijm**
Much less	(1)	**145**	46	44	14	28	13	90	41	50	42	28	17	8	92	25
		6%	*5%*	*5%*	*4%*	**14%abcf**	**19%abcf**	*5%*	**15%abcf**	*5%*	*4%*	**8%im**	**14%him**	**17%him**	*5%*	**15%hijm**
Don't know		**36**	5	12	11	1	-	16	1	6	10	11	2	-	16	2
		1%	*1%*	*1%*	**3%af**	*1%*	-	*1%*	*1%*	*1%*	*1%*	**3%him**	*2%*	-	*1%*	*1%*
NET Much/Slightly more		**647**	289	243	59	39	16	533	54	340	226	42	30	8	566	38
		26%	**31%cdg**	**26%c**	*17%*	*19%*	*22%*	**29%cdg**	*20%*	**36%ijlmn**	**23%j**	*12%*	**25%j**	*16%*	**29%ij**	**22%j**
NET Much/Slightly less		**357**	97	128	56	55	18	225	73	108	136	57	38	17	244	55
		14%	*10%*	*14%*	**16%a**	**27%abcf**	**25%af**	*12%*	**27%abcf**	*11%*	*14%*	*16%*	**31%hijm**	**35%hijm**	*12%*	**32%hijm**
Mean		**3.10**	**3.21bcdeg**	**3.10deg**	**3.00dg**	2.80	2.82	**3.16cdeg**	2.80	**3.26ijklmn**	**3.07jkln**	2.89	2.81	2.64	**3.16ijkln**	2.76
Std Dev.		**0.83**	0.82	0.79	0.76	0.95	1.06	0.81	0.97	0.87	0.75	0.75	1.01	0.95	0.82	0.99
Std Error		**0.02**	0.03	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.02	0.04	0.09	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**91**	2	89	*	38	46	7	91	*	*	*	91	-
		4%	*1%*	*4%*	*1%*	***5%e***	*3%*	*6%*	*4%*	*2%*	*1%*	*8%*	*4%*	-
Slightly more	(4)	**556**	27	523	6	186	341	28	545	9	2	-	556	-
		22%	*22%*	*22%*	*19%*	***26%e***	*21%*	*22%*	*22%*	*35%*	*19%*	-	*22%*	-
No change	(3)	**1458**	67	1373	18	372	1014	71	1441	9	7	*	1456	2
		58%	*54%*	*59%*	*57%*	*52%*	***61%d***	*54%*	*59%*	*32%*	*64%*	*10%*	*58%*	*31%*
Slightly less	(2)	**212**	11	195	6	66	137	8	206	5	2	-	212	-
		8%	*9%*	*8%*	*20%*	*9%*	*8%*	*6%*	*8%*	*18%*	*16%*	-	*9%*	-
Much less	(1)	**145**	10	136	*	42	95	8	143	3	-	-	145	-
		6%	*8%*	*6%*	*	*6%*	*6%*	*6%*	*6%*	*10%*	-	-	*6%*	-
Don't know		**36**	7	28	1	12	16	8	31	1	-	1	32	4
		1%	***6%b***	*1%*	*3%*	*2%*	*1%*	***6%de***	*1%*	*3%*	-	*82%*	*1%*	*69%*
NET Much/Slightly more		**647**	29	612	6	224	388	36	635	10	2	*	647	-
		26%	*23%*	*26%*	*20%*	***31%e***	*23%*	*27%*	*26%*	*37%*	*19%*	*8%*	*26%*	-
NET Much/Slightly less		**357**	21	330	6	108	233	16	348	7	2	-	357	-
		14%	*17%*	*14%*	*20%*	*15%*	*14%*	*12%*	*14%*	*27%*	*16%*	-	*14%*	-
Mean		**3.10**	3.00	3.10	3.00	**3.16e**	3.07	3.15	3.10	3.02	3.04	3.90	3.10	3.00
Std Dev.		**0.83**	0.85	0.83	0.67	0.89	0.80	0.88	0.83	1.03	0.64	-	0.83	-
Std Error		**0.02**	0.07	0.02	0.11	0.03	0.02	0.08	0.02	0.21	0.16	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Smaller parcels - that fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**91**	34	16	34	7	26	-	8	-	16	-	18	-	16	-	7	-
		4%	*4%*	*4%*	*4%*	*2%*	***6%gc***	-	*2%*	-	*4%*	-	*4%*	-	*4%*	-	*2%*	-
Slightly more	(4)	**556**	189	90	175	103	93	-	96	-	90	-	76	-	99	-	103	-
		22%	*23%*	*22%*	*21%*	*25%*	*22%*	-	*24%*	-	*22%*	-	*18%*	-	*23%*	-	*25%*	-
No change	(3)	**1458**	480	246	489	242	245	-	235	-	246	-	239	-	251	-	242	-
		58%	*58%*	*61%*	*58%*	*58%*	*58%*	-	*58%*	-	*61%*	-	*57%*	-	*59%*	-	*58%*	-
Slightly less	(2)	**212**	62	31	86	32	34	-	28	-	31	-	50	-	36	-	32	-
		8%	*7%*	*8%*	*10%*	*8%*	*8%*	-	*7%*	-	*8%*	-	***12%g***	-	*8%*	-	*8%*	-
Much less	(1)	**145**	56	16	53	20	22	-	34	-	16	-	31	-	23	-	20	-
		6%	*7%*	*4%*	*6%*	*5%*	*5%*	-	***8%l***	-	*4%*	-	*7%*	-	*5%*	-	*5%*	-
Don't know		**36**	11	4	11	11	5	-	6	-	4	-	8	-	3	-	11	-
		1%	*1%*	*1%*	*1%*	*3%*	*1%*	-	*1%*	-	*1%*	-	*2%*	-	*1%*	-	*3%*	-
NET Much/Slightly more		**647**	223	105	209	110	119	-	104	-	105	-	94	-	115	-	110	-
		26%	*27%*	*26%*	*25%*	*26%*	*28%*	-	*26%*	-	*26%*	-	*22%*	-	*27%*	-	*26%*	-
NET Much/Slightly less		**357**	117	48	140	53	56	-	61	-	48	-	81	-	59	-	53	-
		14%	*14%*	*12%*	*16%*	*13%*	*13%*	-	*15%*	-	*12%*	-	***19%l***	-	*14%*	-	*13%*	-
Mean		**3.10**	3.10	3.14	3.06	3.11	**3.16k**	-	3.04	-	3.14	-	3.00	-	3.12	-	3.11	-
Std Dev.		**0.83**	0.86	0.78	0.85	0.77	0.86	-	0.85	-	0.78	-	0.88	-	0.82	-	0.77	-
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2545	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	2499	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	1509	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more (5)	155	-	155	74	81	40	36	36	17	20	4	3	76	53	26	7	123	31	182
	6%	-	6%	6%	7%	12%hijk	10%hijk	8%jk	5%k	4%k	1%	1%	11%mno	7%no	3%	1%	6%	9%	7%
Slightly more (4)	557	-	557	245	309	100	86	93	85	88	66	39	186	178	193	105	478	72	569
	22%	-	22%	20%	25%c	29%gijk	24%k	22%	24%k	20%	21%	15%	27%no	23%	19%	18%	22%	22%	22%
No change (3)	1353	-	1353	731	619	122	175	237	197	272	193	155	298	434	620	348	1182	150	1385
	54%	-	54%	58%d	50%	36%	49%e	55%e	56%e	61%ef	62%ef	60%ef	43%	55%l	61%l	61%l	55%q	45%	54%
Slightly less (2)	202	-	202	101	101	21	37	35	25	36	18	30	58	60	85	48	168	34	203
	8%	-	8%	8%	8%	6%	10%	8%	7%	8%	6%	11%	8%	8%	8%	8%	8%	10%	8%
Much less (1)	184	-	184	86	98	43	18	23	26	25	27	22	61	49	74	49	146	35	157
	7%	-	7%	7%	8%	13%fgl	5%	5%	7%	6%	9%	8%	9%	6%	7%	9%	7%	11%	6%
Don't know	48	-	48	17	31	13	5	7	2	8	2	10	18	9	21	12	35	12	49
	2%	-	2%	1%	2%	4%hj	1%	2%	1%	2%	1%	4%hj	3%	1%	2%	2%	2%	4%	2%
NET Much/Slightly more	713	-	713	319	390	140	122	129	102	108	70	42	262	231	220	112	601	103	751
	29%	-	29%	25%	31%c	41%ghijk	34%ijk	30%k	29%k	24%k	23%	16%	38%mno	30%no	22%	20%	28%	31%	30%
NET Much/Slightly less	386	-	386	187	199	64	55	58	50	61	46	52	118	109	159	98	314	69	360
	15%	-	15%	15%	16%	19%	15%	14%	14%	14%	15%	20%	17%	14%	16%	17%	15%	21%p	14%
Mean	3.12	-	3.12	3.10	3.14	3.22jk	3.24jk	3.20jk	3.12k	3.09k	3.00	2.88	3.23no	3.16no	3.01	2.95	3.13	3.09	3.17
Std Dev.	0.92	-	0.92	0.89	0.95	1.16	0.95	0.91	0.89	0.82	0.83	0.81	1.05	0.90	0.83	0.82	0.90	1.07	0.91
Std Error	0.02	-	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.04	0.05	0.05	0.04	0.03	0.03	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 201

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**155**	45	41	35	35	85	70	116	38	12	25	32	42	32	131	12	135
		6%	*8%*	*5%*	*7%*	*6%*	*6%*	*6%*	**8%h**	*4%*	*4%*	*7%*	*5%*	*7%*	**9%l**	*7%*	*4%*	*7%*
Slightly more	(4)	**557**	139	197	126	96	336	221	345	204	58	72	152	150	82	456	58	467
		22%	**24%d**	**24%d**	**24%d**	*17%*	*24%*	*20%*	*24%*	*20%*	*19%*	*20%*	*24%*	*24%*	*23%*	*23%*	*19%*	*23%*
No change	(3)	**1353**	275	450	280	347	725	627	756	585	164	192	366	339	181	1079	167	1104
		54%	*48%*	*55%*	*54%*	**60%a**	*52%*	**57%e**	*52%*	**58%g**	*53%*	*52%*	*57%*	*54%*	*51%*	*54%*	*53%*	*54%*
Slightly less	(2)	**202**	52	65	40	45	117	85	137	64	40	25	46	50	29	151	40	153
		8%	*9%*	*8%*	*8%*	*8%*	*8%*	*8%*	**9%h**	*6%*	**13%jkn**	*7%*	*7%*	*8%*	*8%*	*8%*	**13%p**	*8%*
Much less	(1)	**184**	55	57	33	38	112	71	98	86	26	46	37	34	29	145	26	147
		7%	*10%*	*7%*	*6%*	*7%*	*8%*	*7%*	*7%*	*8%*	*8%*	**13%kln**	*6%*	*5%*	*8%*	*7%*	*8%*	*7%*
Don't know		**48**	11	15	6	15	26	21	11	33	9	8	5	11	1	26	9	28
		2%	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	**3%g**	**3%km**	*2%*	*1%*	*2%*	*	*1%*	*3%*	*1%*
NET Much/Slightly more		**713**	183	238	161	130	421	291	461	243	70	97	184	192	114	588	71	602
		29%	**32%d**	**29%d**	**31%d**	*23%*	*30%*	*27%*	**32%h**	*24%*	*23%*	*26%*	*29%*	**31%l**	**32%l**	**30%l**	*23%*	**30%o**
NET Much/Slightly less		**386**	107	122	74	83	230	156	235	150	66	71	83	84	58	296	66	299
		15%	*19%*	*15%*	*14%*	*14%*	*16%*	*14%*	*16%*	*15%*	**21%kln**	**19%k**	*13%*	*13%*	*16%*	*15%*	**21%p**	*15%*
Mean		**3.12**	3.12	3.12	3.17	3.08	3.12	3.12	**3.17h**	3.05	2.97	3.01	**3.15l**	**3.19lj**	**3.17l**	**3.14l**	2.97	**3.15o**
Std Dev.		**0.92**	1.02	0.89	0.91	0.87	0.94	0.89	0.94	0.88	0.92	1.03	0.85	0.89	0.99	0.92	0.91	0.92
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.03	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**155**	139	16	7	119	18	12	6	4	17	8	11	10	9	34	16	11	1	17
		6%	*7%*	*4%*	*6%*	*6%*	*8%*	**10%d**	*8%*	*4%*	*6%*	*4%*	*6%*	*5%*	*4%*	*10%*	*5%*	*5%*	*1%*	**10%m**
Slightly more	(4)	**557**	449	108	36	461	50	28	18	22	69	50	43	48	46	61	69	53	12	38
		22%	*21%*	**28%a**	**30%a**	*22%*	*23%*	*23%*	*26%*	*20%*	*25%*	*25%*	*24%*	*23%*	*19%*	*18%*	*21%*	*25%*	**33%n**	*22%*
No change	(3)	**1353**	1153	199	61	1157	101	61	33	64	147	118	104	119	149	160	182	115	16	84
		54%	*55%*	*52%*	*50%*	**55%g**	*48%*	*51%*	*47%*	**60%n**	*53%*	*58%*	*56%*	*57%*	**63%nqr**	*47%*	*56%*	*55%*	*46%*	*48%*
Slightly less	(2)	**202**	181	22	9	162	22	13	6	10	13	15	8	15	18	37	21	25	6	16
		8%	*9%*	*6%*	*7%*	*8%*	*10%*	*11%*	*8%*	*9%*	*5%*	*7%*	*4%*	*7%*	*7%*	**11%i**	*7%*	**12%lk**	**17%ijklo**	*9%*
Much less	(1)	**184**	149	35	7	155	19	4	6	5	28	8	13	16	13	41	27	5	1	18
		7%	*7%*	*9%*	*6%*	**7%f**	**9%f**	*3%*	**9%f**	*5%*	**10%p**	*4%*	*7%*	*7%*	*5%*	**12%hjp**	**8%p**	*2%*	*2%*	**10%jp**
Don't know		**48**	42	5	3	41	2	2	2	3	5	5	6	2	2	9	9	1	*	2
		2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*1%*	*1%*	*3%*	*3%*	*	*1%*	*1%*
NET Much/Slightly more		**713**	589	124	43	580	67	41	24	26	86	58	54	58	55	96	85	63	12	55
		29%	*28%*	*32%*	*35%*	*28%*	*32%*	*34%*	*34%*	*24%*	*31%*	*29%*	*29%*	*27%*	*23%*	*28%*	*26%*	*30%*	*35%*	*31%*
NET Much/Slightly less		**386**	330	56	16	316	41	17	12	14	41	23	21	31	30	78	48	30	7	34
		15%	*16%*	*15%*	*13%*	*15%*	*19%*	*14%*	*17%*	*14%*	*15%*	*11%*	*11%*	*15%*	*13%*	**23%jkm**	*15%*	*14%*	*19%*	*19%*
Mean		**3.12**	3.12	3.13	3.23	3.11	3.12	**3.27d**	3.17	3.10	3.12	3.18	3.17	3.10	3.09	3.03	3.08	3.19	3.15	3.12
Std Dev.		**0.92**	0.92	0.93	0.89	0.91	1.02	0.91	1.02	0.80	0.97	0.79	0.89	0.89	0.80	1.09	0.91	0.80	0.80	1.06
Std Error		**0.02**	0.02	0.03	0.05	0.02	0.05	0.05	0.06	0.07	0.08	0.06	0.07	0.07	0.06	0.08	0.07	0.07	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	155	73	57	11	11	3	130	14	94	41	11	9	*	135	9
		6%	8%c	6%	3%	5%	4%	7%c	5%	10%ijm	4%	3%	8%	*	7%ij	5%
Slightly more	(4)	557	230	224	44	43	14	454	56	246	228	46	30	7	474	37
		22%	24%c	24%c	13%	21%c	19%	24%c	21%c	26%j	23%j	13%	25%j	14%	24%j	22%j
No change	(3)	1353	529	490	211	90	28	1020	118	486	569	220	41	26	1055	66
		54%	56%dg	53%g	62%bdeg	44%	40%	55%dg	43%	51%kn	57%kn	62%hkmn	34%	51%	54%kn	39%
Slightly less	(2)	202	53	76	41	26	5	129	31	56	84	36	16	9	140	25
		8%	6%	8%	12%af	13%af	7%	7%	11%a	6%	8%	10%h	13%hm	18%hm	7%	15%him
Much less	(1)	184	46	65	24	29	20	111	49	59	66	27	22	8	125	30
		7%	5%	7%	7%	14%abcf	28%abcf	6%	18%abcf	6%	7%	8%	18%hijm	16%him	6%	18%hijm
Don't know		48	12	12	11	4	1	24	5	10	14	13	3	*	24	3
		2%	1%	1%	3%f	2%	1%	1%	2%	1%	1%	4%him	2%	*	1%	2%
NET Much/Slightly more		713	303	280	55	54	17	584	70	340	269	57	39	7	609	46
		29%	32%c	30%c	16%	26%c	24%	31%c	26%c	36%ijl	27%j	16%	33%jl	14%	31%jl	27%j
NET Much/Slightly less		386	99	141	66	55	25	240	80	115	150	64	38	17	265	55
		15%	10%	15%a	19%af	27%abf	35%abcf	13%	29%abcf	12%	15%	18%h	31%hijm	34%hijm	14%	32%hijm
Mean		3.12	3.25cdeg	3.14cdeg	2.93	2.90	2.64	3.20cdeg	2.83	3.28ijkln	3.09jln	2.93	2.91	2.64	3.18jkln	2.83
Std Dev.		0.92	0.87	0.92	0.82	1.07	1.22	0.89	1.11	0.95	0.86	0.83	1.20	0.93	0.91	1.13
Std Error		0.02	0.03	0.03	0.05	0.07	0.14	0.02	0.07	0.03	0.03	0.04	0.11	0.13	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**155**	7	148	1	60	79	17	154	1	*	-	155	-
		6%	*6%*	*6%*	*2%*	***8%e***	*5%*	***13%e***	*6%*	*5%*	*1%*	-	*6%*	-
Slightly more	(4)	**557**	22	531	5	183	354	20	541	13	2	*	557	-
		22%	*17%*	*23%*	*16%*	*25%*	*21%*	*16%*	*22%*	*50%*	*23%*	*8%*	*22%*	-
No change	(3)	**1353**	63	1274	16	347	936	70	1339	7	5	-	1351	2
		54%	*51%*	*54%*	*52%*	*48%*	***57%d***	*54%*	*55%*	*27%*	*49%*	-	*54%*	*31%*
Slightly less	(2)	**202**	15	182	5	65	129	8	199	1	1	1	201	-
		8%	*12%*	*8%*	*16%*	*9%*	*8%*	*6%*	*8%*	*3%*	*8%*	*92%*	*8%*	-
Much less	(1)	**184**	10	170	4	47	129	7	179	3	2	-	184	-
		7%	*8%*	*7%*	*12%*	*7%*	*8%*	*6%*	*7%*	*11%*	*18%*	-	*7%*	-
Don't know		**48**	7	40	1	16	24	8	43	1	-	-	44	4
		2%	***5%b***	*2%*	*3%*	*2%*	*1%*	***6%e***	*2%*	*3%*	-	-	*2%*	*69%*
NET Much/Slightly more		**713**	29	679	6	242	433	37	695	15	3	*	712	-
		29%	*23%*	*29%*	*18%*	***34%e***	*26%*	*28%*	*28%*	*55%*	*25%*	*8%*	*29%*	-
NET Much/Slightly less		**386**	25	352	9	112	258	16	378	4	3	1	385	-
		15%	*20%*	*15%*	*28%*	*16%*	*16%*	*12%*	*15%*	*15%*	*26%*	*92%*	*15%*	-
Mean		**3.12**	3.00	3.13	2.79	**3.20e**	3.08	3.25	3.12	3.35	2.82	2.16	3.12	3.00
Std Dev.		**0.92**	0.95	0.92	0.93	0.96	0.90	0.98	0.92	1.07	1.08	-	0.92	-
Std Error		**0.02**	0.08	0.02	0.16	0.03	0.02	0.08	0.02	0.22	0.27	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Larger parcels - that do not fit through a letterbox

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**155**	49	32	49	26	26	-	22	-	32	-	27	-	22	-	26	-
		6%	*6%*	*8%*	*6%*	*6%*	*6%*	-	*6%*	-	*8%*	-	*7%*	-	*5%*	-	*6%*	-
Slightly more	(4)	**557**	199	91	183	83	108	-	91	-	91	-	91	-	92	-	83	-
		22%	*24%*	*23%*	*22%*	*20%*	*25%*	-	*23%*	-	*23%*	-	*22%*	-	*22%*	-	*20%*	-
No change	(3)	**1353**	427	217	468	240	218	-	209	-	217	-	232	-	236	-	240	-
		54%	*51%*	*54%*	*55%*	*58%*	*51%*	-	*51%*	-	*54%*	-	*55%*	-	*55%*	-	*58%*	-
Slightly less	(2)	**202**	61	29	81	31	30	-	31	-	29	-	38	-	43	-	31	-
		8%	*7%*	*7%*	*10%*	*8%*	*7%*	-	*8%*	-	*7%*	-	*9%*	-	*10%*	-	*8%*	-
Much less	(1)	**184**	81	26	54	22	37	-	44	-	26	-	28	-	26	-	22	-
		7%	**10%cd**	*7%*	*6%*	*5%*	*9%*	-	**11%o**	-	*7%*	-	*7%*	-	*6%*	-	*5%*	-
Don't know		**48**	14	7	14	12	5	-	9	-	7	-	5	-	9	-	12	-
		2%	*2%*	*2%*	*2%*	*3%*	*1%*	-	*2%*	-	*2%*	-	*1%*	-	*2%*	-	*3%*	-
NET Much/Slightly more		**713**	248	123	233	109	134	-	114	-	123	-	118	-	114	-	109	-
		29%	*30%*	*30%*	*27%*	*26%*	*32%*	-	*28%*	-	*30%*	-	*28%*	-	*27%*	-	*26%*	-
NET Much/Slightly less		**386**	142	55	135	54	68	-	74	-	55	-	66	-	69	-	54	-
		15%	*17%*	*14%*	*16%*	*13%*	*16%*	-	*18%*	-	*14%*	-	*16%*	-	*16%*	-	*13%*	-
Mean		**3.12**	3.09	3.18	3.11	3.15	3.13	-	3.05	-	3.18	-	3.13	-	3.10	-	3.15	-
Std Dev.		**0.92**	0.97	0.93	0.89	0.86	0.96	-	0.99	-	0.93	-	0.91	-	0.88	-	0.86	-
Std Error		**0.02**	0.03	0.05	0.03	0.04	0.05	-	0.05	-	0.05	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	351	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Much more (5)	**64**	-	64	36	28	23	15	17	7	2	*	-	38	24	2	*	46	18	63
	3%	-	*3%*	*3%*	*2%*	**7%hijk**	**4%ijk**	**4%ijk**	*2%*	*	*	-	**5%no**	**3%no**	*	*	*2%*	**6%p**	*2%*
Slightly more (4)	**303**	-	303	170	132	66	62	69	42	38	22	5	128	111	65	27	240	60	292
	12%	-	*12%*	*14%*	*11%*	**19%hijk**	**17%ijk**	**16%ijk**	**12%k**	**8%k**	**7%k**	*2%*	**18%no**	**14%no**	*6%*	*5%*	*11%*	**18%p**	*11%*
No change (3)	**1508**	-	1508	781	723	165	212	258	206	295	201	170	377	464	666	371	1323	164	1579
	60%	-	*60%*	*62%*	*58%*	*49%*	**59%e**	**60%e**	**59%e**	**66%e**	**64%e**	**66%e**	*54%*	*59%*	**65%lm**	**65%l**	**62%q**	*49%*	*62%*
Slightly less (2)	**313**	-	313	146	167	37	37	43	44	69	48	34	74	87	151	82	266	42	306
	13%	-	*13%*	*12%*	*13%*	*11%*	*10%*	*10%*	*13%*	*15%*	*15%*	*13%*	*11%*	*11%*	**15%l**	*14%*	*12%*	*13%*	*12%*
Much less (1)	**265**	-	265	102	163	31	28	42	50	37	39	39	59	91	114	77	222	41	251
	11%	-	*11%*	*8%*	**13%c**	*9%*	*8%*	*10%*	**14%fi**	*8%*	*12%*	**15%fl**	*9%*	*12%*	*11%*	**14%l**	*10%*	*12%*	*10%*
Don't know	**46**	-	46	19	27	16	4	2	2	9	1	11	20	4	21	13	35	9	54
	2%	-	*2%*	*1%*	*2%*	**5%fghj**	*1%*	*1%*	*1%*	*2%*	*	**4%fghj**	**3%m**	*1%*	**2%m**	**2%m**	*2%*	*3%*	*2%*
NET Much/Slightly more	**368**	-	368	206	160	89	77	86	49	40	23	5	165	135	67	27	286	79	355
	15%	-	*15%*	*16%*	*13%*	**26%hijk**	**22%hijk**	**20%ijk**	**14%jk**	**9%k**	**7%k**	*2%*	**24%mno**	**17%no**	*7%*	*5%*	*13%*	**24%p**	*14%*
NET Much/Slightly less	**577**	-	577	248	329	69	65	85	94	105	87	73	133	179	265	160	488	83	557
	23%	-	*23%*	*20%*	**27%c**	*20%*	*18%*	*20%*	**27%f**	*23%*	**28%f**	**28%fg**	*19%*	*23%*	**26%l**	**28%l**	*23%*	*25%*	*22%*
Mean	**2.83**	-	2.83	**2.91d**	2.75	**3.03hijk**	**3.00hijk**	**2.95hijk**	**2.75k**	**2.77k**	2.67	2.57	**3.02mno**	**2.86no**	2.69	2.62	2.82	2.92	2.84
Std Dev.	**0.87**	-	0.87	0.83	0.90	0.99	0.88	0.90	0.91	0.74	0.79	0.77	0.93	0.91	0.77	0.78	0.85	1.02	0.85
Std Error	**0.02**	-	0.02	0.02	0.03	0.06	0.05	0.04	0.05	0.03	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base		**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base		**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Much more	(5)	**64**	18	18	21	7	36	28	55	9	8	9	22	16	7	53	8	56
		3%	*3%*	*2%*	**4%d**	*1%*	*3%*	*3%*	**4%h**	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*
Slightly more	(4)	**303**	88	93	69	54	180	123	215	88	26	46	70	90	54	259	26	262
		12%	**15%d**	*11%*	*13%*	*9%*	*13%*	*11%*	**15%h**	*9%*	*8%*	*12%*	*11%*	**14%l**	**15%l**	*13%*	*8%*	*13%*
No change	(3)	**1508**	334	496	292	386	830	678	859	632	188	210	394	367	215	1185	190	1214
		60%	*58%*	*60%*	*56%*	**67%abc**	*59%*	*62%*	*59%*	*63%*	*61%*	*57%*	*62%*	*59%*	*61%*	*60%*	*60%*	*60%*
Slightly less	(2)	**313**	73	113	75	53	185	127	194	116	41	47	87	71	49	254	41	261
		13%	*13%*	**14%d**	**14%d**	*9%*	*13%*	*12%*	*13%*	*12%*	*13%*	*13%*	*14%*	*11%*	*14%*	*13%*	*13%*	*13%*
Much less	(1)	**265**	52	91	58	63	143	122	127	136	38	50	59	75	26	210	40	212
		11%	*9%*	*11%*	*11%*	*11%*	*10%*	*11%*	*9%*	**13%g**	*12%*	**14%m**	*9%*	*12%*	*7%*	*11%*	*13%*	*10%*
Don't know		**46**	13	15	6	12	28	18	12	30	8	7	7	8	4	26	8	29
		2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	**3%g**	*3%*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*
NET Much/Slightly more		**368**	105	111	90	61	216	151	270	96	34	55	92	105	61	312	34	318
		15%	**18%d**	*13%*	**17%d**	*11%*	*15%*	*14%*	**18%h**	*10%*	*11%*	*15%*	*14%*	*17%*	*17%*	*16%*	*11%*	*16%*
NET Much/Slightly less		**577**	125	203	133	116	329	249	322	252	79	97	146	146	75	464	82	473
		23%	*22%*	*25%*	*26%*	*20%*	*23%*	*23%*	*22%*	*25%*	*26%*	*26%*	*23%*	*23%*	*21%*	*23%*	*26%*	*23%*
Mean		**2.83**	2.90	2.80	2.84	2.80	2.84	2.82	**2.91h**	2.71	2.75	2.77	2.85	2.84	2.90	2.84	2.74	2.84
Std Dev.		**0.87**	0.88	0.87	0.94	0.81	0.87	0.87	0.88	0.85	0.88	0.93	0.86	0.91	0.81	0.88	0.89	0.88
Std Error		**0.02**	0.04	0.03	0.04	0.03	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base		**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base		**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Much more	(5)	**64**	61	3	1	54	6	3	1	-	6	1	10	1	5	23	5	2	*	5
		3%	*3%*	*1%*	*	*3%*	*3%*	*3%*	*2%*	-	*2%*	*	**6%hjlop**	*	*2%*	**7%hjlop**	*2%*	*1%*	*1%*	*3%*
Slightly more	(4)	**303**	255	48	15	243	37	13	10	8	42	22	19	22	19	46	42	23	3	34
		12%	*12%*	*13%*	*13%*	*12%*	**18%d**	*11%*	*14%*	*7%*	*15%*	*11%*	*10%*	*10%*	*8%*	*14%*	*13%*	*11%*	*8%*	**20%hjklmp**
No change	(3)	**1508**	1276	232	84	1275	122	73	38	79	169	128	104	130	151	184	186	142	23	99
		60%	*60%*	*60%*	*69%*	*61%*	*58%*	*60%*	*53%*	**74%iklnor**	*61%*	*63%*	*57%*	*62%*	*64%*	*54%*	*58%*	**68%nr**	*65%*	*56%*
Slightly less	(2)	**313**	257	56	14	263	18	18	13	13	19	27	26	32	28	42	40	36	5	13
		13%	*12%*	*14%*	*11%*	*13%*	*9%*	*15%*	**19%de**	*12%*	*7%*	*13%*	**14%l**	**16%lr**	*12%*	*12%*	*12%*	**17%lr**	*14%*	*8%*
Much less	(1)	**265**	226	39	6	225	24	10	5	6	40	19	21	19	32	42	42	5	4	21
		11%	*11%*	*10%*	*5%*	*11%*	*12%*	*8%*	*8%*	*6%*	**14%hp**	**9%p**	**11%p**	**9%p**	**13%hp**	**12%p**	**13%p**	*2%*	**11%p**	**12%p**
Don't know		**46**	39	7	3	35	3	4	4	1	4	7	3	5	1	5	9	1	*	3
		2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**5%de**	*1%*	*1%*	*3%*	*2%*	*2%*	*	*1%*	*3%*	*	*	*2%*
NET Much/Slightly more		**368**	316	51	16	297	43	17	11	8	48	23	29	23	24	70	47	25	3	40
		15%	*15%*	*13%*	*13%*	*14%*	**20%d**	*14%*	*16%*	*7%*	**17%h**	*11%*	**16%h**	*11%*	*10%*	**20%hjlm**	*14%*	*12%*	*9%*	**23%hjlmpq**
NET Much/Slightly less		**577**	483	95	19	489	43	27	19	19	58	46	47	51	59	84	81	41	9	34
		23%	*23%*	*25%*	*16%*	*23%*	*20%*	*22%*	*26%*	*18%*	*21%*	*23%*	*26%*	*25%*	*25%*	*25%*	*25%*	*20%*	*25%*	*19%*
Mean		**2.83**	2.84	2.79	2.93	2.82	2.91	2.85	2.83	2.84	2.84	2.79	2.84	2.77	2.74	2.90	2.77	2.91	2.74	2.95
Std Dev.		**0.87**	0.88	0.82	0.67	0.87	0.92	0.83	0.85	0.63	0.93	0.78	0.96	0.78	0.87	1.01	0.90	0.64	0.82	0.94
Std Error		**0.02**	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.05	0.07	0.06	0.08	0.06	0.07	0.08	0.07	0.05	0.08	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**2545**	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base		**2499**	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base		**1509**	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Much more	(5)	**64**	29	23	8	4	*	53	4	39	16	6	4	*	55	4
		3%	*3%*	*3%*	*2%*	*2%*	*	*3%*	*1%*	**4%i**	*2%*	*2%*	*3%*	*	*3%*	*2%*
Slightly more	(4)	**303**	111	127	26	25	15	238	40	135	131	18	17	3	266	20
		12%	*12%*	**14%c**	*7%*	*12%*	**22%c**	**13%c**	**14%c**	**14%j**	**13%j**	*5%*	**14%j**	*6%*	**14%j**	**12%j**
No change	(3)	**1508**	588	544	227	105	37	1132	142	571	617	237	38	32	1188	71
		60%	**62%dg**	*59%*	**66%dg**	*51%*	*53%*	**61%dg**	*52%*	**60%kn**	**62%kn**	**67%kn**	*32%*	**64%kn**	**61%kn**	*41%*
Slightly less	(2)	**313**	96	120	55	38	5	215	43	89	125	57	33	8	214	41
		13%	*10%*	*13%*	**16%a**	**19%af**	*7%*	*12%*	*16%*	*9%*	*13%*	**16%hm**	**28%hijm**	*16%*	*11%*	**24%hijm**
Much less	(1)	**265**	108	95	21	29	12	203	41	108	99	27	25	6	207	31
		11%	**11%c**	*10%*	*6%*	**14%c**	**18%c**	**11%c**	**15%c**	*11%*	*10%*	*7%*	**21%hijm**	*12%*	*11%*	**18%hijm**
Don't know		**46**	11	16	7	4	1	27	5	10	14	10	3	1	24	3
		2%	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	*2%*
NET Much/Slightly more		**368**	140	150	33	28	15	290	43	174	147	23	21	3	320	24
		15%	*15%*	**16%c**	*10%*	*14%*	**22%c**	**16%c**	*16%*	**18%j**	**15%j**	*7%*	**17%j**	*6%*	**16%j**	**14%j**
NET Much/Slightly less		**577**	204	214	76	67	17	418	84	197	225	83	58	14	422	72
		23%	*22%*	*23%*	*22%*	**33%abcf**	*24%*	*22%*	**31%af**	*21%*	*22%*	*24%*	**49%hijm**	*28%*	*22%*	**43%hijm**
Mean		**2.83**	2.85	2.85	2.83	2.68	2.80	**2.85d**	2.71	**2.90jkn**	**2.84kn**	**2.76kn**	2.50	2.66	**2.87kn**	2.55
Std Dev.		**0.87**	0.89	0.88	0.75	0.93	0.99	0.88	0.94	0.92	0.84	0.73	1.08	0.79	0.88	1.00
Std Error		**0.02**	0.03	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.10	0.11	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base		**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base		**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Much more	(5)	**64**	3	60	1	20	35	9	61	3	-	-	64	-
		3%	*2%*	*3%*	*4%*	*3%*	*2%*	**7%e**	*3%*	*10%*	-	-	*3%*	-
Slightly more	(4)	**303**	12	290	2	105	189	10	297	7	*	-	303	-
		12%	*10%*	*12%*	*5%*	*15%*	*11%*	*7%*	*12%*	*25%*	*1%*	-	*12%*	-
No change	(3)	**1508**	58	1435	15	391	1036	80	1492	8	5	1	1505	2
		60%	*47%*	**61%a**	*49%*	*55%*	**63%d**	*62%*	*61%*	*31%*	*46%*	*90%*	*60%*	*31%*
Slightly less	(2)	**313**	17	288	8	99	201	12	303	6	3	*	313	-
		13%	*14%*	*12%*	*25%*	*14%*	*12%*	*9%*	*12%*	*24%*	*27%*	*10%*	*13%*	-
Much less	(1)	**265**	29	232	4	90	163	12	260	2	3	-	265	-
		11%	**23%b**	*10%*	*13%*	*13%*	*10%*	*9%*	*11%*	*7%*	*26%*	-	*11%*	-
Don't know		**46**	5	40	1	12	26	8	41	1	-	-	42	4
		2%	*4%*	*2%*	*3%*	*2%*	*2%*	**6%de**	*2%*	*3%*	-	-	*2%*	*69%*
NET Much/Slightly more		**368**	15	350	3	125	224	19	358	9	*	-	368	-
		15%	*12%*	*15%*	*10%*	*17%*	*14%*	*14%*	*15%*	*35%*	*1%*	-	*15%*	-
NET Much/Slightly less		**577**	46	520	12	189	364	24	564	8	6	*	577	-
		23%	**37%b**	*22%*	*38%*	*26%*	*22%*	*18%*	*23%*	*30%*	*54%*	*10%*	*23%*	-
Mean		**2.83**	2.52	**2.85a**	2.62	2.81	2.83	2.93	2.83	3.09	2.21	2.90	2.83	3.00
Std Dev.		**0.87**	1.04	0.86	0.96	0.94	0.84	0.93	0.87	1.11	0.88	-	0.87	-
Std Error		**0.02**	0.09	0.02	0.16	0.03	0.02	0.08	0.02	0.23	0.22	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Items requiring a signature

Base : All participants (on odd months)

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base		**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base		**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Much more	(5)	**64**	25	12	16	11	11	-	14	-	12	-	6	-	9	-	11	-
		3%	*3%*	*3%*	*2%*	*3%*	*3%*	-	*3%*	-	*3%*	-	*2%*	-	*2%*	-	*3%*	-
Slightly more	(4)	**303**	120	48	95	40	67	-	53	-	48	-	50	-	45	-	40	-
		12%	*14%*	*12%*	*11%*	*10%*	**16%**	-	*13%*	-	*12%*	-	*12%*	-	*11%*	-	*10%*	-
No change	(3)	**1508**	475	242	530	261	239	-	235	-	242	-	260	-	270	-	261	-
		60%	*57%*	*60%*	*62%*	*63%*	*56%*	-	*58%*	-	*60%*	-	*62%*	-	*63%*	-	*63%*	-
Slightly less	(2)	**313**	111	44	103	55	60	-	51	-	44	-	49	-	54	-	55	-
		13%	*13%*	*11%*	*12%*	*13%*	*14%*	-	*13%*	-	*11%*	-	*12%*	-	*13%*	-	*13%*	-
Much less	(1)	**265**	86	52	90	36	42	-	44	-	52	-	49	-	41	-	36	-
		11%	*10%*	*13%*	*11%*	*9%*	*10%*	-	*11%*	-	*13%*	-	*12%*	-	*10%*	-	*9%*	-
Don't know		**46**	14	5	15	12	4	-	10	-	5	-	7	-	9	-	12	-
		2%	*2%*	*1%*	*2%*	*3%*	*1%*	-	*2%*	-	*1%*	-	*2%*	-	*2%*	-	*3%*	-
NET Much/Slightly more		**368**	145	60	111	51	79	-	67	-	60	-	56	-	55	-	51	-
		15%	*17%*	*15%*	*13%*	*12%*	*19%*	-	*16%*	-	*15%*	-	*13%*	-	*13%*	-	*12%*	-
NET Much/Slightly less		**577**	197	96	193	91	102	-	95	-	96	-	98	-	95	-	91	-
		23%	*24%*	*24%*	*23%*	*22%*	*24%*	-	*23%*	-	*24%*	-	*23%*	-	*22%*	-	*22%*	-
Mean		**2.83**	2.86	2.81	2.81	2.84	2.87	-	2.85	-	2.81	-	2.80	-	2.83	-	2.84	-
Std Dev.		**0.87**	0.90	0.92	0.84	0.83	0.89	-	0.91	-	0.92	-	0.86	-	0.83	-	0.83	-
Std Error		**0.02**	0.03	0.05	0.03	0.04	0.04	-	0.04	-	0.05	-	0.04	-	0.04	-	0.04	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_M. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Bills, invoices and statements	**247**	-	247	139	107	75	48	53	30	13	15	13	124	82	41	28	189	56	252
	10%	-	*10%*	*11%*	*9%*	**22%fghijk**	**14%ijk**	**12%ijk**	**8%i**	*3%*	*5%*	*5%*	**18%mno**	**11%no**	*4%*	*5%*	*9%*	**17%p**	*10%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**349**	-	349	186	163	70	51	61	39	50	37	41	122	99	128	78	290	55	380
	14%	-	*14%*	*15%*	*13%*	**21%ghij**	*14%*	*14%*	*11%*	*11%*	*12%*	*16%*	**17%mn**	*13%*	*13%*	*14%*	*14%*	*17%*	*15%*
Addressed direct mail from organisations that you don't have a relationship with	**452**	-	452	240	211	61	48	55	42	83	96	68	109	97	247	164	393	54	483
	18%	-	*18%*	*19%*	*17%*	*18%*	*13%*	*13%*	*12%*	*18%*	**31%efghi**	**26%efghi**	*16%*	*12%*	**24%lm**	**29%lm**	*18%*	*16%*	*19%*
Invitations, greetings cards and postcards	**178**	-	178	96	79	53	47	55	8	2	7	6	100	63	15	13	134	43	173
	7%	-	*7%*	*8%*	*6%*	**16%hijk**	**13%hijk**	**13%hijk**	*2%*	*	*2%*	*2%*	**14%mno**	**8%no**	*1%*	*2%*	*6%*	**13%p**	*7%*
Personal letters (e.g. from a friend)	**171**	-	171	98	72	53	46	41	13	5	7	6	100	54	18	13	129	42	166
	7%	-	*7%*	*8%*	*6%*	**16%ghijk**	**13%hijk**	**10%hijk**	*4%*	*1%*	*2%*	*2%*	**14%mno**	**7%no**	*2%*	*2%*	*6%*	**12%p**	*7%*
Letters from organisations that you have a relationship with	**281**	-	281	150	131	77	57	49	25	28	20	24	135	73	73	45	217	63	272
	11%	-	*11%*	*12%*	*11%*	**23%ghijk**	**16%hij**	**11%l**	*7%*	*6%*	*7%*	*9%*	**19%mno**	*9%*	*7%*	*8%*	*10%*	**19%p**	*11%*
Catalogues and brochures	**370**	-	370	183	187	48	60	54	29	47	63	70	108	82	180	133	325	44	388
	15%	-	*15%*	*15%*	*15%*	*14%*	**17%hi**	*12%*	*8%*	*10%*	**20%ghi**	**27%efghi**	**16%m**	*11%*	**18%m**	**23%lmn**	*15%*	*13%*	*15%*
Magazines you subscribe to	**153**	-	153	82	71	36	38	30	12	14	8	15	74	42	37	23	125	28	148
	6%	-	*6%*	*7%*	*6%*	**11%hij**	**11%hij**	**7%ij**	*3%*	*3%*	*2%*	*6%*	**11%mno**	*5%*	*4%*	*4%*	*6%*	*8%*	*6%*
Smaller parcels - that fit through a letterbox	**647**	-	647	300	346	138	107	125	84	92	52	48	246	209	193	100	533	105	679
	26%	-	*26%*	*24%*	*28%*	**41%fghijk**	**30%ijk**	**29%ijk**	*24%*	*21%*	*17%*	*19%*	**35%mno**	**27%no**	*19%*	*18%*	*25%*	*31%*	*27%*
Larger parcels - that do not fit through a letterbox	**713**	-	713	319	390	140	122	129	102	108	70	42	262	231	220	112	601	103	751
	29%	-	*29%*	*25%*	**31%c**	**41%ghijk**	**34%ijk**	**30%k**	**29%k**	**24%k**	*23%*	*16%*	**38%mno**	**30%no**	*22%*	*20%*	*28%*	*31%*	*30%*
Items requiring a signature	**368**	-	368	206	160	89	77	86	49	40	23	5	165	135	67	27	286	79	355
	15%	-	*15%*	*16%*	*13%*	**26%hijk**	**22%hijk**	**20%ijk**	**14%jk**	**9%k**	**7%k**	*2%*	**24%mno**	**17%no**	*7%*	*5%*	*13%*	**24%p**	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_M. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Bills, invoices and statements	247	75	55	65	52	130	117	168	77	25	34	72	70	27	204	25	207
	10%	*13%b*	*7%*	*12%b*	*9%*	*9%*	*11%*	*11%h*	*8%*	*8%*	*9%*	*11%*	*11%*	*8%*	*10%*	*8%*	*10%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	349	110	97	71	70	208	142	211	137	36	45	90	89	56	280	36	288
	14%	*19%bd*	*12%*	*14%*	*12%*	*15%*	*13%*	*14%*	*14%*	*12%*	*12%*	*14%*	*14%*	*16%*	*14%*	*12%*	*14%*
Addressed direct mail from organisations that you don't have a relationship with	452	136	124	98	94	260	192	229	216	55	75	119	120	65	378	55	381
	18%	*24%bd*	*15%*	*19%*	*16%*	*19%*	*17%*	*16%*	*21%g*	*18%*	*20%*	*19%*	*19%*	*18%*	*19%*	*18%*	*19%*
Invitations, greetings cards and postcards	178	50	59	46	23	109	69	130	46	17	21	47	59	20	146	17	151
	7%	*9%d*	*7%d*	*9%d*	*4%*	*8%*	*6%*	*9%h*	*5%*	*5%*	*6%*	*7%*	*9%*	*6%*	*7%*	*5%*	*7%*
Personal letters (e.g. from a friend)	171	51	57	33	29	109	63	119	51	16	26	41	49	24	139	16	142
	7%	*9%d*	*7%*	*6%*	*5%*	*8%*	*6%*	*8%h*	*5%*	*5%*	*7%*	*6%*	*8%*	*7%*	*7%*	*5%*	*7%*
Letters from organisations that you have a relationship with	281	87	74	63	57	161	120	188	89	33	37	83	76	38	233	33	234
	11%	*15%bd*	*9%*	*12%*	*10%*	*11%*	*11%*	*13%h*	*9%*	*11%*	*10%*	*13%*	*12%*	*11%*	*12%*	*11%*	*11%*
Catalogues and brochures	370	115	112	82	61	227	143	193	172	33	59	102	115	48	324	33	328
	15%	*20%bd*	*14%*	*16%d*	*11%*	*16%*	*13%*	*13%*	*17%g*	*11%*	*16%*	*16%*	*18%l*	*13%*	*16%l*	*11%*	*16%o*
Magazines you subscribe to	153	52	41	38	23	93	60	103	50	12	31	42	40	16	129	12	129
	6%	*9%bd*	*5%*	*7%*	*4%*	*7%*	*6%*	*7%*	*5%*	*4%*	*8%*	*7%*	*6%*	*5%*	*6%*	*4%*	*6%*
Smaller parcels - that fit through a letterbox	647	144	222	147	135	366	281	401	239	61	92	179	177	90	538	61	548
	26%	*25%*	*27%*	*28%*	*23%*	*26%*	*26%*	*27%*	*24%*	*20%*	*25%*	*28%l*	*28%l*	*25%*	*27%l*	*20%*	*27%o*
Larger parcels - that do not fit through a letterbox	713	183	238	161	130	421	291	461	243	70	97	184	192	114	588	71	602
	29%	*32%d*	*29%d*	*31%d*	*23%*	*30%*	*27%*	*32%h*	*24%*	*23%*	*26%*	*29%*	*31%l*	*32%l*	*30%l*	*23%*	*30%o*
Items requiring a signature	368	105	111	90	61	216	151	270	96	34	55	92	105	61	312	34	318
	15%	*18%d*	*13%*	*17%d*	*11%*	*15%*	*14%*	*18%h*	*10%*	*11%*	*15%*	*14%*	*17%*	*17%*	*16%*	*11%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_M. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly more Summary

Base : All participants (on odd months)

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2545	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	2499	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	1509	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Bills, invoices and statements	247 *10%*	218 *10%*	28 *7%*	15 *12%*	207 *10%*	22 *10%*	11 *9%*	7 *9%*	9 *8%*	32 *11%*	18 *9%*	20 *11%*	21 *10%*	25 *11%*	49 **14%o**	19 *6%*	15 *7%*	5 *13%*	17 *10%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	349 *14%*	299 *14%*	51 *13%*	21 *17%*	283 *14%*	30 *14%*	25 **20%d**	12 *16%*	17 *16%*	44 *16%*	26 *13%*	26 *14%*	30 *14%*	25 *11%*	44 *13%*	38 *12%*	33 *16%*	5 *15%*	25 *14%*
Addressed direct mail from organisations that you don't have a relationship with	452 *18%*	365 *17%*	88 **23%a**	28 *23%*	363 *17%*	51 **24%d**	26 *22%*	13 *18%*	16 *15%*	55 *20%*	40 *20%*	28 *15%*	45 **21%n**	37 *16%*	43 *13%*	46 *14%*	53 **25%hno**	7 *19%*	44 **25%hkmno**
Invitations, greetings cards and postcards	178 *7%*	163 **8%b**	14 *4%*	4 *3%*	155 *7%*	11 *5%*	6 *5%*	6 *9%*	9 *8%*	27 **10%m**	8 *4%*	11 *6%*	16 *7%*	7 *3%*	44 **13%jmpr**	22 *7%*	11 *5%*	3 *8%*	8 *5%*
Personal letters (e.g. from a friend)	171 *7%*	156 *7%*	16 *4%*	11 *9%*	148 *7%*	13 *6%*	6 *5%*	4 *6%*	9 **8%m**	19 *7%*	14 *7%*	11 *6%*	16 **8%m**	5 *2%*	48 **14%ikmopr**	13 *4%*	12 *6%*	3 *7%*	10 *6%*
Letters from organisations that you have a relationship with	281 *11%*	256 **12%b**	25 *6%*	10 *8%*	230 *11%*	27 *13%*	14 *11%*	9 *13%*	8 *8%*	37 *13%*	14 *7%*	18 *10%*	25 *12%*	16 *7%*	63 **18%hjkmo**	26 *8%*	22 *11%*	5 *14%*	23 *13%*
Catalogues and brochures	370 *15%*	299 *14%*	72 *19%*	23 *19%*	303 *14%*	35 *16%*	20 *17%*	12 *16%*	14 *13%*	39 *14%*	31 *15%*	23 *13%*	44 **21%mo**	28 *12%*	56 *16%*	32 *10%*	35 *17%*	8 **21%o**	27 *16%*
Magazines you subscribe to	153 *6%*	135 *6%*	18 *5%*	7 *6%*	137 *7%*	6 *3%*	6 *5%*	4 *6%*	2 *2%*	22 **8%r**	8 *4%*	6 *4%*	18 **8%hr**	12 *5%*	40 **12%hjkpr**	20 *6%*	9 *4%*	2 *6%*	4 *2%*
Smaller parcels - that fit through a letterbox	647 *26%*	556 *26%*	91 *24%*	33 *27%*	528 *25%*	59 *28%*	39 **32%d**	22 *30%*	23 *22%*	78 *28%*	53 *26%*	40 *22%*	43 *20%*	51 *21%*	106 *31%*	82 *25%*	52 *25%*	9 *26%*	50 *29%*
Larger parcels - that do not fit through a letterbox	713 *29%*	589 *28%*	124 *32%*	43 *35%*	580 *28%*	67 *32%*	41 *34%*	24 *34%*	26 *24%*	86 *31%*	58 *29%*	54 *29%*	58 *27%*	55 *23%*	96 *28%*	85 *26%*	63 *30%*	12 *35%*	55 *31%*
Items requiring a signature	368 *15%*	316 *15%*	51 *13%*	16 *13%*	297 *14%*	43 **20%d**	17 *14%*	11 *16%*	8 *7%*	48 **17%h**	23 *11%*	29 **16%h**	23 *11%*	24 *10%*	70 **20%hjlm**	47 *14%*	25 *12%*	3 *9%*	40 **23%hjlmpq**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_M. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Bills, invoices and statements	247	79	122	17	25	4	201	29	91	114	24	14	2	206	16
	10%	*8%*	**13%ac**	*5%*	**12%c**	*5%*	**11%c**	**10%c**	*10%*	*11%*	*7%*	*11%*	*4%*	*11%*	*9%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	349	142	131	35	34	4	273	38	136	157	33	16	5	293	21
	14%	*15%*	*14%*	*10%*	*17%*	*6%*	*15%*	*14%*	*14%*	**16%j**	*9%*	*14%*	*10%*	**15%j**	*13%*
Addressed direct mail from organisations that you don't have a relationship with	452	200	174	37	33	7	374	39	177	202	43	23	7	379	29
	18%	**21%c**	**19%c**	*11%*	*16%*	*10%*	**20%c**	*14%*	**19%j**	**20%j**	*12%*	*19%*	*13%*	**19%j**	*17%*
Invitations, greetings cards and postcards	178	82	68	20	6	2	150	8	76	75	14	8	4	151	12
	7%	**9%dg**	**7%g**	*6%*	*3%*	*3%*	**8%dg**	*3%*	**8%j**	*7%*	*4%*	*6%*	*9%*	**8%j**	*7%*
Personal letters (e.g. from a friend)	171	64	73	22	9	1	137	9	68	73	18	7	4	141	11
	7%	*7%*	**8%g**	*6%*	*4%*	*1%*	*7%*	*3%*	*7%*	*7%*	*5%*	*6%*	*9%*	*7%*	*7%*
Letters from organisations that you have a relationship with	281	124	101	30	24	2	225	26	118	124	19	14	4	242	17
	11%	*13%*	*11%*	*9%*	*12%*	*3%*	*12%*	*9%*	**12%j**	**12%j**	*5%*	*11%*	*7%*	**12%j**	*10%*
Catalogues and brochures	370	165	147	25	29	4	312	33	149	158	38	21	2	307	24
	15%	**17%c**	**16%c**	*7%*	**14%c**	*5%*	**17%c**	*12%*	*16%*	*16%*	*11%*	*18%*	*4%*	*16%*	*14%*
Magazines you subscribe to	153	58	65	17	11	2	123	13	53	73	11	13	3	126	16
	6%	*6%*	*7%*	*5%*	*5%*	*3%*	*7%*	*5%*	*6%*	**7%j**	*3%*	**11%j**	*6%*	*6%*	**9%j**
Smaller parcels - that fit through a letterbox	647	289	243	59	39	16	533	54	340	226	42	30	8	566	38
	26%	**31%cdg**	**26%c**	*17%*	*19%*	*22%*	**29%cdg**	*20%*	**36%jlmn**	**23%j**	*12%*	**25%j**	*16%*	**29%jl**	**22%j**
Larger parcels - that do not fit through a letterbox	713	303	280	55	54	17	584	70	340	269	57	39	7	609	46
	29%	**32%c**	**30%c**	*16%*	**26%c**	*24%*	**31%c**	**26%c**	**36%jl**	**27%j**	*16%*	**33%jl**	*14%*	**31%jl**	**27%j**
Items requiring a signature	368	140	150	33	28	15	290	43	174	147	23	21	3	320	24
	15%	*15%*	**16%c**	*10%*	*14%*	**22%c**	**16%c**	*16%*	**18%j**	**15%j**	*7%*	**17%j**	*6%*	**16%j**	**14%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_M. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Bills, invoices and statements	**247**	12	234	1	91	140	15	238	6	3	*	247	-
	10%	*10%*	*10%*	*2%*	**13%e**	*8%*	*12%*	*10%*	*21%*	*25%*	*8%*	*10%*	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**349**	17	331	1	124	204	21	343	5	1	-	349	-
	14%	*14%*	*14%*	*5%*	**17%e**	*12%*	*16%*	*14%*	*18%*	*12%*	-	*14%*	-
Addressed direct mail from organisations that you don't have a relationship with	**452**	27	422	3	162	276	15	445	5	2	-	452	-
	18%	*22%*	*18%*	*11%*	**23%ef**	*17%*	*11%*	*18%*	*19%*	*23%*	-	*18%*	-
Invitations, greetings cards and postcards	**178**	6	170	2	59	101	18	164	12	-	1	177	-
	7%	*5%*	*7%*	*7%*	*8%*	*6%*	**13%e**	*7%*	*45%*	-	*82%*	*7%*	-
Personal letters (e.g. from a friend)	**171**	8	162	2	44	114	13	164	7	-	-	171	-
	7%	*6%*	*7%*	*5%*	*6%*	*7%*	*10%*	*7%*	*28%*	-	-	*7%*	-
Letters from organisations that you have a relationship with	**281**	21	256	3	105	155	21	267	12	2	-	281	-
	11%	*17%*	*11%*	*11%*	**15%e**	*9%*	*16%*	*11%*	*43%*	*17%*	-	*11%*	-
Catalogues and brochures	**370**	16	349	6	126	228	16	361	8	1	-	370	-
	15%	*13%*	*15%*	*18%*	*18%*	*14%*	*12%*	*15%*	*32%*	*6%*	-	*15%*	-
Magazines you subscribe to	**153**	9	141	3	52	87	14	140	13	1	-	153	-
	6%	*8%*	*6%*	*8%*	*7%*	*5%*	*11%*	*6%*	*48%*	*7%*	-	*6%*	-
Smaller parcels - that fit through a letterbox	**647**	29	612	6	224	388	36	635	10	2	*	647	-
	26%	*23%*	*26%*	*20%*	**31%e**	*23%*	*27%*	*26%*	*37%*	*19%*	*8%*	*26%*	-
Larger parcels - that do not fit through a letterbox	**713**	29	679	6	242	433	37	695	15	3	*	712	-
	29%	*23%*	*29%*	*18%*	**34%e**	*26%*	*28%*	*28%*	*55%*	*25%*	*8%*	*29%*	-
Items requiring a signature	**368**	15	350	3	125	224	19	358	9	*	-	368	-
	15%	*12%*	*15%*	*10%*	*17%*	*14%*	*14%*	*15%*	*35%*	*1%*	-	*15%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_M. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Bills, invoices and statements	**247**	105	41	68	34	55	-	50	-	41	-	32	-	36	-	34	-
	10%	***13%c***	*10%*	*8%*	*8%*	*13%*	-	*12%*	-	*10%*	-	*8%*	-	*8%*	-	*8%*	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**349**	112	71	111	56	47	-	65	-	71	-	50	-	61	-	56	-
	14%	*13%*	*18%*	*13%*	*13%*	*11%*	-	*16%*	-	***18%e***	-	*12%*	-	*14%*	-	*13%*	-
Addressed direct mail from organisations that you don't have a relationship with	**452**	129	80	164	79	55	-	74	-	80	-	72	-	92	-	79	-
	18%	*15%*	*20%*	*19%*	*19%*	*13%*	-	*18%*	-	***20%e***	-	*17%*	-	***22%e***	-	*19%*	-
Invitations, greetings cards and postcards	**178**	42	28	75	33	20	-	22	-	28	-	34	-	41	-	33	-
	7%	*5%*	*7%*	***9%a***	*8%*	*5%*	-	*5%*	-	*7%*	-	*8%*	-	***10%e***	-	*8%*	-
Personal letters (e.g. from a friend)	**171**	46	36	59	30	24	-	22	-	36	-	23	-	36	-	30	-
	7%	*6%*	*9%*	*7%*	*7%*	*6%*	-	*5%*	-	*9%*	-	*5%*	-	*8%*	-	*7%*	-
Letters from organisations that you have a relationship with	**281**	93	54	89	45	46	-	47	-	54	-	34	-	56	-	45	-
	11%	*11%*	*13%*	*11%*	*11%*	*11%*	-	*11%*	-	*13%*	-	*8%*	-	*13%*	-	*11%*	-
Catalogues and brochures	**370**	112	69	118	72	46	-	65	-	69	-	53	-	64	-	72	-
	15%	*13%*	*17%*	*14%*	*17%*	*11%*	-	*16%*	-	***17%e***	-	*13%*	-	*15%*	-	***17%e***	-
Magazines you subscribe to	**153**	53	26	50	24	27	-	26	-	26	-	27	-	23	-	24	-
	6%	*6%*	*6%*	*6%*	*6%*	*6%*	-	*6%*	-	*6%*	-	*6%*	-	*5%*	-	*6%*	-
Smaller parcels - that fit through a letterbox	**647**	223	105	209	110	119	-	104	-	105	-	94	-	115	-	110	-
	26%	*27%*	*26%*	*25%*	*26%*	*28%*	-	*26%*	-	*26%*	-	*22%*	-	*27%*	-	*26%*	-
Larger parcels - that do not fit through a letterbox	**713**	248	123	233	109	134	-	114	-	123	-	118	-	114	-	109	-
	29%	*30%*	*30%*	*27%*	*26%*	*32%*	-	*28%*	-	*30%*	-	*28%*	-	*27%*	-	*26%*	-
Items requiring a signature	**368**	145	60	111	51	79	-	67	-	60	-	56	-	55	-	51	-
	15%	*17%*	*15%*	*13%*	*12%*	*19%*	-	*16%*	-	*15%*	-	*13%*	-	*13%*	-	*12%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_N. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Bills, invoices and statements	**1268**	-	1268	675	590	156	186	235	182	225	160	122	343	417	507	282	1090	163	1256
	51%	-	*51%*	**54%d**	*48%*	*46%*	*52%*	*55%*	*52%*	*50%*	*51%*	*47%*	*49%*	*53%*	*50%*	*50%*	*51%*	*49%*	*49%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1374**	-	1374	708	662	162	198	247	210	242	173	141	360	457	557	315	1185	174	1337
	55%	-	*55%*	*56%*	*53%*	*48%*	*55%*	**57%e**	**60%e**	*54%*	*56%*	*55%*	*52%*	**58%l**	*55%*	*55%*	*56%*	*52%*	*53%*
Addressed direct mail from organisations that you don't have a relationship with	**1302**	-	1302	670	629	170	213	259	194	215	133	118	383	452	466	251	1126	162	1281
	52%	-	*52%*	*53%*	*51%*	*50%*	**60%eijk**	**60%eijk**	**55%j**	*48%*	*43%*	*45%*	**55%no**	**58%no**	*46%*	*44%*	*53%*	*48%*	*50%*
Invitations, greetings cards and postcards	**1512**	-	1512	786	723	159	208	260	218	279	197	191	368	478	666	387	1318	179	1504
	61%	-	*61%*	*63%*	*58%*	*47%*	**58%e**	**60%e**	**62%e**	**62%e**	**63%e**	**74%efghij**	*53%*	**61%l**	**65%l**	**68%l**	**62%q**	*54%*	*59%*
Personal letters (e.g. from a friend)	**1429**	-	1429	739	688	165	200	258	214	254	182	156	364	472	592	338	1261	157	1453
	57%	-	*57%*	*59%*	*56%*	*49%*	*56%*	**60%e**	**61%e**	*57%*	*58%*	**60%e**	*52%*	**60%l**	*58%*	*59%*	**59%q**	*47%*	*57%*
Letters from organisations that you have a relationship with	**1478**	-	1478	771	704	159	204	265	216	269	196	168	363	481	632	363	1297	164	1493
	59%	-	*59%*	*61%*	*57%*	*47%*	**57%e**	**62%e**	**62%e**	**60%e**	**63%e**	**65%e**	*52%*	**62%l**	**62%l**	**64%l**	**61%q**	*49%*	*59%*
Catalogues and brochures	**1178**	-	1178	627	548	168	193	218	171	183	134	110	361	390	427	244	1013	148	1187
	47%	-	*47%*	**50%d**	*44%*	*50%*	**54%ijk**	**51%i**	*49%*	*41%*	*43%*	*42%*	**52%no**	**50%n**	*42%*	*43%*	*48%*	*44%*	*47%*
Magazines you subscribe to	**1640**	-	1640	848	787	189	219	287	228	293	238	185	409	515	716	423	1438	179	1664
	66%	-	*66%*	*68%*	*63%*	*56%*	*61%*	**66%e**	*65%*	**65%e**	**76%efghi**	**72%ef**	*59%*	**66%l**	**70%l**	**74%lm**	**67%q**	*53%*	*65%*
Smaller parcels - that fit through a letterbox	**1458**	-	1458	766	688	129	191	241	213	294	219	168	321	455	682	388	1288	153	1488
	58%	-	*58%*	**61%d**	*56%*	*38%*	**54%e**	**56%e**	**61%e**	**65%efg**	**70%efg**	**65%ef**	*46%*	**58%l**	**67%lm**	**68%lm**	**60%q**	*46%*	*58%*
Larger parcels - that do not fit through a letterbox	**1353**	-	1353	731	619	122	175	237	197	272	193	155	298	434	620	348	1182	150	1385
	54%	-	*54%*	**58%d**	*50%*	*36%*	**49%e**	**55%e**	**56%e**	**61%ef**	**62%ef**	**60%ef**	*43%*	**55%l**	**61%l**	**61%l**	**55%q**	*45%*	*54%*
Items requiring a signature	**1508**	-	1508	781	723	165	212	258	206	295	201	170	377	464	666	371	1323	164	1579
	60%	-	*60%*	*62%*	*58%*	*49%*	**59%e**	**60%e**	**59%e**	**66%e**	**64%e**	**66%e**	*54%*	*59%*	**65%lm**	**65%l**	**62%q**	*49%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_N. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Bills, invoices and statements	**1268**	259	423	259	327	682	586	744	514	161	187	318	306	172	982	164	1011
	51%	*45%*	*51%*	*50%*	**57%a**	*49%*	*53%*	*51%*	*51%*	*52%*	*51%*	*50%*	*49%*	*48%*	*49%*	*52%*	*50%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1374**	282	446	298	348	728	646	799	559	189	185	342	355	188	1069	193	1092
	55%	*49%*	*54%*	**57%a**	**60%a**	*52%*	**59%e**	*55%*	*55%*	**61%jn**	*50%*	*53%*	*57%*	*53%*	*54%*	**62%p**	*54%*
Addressed direct mail from organisations that you don't have a relationship with	**1302**	260	434	286	322	694	608	791	499	163	171	336	333	176	1016	167	1042
	52%	*45%*	**53%a**	**55%a**	**56%a**	*49%*	**55%e**	*54%*	*49%*	*53%*	*46%*	*53%*	*53%*	*50%*	*51%*	*53%*	*51%*
Invitations, greetings cards and postcards	**1512**	328	509	302	373	837	675	859	637	183	221	407	371	209	1208	187	1234
	61%	*57%*	*62%*	*58%*	**65%a**	*60%*	*62%*	*59%*	*63%*	*59%*	*60%*	*64%*	*59%*	*59%*	*61%*	*60%*	*61%*
Personal letters (e.g. from a friend)	**1429**	302	472	296	359	774	655	824	591	178	201	393	355	181	1131	181	1159
	57%	*52%*	*57%*	*57%*	**62%a**	*55%*	*60%*	*56%*	*58%*	*58%*	*55%*	**62%m**	*57%*	*51%*	*57%*	*58%*	*57%*
Letters from organisations that you have a relationship with	**1478**	307	488	317	367	794	684	831	634	183	226	379	361	200	1167	187	1196
	59%	*53%*	*59%*	*61%*	**64%a**	*57%*	**62%e**	*57%*	**63%g**	*59%*	*61%*	*59%*	*58%*	*57%*	*59%*	*60%*	*59%*
Catalogues and brochures	**1178**	237	377	265	299	614	564	699	467	140	170	315	278	159	922	141	952
	47%	*41%*	*46%*	**51%a**	**52%a**	*44%*	**51%e**	*48%*	*46%*	*45%*	*46%*	*49%*	*44%*	*45%*	*46%*	*45%*	*47%*
Magazines you subscribe to	**1640**	366	552	329	392	918	721	927	696	196	217	446	413	236	1313	198	1346
	66%	*63%*	*67%*	*63%*	*68%*	*65%*	*66%*	*63%*	**69%g**	*63%*	*59%*	**70%j**	*66%*	*66%*	**66%j**	*63%*	*66%*
Smaller parcels - that fit through a letterbox	**1458**	339	468	300	351	807	651	834	613	183	213	373	347	217	1150	187	1181
	58%	*59%*	*57%*	*58%*	*61%*	*58%*	*59%*	*57%*	*61%*	*59%*	*58%*	*58%*	*55%*	*61%*	*58%*	*60%*	*58%*
Larger parcels - that do not fit through a letterbox	**1353**	275	450	280	347	725	627	756	585	164	192	366	339	181	1079	167	1104
	54%	*48%*	*55%*	*54%*	**60%a**	*52%*	**57%e**	*52%*	**58%g**	*53%*	*52%*	*57%*	*54%*	*51%*	*54%*	*53%*	*54%*
Items requiring a signature	**1508**	334	496	292	386	830	678	859	632	188	210	394	367	215	1185	190	1214
	60%	*58%*	*60%*	*56%*	**67%abc**	*59%*	*62%*	*59%*	*63%*	*61%*	*57%*	*62%*	*59%*	*61%*	*60%*	*60%*	*60%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_N. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Bills, invoices and statements	**1268** *51%*	1090 *52%*	178 *46%*	59 *48%*	1077 *51%g*	100 *47%*	61 *50%*	31 *43%*	62 *58%j*	140 *50%*	81 *40%*	87 *47%*	113 *54%j*	126 *53%j*	181 *53%j*	178 *55%j*	108 *52%*	17 *48%*	82 *47%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1374** *55%*	1164 *55%*	210 *55%*	62 *50%*	1169 *56%*	109 *52%*	61 *51%*	34 *48%*	57 *53%*	143 *51%*	105 *51%*	103 *56%*	111 *53%*	160 *68%hijlnpr*	183 *53%*	197 *61%*	112 *53%*	19 *54%*	90 *51%*
Addressed direct mail from organisations that you don't have a relationship with	**1302** *52%*	1126 *53%b*	176 *46%*	54 *44%*	1108 *53%g*	97 *46%*	65 *54%*	32 *44%*	57 *54%*	139 *50%*	98 *48%*	96 *52%*	101 *48%*	138 *58%q*	190 *55%*	181 *56%*	108 *52%*	14 *40%*	83 *47%*
Invitations, greetings cards and postcards	**1512** *61%*	1279 *61%*	233 *61%*	75 *61%*	1284 *61%g*	117 *56%*	76 *63%g*	35 *49%*	62 *58%*	169 *61%*	125 *61%*	115 *62%*	132 *63%*	158 *67%n*	184 *54%*	200 *62%*	138 *66%n*	19 *54%*	98 *56%*
Personal letters (e.g. from a friend)	**1429** *57%*	1202 *57%*	227 *59%*	73 *59%*	1210 *58%*	116 *55%*	67 *55%*	36 *51%*	59 *55%*	173 *62%n*	120 *59%*	104 *57%*	123 *59%*	156 *66%n*	169 *49%*	176 *54%*	131 *63%n*	19 *54%*	97 *55%*
Letters from organisations that you have a relationship with	**1478** *59%*	1245 *59%*	233 *61%*	69 *57%*	1244 *59%*	121 *57%*	75 *62%*	37 *52%*	68 *63%*	151 *54%*	123 *60%*	104 *56%*	129 *62%*	157 *66%in*	183 *53%*	194 *60%*	136 *65%*	19 *54%*	102 *58%*
Catalogues and brochures	**1178** *47%*	1018 *48%*	161 *42%*	54 *44%*	987 *47%*	103 *49%*	60 *49%*	29 *40%*	52 *48%*	133 *48%*	86 *42%*	92 *50%*	81 *39%*	135 *57%jln*	147 *43%*	166 *51%l*	96 *46%*	17 *48%*	86 *49%*
Magazines you subscribe to	**1640** *66%*	1385 *66%*	255 *66%*	76 *62%*	1381 *66%g*	132 *62%*	86 *71%g*	41 *58%*	69 *64%*	179 *64%*	141 *69%n*	123 *67%*	134 *64%*	171 *73%nq*	197 *58%*	211 *65%*	154 *74%nq*	20 *56%*	112 *64%*
Smaller parcels - that fit through a letterbox	**1458** *58%*	1224 *58%*	234 *61%*	71 *58%*	1237 *59%g*	117 *55%*	69 *57%*	35 *49%*	66 *62%n*	151 *54%*	123 *60%*	114 *62%n*	131 *62%n*	160 *68%inr*	172 *50%*	196 *61%*	124 *59%*	19 *54%*	98 *56%*
Larger parcels - that do not fit through a letterbox	**1353** *54%*	1153 *55%*	199 *52%*	61 *50%*	1157 *55%g*	101 *48%*	61 *51%*	33 *47%*	64 *60%n*	147 *53%*	118 *58%*	104 *56%*	119 *57%*	149 *63%nqr*	160 *47%*	182 *56%*	115 *55%*	16 *46%*	84 *48%*
Items requiring a signature	**1508** *60%*	1276 *60%*	232 *60%*	84 *69%*	1275 *61%*	122 *58%*	73 *60%*	38 *53%*	79 *74%iklnor*	169 *61%*	128 *63%*	104 *57%*	130 *62%*	151 *64%*	184 *54%*	186 *58%*	142 *68%nr*	23 *65%*	99 *56%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_N. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Bills, invoices and statements	1268 *51%*	505 **54%bdg**	440 *48%*	207 **60%bdfg**	77 *38%*	34 *48%*	945 **51%dg**	111 *41%*	495 **52%kn**	514 **51%kn**	187 **53%kn**	42 *35%*	19 *37%*	1009 **52%kn**	61 *36%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	1374 *55%*	538 **57%dg**	491 **53%dg**	223 **65%abdefg**	88 *43%*	30 *43%*	1030 **55%dg**	118 *43%*	527 **55%kn**	546 **55%kn**	220 **62%ikmn**	45 *37%*	27 *54%*	1074 **55%kn**	72 *42%*
Addressed direct mail from organisations that you don't have a relationship with	1302 *52%*	492 *52%*	468 *51%*	216 **63%abdefg**	93 *46%*	29 *42%*	960 *51%*	122 *45%*	510 **54%kn**	503 **50%k**	213 **60%ikmn**	46 *38%*	24 *47%*	1013 **52%kn**	69 *41%*
Invitations, greetings cards and postcards	1512 *61%*	592 **63%dg**	556 **60%dg**	232 **68%deg**	92 *45%*	33 *47%*	1148 **61%dg**	125 *46%*	574 **60%kn**	607 **61%kn**	233 **66%kn**	55 *46%*	30 *59%*	1182 **60%kn**	85 *50%*
Personal letters (e.g. from a friend)	1429 *57%*	577 **61%deg**	519 **56%dg**	210 **61%deg**	91 *45%*	28 *40%*	1095 **59%deg**	120 *44%*	566 **59%kn**	559 **56%kn**	222 **63%kn**	46 *38%*	24 *49%*	1125 **58%kn**	70 *41%*
Letters from organisations that you have a relationship with	1478 *59%*	576 **61%d**	534 *58%*	219 **64%dg**	104 *51%*	40 *57%*	1110 *59%*	144 *53%*	563 **59%kn**	591 **59%kn**	243 **69%hiklmn**	46 *39%*	25 *49%*	1154 **59%kn**	71 *42%*
Catalogues and brochures	1178 *47%*	446 *47%*	410 *44%*	200 **58%abdefg**	91 *45%*	27 *39%*	856 *46%*	118 *43%*	444 **47%k**	460 **46%k**	202 **57%hikmn**	38 *32%*	27 **54%k**	904 **46%k**	65 *38%*
Magazines you subscribe to	1640 *66%*	651 **69%dg**	608 **66%dg**	230 **67%dg**	106 *52%*	38 *54%*	1259 **67%dg**	144 *53%*	630 **66%kn**	660 **66%kn**	253 **72%kln**	57 *47%*	27 *54%*	1291 **66%kn**	84 *49%*
Smaller parcels - that fit through a letterbox	1458 *58%*	552 *59%*	541 *59%*	217 **63%g**	109 *53%*	37 *52%*	1093 *59%*	145 *53%*	497 *52%*	631 **63%hkmn**	244 **69%hklmn**	50 *42%*	25 *50%*	1128 **58%hkn**	75 *44%*
Larger parcels - that do not fit through a letterbox	1353 *54%*	529 **56%dg**	490 **53%g**	211 **62%bdeg**	90 *44%*	28 *40%*	1020 **55%dg**	118 *43%*	486 **51%kn**	569 **57%kn**	220 **62%hkmn**	41 *34%*	26 *51%*	1055 **54%kn**	66 *39%*
Items requiring a signature	1508 *60%*	588 **62%dg**	544 *59%*	227 **66%dg**	105 *51%*	37 *53%*	1132 **61%dg**	142 *52%*	571 **60%kn**	617 **62%kn**	237 **67%kn**	38 *32%*	32 **64%kn**	1188 **61%kn**	71 *41%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_N. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Bills, invoices and statements	**1268**	61	1189	18	343	856	69	1253	9	3	1	1265	2
	51%	*50%*	*51%*	*57%*	*48%*	*52%*	*53%*	*51%*	*35%*	*27%*	*92%*	*51%*	*31%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1374**	78	1278	18	363	937	75	1355	8	8	1	1371	2
	55%	*63%*	*55%*	*59%*	*51%*	***57%d***	*57%*	*55%*	*29%*	*78%*	*100%*	*55%*	*31%*
Addressed direct mail from organisations that you don't have a relationship with	**1302**	66	1216	20	359	872	71	1284	10	7	-	1300	2
	52%	*54%*	*52%*	*63%*	*50%*	*53%*	*55%*	*52%*	*36%*	*68%*	-	*52%*	*31%*
Invitations, greetings cards and postcards	**1512**	77	1415	19	396	1053	62	1495	8	6	-	1510	2
	61%	*62%*	*60%*	*62%*	*55%*	***64%df***	*48%*	*61%*	*31%*	*63%*	-	*61%*	*31%*
Personal letters (e.g. from a friend)	**1429**	74	1335	21	389	967	73	1409	11	7	-	1428	2
	57%	*60%*	*57%*	*67%*	*54%*	*59%*	*56%*	*57%*	*42%*	*70%*	-	*57%*	*31%*
Letters from organisations that you have a relationship with	**1478**	74	1383	21	388	1021	70	1461	9	5	1	1475	2
	59%	*60%*	*59%*	*66%*	*54%*	***62%d***	*53%*	*60%*	*35%*	*46%*	*82%*	*59%*	*31%*
Catalogues and brochures	**1178**	61	1109	9	318	793	67	1161	8	7	*	1177	2
	47%	*49%*	*47%*	*28%*	*44%*	*48%*	*51%*	*47%*	*32%*	*65%*	*8%*	*47%*	*31%*
Magazines you subscribe to	**1640**	69	1555	16	452	1114	74	1623	8	7	*	1638	2
	66%	*56%*	*66%*	*51%*	*63%*	***67%f***	*56%*	*66%*	*29%*	*68%*	*10%*	*66%*	*31%*
Smaller parcels - that fit through a letterbox	**1458**	67	1373	18	372	1014	71	1441	9	7	*	1456	2
	58%	*54%*	*59%*	*57%*	*52%*	***61%d***	*54%*	*59%*	*32%*	*64%*	*10%*	*58%*	*31%*
Larger parcels - that do not fit through a letterbox	**1353**	63	1274	16	347	936	70	1339	7	5	-	1351	2
	54%	*51%*	*54%*	*52%*	*48%*	***57%d***	*54%*	*55%*	*27%*	*49%*	-	*54%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_N. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Items requiring a signature	**1508**	58	1435	15	391	1036	80	1492	8	5	1	1505	2
	60%	*47%*	**61%a**	*49%*	*55%*	**63%d**	*62%*	*61%*	*31%*	*46%*	*90%*	*60%*	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_N. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
No change Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Bills, invoices and statements	**1268**	404	201	449	215	205	-	199	-	201	-	202	-	247	-	215	-
	51%	*49%*	*50%*	*53%*	*52%*	*48%*	-	*49%*	-	*50%*	-	*48%*	-	**58%ek**	-	*52%*	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**1374**	439	212	477	246	223	-	216	-	212	-	241	-	236	-	246	-
	55%	*53%*	*53%*	*56%*	*59%*	*52%*	-	*53%*	-	*53%*	-	*57%*	-	*55%*	-	*59%*	-
Addressed direct mail from organisations that you don't have a relationship with	**1302**	426	194	453	229	219	-	207	-	194	-	226	-	228	-	229	-
	52%	*51%*	*48%*	*53%*	*55%*	*52%*	-	*51%*	-	*48%*	-	*54%*	-	*53%*	-	*55%*	-
Invitations, greetings cards and postcards	**1512**	497	251	507	257	252	-	244	-	251	-	248	-	259	-	257	-
	61%	*60%*	*62%*	*60%*	*62%*	*59%*	-	*60%*	-	*62%*	-	*59%*	-	*60%*	-	*62%*	-
Personal letters (e.g. from a friend)	**1429**	456	239	481	253	239	-	217	-	239	-	251	-	230	-	253	-
	57%	*55%*	*59%*	*57%*	*61%*	*56%*	-	*53%*	-	*59%*	-	*60%*	-	*54%*	-	*61%*	-
Letters from organisations that you have a relationship with	**1478**	477	239	508	254	233	-	244	-	239	-	248	-	260	-	254	-
	59%	*57%*	*59%*	*60%*	*61%*	*55%*	-	*60%*	-	*59%*	-	*59%*	-	*61%*	-	*61%*	-
Catalogues and brochures	**1178**	357	187	413	222	173	-	184	-	187	-	206	-	207	-	222	-
	47%	*43%*	*46%*	*49%*	**53%a**	*41%*	-	*45%*	-	*46%*	-	*49%*	-	*48%*	-	**53%e**	-
Magazines you subscribe to	**1640**	517	279	561	282	263	-	254	-	279	-	273	-	288	-	282	-
	66%	*62%*	**69%a**	*66%*	*68%*	*62%*	-	*63%*	-	*69%*	-	*65%*	-	*67%*	-	*68%*	-
Smaller parcels - that fit through a letterbox	**1458**	480	246	489	242	245	-	235	-	246	-	239	-	251	-	242	-
	58%	*58%*	*61%*	*58%*	*58%*	*58%*	-	*58%*	-	*61%*	-	*57%*	-	*59%*	-	*58%*	-
Larger parcels - that do not fit through a letterbox	**1353**	427	217	468	240	218	-	209	-	217	-	232	-	236	-	240	-
	54%	*51%*	*54%*	*55%*	*58%*	*51%*	-	*51%*	-	*54%*	-	*55%*	-	*55%*	-	*58%*	-
Items requiring a signature	**1508**	475	242	530	261	239	-	235	-	242	-	260	-	270	-	261	-
	60%	*57%*	*60%*	*62%*	*63%*	*56%*	-	*58%*	-	*60%*	-	*62%*	-	*63%*	-	*63%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

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QE11_NET_L. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Bills, invoices and statements	**957**	-	957	431	525	94	118	142	140	206	136	122	211	281	465	259	837	108	1010
	38%	-	*38%*	*34%*	**42%c**	*28%*	*33%*	*33%*	**40%e**	**46%efg**	**44%efg**	**47%efg**	*30%*	*36%*	**46%lm**	**45%lm**	*39%*	*32%*	*40%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**747**	-	747	353	393	94	106	118	102	151	101	74	200	220	326	175	637	98	795
	30%	-	*30%*	*28%*	*32%*	*28%*	*30%*	*27%*	*29%*	*34%*	*32%*	*29%*	*29%*	*28%*	*32%*	*31%*	*30%*	*29%*	*31%*
Addressed direct mail from organisations that you don't have a relationship with	**680**	-	680	324	355	91	91	108	105	139	82	65	182	213	285	147	559	112	709
	27%	-	*27%*	*26%*	*29%*	*27%*	*25%*	*25%*	*30%*	*31%*	*26%*	*25%*	*26%*	*27%*	*28%*	*26%*	*26%*	**33%p**	*28%*
Invitations, greetings cards and postcards	**782**	-	782	361	420	113	101	114	119	166	108	62	213	232	336	170	661	106	838
	31%	-	*31%*	*29%*	**34%c**	**33%k**	*28%*	*26%*	**34%k**	**37%fgk**	**35%k**	*24%*	*31%*	*30%*	*33%*	*30%*	*31%*	*32%*	*33%*
Personal letters (e.g. from a friend)	**854**	-	854	404	449	101	109	126	118	187	119	92	210	244	398	211	708	128	883
	34%	-	*34%*	*32%*	*36%*	*30%*	*31%*	*29%*	*34%*	**42%efg**	*38%*	*36%*	*30%*	*31%*	**39%lm**	*37%*	*33%*	*38%*	*35%*
Letters from organisations that you have a relationship with	**700**	-	700	320	377	82	94	111	107	149	93	63	177	218	305	156	591	97	732
	28%	-	*28%*	*26%*	**30%c**	*24%*	*26%*	*26%*	*30%*	**33%e**	*30%*	*24%*	*25%*	*28%*	*30%*	*27%*	*28%*	*29%*	*29%*
Catalogues and brochures	**902**	-	902	423	477	101	99	153	148	211	114	76	201	301	401	190	764	126	926
	36%	-	*36%*	*34%*	*39%*	*30%*	*28%*	*36%*	**42%efk**	**47%efgjk**	*37%*	*29%*	*29%*	**38%l**	**39%l**	*33%*	*36%*	*38%*	*36%*
Magazines you subscribe to	**528**	-	528	253	274	81	85	88	90	99	48	36	166	178	183	84	415	108	535
	21%	-	*21%*	*20%*	*22%*	**24%jk**	**24%jk**	*20%*	**26%jk**	**22%k**	*15%*	*14%*	**24%no**	**23%o**	*18%*	*15%*	*19%*	**32%p**	*21%*
Smaller parcels - that fit through a letterbox	**357**	-	357	176	181	55	55	60	52	56	40	39	110	112	135	79	289	67	337
	14%	-	*14%*	*14%*	*15%*	*16%*	*15%*	*14%*	*15%*	*12%*	*13%*	*15%*	*16%*	*14%*	*13%*	*14%*	*14%*	**20%p**	*13%*
Larger parcels - that do not fit through a letterbox	**386**	-	386	187	199	64	55	58	50	61	46	52	118	109	159	98	314	69	360
	15%	-	*15%*	*15%*	*16%*	*19%*	*15%*	*14%*	*14%*	*14%*	*15%*	*20%*	*17%*	*14%*	*16%*	*17%*	*15%*	**21%p**	*14%*
Items requiring a signature	**577**	-	577	248	329	69	65	85	94	105	87	73	133	179	265	160	488	83	557
	23%	-	*23%*	*20%*	**27%c**	*20%*	*18%*	*20%*	**27%f**	*23%*	**28%f**	**28%fg**	*19%*	*23%*	**26%l**	**28%l**	*23%*	*25%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
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Much/Slightly less Summary

Base : All participants (on odd months)

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2545	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	2499	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	1509	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Bills, invoices and statements	957	240	337	191	190	576	381	543	405	119	145	245	248	153	792	121	804
	38%	**42%d**	**41%d**	*37%*	*33%*	**41%f**	*35%*	*37%*	*40%*	*39%*	*39%*	*38%*	*40%*	*43%*	*40%*	*39%*	*40%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	747	182	269	149	147	451	296	442	300	79	136	202	177	109	624	79	637
	30%	*32%*	**33%d**	*28%*	*26%*	**32%f**	*27%*	*30%*	*30%*	*26%*	**37%il**	*32%*	*28%*	*31%*	*31%*	*25%*	*31%*
Addressed direct mail from organisations that you don't have a relationship with	680	172	244	123	141	416	264	416	261	78	116	167	166	111	559	78	572
	27%	*30%*	*30%*	*24%*	*25%*	**30%f**	*24%*	*28%*	*26%*	*25%*	*31%*	*26%*	*26%*	*31%*	*28%*	*25%*	*28%*
Invitations, greetings cards and postcards	782	198	248	170	166	446	336	461	316	102	122	181	196	122	620	103	634
	31%	*34%*	*30%*	*33%*	*29%*	*32%*	*31%*	*32%*	*31%*	*33%*	*33%*	*28%*	*31%*	*34%*	*31%*	*33%*	*31%*
Personal letters (e.g. from a friend)	854	215	284	182	172	499	354	501	348	103	137	202	214	143	696	103	711
	34%	**37%d**	*34%*	*35%*	*30%*	*36%*	*32%*	*34%*	*34%*	*33%*	*37%*	*32%*	*34%*	**40%k**	*35%*	*33%*	*35%*
Letters from organisations that you have a relationship with	700	176	249	137	138	425	275	428	267	80	100	172	185	115	571	81	585
	28%	**31%d**	**30%d**	*26%*	*24%*	**30%f**	*25%*	*29%*	*26%*	*26%*	*27%*	*27%*	*30%*	*32%*	*29%*	*26%*	*29%*
Catalogues and brochures	902	218	312	165	208	530	372	544	354	125	133	217	225	144	718	127	729
	36%	*38%*	*38%*	*32%*	*36%*	*38%*	*34%*	*37%*	*35%*	*40%*	*36%*	*34%*	*36%*	*40%*	*36%*	*41%*	*36%*
Magazines you subscribe to	528	122	170	122	113	292	236	338	187	78	82	105	142	85	415	80	424
	21%	*21%*	*21%*	*23%*	*20%*	*21%*	*21%*	**23%h**	*18%*	**25%k**	*22%*	*16%*	**23%k**	**24%k**	*21%*	*26%*	*21%*
Smaller parcels - that fit through a letterbox	357	88	123	71	75	211	146	221	133	56	59	81	95	46	281	56	285
	14%	*15%*	*15%*	*14%*	*13%*	*15%*	*13%*	*15%*	*13%*	*18%*	*16%*	*13%*	*15%*	*13%*	*14%*	*18%*	*14%*
Larger parcels - that do not fit through a letterbox	386	107	122	74	83	230	156	235	150	66	71	83	84	58	296	66	299
	15%	*19%*	*15%*	*14%*	*14%*	*16%*	*14%*	*16%*	*15%*	**21%kln**	**19%k**	*13%*	*13%*	*16%*	*15%*	**21%p**	*15%*
Items requiring a signature	577	125	203	133	116	329	249	322	252	79	97	146	146	75	464	82	473
	23%	*22%*	*25%*	*26%*	*20%*	*23%*	*23%*	*22%*	*25%*	*26%*	*26%*	*23%*	*23%*	*21%*	*23%*	*26%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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Much/Slightly less Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2545**	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	**2499**	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	**1509**	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Bills, invoices and statements	**957**	784	173	46	790	88	47	32	36	104	103	73	71	81	110	126	86	14	74
	38%	*37%*	**45%a**	*38%*	*38%*	*42%*	*39%*	*45%*	*34%*	*37%*	**50%hilmn**	*39%*	*34%*	*34%*	*32%*	*39%*	*41%*	*39%*	*42%*
Newsletters, leaflets and promotions from organisations that you have a relationship with	**747**	627	120	38	620	69	32	25	33	86	71	53	65	48	114	88	61	10	59
	30%	*30%*	*31%*	*31%*	*30%*	*33%*	*27%*	*35%*	**31%m**	*31%*	**35%m**	*29%*	*31%*	*20%*	**33%m**	*27%*	*29%*	*29%*	**33%m**
Addressed direct mail from organisations that you don't have a relationship with	**680**	568	112	36	575	56	26	24	32	77	57	58	56	56	103	93	43	13	43
	27%	*27%*	*29%*	*30%*	*27%*	*27%*	*21%*	**33%f**	*30%*	*28%*	*28%*	**31%p**	*27%*	*24%*	*30%*	*29%*	*20%*	**37%p**	*24%*
Invitations, greetings cards and postcards	**782**	648	135	40	633	82	37	30	36	77	68	54	57	70	110	102	60	13	69
	31%	*31%*	*35%*	*33%*	*30%*	**39%d**	*31%*	**42%df**	*34%*	*28%*	*33%*	*29%*	*27%*	*29%*	*32%*	*31%*	*29%*	*37%*	**39%il**
Personal letters (e.g. from a friend)	**854**	718	136	36	701	81	45	27	40	81	62	66	64	74	117	132	67	14	67
	34%	*34%*	*35%*	*30%*	*33%*	*38%*	*37%*	*38%*	*37%*	*29%*	*30%*	*36%*	*30%*	*31%*	*34%*	**41%l**	*32%*	*39%*	*38%*
Letters from organisations that you have a relationship with	**700**	579	121	40	588	59	29	24	31	84	62	56	49	58	96	103	49	11	47
	28%	*27%*	*31%*	*33%*	*28%*	*28%*	*24%*	*33%*	*29%*	*30%*	*30%*	*31%*	*23%*	*25%*	*28%*	*32%*	*23%*	*32%*	*27%*
Catalogues and brochures	**902**	755	147	43	763	72	39	29	41	98	82	64	78	69	132	124	76	11	61
	36%	*36%*	*38%*	*35%*	*36%*	*34%*	*32%*	*41%*	*38%*	*35%*	*40%*	*35%*	*37%*	*29%*	*38%*	*38%*	*36%*	*31%*	*35%*
Magazines you subscribe to	**528**	450	78	28	444	44	21	19	24	59	37	40	48	33	93	73	37	7	36
	21%	*21%*	*20%*	*23%*	*21%*	*21%*	*17%*	**27%f**	*23%*	*21%*	*18%*	*22%*	*23%*	*14%*	**27%m**	*23%*	*18%*	*20%*	*21%*
Smaller parcels - that fit through a letterbox	**357**	302	55	16	301	33	10	13	15	46	24	25	34	25	59	42	31	7	26
	14%	*14%*	*14%*	*13%*	**14%f**	**15%f**	*9%*	**18%f**	*14%*	*16%*	*12%*	*14%*	*16%*	*11%*	*17%*	*13%*	*15%*	*20%*	*15%*
Larger parcels - that do not fit through a letterbox	**386**	330	56	16	316	41	17	12	14	41	23	21	31	30	78	48	30	7	34
	15%	*16%*	*15%*	*13%*	*15%*	*19%*	*14%*	*17%*	*14%*	*15%*	*11%*	*11%*	*15%*	*13%*	**23%jkm**	*15%*	*14%*	*19%*	*19%*
Items requiring a signature	**577**	483	95	19	489	43	27	19	19	58	46	47	51	59	84	81	41	9	34
	23%	*23%*	*25%*	*16%*	*23%*	*20%*	*22%*	*26%*	*18%*	*21%*	*23%*	*26%*	*25%*	*25%*	*25%*	*25%*	*20%*	*25%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_L. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Bills, invoices and statements	957 *38%*	354 *38%*	354 *38%*	115 *33%*	100 **49%abcf**	33 *47%*	708 *38%*	132 **48%abcf**	362 *38%*	361 *36%*	141 *40%*	65 **54%hijm**	29 **57%him**	723 *37%*	93 **55%hijm**
Newsletters, leaflets and promotions from organisations that you have a relationship with	747 *30%*	260 *28%*	292 **32%c**	80 *23%*	79 **39%acf**	36 **51%abcf**	552 *30%*	115 **42%abcf**	284 *30%*	289 *29%*	97 *27%*	57 **48%hijm**	18 *35%*	573 *29%*	75 **44%hijm**
Addressed direct mail from organisations that you don't have a relationship with	680 *27%*	236 *25%*	258 *28%*	82 *24%*	70 **34%ac**	33 **47%abcf**	494 *26%*	103 **38%abcf**	252 *27%*	269 *27%*	90 *26%*	50 **42%hijm**	18 *35%*	521 *27%*	68 **40%hijm**
Invitations, greetings cards and postcards	782 *31%*	266 *28%*	292 *32%*	84 *25%*	105 **52%abcf**	35 **50%abcf**	557 *30%*	140 **51%abcf**	296 *31%*	313 *31%*	100 *28%*	57 **47%hijm**	15 *31%*	609 *31%*	72 **42%hijm**
Personal letters (e.g. from a friend)	854 *34%*	292 *31%*	319 *34%*	101 *30%*	102 **50%abcf**	40 **57%abcf**	610 *33%*	142 **52%abcf**	310 *33%*	356 *35%*	106 *30%*	63 **52%hijm**	20 *40%*	665 *34%*	83 **49%hijm**
Letters from organisations that you have a relationship with	700 *28%*	234 *25%*	278 **30%a**	86 *25%*	74 **36%acf**	28 **40%a**	512 *27%*	101 **37%acf**	264 *28%*	270 *27%*	86 *24%*	58 **48%hijm**	22 **43%ijm**	534 *27%*	80 **47%hijm**
Catalogues and brochures	902 *36%*	327 *35%*	345 *37%*	109 *32%*	81 *40%*	38 **54%abcf**	672 *36%*	119 **44%ac**	346 *36%*	369 **37%j**	105 *30%*	59 **49%hijm**	19 *38%*	715 **37%j**	79 **46%hijm**
Magazines you subscribe to	528 *21%*	175 *19%*	187 *20%*	75 *22%*	71 **35%abcf**	20 *29%*	362 *19%*	91 **33%abcf**	206 *22%*	201 *20%*	62 *17%*	45 **37%hijm**	13 *26%*	407 *21%*	58 **34%hijm**
Smaller parcels - that fit through a letterbox	357 *14%*	97 *10%*	128 *14%*	56 **16%a**	55 **27%abcf**	18 **25%af**	225 *12%*	73 **27%abcf**	108 *11%*	136 *14%*	57 *16%*	38 **31%hijm**	17 **35%hijm**	244 *12%*	55 **32%hijm**
Larger parcels - that do not fit through a letterbox	386 *15%*	99 *10%*	141 **15%a**	66 **19%af**	55 **27%abf**	25 **35%abcf**	240 *13%*	80 **29%abcf**	115 *12%*	150 *15%*	64 **18%h**	38 **31%hijm**	17 **34%hijm**	265 *14%*	55 **32%hijm**
Items requiring a signature	577 *23%*	204 *22%*	214 *23%*	76 *22%*	67 **33%abcf**	17 *24%*	418 *22%*	84 **31%af**	197 *21%*	225 *22%*	83 *24%*	58 **49%hijlm**	14 *28%*	422 *22%*	72 **43%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_L. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Bills, invoices and statements	**957**	50	896	12	278	639	41	942	11	5	-	957	-
	38%	*41%*	*38%*	*37%*	*39%*	*39%*	*31%*	*38%*	*40%*	*47%*	-	*38%*	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**747**	29	708	10	223	495	28	734	12	1	-	747	-
	30%	*23%*	*30%*	*33%*	*31%*	*30%*	*22%*	*30%*	*45%*	*11%*	-	*30%*	-
Addressed direct mail from organisations that you don't have a relationship with	**680**	29	648	3	182	463	35	667	11	1	1	679	-
	27%	*23%*	*28%*	*11%*	*25%*	*28%*	*27%*	*27%*	*41%*	*9%*	*100%*	*27%*	-
Invitations, greetings cards and postcards	**782**	39	734	8	257	484	41	773	5	4	*	782	-
	31%	*32%*	*31%*	*27%*	**36%e**	*29%*	*31%*	*31%*	*20%*	*37%*	*18%*	*31%*	-
Personal letters (e.g. from a friend)	**854**	40	806	8	276	544	34	842	7	3	1	852	-
	34%	*33%*	*34%*	*25%*	**38%ef**	*33%*	*26%*	*34%*	*27%*	*30%*	*100%*	*34%*	-
Letters from organisations that you have a relationship with	**700**	27	666	6	219	451	29	691	5	4	*	699	-
	28%	*22%*	*28%*	*20%*	*31%*	*27%*	*22%*	*28%*	*19%*	*37%*	*18%*	*28%*	-
Catalogues and brochures	**902**	46	841	15	261	606	35	889	9	3	1	901	-
	36%	*37%*	*36%*	*48%*	*36%*	*37%*	*27%*	*36%*	*34%*	*30%*	*92%*	*36%*	-
Magazines you subscribe to	**528**	40	479	9	158	345	25	519	5	2	1	526	-
	21%	**32%b**	*20%*	*28%*	*22%*	*21%*	*19%*	*21%*	*18%*	*21%*	*82%*	*21%*	-
Smaller parcels - that fit through a letterbox	**357**	21	330	6	108	233	16	348	7	2	-	357	-
	14%	*17%*	*14%*	*20%*	*15%*	*14%*	*12%*	*14%*	*27%*	*16%*	-	*14%*	-
Larger parcels - that do not fit through a letterbox	**386**	25	352	9	112	258	16	378	4	3	1	385	-
	15%	*20%*	*15%*	*28%*	*16%*	*16%*	*12%*	*15%*	*15%*	*26%*	*92%*	*15%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_L. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Items requiring a signature	**577**	46	520	12	189	364	24	564	8	6	*	577	-
	23%	***37%b***	*22%*	*38%*	*26%*	*22%*	*18%*	*23%*	*30%*	*54%*	*10%*	*23%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_NET_L. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?
Much/Slightly less Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Bills, invoices and statements	**957** *38%*	316 *38%*	157 *39%*	322 *38%*	163 *39%*	164 *39%*	- -	152 *38%*	- -	157 *39%*	- -	180 **43%m**	- -	141 *33%*	- -	163 *39%*	- -
Newsletters, leaflets and promotions from organisations that you have a relationship with	**747** *30%*	272 *33%*	117 *29%*	248 *29%*	109 *26%*	152 **36%o**	- -	121 *30%*	- -	117 *29%*	- -	120 *28%*	- -	128 *30%*	- -	109 *26%*	- -
Addressed direct mail from organisations that you don't have a relationship with	**680** *27%*	259 **31%cd**	118 *29%*	207 *24%*	96 *23%*	143 **34%mo**	- -	116 *28%*	- -	118 *29%*	- -	111 *26%*	- -	95 *22%*	- -	96 *23%*	- -
Invitations, greetings cards and postcards	**782** *31%*	286 *34%*	122 *30%*	256 *30%*	118 *29%*	150 *35%*	- -	136 *33%*	- -	122 *30%*	- -	133 *31%*	- -	123 *29%*	- -	118 *29%*	- -
Personal letters (e.g. from a friend)	**854** *34%*	320 **38%bd**	127 *31%*	289 *34%*	119 *29%*	159 **37%o**	- -	161 **40%lo**	- -	127 *31%*	- -	134 *32%*	- -	155 *36%*	- -	119 *29%*	- -
Letters from organisations that you have a relationship with	**700** *28%*	253 *30%*	106 *26%*	237 *28%*	104 *25%*	143 **34%mo**	- -	110 *27%*	- -	106 *26%*	- -	127 *30%*	- -	110 *26%*	- -	104 *25%*	- -
Catalogues and brochures	**902** *36%*	348 **42%bcd**	139 *35%*	302 **36%d**	114 *27%*	198 **47%gikmo**	- -	149 **37%o**	- -	139 *35%*	- -	149 *35%*	- -	153 *36%*	- -	114 *27%*	- -
Magazines you subscribe to	**528** *21%*	198 *24%*	76 *19%*	178 *21%*	76 *18%*	104 *24%*	- -	94 *23%*	- -	76 *19%*	- -	87 *21%*	- -	91 *21%*	- -	76 *18%*	- -
Smaller parcels - that fit through a letterbox	**357** *14%*	117 *14%*	48 *12%*	140 *16%*	53 *13%*	56 *13%*	- -	61 *15%*	- -	48 *12%*	- -	81 **19%l**	- -	59 *14%*	- -	53 *13%*	- -
Larger parcels - that do not fit through a letterbox	**386** *15%*	142 *17%*	55 *14%*	135 *16%*	54 *13%*	68 *16%*	- -	74 *18%*	- -	55 *14%*	- -	66 *16%*	- -	69 *16%*	- -	54 *13%*	- -
Items requiring a signature	**577** *23%*	197 *24%*	96 *24%*	193 *23%*	91 *22%*	102 *24%*	- -	95 *23%*	- -	96 *24%*	- -	98 *23%*	- -	95 *22%*	- -	91 *22%*	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2545**	-	2545	1224	1313	341	358	447	325	482	338	250	699	772	1070	588	2279	241	2545
Weighted Base	**2499**	-**	2499	1254	1240	339	357	431	351	449	311	259	696	782	1019	570	2132	335	2545
Effective Base	**1509**	-	1509	763	742	222	231	297	191	269	150	169	453	481	579	311	1305	188	2545
Bills, invoices and statements	**2.55**	-	2.55	**2.63d**	2.47	**2.91fghijk**	**2.69hijk**	**2.68hijk**	**2.48ij**	2.34	2.37	2.39	**2.79mno**	**2.59no**	2.36	2.38	2.53	**2.73p**	2.54
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.74**	-	2.74	**2.78d**	2.70	**2.83hi**	**2.76i**	**2.76i**	2.69	2.65	2.72	**2.78i**	**2.79n**	2.73	2.71	2.75	2.74	2.75	2.74
Addressed direct mail from organisations that you don't have a relationship with	**2.82**	-	2.82	**2.87d**	2.77	2.80	2.77	2.80	2.68	2.78	**3.00fghi**	**2.99fghi**	2.78	2.75	**2.90m**	**2.99lm**	**2.85q**	2.66	2.83
Invitations, greetings cards and postcards	**2.64**	-	2.64	2.68	2.60	2.64	**2.76hij**	**2.78hij**	2.55	2.51	2.55	**2.70i**	**2.70n**	**2.68n**	2.57	2.62	2.65	2.64	2.60
Personal letters (e.g. from a friend)	**2.55**	-	2.55	**2.61d**	2.49	**2.67ij**	**2.71hijk**	**2.66ijk**	2.52	2.37	2.45	2.50	**2.69no**	**2.60no**	2.43	2.47	2.56	2.55	2.53
Letters from organisations that you have a relationship with	**2.75**	-	2.75	**2.79d**	2.70	**2.90hij**	**2.84hi**	**2.79hi**	2.63	2.63	2.70	**2.79i**	**2.87mno**	2.72	2.69	2.74	2.74	2.80	2.73
Catalogues and brochures	**2.65**	-	2.65	2.69	2.60	**2.74hi**	**2.78hi**	**2.61i**	2.46	2.43	**2.74hi**	**2.90ghi**	**2.76m**	2.54	2.64	**2.81mn**	2.65	2.60	2.65
Magazines you subscribe to	**2.70**	-	2.70	2.73	2.66	2.72	2.72	2.74	2.58	2.63	2.73	**2.79h**	2.72	2.67	2.70	2.75	**2.72q**	2.56	2.69
Smaller parcels - that fit through a letterbox	**3.10**	-	3.10	3.08	3.11	**3.26hijk**	**3.16jk**	3.14	3.04	3.07	2.99	2.98	**3.21no**	3.09	3.02	2.99	3.09	3.09	3.13
Larger parcels - that do not fit through a letterbox	**3.12**	-	3.12	3.10	3.14	**3.22jk**	**3.24jk**	**3.20jk**	**3.12k**	**3.09k**	3.00	2.88	**3.23no**	**3.16no**	3.01	2.95	3.13	3.09	3.17
Items requiring a signature	**2.83**	-	2.83	**2.91d**	2.75	**3.03hijk**	**3.00hijk**	**2.95hijk**	**2.75k**	**2.77k**	2.67	2.57	**3.02mno**	**2.86no**	2.69	2.62	2.82	2.92	2.84

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2545**	624	757	510	654	1381	1164	1213	1296	351	374	656	598	329	1957	358	2013
Weighted Base	**2499**	577	825	521	575	1402	1097	1463	1010	309	369	639	626	355	1988	313	2034
Effective Base	**1509**	317	472	327	407	789	731	784	744	208	214	394	365	197	1169	212	1201
Bills, invoices and statements	**2.55**	**2.56b**	2.48	**2.61b**	**2.60b**	2.52	**2.60e**	**2.61h**	2.47	2.48	2.49	**2.61ijm**	2.54	2.48	2.54	2.48	2.55
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.74**	**2.79b**	2.68	**2.76b**	**2.76b**	2.72	2.76	2.73	2.75	**2.77j**	2.62	**2.72j**	**2.77j**	**2.74j**	**2.72j**	2.77	2.72
Addressed direct mail from organisations that you don't have a relationship with	**2.82**	2.86	2.75	2.88	2.84	2.79	2.85	2.77	**2.89g**	2.87	2.80	2.83	2.83	2.79	2.82	2.87	2.81
Invitations, greetings cards and postcards	**2.64**	2.62	2.67	2.65	2.61	2.65	2.63	2.67	2.59	2.57	2.60	2.69	2.69	2.58	2.65	2.57	2.65
Personal letters (e.g. from a friend)	**2.55**	2.53	2.56	2.55	2.57	2.55	2.56	2.58	2.51	2.49	2.52	2.60	2.58	2.47	2.55	2.49	2.55
Letters from organisations that you have a relationship with	**2.75**	2.77	2.70	2.78	2.76	2.73	2.77	2.75	2.74	2.74	2.73	2.79	2.74	2.70	2.75	2.74	2.74
Catalogues and brochures	**2.65**	2.71	2.61	**2.73d**	2.56	2.65	2.64	2.62	2.68	2.52	2.66	**2.71i**	2.69	2.57	2.67	2.51	**2.67o**
Magazines you subscribe to	**2.70**	2.75	2.70	2.67	2.66	2.72	2.67	2.69	2.70	2.55	2.69	**2.78i**	2.68	2.66	**2.71i**	2.54	**2.71o**
Smaller parcels - that fit through a letterbox	**3.10**	3.09	3.09	3.13	3.07	3.09	3.10	3.12	3.06	2.96	3.05	**3.14i**	3.10	**3.14i**	**3.11i**	2.96	**3.11o**
Larger parcels - that do not fit through a letterbox	**3.12**	3.12	3.12	3.17	3.08	3.12	3.12	**3.17h**	3.05	2.97	3.01	**3.15i**	**3.19ij**	**3.17i**	**3.14i**	2.97	**3.15o**
Items requiring a signature	**2.83**	2.90	2.80	2.84	2.80	2.84	2.82	**2.91h**	2.71	2.75	2.77	2.85	2.84	2.90	2.84	2.74	2.84

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2545	1793	752	312	1421	470	384	270	147	157	152	149	162	157	180	168	149	95	375
Weighted Base	2499	2114	385	122	2095	211	121	72	107	279	204	184	209	236	343	324	209	36*	176
Effective Base	1509	1269	241	101	1155	192	199	161	135	141	132	129	124	131	157	149	124	47	150
Bills, invoices and statements	2.55	2.58b	2.41	2.58	2.56	2.50	2.58	2.43	2.62j	2.62jop	2.35	2.56j	2.62jop	2.64jop	2.68jopr	2.48j	2.45	2.53	2.49
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.74	2.74	2.74	2.78	2.73	2.74	2.89	2.69	2.73	2.78jn	2.64	2.79jn	2.73	2.83jno	2.64	2.72	2.77n	2.80	2.73
Addressed direct mail from organisations that you don't have a relationship with	2.82	2.81	2.88	2.88	2.80	2.92	2.98dg	2.76	2.76	2.81	2.83	2.76	2.84	2.83	2.69	2.75	3.02hkno	2.73	2.95n
Invitations, greetings cards and postcards	2.64	2.65	2.58	2.59	2.66eg	2.50	2.62	2.46	2.62	2.72r	2.61	2.64	2.68r	2.65	2.69r	2.63	2.69r	2.62	2.47
Personal letters (e.g. from a friend)	2.55	2.56	2.53	2.65	2.57	2.44	2.46	2.45	2.52	2.63o	2.63o	2.54	2.62	2.59	2.62	2.42	2.59	2.49	2.43
Letters from organisations that you have a relationship with	2.75	2.76	2.68	2.68	2.75	2.76	2.80	2.69	2.70	2.72	2.67	2.72	2.83	2.77	2.84o	2.64	2.81	2.72	2.76
Catalogues and brochures	2.65	2.64	2.66	2.67	2.64	2.68	2.74	2.58	2.56	2.62	2.62	2.65	2.78o	2.70	2.63	2.52	2.71	2.75	2.66
Magazines you subscribe to	2.70	2.69	2.71	2.67	2.70	2.63	2.74	2.59	2.59	2.70	2.72	2.63	2.73	2.80h	2.72	2.63	2.75	2.68	2.62
Smaller parcels - that fit through a letterbox	3.10	3.10	3.08	3.13	3.08	3.11	3.27d	3.11	3.08	3.08	3.14	3.08	3.02	3.12	3.06	3.09	3.10	3.01	3.13
Larger parcels - that do not fit through a letterbox	3.12	3.12	3.13	3.23	3.11	3.12	3.27d	3.17	3.10	3.12	3.18	3.17	3.10	3.09	3.03	3.08	3.19	3.15	3.12
Items requiring a signature	2.83	2.84	2.79	2.93	2.82	2.91	2.85	2.83	2.84	2.84	2.79	2.84	2.77	2.74	2.90	2.77	2.91	2.74	2.95

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2545	959	947	342	207	75	1906	282	983	998	361	129	54	1981	183
Weighted Base	2499	943	924	343	204	70*	1868	274	952	1002	354	120*	50*	1954	170
Effective Base	1509	548	569	219	128	37	1116	164	562	587	235	82	32	1149	114
Bills, invoices and statements	2.55	2.55deg	2.59deg	2.61deg	2.41	2.32	2.57deg	2.38	2.53kln	2.63hjkln	2.52kln	2.26	2.18	2.58kln	2.24
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.74	2.80bdeg	2.72eg	2.79deg	2.61e	2.29	2.76deg	2.53e	2.74kn	2.79kln	2.71kn	2.48	2.54	2.76kln	2.50
Addressed direct mail from organisations that you don't have a relationship with	2.82	2.89deg	2.83eg	2.80eg	2.66	2.43	2.86deg	2.60	2.83	2.85	2.77	2.67	2.64	2.84	2.66
Invitations, greetings cards and postcards	2.64	2.73deg	2.64deg	2.73deg	2.23	2.13	2.69deg	2.21	2.66kn	2.65kn	2.64kn	2.39	2.58	2.66kn	2.45
Personal letters (e.g. from a friend)	2.55	2.62deg	2.56deg	2.65deg	2.23	1.97	2.59deg	2.16	2.58kn	2.55kn	2.59kn	2.23	2.44	2.57kn	2.29
Letters from organisations that you have a relationship with	2.75	2.81deg	2.73eg	2.76eg	2.62	2.37	2.77deg	2.56	2.77kln	2.79kln	2.72kln	2.45	2.36	2.78kln	2.42
Catalogues and brochures	2.65	2.71eg	2.63e	2.64e	2.57	2.17	2.67eg	2.47	2.65n	2.66n	2.71kn	2.45	2.38	2.65n	2.43
Magazines you subscribe to	2.70	2.75deg	2.70dg	2.72deg	2.45	2.45	2.72deg	2.45	2.67	2.73kn	2.75kn	2.49	2.60	2.70kn	2.52
Smaller parcels - that fit through a letterbox	3.10	3.21bcdeg	3.10deg	3.00dg	2.80	2.82	3.16cdeg	2.80	3.26ijklmn	3.07jkln	2.89	2.81	2.64	3.16ijkln	2.76
Larger parcels - that do not fit through a letterbox	3.12	3.25cdeg	3.14cdeg	2.93	2.90	2.64	3.20cdeg	2.83	3.28ijkln	3.09jln	2.93	2.91	2.64	3.18jkln	2.83
Items requiring a signature	2.83	2.85	2.85	2.83	2.68	2.80	2.85d	2.71	2.90jkn	2.84kn	2.76kn	2.50	2.66	2.87kn	2.55

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2545**	149	2359	37	803	1597	145	2494	25	16	3	2535	7
Weighted Base	**2499**	124*	2344	31**	717	1651	131*	2455	27**	10**	1**	2492	5**
Effective Base	**1509**	80	1408	23	472	965	76	1479	17	9	1	1504	5
Bills, invoices and statements	**2.55**	2.42	**2.56a**	2.46	2.58	2.54	2.64	2.55	2.73	2.78	3.16	2.55	3.00
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.74**	**2.84c**	2.74	2.52	2.77	2.72	**2.86e**	**2.74h**	2.45	2.92	3.00	2.74	3.00
Addressed direct mail from organisations that you don't have a relationship with	**2.82**	2.91	2.81	3.04	2.89	2.79	2.76	2.82	2.65	3.21	1.92	2.82	3.00
Invitations, greetings cards and postcards	**2.64**	2.58	2.64	2.75	2.58	2.66	2.74	2.64	3.18	2.45	3.55	2.64	3.00
Personal letters (e.g. from a friend)	**2.55**	2.59	2.55	2.64	2.49	2.57	**2.74d**	2.55	2.98	2.58	1.10	2.55	3.00
Letters from organisations that you have a relationship with	**2.75**	2.92	2.74	2.79	2.77	2.73	2.88	2.74	3.11	2.72	2.74	2.75	3.00
Catalogues and brochures	**2.65**	2.60	2.65	2.58	2.68	2.62	2.73	2.64	2.98	2.63	2.08	2.65	3.00
Magazines you subscribe to	**2.70**	2.56	2.70	2.68	2.69	2.69	2.80	2.69	3.31	2.75	1.22	2.70	3.00
Smaller parcels - that fit through a letterbox	**3.10**	3.00	3.10	3.00	**3.16e**	3.07	3.15	3.10	3.02	3.04	3.90	3.10	3.00
Larger parcels - that do not fit through a letterbox	**3.12**	3.00	3.13	2.79	**3.20e**	3.08	3.25	3.12	3.35	2.82	2.16	3.12	3.00
Items requiring a signature	**2.83**	2.52	**2.85a**	2.62	2.81	2.83	2.93	2.83	3.09	2.21	2.90	2.83	3.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants (on odd months)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2545**	849	404	860	432	428	-	421	-	404	-	432	-	428	-	432	-
Weighted Base	**2499**	831	403	849	416	425	-**	406	-**	403	-**	421	-**	428	-**	416	-**
Effective Base	**1509**	539	275	465	242	264	-	276	-	275	-	228	-	237	-	242	-
Bills, invoices and statements	**2.55**	2.59	2.55	2.53	2.54	**2.59k**	-	**2.60k**	-	**2.55k**	-	2.45	-	**2.61k**	-	2.54	-
Newsletters, leaflets and promotions from organisations that you have a relationship with	**2.74**	2.70	**2.80a**	2.73	2.78	2.62	-	**2.78e**	-	**2.80e**	-	2.71	-	**2.75e**	-	**2.78e**	-
Addressed direct mail from organisations that you don't have a relationship with	**2.82**	2.74	2.83	2.85	**2.90a**	2.66	-	**2.83e**	-	**2.83e**	-	2.77	-	**2.93e**	-	**2.90e**	-
Invitations, greetings cards and postcards	**2.64**	2.56	2.68	**2.68a**	2.68	2.55	-	2.57	-	2.68	-	2.65	-	**2.72e**	-	2.68	-
Personal letters (e.g. from a friend)	**2.55**	2.46	**2.59a**	2.57	**2.67a**	2.47	-	2.45	-	2.59	-	2.58	-	2.56	-	**2.67eg**	-
Letters from organisations that you have a relationship with	**2.75**	2.71	2.80	2.74	2.79	2.68	-	2.75	-	2.80	-	2.66	-	**2.81k**	-	2.79	-
Catalogues and brochures	**2.65**	2.52	**2.70a**	**2.65a**	**2.83ac**	2.41	-	**2.63e**	-	**2.70e**	-	**2.62e**	-	**2.68e**	-	**2.83egk**	-
Magazines you subscribe to	**2.70**	2.64	2.74	2.71	2.74	2.63	-	2.64	-	2.74	-	2.71	-	2.70	-	2.74	-
Smaller parcels - that fit through a letterbox	**3.10**	3.10	3.14	3.06	3.11	**3.16k**	-	3.04	-	3.14	-	3.00	-	3.12	-	3.11	-
Larger parcels - that do not fit through a letterbox	**3.12**	3.09	3.18	3.11	3.15	3.13	-	3.05	-	3.18	-	3.13	-	3.10	-	3.15	-
Items requiring a signature	**2.83**	2.86	2.81	2.81	2.84	2.87	-	2.85	-	2.81	-	2.80	-	2.83	-	2.84	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**731**	-	731	367	362	157	171	180	103	58	39	22	328	283	120	62	510	211	633
	14%	-	*14%*	*15%*	*14%*	**23%hijk**	**24%ghijk**	**19%hijk**	**14%ijk**	*6%*	*6%*	*4%*	**23%mno**	**17%no**	*6%*	*5%*	*12%*	**27%p**	*12%*
No	**4251**	-	4251	2082	2163	469	506	733	608	841	589	499	975	1341	1929	1088	3671	522	4354
	83%	-	*83%*	*83%*	*82%*	*68%*	*71%*	**77%ef**	**83%efg**	**93%efgh**	**93%efgh**	**95%efgh**	*70%*	**80%l**	**94%lm**	**94%lm**	**85%q**	*68%*	*85%*
I don't know	**165**	-	165	60	104	61	34	35	22	6	5	2	95	57	13	7	119	37	160
	3%	-	*3%*	*2%*	**4%c**	**9%fghijk**	**5%ijk**	**4%ijk**	**3%ijk**	*1%*	*1%*	*	**7%mno**	**3%no**	*1%*	*1%*	*3%*	**5%p**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	**731**	192	197	179	164	389	343	556	165	105	109	218	174	79	580	110	585
	14%	**16%b**	*11%*	**17%b**	**14%b**	*13%*	*15%*	**18%h**	*8%*	**17%m**	**16%m**	**16%m**	*14%*	*10%*	**14%m**	**18%p**	*14%*
No	**4251**	974	1498	852	927	2472	1779	2421	1796	473	569	1114	1053	661	3397	475	3483
	83%	*82%*	**86%cd**	*80%*	*81%*	**84%f**	*80%*	*79%*	**89%g**	*79%*	*81%*	*81%*	**84%i**	**88%ijkn**	**83%i**	*78%*	**83%o**
I don't know	**165**	20	55	37	53	75	90	102	51	23	22	37	33	15	108	25	110
	3%	*2%*	*3%*	**3%a**	**5%a**	*3%*	**4%e**	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*3%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	731	654	78	29	662	35	23	11	28	85	62	57	76	47	167	92	47	6	29
	14%	15%b	*11%*	*12%*	15%efg	*8%*	*9%*	*8%*	14%r	15%r	15%r	15%r	17%mpqr	*10%*	25%hijklmopqr	13%r	*11%*	*8%*	*8%*
No	4251	3611	639	205	3508	395	221	127	176	448	355	311	358	416	469	589	386	71	324
	83%	*82%*	87%a	*84%*	*81%*	90%d	89%d	87%d	85%n	80%n	84%n	84%n	79%n	87%iln	*69%*	84%n	88%iln	91%iln	89%iklno
I don't know	165	148	17	9	142	10	6	7	3	29	5	4	18	12	41	21	7	1	10
	3%	*3%*	*2%*	*4%*	*3%*	*2%*	*2%*	5%e	*2%*	5%hjkp	*1%*	*1%*	4%k	*3%*	6%hjkmpr	*3%*	*2%*	*1%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	731	223	361	80	54	13	584	67	257	339	83	40	11	596	51
	14%	*12%*	**18%acfg**	*12%*	*14%*	*10%*	**15%a**	*13%*	*13%*	**16%hi**	*12%*	*15%*	*11%*	*15%*	*14%*
No	4251	1641	1612	556	310	116	3253	427	1680	1665	578	221	87	3345	308
	83%	**87%bcdfg**	*80%*	*80%*	*80%*	*85%*	**83%b**	*82%*	**86%ij**	*81%*	*81%*	*80%*	*86%*	*83%*	*82%*
I don't know	165	17	46	56	22	7	63	29	27	54	54	14	4	81	17
	3%	*1%*	**2%a**	**8%abf**	**6%abf**	**5%af**	*2%*	**6%abf**	*1%*	**3%h**	**8%him**	**5%hm**	*4%*	*2%*	**5%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	731	64	641	26	278	379	74	696	18	11	*	725	7
	14%	**25%b**	*13%*	**28%b**	**19%e**	*11%*	**24%e**	*14%*	**32%gk**	*29%*	*3%*	*14%*	*30%*
No	4251	184	4008	59	1123	2925	202	4188	32	22	3	4242	5
	83%	*71%*	**84%ac**	*64%*	**78%f**	**86%df**	*66%*	**83%h**	*56%*	*61%*	*97%*	**83%h**	*25%*
I don't know	165	11	146	8	44	90	31	145	7	4	-	155	10
	3%	*4%*	*3%*	**8%b**	*3%*	*3%*	**10%de**	*3%*	**12%gk**	*10%*	-	*3%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	731	153	181	193	205	54	54	46	58	46	77	56	74	62	59	63	83
	14%	*12%*	*14%*	*15%*	**16%a**	*13%*	*12%*	*11%*	*14%*	*11%*	*17%*	*13%*	*17%*	*15%*	*14%*	*15%*	**19%fgl**
No	4251	1100	1079	1032	1040	362	388	350	355	351	373	348	334	350	352	338	349
	83%	**86%cd**	*84%*	*80%*	*80%*	**85%lp**	**86%lp**	**86%lp**	*83%*	**87%ljp**	*81%*	*83%*	*77%*	*82%*	*82%*	*81%*	*78%*
I don't know	165	29	29	59	48	9	9	11	13	6	10	18	27	15	19	15	14
	3%	*2%*	*2%*	**5%ab**	*4%*	*2%*	*2%*	*3%*	*3%*	*1%*	*2%*	*4%*	**6%efjl**	*4%*	**4%l**	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**512**	-	512	271	241	132	128	150	61	22	10	8	261	211	39	18	360	142	392
	10%	-	*10%*	*11%*	*9%*	**19%hijk**	**18%hijk**	**16%hijk**	**8%ijk**	*2%*	*2%*	*1%*	**19%mno**	**13%no**	*2%*	*2%*	*8%*	**18%p**	*8%*
No	**4521**	-	4521	2183	2330	509	564	777	652	881	618	514	1073	1429	2013	1132	3856	606	4650
	88%	-	*88%*	*87%*	*89%*	*74%*	*79%*	**82%e**	**89%efg**	**97%efgh**	**97%efgh**	**98%efgh**	*77%*	**85%l**	**98%lm**	**98%lm**	**90%q**	*79%*	*90%*
I don't know	**114**	-	114	55	58	46	19	21	19	2	6	1	64	41	9	7	83	23	105
	2%	-	*2%*	*2%*	*2%*	**7%fghijk**	**3%ik**	**2%ik**	**3%ik**	*	*1%*	*	**5%mno**	**2%no**	*	*1%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	**512**	135	126	137	114	261	251	418	92	58	84	145	137	65	431	60	433
	10%	***11%b***	*7%*	***13%b***	***10%b***	*9%*	***11%e***	***14%h***	*5%*	*10%*	*12%*	*11%*	*11%*	*9%*	*11%*	*10%*	*10%*
No	**4521**	1042	1581	900	998	2622	1898	2590	1887	528	597	1203	1101	681	3583	533	3674
	88%	*88%*	***90%cd***	*84%*	*87%*	***89%f***	*86%*	*84%*	***94%g***	*88%*	*85%*	*88%*	*87%*	***90%j***	*88%*	*87%*	*88%*
I don't know	**114**	8	43	30	32	52	63	71	33	15	19	21	22	9	71	17	71
	2%	*1%*	***2%a***	***3%a***	***3%a***	*2%*	***3%e***	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	512	465	47	15	479	16	11	5	18	77	40	40	62	25	117	77	24	1	16
	10%	**11%b**	*6%*	*6%*	**11%efg**	*4%*	*4%*	*3%*	**9%qr**	**14%mpqr**	**9%qr**	**11%mpqr**	**14%mpqr**	*5%*	**17%hjkmopqr**	**11%mpqr**	*5%*	*1%*	*4%*
No	4521	3847	674	222	3736	414	234	136	187	473	377	331	373	437	536	612	410	76	339
	88%	*87%*	**92%a**	*91%*	*87%*	**94%d**	**94%d**	**93%d**	**90%ln**	*84%*	**89%ln**	**89%ln**	*83%*	**92%iln**	*79%*	**87%n**	**93%ilno**	**98%hijkino**	**93%ilno**
I don't know	114	101	13	6	96	9	5	5	3	13	6	2	16	13	24	13	6	1	8
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	*1%*	*	**4%k**	**3%k**	**4%k**	*2%*	*1%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	**512**	142	231	89	40	9	373	49	151	247	63	39	10	398	49
	10%	*8%*	**11%a**	**13%af**	*10%*	*7%*	**10%a**	*9%*	*8%*	**12%h**	*9%*	**14%h**	*10%*	**10%h**	**13%h**
No	**4521**	1728	1758	552	339	126	3486	465	1793	1776	609	231	91	3569	323
	88%	**92%bcdf**	**87%c**	*80%*	**88%c**	**92%c**	**89%bc**	**89%c**	**91%ijkmn**	*86%*	*85%*	*84%*	*90%*	**89%ij**	*86%*
I don't know	**114**	11	29	52	7	1	41	8	19	36	42	4	-	55	4
	2%	*1%*	**1%a**	**7%abdefg**	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	**6%hiklmn**	*1%*	-	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	**512**	58	439	15	193	261	58	466	29	12	1	508	3
	10%	**22%b**	*9%*	*16%*	**13%e**	*8%*	**19%e**	*9%*	**52%gk**	*33%*	*36%*	*10%*	*13%*
No	**4521**	190	4258	73	1226	3076	219	4464	24	24	2	4512	7
	88%	*73%*	**89%ac**	*79%*	**85%f**	**91%df**	*71%*	**89%h**	*42%*	*67%*	*64%*	**88%h**	*32%*
I don't know	**114**	12	99	4	26	58	31	98	4	-	-	102	12
	2%	**5%b**	*2%*	*4%*	*2%*	*2%*	**10%de**	*2%*	**7%g**	-	-	*2%*	*55%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	512	108	119	144	142	42	40	26	42	30	47	47	46	51	38	35	68
	10%	*8%*	*9%*	*11%*	*11%*	*10%*	*9%*	*6%*	*10%*	*7%*	*10%*	*11%*	*11%*	**12%g**	*9%*	*8%*	**15%fgino**
No	4521	1160	1140	1104	1117	381	406	373	373	368	399	367	367	371	380	366	370
	88%	**90%cd**	*88%*	*86%*	*86%*	**90%p**	**90%p**	**92%jlp**	*88%*	**91%lp**	*87%*	*87%*	*84%*	*87%*	*89%*	*88%*	*83%*
I don't know	114	14	30	36	34	2	5	8	10	5	15	8	22	7	11	14	9
	2%	*1%*	*2%*	**3%a**	**3%a**	*	*1%*	*2%*	*2%*	*1%*	**3%e**	*2%*	**5%efim**	*2%*	*3%*	**3%e**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
£0.00-£0.49	80	-	80	40	40	11	11	17	8	18	8	6	23	24	32	14	68	9	83
	2%	-	2%	2%	2%	2%	2%	2%	1%	2%	1%	1%	2%	1%	2%	1%	2%	1%	2%
£0.50-£0.59	91	-	91	52	40	15	14	21	9	9	15	7	29	30	32	22	67	20	104
	2%	-	2%	2%	2%	2%	2%	2%	1%	1%	2%	1%	2%	2%	2%	2%	2%	3%	2%
£0.60-£0.69	462	-	462	201	260	27	57	66	78	86	79	66	84	144	231	145	399	58	465
	9%	-	9%	8%	10%	4%	8%e	7%e	11%eg	9%e	12%efg	13%efg	6%	9%l	11%lm	13%lm	9%	8%	9%
£0.70-£0.79	1622	-	1622	777	843	124	128	287	237	376	240	229	252	524	846	469	1412	181	1721
	32%	-	32%	31%	32%	18%	18%	30%ef	32%ef	42%efgh	38%efg	44%efgh	18%	31%l	41%lm	41%lm	33%q	24%	33%
£0.80-£0.89	1119	-	1119	568	547	40	117	193	197	248	194	129	157	390	571	322	1003	106	1130
	22%	-	22%	23%	21%	6%	16%e	20%e	27%efg	27%efg	31%efg	25%ef	11%	23%l	28%lm	28%lm	23%q	14%	22%
£0.90-£0.99	411	-	411	166	245	37	45	86	70	79	55	38	82	156	172	93	353	48	411
	8%	-	8%	7%	9%c	5%	6%	9%e	10%e	9%e	9%	7%	6%	9%l	8%l	8%	8%	6%	8%
Over £1.00	1363	-	1363	705	654	432	338	280	133	88	43	48	771	413	178	90	998	348	1233
	26%	-	26%	28%d	25%	63%fghijk	48%ghijk	29%hijk	18%ijk	10%	7%	9%	55%mno	25%no	9%	8%	23%	45%p	24%
Gave correct price (=0.70 if completed on 25th March 2019 - 22nd March 2020, =0.76 if completed 23rd March 2020 - 31st December 2020, =0.85 if completed on 1st Jan 2021 onwards)	631	-	631	316	312	25	58	97	89	143	120	98	84	187	361	218	536	75	654
	12%	-	12%	13%	12%	4%	8%e	10%e	12%e	16%efg	19%efgh	19%efgh	6%	11%l	17%lm	19%lm	12%	10%	13%
Over estimated (>0.70 if completed on 25th March 2019 - 22nd March 2020, >0.76 if completed 23rd March 2020 - 31st December 2020, >0.85 if completed on 1st Jan 2021 onwards)	2318	-	2318	1146	1168	490	446	452	305	277	195	151	936	757	623	346	1805	478	2188
	45%	-	45%	46%	44%	71%fghijk	63%ghijk	48%ijk	42%ijk	31%	31%	29%	67%mno	45%no	30%	30%	42%	62%p	43%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Under estimated (<0.70 if completed on 25th March 2019 - 22nd March 2020, <0.76 if completed 23rd March 2020 - 31st December 2020, <0.85 if completed on 1st Jan 2021 onwards)	**2198**	-	2198	1047	1149	171	207	399	338	485	319	274	378	738	1078	593	1958	218	2305
	43%	-	*43%*	*42%*	*44%*	*25%*	*29%*	**42%ef**	**46%ef**	**54%efgh**	**50%efg**	**52%efg**	*27%*	**44%l**	**52%lm**	**51%lm**	**46%q**	*28%*	*45%*
Mean	**1.14**	-	1.14	1.18	1.11	**1.92fghijk**	**1.40ghijk**	**1.19hijk**	**0.97ijk**	0.86	0.80	0.85	**1.65mno**	**1.09no**	0.84	0.82	1.07	**1.58p**	1.08
Std Dev.	**1.16**	-	1.16	1.23	1.08	1.83	1.42	1.25	0.75	0.64	0.20	0.62	1.65	1.07	0.54	0.44	1.02	1.68	1.05
Std Error	**0.02**	-	0.02	0.02	0.02	0.07	0.05	0.04	0.03	0.02	0.01	0.03	0.04	0.03	0.01	0.01	0.02	0.07	0.01
Mean	**1.14**	-	1.14	1.18	1.11	**1.92fghijk**	**1.40ghijk**	**1.19hijk**	**0.97ijk**	0.86	0.80	0.85	**1.65mno**	**1.10no**	0.84	0.82	1.07	**1.58p**	1.08
Std Dev.	**1.16**	-	1.16	1.23	1.08	1.83	1.42	1.25	0.75	0.64	0.20	0.62	1.65	1.07	0.54	0.44	1.02	1.68	1.05
Std Error	**0.02**	-	0.02	0.02	0.02	0.07	0.05	0.04	0.03	0.02	0.01	0.03	0.04	0.03	0.01	0.01	0.02	0.07	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
£0.00-£0.49	**80**	16	28	19	17	44	36	52	23	9	4	17	27	12	60	9	60
	2%	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**2%j**	*2%*	*1%*	*1%*	*1%*
£0.50-£0.59	**91**	29	27	15	21	56	35	51	40	10	15	22	16	18	71	10	71
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
£0.60-£0.69	**462**	88	172	92	109	260	201	259	196	66	72	125	108	56	360	67	367
	9%	*7%*	*10%*	*9%*	*10%*	*9%*	*9%*	*8%*	*10%*	*11%*	*10%*	*9%*	*9%*	*7%*	*9%*	*11%*	*9%*
£0.70-£0.79	**1622**	385	583	314	339	968	654	868	740	173	197	459	416	215	1287	177	1324
	32%	*33%*	*33%*	*29%*	*30%*	**33%f**	*30%*	*28%*	**37%g**	*29%*	*28%*	*33%*	*33%*	*29%*	*32%*	*29%*	*32%*
£0.80-£0.89	**1119**	241	411	227	240	652	467	650	461	147	162	295	266	173	897	148	924
	22%	*20%*	*23%*	*21%*	*21%*	*22%*	*21%*	*21%*	*23%*	*24%*	*23%*	*22%*	*21%*	*23%*	*22%*	*24%*	*22%*
£0.90-£0.99	**411**	103	148	69	91	251	160	248	158	38	55	109	97	82	343	38	347
	8%	*9%*	*8%*	*6%*	*8%*	*9%*	*7%*	*8%*	*8%*	*6%*	*8%*	*8%*	*8%*	**11%l**	*8%*	*6%*	*8%*
Over £1.00	**1363**	322	381	331	328	704	659	950	393	158	196	343	330	197	1066	160	1086
	26%	**27%b**	*22%*	**31%b**	**29%b**	*24%*	**30%e**	**31%h**	*20%*	*26%*	*28%*	*25%*	*26%*	*26%*	*26%*	*26%*	*26%*
Gave correct price (=0.70 if completed on 25th March 2019 - 22nd March 2020, =0.76 if completed 23rd March 2020 - 31st December 2020, =0.85 if completed on 1st Jan 2021 onwards)	**631**	139	243	116	132	382	248	354	276	76	94	174	157	73	498	78	515
	12%	*12%*	*14%*	*11%*	*12%*	*13%*	*11%*	*12%*	*14%*	*13%*	*13%*	*13%*	*12%*	*10%*	*12%*	*13%*	*12%*
Over estimated (>0.70 if completed on 25th March 2019 - 22nd March 2020, >0.76 if completed 23rd March 2020 - 31st December 2020, >0.85 if completed on 1st Jan 2021 onwards)	**2318**	549	736	503	530	1285	1033	1497	793	255	326	587	569	364	1846	258	1885
	45%	*46%*	*42%*	**47%b**	*46%*	*44%*	*47%*	**49%h**	*39%*	*42%*	*47%*	*43%*	*45%*	*48%*	*45%*	*42%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 209

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Under estimated (<0.70 if completed on 25th March 2019 - 22nd March 2020, <0.76 if completed 23rd March 2020 - 31st December 2020, <0.85 if completed on 1st Jan 2021 onwards)	**2198**	497	770	448	482	1268	930	1228	943	270	281	609	534	317	1741	274	1779
	43%	*42%*	*44%*	*42%*	*42%*	*43%*	*42%*	*40%*	**47%g**	*45%*	*40%*	*44%*	*42%*	*42%*	*43%*	*45%*	*43%*
Mean	**1.14**	**1.21b**	1.09	1.15	1.15	1.14	1.15	**1.24h**	0.99	1.12	1.21	1.10	1.15	1.16	1.15	1.12	1.15
Std Dev.	**1.16**	1.24	1.13	1.11	1.14	1.18	1.13	1.31	0.83	1.14	1.25	1.03	1.25	1.13	1.16	1.14	1.17
Std Error	**0.02**	0.04	0.03	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.05	0.03	0.04	0.04	0.02	0.04	0.02
Mean	**1.14**	**1.21b**	1.09	1.16	1.15	1.14	1.15	**1.24h**	0.99	1.12	1.21	1.10	1.15	1.16	1.15	1.12	1.15
Std Dev.	**1.16**	1.24	1.13	1.11	1.14	1.18	1.13	1.31	0.83	1.14	1.25	1.03	1.25	1.13	1.16	1.14	1.17
Std Error	**0.02**	0.04	0.03	0.04	0.03	0.02	0.02	0.03	0.02	0.04	0.05	0.03	0.04	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 209

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
£0.00-£0.49	80	69	11	7	62	10	6	2	3	14	1	3	9	6	18	5	3	2	8
	2%	2%	1%	3%	1%	2%	2%	1%	1%	2%j	*	1%	2%	1%	3%j	1%	1%	2%j	2%j
£0.50-£0.59	91	73	19	8	73	11	4	3	5	3	4	6	3	11	23	10	9	2	9
	2%	2%	3%	3%	2%	2%	2%	2%	2%	1%	1%	2%	1%	2%	3%il	1%	2%	2%	2%j
£0.60-£0.69	462	387	75	19	381	38	26	17	18	50	31	32	41	52	53	64	40	9	29
	9%	9%	10%	8%	9%	9%	10%	12%	9%	9%	7%	9%	9%	11%	8%	9%	9%	12%	8%
£0.70-£0.79	1622	1392	230	75	1342	132	93	54	77	170	128	124	139	151	174	239	141	24	108
	32%	32%	31%	31%	31%	30%	37%de	37%de	37%n	30%	30%	33%n	31%	32%	26%	34%n	32%	31%	30%
£0.80-£0.89	1119	938	181	60	937	100	55	27	47	115	122	65	88	123	86	160	131	14	86
	22%	21%	25%	25%	22%	23%	22%	18%	23%n	20%n	29%lkln	17%	20%n	26%kn	13%	23%n	30%lklnq	18%	24%n
£0.90-£0.99	411	331	80	30	336	50	15	10	13	41	40	41	37	40	35	46	43	8	42
	8%	8%	11%a	12%a	8%	11%df	6%	7%	6%	7%	10%n	11%n	8%	8%	5%	7%	10%n	10%	11%hno
Over £1.00	1363	1223	139	44	1179	99	51	33	44	169	98	100	136	93	289	178	73	18	81
	26%	28%bc	19%	18%	27%ef	22%	21%	23%	21%	30%hmpr	23%	27%mp	30%hmpr	20%	43%hijklmopqr	25%p	16%	24%	22%
Gave correct price (=0.70 if completed on 25th March 2019 - 22nd March 2020, =0.76 if completed 23rd March 2020 - 31st December 2020, =0.85 if completed on 1st Jan 2021 onwards)	631	532	99	33	513	55	43	20	25	67	45	45	66	59	50	81	74	8	47
	12%	12%	13%	13%	12%	12%	17%de	14%	12%	12%	11%	12%	15%n	12%n	7%	12%	17%jn	10%	13%n
Over estimated (>0.70 if completed on 25th March 2019 - 22nd March 2020, >0.76 if completed 23rd March 2020 - 31st December 2020, >0.85 if completed on 1st Jan 2021 onwards)	2318	2015	303	100	1982	193	87	56	79	259	197	175	209	204	373	311	176	35	159
	45%	46%	41%	41%	46%fg	44%f	35%	38%	38%	46%	47%h	47%h	46%	43%	55%hijlmopr	44%	40%	45%	44%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Under estimated (<0.70 if completed on 25th March 2019 - 22nd March 2020, <0.76 if completed 23rd March 2020 - 31st December 2020, <0.85 if completed on 1st Jan 2021 onwards)	**2198** *43%*	1866 *42%*	332 *45%*	110 *45%*	1817 *42%*	192 *44%*	120 **48%d**	69 *48%*	104 **50%klm**	236 *42%*	181 *43%*	153 *41%*	177 *39%*	213 *45%*	254 *38%*	309 *44%*	190 *43%*	35 *45%*	157 *43%*
Mean	**1.14**	**1.16b**	1.03	1.09	**1.17efg**	1.04	0.99	0.99	1.16	**1.16m**	1.04	1.11	**1.23jmpr**	0.99	**1.58hijklmopqr**	1.07	1.02	1.08	1.04
Std Dev.	**1.16**	1.17	1.03	1.13	1.20	0.98	0.80	0.81	1.36	1.02	0.94	1.07	1.29	0.93	1.81	0.93	0.81	1.12	0.95
Std Error	**0.02**	0.02	0.03	0.05	0.02	0.03	0.03	0.03	0.08	0.06	0.05	0.06	0.07	0.05	0.10	0.05	0.05	0.08	0.03
Mean	**1.14**	**1.16b**	1.04	1.09	**1.17efg**	1.04	0.99	0.99	1.16	**1.16m**	1.04	1.12	**1.23jmpr**	0.99	**1.58hijklmopqr**	1.07	1.02	1.08	1.04
Std Dev.	**1.16**	1.17	1.03	1.13	1.20	0.98	0.80	0.81	1.36	1.02	0.94	1.07	1.29	0.93	1.81	0.93	0.81	1.12	0.95
Std Error	**0.02**	0.02	0.03	0.05	0.02	0.03	0.03	0.03	0.08	0.06	0.05	0.06	0.07	0.05	0.10	0.05	0.05	0.08	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
£0.00-£0.49	80	22	33	11	10	3	55	13	21	35	16	7	1	55	8
	2%	1%	2%	2%	3%	2%	1%	3%	1%	2%	2%	3%	1%	1%	2%
£0.50-£0.59	91	20	39	16	11	3	59	14	29	34	19	6	1	63	7
	2%	1%	2%	2%a	3%a	2%	2%	3%a	2%	2%	3%	2%	1%	2%	2%
£0.60-£0.69	462	145	211	55	38	10	356	48	187	177	57	32	7	365	39
	9%	8%	10%a	8%	10%	8%	9%	9%	10%	9%	8%	12%	7%	9%	10%
£0.70-£0.79	1622	658	639	190	93	35	1297	127	645	642	211	78	35	1287	113
	32%	35%cdg	32%dg	27%	24%	26%	33%cdg	24%	33%	31%	29%	29%	34%	32%	30%
£0.80-£0.89	1119	493	415	116	75	17	908	92	451	441	152	52	19	893	70
	22%	26%bcdeg	21%	17%	19%	12%	23%ceg	18%	23%	21%	21%	19%	18%	22%	19%
£0.90-£0.99	411	177	157	38	26	10	334	36	166	173	41	18	10	339	28
	8%	9%c	8%	6%	7%	8%	9%c	7%	8%	8%	6%	6%	10%	8%	7%
Over £1.00	1363	366	524	265	134	58	889	192	463	556	220	81	29	1019	111
	26%	19%	26%af	38%abf	35%abf	43%abf	23%a	37%abf	24%	27%	31%hm	30%	29%	25%	29%
Gave correct price (=0.70 if completed on 25th March 2019 - 22nd March 2020, =0.76 if completed 23rd March 2020 - 31st December 2020, =0.85 if completed on 1st Jan 2021 onwards)	631	295	236	54	27	13	531	40	263	249	76	28	10	512	38
	12%	16%bcdg	12%cdg	8%	7%	10%	14%cdg	8%	13%	12%	11%	10%	10%	13%	10%
Over estimated (>0.70 if completed on 25th March 2019 - 22nd March 2020, >0.76 if completed 23rd March 2020 - 31st December 2020, >0.85 if completed on 1st Jan 2021 onwards)	2318	766	889	356	210	78	1654	288	847	942	330	132	49	1789	182
	45%	41%	44%	51%abf	54%abf	57%abf	42%	55%abf	43%	46%	46%	48%	48%	44%	48%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 209

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Under estimated (<0.70 if completed on 25th March 2019 - 22nd March 2020, <0.76 if completed 23rd March 2020 - 31st December 2020, <0.85 if completed on 1st Jan 2021 onwards)	**2198**	821	894	282	149	46	1714	195	854	866	308	114	42	1721	156
	43%	**44%g**	**44%g**	*41%*	*39%*	*33%*	**44%g**	*37%*	*44%*	*42%*	*43%*	*42%*	*42%*	*43%*	*42%*
Mean	**1.14**	1.09	1.12	**1.24af**	1.24	1.21	1.11	1.23	1.16	1.13	1.16	1.08	1.16	1.14	1.10
Std Dev.	**1.16**	1.16	1.07	1.27	1.32	0.97	1.11	1.24	1.24	1.06	1.27	0.93	1.05	1.15	0.97
Std Error	**0.02**	0.03	0.02	0.05	0.07	0.08	0.02	0.05	0.03	0.02	0.05	0.06	0.10	0.02	0.05
Mean	**1.14**	1.09	1.13	**1.24af**	1.24	1.21	1.11	1.23	1.16	1.13	1.16	1.08	1.16	1.15	1.10
Std Dev.	**1.16**	1.16	1.07	1.27	1.32	0.97	1.11	1.24	1.24	1.06	1.27	0.93	1.05	1.15	0.97
Std Error	**0.02**	0.03	0.02	0.05	0.07	0.08	0.02	0.05	0.03	0.02	0.05	0.06	0.10	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
£0.00-£0.49	**80**	3	76	1	24	48	7	79	-	1	-	80	-
	2%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	-	*2%*	-	*2%*	-
£0.50-£0.59	**91**	2	89	*	24	55	12	91	-	-	-	91	*
	2%	*1%*	*2%*	*	*2%*	*2%*	**4%e**	*2%*	-	-	-	*2%*	*
£0.60-£0.69	**462**	18	435	9	138	300	24	458	1	-	2	459	*
	9%	*7%*	*9%*	*9%*	*10%*	*9%*	*8%*	*9%*	*2%*	-	*63%*	*9%*	*2%*
£0.70-£0.79	**1622**	81	1515	26	456	1092	74	1601	11	7	*	1619	2
	32%	*31%*	*32%*	*28%*	**32%f**	**32%f**	*24%*	*32%*	*20%*	*19%*	*4%*	*32%*	*11%*
£0.80-£0.89	**1119**	50	1049	20	290	787	43	1107	*	12	-	1119	-
	22%	*19%*	*22%*	*22%*	*20%*	**23%f**	*14%*	**22%h**	*	*34%*	-	**22%h**	-
£0.90-£0.99	**411**	22	382	7	121	264	25	404	4	1	-	409	2
	8%	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*7%*	*2%*	-	*8%*	*7%*
Over £1.00	**1363**	83	1251	28	391	849	123	1289	40	15	1	1344	18
	26%	*32%*	*26%*	*30%*	*27%*	*25%*	**40%de**	*26%*	**71%gk**	*43%*	*33%*	*26%*	*79%*
Gave correct price (=0.70 if completed on 25th March 2019 - 22nd March 2020, =0.76 if completed 23rd March 2020 - 31st December 2020, =0.85 if completed on 1st Jan 2021 onwards)	**631**	32	589	10	158	455	18	624	3	5	-	631	-
	12%	*12%*	*12%*	*11%*	**11%f**	**13%f**	*6%*	*12%*	*5%*	*13%*	-	*12%*	-
Over estimated (>0.70 if completed on 25th March 2019 - 22nd March 2020, >0.76 if completed 23rd March 2020 - 31st December 2020, >0.85 if completed on 1st Jan 2021 onwards)	**2318**	127	2150	41	657	1483	178	2231	44	23	1	2297	19
	45%	*49%*	*45%*	*45%*	*46%*	*44%*	**58%de**	*44%*	**77%gk**	*62%*	*37%*	*45%*	*87%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Under estimated (<0.70 if completed on 25th March 2019 - 22nd March 2020, <0.76 if completed 23rd March 2020 - 31st December 2020, <0.85 if completed on 1st Jan 2021 onwards)	**2198**	101	2056	41	629	1457	111	2174	10	9	2	2193	3
	43%	*39%*	*43%*	*44%*	*44%*	*43%*	*36%*	***43%h***	*18%*	*25%*	*63%*	***43%h***	*13%*
Mean	**1.14**	**1.53b**	1.12	1.25	**1.21e**	1.09	**1.39e**	1.12	**2.74gk**	1.56	1.41	1.14	2.16
Std Dev.	**1.16**	1.98	1.09	1.36	1.33	1.03	1.45	1.11	2.73	1.58	1.32	1.15	1.61
Std Error	**0.02**	0.11	0.02	0.14	0.03	0.02	0.08	0.02	0.39	0.25	0.66	0.02	0.32
Mean	**1.14**	**1.53b**	1.12	1.27	**1.21e**	1.09	**1.40e**	1.12	**2.74gk**	1.56	1.41	1.14	2.16
Std Dev.	**1.16**	1.98	1.09	1.36	1.33	1.03	1.45	1.11	2.73	1.58	1.32	1.15	1.61
Std Error	**0.02**	0.11	0.02	0.14	0.03	0.02	0.08	0.02	0.39	0.25	0.66	0.02	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
£0.00-£0.49	80	36	13	16	15	15	12	10	1	7	5	4	10	2	*	12	3
	2%	3%bcd	1%	1%	1%	3%hjmnp	3%hmn	2%hn	*	2%n	1%	1%	2%n	*	*	3%hmn	1%
£0.50-£0.59	91	29	22	19	21	8	10	11	5	11	6	1	3	15	2	6	12
	2%	2%	2%	1%	2%	2%	2%k	3%kn	1%	3%kn	1%	*	1%	3%kln	1%	2%	3%k
£0.60-£0.69	462	172	124	73	92	45	66	61	50	39	35	28	16	29	37	26	29
	9%	13%bcd	10%c	6%	7%	11%l	15%jklmnop	15%jklmnop	12%klop	10%l	8%	7%	4%	7%	9%l	6%	6%
£0.70-£0.79	1622	492	498	323	309	161	159	172	177	155	166	116	111	96	108	105	97
	32%	38%cd	39%cd	25%	24%	38%klmnop	35%lmnop	42%klmnop	41%klmnop	39%klmnop	36%klmnop	28%	26%	22%	25%	25%	22%
£0.80-£0.89	1119	159	191	376	394	56	59	44	33	57	100	115	131	130	138	121	135
	22%	12%	15%	29%ab	30%ab	13%h	13%h	11%	8%	14%h	22%efghi	27%efghi	30%efghij	30%efghij	32%efghij	29%efghij	30%efghij
£0.90-£0.99	411	76	72	144	118	25	33	18	21	19	32	50	52	41	41	39	38
	8%	6%	6%	11%ab	9%ab	6%	7%	4%	5%	5%	7%	12%eghi	12%eghij	10%ghi	10%ghi	9%ghi	8%
Over £1.00	1363	318	368	333	343	114	113	91	138	114	116	107	111	115	103	106	134
	26%	25%	29%	26%	27%	27%	25%	22%	32%gjn	28%	25%	25%	26%	27%	24%	25%	30%g
Gave correct price (=0.70 if completed on 25th March 2019 - 22nd March 2020, =0.76 if completed 23rd March 2020 - 31st December 2020, =0.85 if completed on 1st Jan 2021 onwards)	631	135	154	167	174	39	37	59	49	51	54	56	54	58	58	62	54
	12%	11%	12%	13%	13%	9%	8%	15%f	12%	13%	12%	13%	12%	14%	14%f	15%ef	12%
Over estimated (>0.70 if completed on 25th March 2019 - 22nd March 2020, >0.76 if completed 23rd March 2020 - 31st December 2020, >0.85 if completed on 1st Jan 2021 onwards)	2318	584	677	538	520	208	215	161	208	200	269	173	187	178	172	164	184
	45%	46%d	53%acd	42%	40%	49%gno	48%	40%	49%gno	50%gno	58%efghiklmnop	41%	43%	42%	40%	39%	41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Under estimated (<0.70 if completed on 25th March 2019 - 22nd March 2020, <0.76 if completed 23rd March 2020 - 31st December 2020, <0.85 if completed on 1st Jan 2021 onwards)	**2198**	563	458	579	598	178	199	186	168	152	138	193	194	192	200	190	208
	43%	**44%b**	*36%*	**45%b**	**46%b**	**42%j**	**44%j**	**46%j**	**39%j**	**38%j**	*30%*	**46%j**	**45%j**	**45%j**	**47%ij**	**46%j**	**47%ij**
Mean	**1.14**	1.08	1.14	1.16	1.20	1.13	1.06	1.05	1.20	1.10	1.12	1.19	1.17	1.12	1.10	1.20	**1.29fg**
Std Dev.	**1.16**	1.03	1.07	1.19	1.31	1.12	0.95	1.02	1.23	0.91	1.04	1.31	1.26	0.98	1.05	1.36	1.47
Std Error	**0.02**	0.03	0.03	0.03	0.04	0.05	0.05	0.05	0.06	0.05	0.05	0.06	0.06	0.05	0.05	0.07	0.07
Mean	**1.14**	1.08	1.14	1.16	1.20	1.13	1.06	1.05	1.20	1.10	1.13	1.19	1.17	1.12	1.10	1.20	**1.29fg**
Std Dev.	**1.16**	1.03	1.07	1.19	1.31	1.12	0.95	1.02	1.23	0.91	1.04	1.31	1.26	0.98	1.05	1.36	1.47
Std Error	**0.02**	0.03	0.03	0.03	0.04	0.05	0.05	0.05	0.06	0.05	0.05	0.06	0.06	0.05	0.05	0.07	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
£0.00-£0.49	396	-	396	202	194	57	71	74	62	69	42	21	128	135	132	63	324	62	415
	8%	-	8%	8%	7%	8%k	10%k	8%k	8%k	8%k	7%	4%	9%no	8%o	6%	5%	8%	8%	8%
£0.50-£0.59	800	-	800	403	397	99	91	162	127	136	94	88	190	289	318	182	668	116	810
	16%	-	16%	16%	15%	14%	13%	17%	17%	15%	15%	17%	14%	17%l	15%	16%	16%	15%	16%
£0.60-£0.69	2076	-	2076	1013	1060	116	190	339	320	489	338	283	305	659	1111	621	1828	223	2167
	40%	-	40%	40%	40%	17%	27%e	36%ef	44%efg	54%efgh	53%efgh	54%efgh	22%	39%l	54%lm	54%lm	43%q	29%	42%
£0.70-£0.79	747	-	747	326	418	64	83	149	104	141	119	85	147	253	346	205	651	87	742
	15%	-	15%	13%	16%c	9%	12%	16%e	14%e	16%e	19%ef	16%e	10%	15%l	17%l	18%l	15%q	11%	14%
£0.80-£0.89	237	-	237	111	125	34	47	44	37	32	15	28	81	81	75	44	201	28	241
	5%	-	5%	4%	5%	5%	7%ij	5%	5%	3%	2%	5%j	6%n	5%	4%	4%	5%	4%	5%
£0.90-£0.99	113	-	113	35	78	16	24	33	16	12	6	6	41	49	24	12	90	24	104
	2%	-	2%	1%	3%c	2%	3%ijk	3%ijk	2%	1%	1%	1%	3%no	3%no	1%	1%	2%	3%	2%
Over £1.00	777	-	777	418	357	301	205	148	67	26	19	11	506	215	56	30	538	231	668
	15%	-	15%	17%d	14%	44%fghijk	29%ghijk	16%hijk	9%ijk	3%	3%	2%	36%mno	13%no	3%	3%	13%	30%p	13%
Gave correct price (=0.61 if completed on 25th March 2019 - 22nd March 2020, =0.65 if completed 23rd March 2020 - 31st December 2020, =0.66 if completed on 1st Jan 2021 onwards)	578	-	578	296	282	24	46	86	77	159	115	71	70	162	346	187	488	79	595
	11%	-	11%	12%	11%	3%	6%e	9%e	10%ef	18%efgh	18%efgh	14%efg	5%	10%l	17%lm	16%lm	11%	10%	12%
Over estimated (>0.61 if completed on 25th March 2019 - 22nd March 2020, >0.65 if completed 23rd March 2020 - 31st December 2020, >0.66 if completed on 1st Jan 2021 onwards)	2248	-	2248	1054	1188	434	385	442	280	271	243	190	819	722	705	434	1825	398	2156
	44%	-	44%	42%	45%	63%fghijk	54%ghijk	47%hijk	38%i	30%	38%i	36%i	59%mno	43%no	34%	38%	42%	52%p	42%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Under estimated (<0.61 if completed on 25th March 2019 - 22nd March 2020, <0.65 if completed 23rd March 2020 - 31st December 2020, <0.66 if completed on 1st Jan 2021 onwards)	**2321**	-	2321	1158	1159	229	280	421	376	475	275	261	509	797	1011	536	1987	293	2396
	45%	-	*45%*	*46%*	*44%*	*33%*	*39%*	**44%e**	**51%efgj**	**53%efgj**	**43%e**	**50%ef**	*36%*	**47%l**	**49%l**	**46%l**	**46%q**	*38%*	*47%*
Mean	**0.83**	-	0.83	0.84	0.82	**1.23fghijk**	**1.00ghijk**	**0.88hijk**	**0.72ijk**	0.67	0.65	0.67	**1.11mno**	**0.81no**	0.66	0.66	0.79	**1.07p**	0.80
Std Dev.	**0.75**	-	0.75	0.78	0.72	1.12	0.98	0.93	0.46	0.35	0.14	0.25	1.06	0.77	0.28	0.20	0.68	1.05	0.69
Std Error	**0.01**	-	0.01	0.02	0.01	0.04	0.04	0.03	0.02	0.01	0.01	0.01	0.03	0.02	0.01	0.01	0.01	0.04	0.01
Mean	**0.83**	-	0.83	0.84	0.82	**1.23fghijk**	**1.00ghijk**	**0.88hijk**	**0.72ijk**	0.67	0.65	0.67	**1.11mno**	**0.81no**	0.66	0.66	0.79	**1.07p**	0.80
Std Dev.	**0.75**	-	0.75	0.78	0.72	1.12	0.98	0.93	0.46	0.35	0.14	0.25	1.06	0.77	0.28	0.20	0.68	1.05	0.69
Std Error	**0.01**	-	0.01	0.02	0.01	0.04	0.04	0.03	0.02	0.01	0.01	0.01	0.03	0.02	0.01	0.01	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
£0.00-£0.49	396	89	141	70	96	230	166	257	132	50	40	104	99	71	314	51	319
	8%	*8%*	*8%*	*7%*	*8%*	*8%*	*8%*	*8%*	*7%*	*8%*	*6%*	*8%*	*8%*	**9%j**	*8%*	*8%*	*8%*
£0.50-£0.59	800	188	259	168	185	446	353	477	311	103	115	206	197	117	634	103	643
	16%	*16%*	*15%*	*16%*	*16%*	*15%*	*16%*	*15%*	*15%*	*17%*	*16%*	*15%*	*16%*	*16%*	*16%*	*17%*	*15%*
£0.60-£0.69	2076	456	796	389	436	1252	825	1142	917	231	285	555	539	279	1658	234	1707
	40%	*38%*	**45%acd**	*36%*	*38%*	**43%f**	*37%*	*37%*	**46%g**	*38%*	*41%*	*41%*	*43%*	*37%*	*41%*	*38%*	*41%*
£0.70-£0.79	747	170	247	171	160	416	330	412	326	91	98	218	169	113	599	94	611
	15%	*14%*	*14%*	*16%*	*14%*	*14%*	*15%*	*13%*	**16%g**	*15%*	*14%*	*16%*	*13%*	*15%*	*15%*	*15%*	*15%*
£0.80-£0.89	237	62	70	43	63	132	106	148	88	20	29	74	57	44	205	20	208
	5%	*5%*	*4%*	*4%*	*6%*	*4%*	*5%*	*5%*	*4%*	*3%*	*4%*	*5%*	*5%*	*6%*	*5%*	*3%*	*5%*
£0.90-£0.99	113	27	35	15	37	62	52	74	36	22	17	29	26	16	87	22	88
	2%	*2%*	*2%*	*1%*	**3%c**	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*
Over £1.00	777	194	203	212	168	397	380	568	200	84	116	184	173	115	588	87	603
	15%	**16%b**	*12%*	**20%bd**	*15%*	*14%*	**17%e**	**18%h**	*10%*	*14%*	*17%*	*13%*	*14%*	*15%*	*14%*	*14%*	*14%*
Gave correct price (=0.61 if completed on 25th March 2019 - 22nd March 2020, =0.65 if completed 23rd March 2020 - 31st December 2020, =0.66 if completed on 1st Jan 2021 onwards)	578	143	226	102	108	368	210	326	252	67	77	123	170	82	451	69	463
	11%	*12%*	**13%cd**	*10%*	*9%*	**13%f**	*9%*	*11%*	*13%*	*11%*	*11%*	*9%*	**13%k**	*11%*	*11%*	*11%*	*11%*
Over estimated (>0.61 if completed on 25th March 2019 - 22nd March 2020, >0.65 if completed 23rd March 2020 - 31st December 2020, >0.66 if completed on 1st Jan 2021 onwards)	2248	543	675	511	518	1218	1029	1395	827	262	310	624	513	329	1777	267	1815
	44%	**46%b**	*39%*	**48%b**	**45%b**	*42%*	**47%e**	**45%h**	*41%*	*44%*	*44%*	*46%*	*41%*	*44%*	*43%*	*44%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Under estimated (<0.61 if completed on 25th March 2019 - 22nd March 2020, <0.65 if completed 23rd March 2020 - 31st December 2020, <0.66 if completed on 1st Jan 2021 onwards)	**2321**	499	850	454	518	1348	972	1358	933	272	313	622	578	344	1857	274	1900
	45%	*42%*	**49%ac**	*43%*	*45%*	*46%*	*44%*	*44%*	*46%*	*45%*	*45%*	*45%*	*46%*	*46%*	*45%*	*45%*	*45%*
Mean	**0.83**	0.87	0.80	0.85	0.82	0.83	0.84	**0.89h**	0.75	0.81	0.88	0.80	0.85	0.84	0.84	0.81	0.84
Std Dev.	**0.75**	0.82	0.73	0.71	0.73	0.77	0.72	0.86	0.53	0.70	0.78	0.67	0.86	0.74	0.77	0.70	0.77
Std Error	**0.01**	0.02	0.02	0.02	0.02	0.01	0.02	0.02	0.01	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01
Mean	**0.83**	0.87	0.80	0.85	0.82	0.83	0.84	**0.89h**	0.75	0.81	0.88	0.80	0.85	0.84	0.84	0.81	0.84
Std Dev.	**0.75**	0.82	0.73	0.71	0.73	0.77	0.72	0.86	0.53	0.70	0.78	0.67	0.86	0.74	0.77	0.70	0.77
Std Error	**0.01**	0.02	0.02	0.02	0.02	0.01	0.02	0.02	0.01	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
£0.00-£0.49	396	341	55	26	322	41	20	13	17	40	13	24	38	35	71	45	38	11	30
	8%	*8%*	*8%*	*11%*	*7%*	*9%*	*8%*	*9%*	**8%j**	**7%j**	*3%*	*7%*	**8%j**	**7%j**	**11%j**	*6%*	**9%j**	**15%ijkmo**	**8%j**
£0.50-£0.59	800	685	115	44	674	63	40	23	40	108	62	45	68	72	109	113	56	12	50
	16%	*16%*	*16%*	*18%*	*16%*	*14%*	*16%*	*16%*	**19%kp**	**19%kp**	*15%*	*12%*	*15%*	*15%*	*16%*	*16%*	*13%*	*16%*	*14%*
£0.60-£0.69	2076	1755	322	97	1719	175	117	65	82	203	194	169	159	221	182	313	196	23	152
	40%	*40%*	*44%*	*40%*	*40%*	*40%*	**47%de**	*45%*	**39%n**	**36%n**	**46%ilnq**	**45%ilnq**	**35%n**	**46%ilnq**	*27%*	**45%ilnq**	**45%ilnq**	*30%*	**42%nq**
£0.70-£0.79	747	631	116	36	624	69	36	18	31	75	65	54	72	80	80	89	78	14	54
	15%	*14%*	*16%*	*15%*	*14%*	*16%*	*14%*	*13%*	*15%*	*13%*	*15%*	*15%*	*16%*	*17%*	*12%*	*13%*	**18%n**	*18%*	*15%*
£0.80-£0.89	237	197	41	9	190	31	8	8	5	20	23	9	24	18	22	41	28	5	26
	5%	*4%*	*6%*	*4%*	*4%*	**7%df**	*3%*	*5%*	*2%*	*4%*	*5%*	*2%*	*5%*	*4%*	*3%*	*6%*	**6%hk**	**7%k**	**7%hikn**
£0.90-£0.99	113	105	9	3	94	13	4	3	5	17	9	7	9	9	23	11	4	4	9
	2%	*2%*	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	**3%p**	*2%*	*1%*	**6%op**	*2%*
Over £1.00	777	700	77	27	689	49	24	14	28	98	58	63	83	40	189	90	40	7	42
	15%	**16%b**	*10%*	*11%*	**16%efg**	*11%*	*10%*	*10%*	*13%*	**17%mpr**	*14%*	**17%mp**	**18%mpqr**	*8%*	**28%hijklmopqr**	*13%*	*9%*	*9%*	*11%*
Gave correct price (=0.61 if completed on 25th March 2019 - 22nd March 2020, =0.65 if completed 23rd March 2020 - 31st December 2020, =0.66 if completed on 1st Jan 2021 onwards)	578	489	90	35	484	46	35	14	26	68	41	40	56	51	59	91	51	7	39
	11%	*11%*	*12%*	*14%*	*11%*	*10%*	*14%*	*9%*	*13%*	*12%*	*10%*	*11%*	*12%*	*11%*	*9%*	*13%*	*12%*	*9%*	*11%*
Over estimated (>0.61 if completed on 25th March 2019 - 22nd March 2020, >0.65 if completed 23rd March 2020 - 31st December 2020, >0.66 if completed on 1st Jan 2021 onwards)	2248	1929	318	99	1899	196	94	59	87	230	196	165	221	193	343	277	186	33	163
	44%	*44%*	*43%*	*41%*	**44%f**	**45%f**	*37%*	*40%*	*42%*	*41%*	*46%*	*44%*	**49%o**	*41%*	**51%himop**	*40%*	*42%*	*43%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Under estimated (<0.61 if completed on 25th March 2019 - 22nd March 2020, <0.65 if completed 23rd March 2020 - 31st December 2020, <0.66 if completed on 1st Jan 2021 onwards)	**2321** *45%*	1994 *45%*	327 *44%*	109 *45%*	1928 *45%*	198 *45%*	121 *49%*	73 *50%*	94 *45%*	264 *47%*	187 *44%*	167 *45%*	175 *39%*	231 **49%l**	275 *41%*	333 **47%l**	203 *46%*	37 *48%*	161 *44%*
Mean	**0.83**	0.84	0.79	0.79	**0.85fg**	0.77	0.76	0.73	**0.87m**	**0.83m**	0.80	**0.87m**	**0.89mop**	0.73	**1.07hijklmopqr**	0.77	0.75	0.75	0.78
Std Dev.	**0.75**	0.74	0.78	0.69	0.78	0.60	0.55	0.53	1.01	0.64	0.76	0.85	0.84	0.46	1.14	0.50	0.52	0.58	0.61
Std Error	**0.01**	0.01	0.02	0.03	0.01	0.02	0.02	0.02	0.06	0.04	0.04	0.05	0.05	0.03	0.06	0.03	0.03	0.04	0.02
Mean	**0.83**	0.84	0.79	0.79	**0.85fg**	0.77	0.76	0.73	**0.87m**	**0.83m**	0.80	**0.87mp**	**0.89mop**	0.73	**1.07hijklmopqr**	0.77	0.75	0.75	0.78
Std Dev.	**0.75**	0.74	0.78	0.69	0.78	0.60	0.55	0.53	1.01	0.64	0.76	0.85	0.84	0.46	1.14	0.50	0.52	0.58	0.61
Std Error	**0.01**	0.01	0.02	0.03	0.01	0.02	0.02	0.02	0.06	0.04	0.04	0.05	0.05	0.03	0.06	0.03	0.03	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
£0.00-£0.49	**396**	115	176	43	49	11	291	60	136	157	58	34	7	293	42
	8%	*6%*	**9%a**	*6%*	**13%abcf**	*8%*	*7%*	**11%acf**	*7%*	*8%*	*8%*	**13%him**	*7%*	*7%*	**11%hm**
£0.50-£0.59	**800**	260	322	114	73	24	582	97	307	298	116	49	23	606	72
	16%	*14%*	*16%*	*16%*	**19%a**	*18%*	*15%*	**19%a**	*16%*	*14%*	*16%*	*18%*	*22%*	*15%*	*19%*
£0.60-£0.69	**2076**	894	800	227	112	38	1694	150	855	847	249	83	33	1703	116
	40%	**48%bcdefg**	**40%cdeg**	*33%*	*29%*	*28%*	**43%bcdeg**	*29%*	**44%jkn**	**41%jkn**	*35%*	*30%*	*32%*	**42%jkn**	*31%*
£0.70-£0.79	**747**	294	282	101	46	20	576	66	273	298	110	44	16	570	60
	15%	*16%*	*14%*	*15%*	*12%*	*15%*	*15%*	*13%*	*14%*	*14%*	*15%*	*16%*	*16%*	*14%*	*16%*
£0.80-£0.89	**237**	76	90	30	27	11	166	38	76	107	35	12	6	183	18
	5%	*4%*	*4%*	*4%*	**7%af**	*8%*	*4%*	**7%abf**	*4%*	*5%*	*5%*	*4%*	*6%*	*5%*	*5%*
£0.90-£0.99	**113**	38	50	15	3	8	87	11	47	44	12	9	2	90	11
	2%	*2%*	*2%*	*2%*	*1%*	**6%adf**	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*
Over £1.00	**777**	205	299	163	75	24	504	100	269	307	135	43	15	576	58
	15%	*11%*	**15%a**	**24%abf**	**20%af**	*18%*	*13%*	**19%af**	*14%*	*15%*	**19%hm**	*16%*	*15%*	*14%*	*15%*
Gave correct price (=0.61 if completed on 25th March 2019 - 22nd March 2020, =0.65 if completed 23rd March 2020 - 31st December 2020, =0.66 if completed on 1st Jan 2021 onwards)	**578**	297	192	46	29	12	489	41	260	220	61	24	13	479	37
	11%	**16%bcdfg**	*10%*	*7%*	*8%*	*9%*	**13%bcdg**	*8%*	**13%j**	*11%*	*8%*	*9%*	*13%*	**12%j**	*10%*
Over estimated (>0.61 if completed on 25th March 2019 - 22nd March 2020, >0.65 if completed 23rd March 2020 - 31st December 2020, >0.66 if completed on 1st Jan 2021 onwards)	**2248**	769	864	352	177	67	1633	244	812	916	328	124	48	1728	172
	44%	*41%*	*43%*	**51%abf**	*46%*	*49%*	*42%*	*47%*	*41%*	*45%*	*46%*	*45%*	*48%*	*43%*	*46%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Under estimated (<0.61 if completed on 25th March 2019 - 22nd March 2020, <0.65 if completed 23rd March 2020 - 31st December 2020, <0.66 if completed on 1st Jan 2021 onwards)	**2321**	815	963	294	180	57	1778	237	892	922	326	126	40	1814	167
	45%	*43%*	***48%a***	*42%*	*47%*	*42%*	*46%*	*45%*	*45%*	*45%*	*46%*	*46%*	*40%*	*45%*	*44%*
Mean	**0.83**	0.80	0.83	**0.91af**	0.84	0.87	0.82	0.85	0.83	0.83	0.85	0.81	0.82	0.83	0.81
Std Dev.	**0.75**	0.75	0.71	0.82	0.74	0.66	0.73	0.72	0.79	0.71	0.78	0.70	0.57	0.75	0.66
Std Error	**0.01**	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.04
Mean	**0.83**	0.80	0.83	**0.91af**	0.84	0.87	0.82	0.85	0.83	0.83	0.85	0.81	0.82	0.83	0.81
Std Dev.	**0.75**	0.75	0.71	0.82	0.74	0.66	0.73	0.72	0.79	0.71	0.78	0.70	0.57	0.75	0.66
Std Error	**0.01**	0.02	0.02	0.03	0.04	0.06	0.01	0.03	0.02	0.02	0.03	0.04	0.06	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
£0.00-£0.49	**396**	19	375	3	122	251	23	393	-	1	2	394	*
	8%	*7%*	*8%*	*3%*	*8%*	*7%*	*7%*	*8%*	-	*2%*	*60%*	*8%*	*1%*
£0.50-£0.59	**800**	37	746	17	219	537	44	783	10	5	*	798	2
	16%	*14%*	*16%*	*18%*	*15%*	*16%*	*14%*	*16%*	*17%*	*14%*	*3%*	*16%*	*9%*
£0.60-£0.69	**2076**	94	1944	38	558	1424	95	2057	5	12	-	2074	2
	40%	*36%*	*41%*	*41%*	**39%f**	**42%f**	*31%*	**41%h**	*9%*	*34%*	-	**41%h**	*9%*
£0.70-£0.79	**747**	28	705	14	205	498	44	736	5	4	-	746	1
	15%	*11%*	*15%*	*15%*	*14%*	*15%*	*14%*	*15%*	*8%*	*12%*	-	*15%*	*5%*
£0.80-£0.89	**237**	15	219	4	76	151	10	233	*	3	*	236	1
	5%	*6%*	*5%*	*4%*	*5%*	*4%*	*3%*	*5%*	*	*9%*	*4%*	*5%*	*5%*
£0.90-£0.99	**113**	8	105	-	29	70	15	112	-	-	-	112	1
	2%	*3%*	*2%*	-	*2%*	*2%*	**5%de**	*2%*	-	-	-	*2%*	*5%*
Over £1.00	**777**	59	701	17	235	464	78	713	37	10	1	761	15
	15%	**23%b**	*15%*	*18%*	*16%*	*14%*	**25%de**	*14%*	**65%gk**	*29%*	*33%*	*15%*	*67%*
Gave correct price (=0.61 if completed on 25th March 2019 - 22nd March 2020, =0.65 if completed 23rd March 2020 - 31st December 2020, =0.66 if completed on 1st Jan 2021 onwards)	**578**	18	556	4	150	399	30	573	3	3	-	578	-
	11%	*7%*	*12%*	*5%*	*10%*	*12%*	*10%*	*11%*	*5%*	*8%*	-	*11%*	-
Over estimated (>0.61 if completed on 25th March 2019 - 22nd March 2020, >0.65 if completed 23rd March 2020 - 31st December 2020, >0.66 if completed on 1st Jan 2021 onwards)	**2248**	126	2079	42	651	1431	166	2163	43	22	1	2228	18
	44%	*49%*	*43%*	*46%*	*45%*	*42%*	**54%de**	*43%*	**76%gk**	*62%*	*37%*	*44%*	*81%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Under estimated (<0.61 if completed on 25th March 2019 - 22nd March 2020, <0.65 if completed 23rd March 2020 - 31st December 2020, <0.66 if completed on 1st Jan 2021 onwards)	**2321**	115	2160	46	644	1565	111	2293	11	11	2	2315	4
	45%	*44%*	*45%*	*50%*	**45%f**	**46%f**	*36%*	**46%h**	*19%*	*31%*	*63%*	**45%h**	*19%*
Mean	**0.83**	**1.11b**	0.82	0.81	**0.90e**	0.79	**0.95e**	0.82	**1.84gk**	0.96	0.99	0.83	1.22
Std Dev.	**0.75**	1.53	0.68	0.60	0.97	0.62	0.78	0.72	1.58	0.82	0.84	0.75	0.65
Std Error	**0.01**	0.09	0.01	0.06	0.02	0.01	0.04	0.01	0.23	0.13	0.42	0.01	0.13
Mean	**0.83**	**1.11b**	0.82	0.82	**0.90e**	0.79	**0.95e**	0.82	**1.84gk**	0.96	0.99	0.83	1.22
Std Dev.	**0.75**	1.53	0.68	0.60	0.97	0.62	0.78	0.72	1.58	0.82	0.84	0.75	0.65
Std Error	**0.01**	0.09	0.01	0.06	0.02	0.01	0.04	0.01	0.23	0.13	0.42	0.01	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
£0.00-£0.49	**396**	136	93	77	91	38	55	42	33	33	28	13	26	37	31	32	28
	8%	**11%bcd**	*7%*	*6%*	*7%*	**9%k**	**12%jklp**	**10%jk**	**8%k**	**8%k**	*6%*	*3%*	*6%*	**9%k**	**7%k**	**8%k**	*6%*
£0.50-£0.59	**800**	255	220	149	175	72	93	90	93	64	64	47	59	44	63	47	65
	16%	**20%cd**	**17%c**	*12%*	*14%*	**17%m**	**21%jklmo**	**22%jklmnop**	**22%jklmnop**	*16%*	*14%*	*11%*	*14%*	*10%*	*15%*	*11%*	*15%*
£0.60-£0.69	**2076**	486	543	510	537	161	160	165	164	165	214	180	156	175	176	172	190
	40%	*38%*	*42%*	*40%*	*42%*	*38%*	*36%*	*41%*	*38%*	*41%*	**47%efhl**	*43%*	*36%*	*41%*	*41%*	*41%*	*42%*
£0.70-£0.79	**747**	150	117	265	215	56	55	39	32	38	47	91	105	69	85	77	53
	15%	*12%*	*9%*	**21%ab**	**17%ab**	**13%h**	*12%*	*10%*	*8%*	*9%*	*10%*	**22%efghijp**	**24%efghijmp**	**16%ghij**	**20%efghijp**	**19%fghijp**	*12%*
£0.80-£0.89	**237**	53	42	68	74	26	14	13	12	14	16	13	24	32	18	23	32
	5%	*4%*	*3%*	**5%b**	**6%b**	*6%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*6%*	**7%fghijk**	*4%*	*6%*	**7%fghk**
£0.90-£0.99	**113**	23	28	40	22	7	11	5	8	9	11	20	7	13	7	6	9
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	**5%egno**	*2%*	*3%*	*2%*	*1%*	*2%*
Over £1.00	**777**	179	245	174	178	65	62	52	84	81	81	58	58	59	51	58	70
	15%	*14%*	**19%acd**	*14%*	*14%*	*15%*	*14%*	*13%*	**20%gn**	**20%fgln**	*17%*	*14%*	*13%*	*14%*	*12%*	*14%*	*16%*
Gave correct price (=0.61 if completed on 25th March 2019 - 22nd March 2020, =0.65 if completed 23rd March 2020 - 31st December 2020, =0.66 if completed on 1st Jan 2021 onwards)	**578**	203	237	71	67	67	65	72	61	77	100	21	20	30	20	28	19
	11%	**16%cd**	**18%cd**	*6%*	*5%*	**16%klmnop**	**14%klmnop**	**18%klmnop**	**14%klmnop**	**19%klmnop**	**22%fhklmnop**	*5%*	*5%*	*7%*	*5%*	*7%*	*4%*
Over estimated (>0.61 if completed on 25th March 2019 - 22nd March 2020, >0.65 if completed 23rd March 2020 - 31st December 2020, >0.66 if completed on 1st Jan 2021 onwards)	**2248**	481	540	643	583	177	167	137	171	175	195	216	226	201	200	190	193
	44%	*38%*	*42%*	**50%ab**	**45%a**	*42%*	*37%*	*34%*	*40%*	**43%g**	**42%g**	**51%efghj**	**52%efghij**	**47%fg**	**47%fg**	**46%fg**	**43%g**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 210

QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Under estimated (<0.61 if completed on 25th March 2019 - 22nd March 2020, <0.65 if completed 23rd March 2020 - 31st December 2020, <0.66 if completed on 1st Jan 2021 onwards)	**2321**	597	512	570	642	181	219	197	194	152	166	185	188	197	209	198	235
	45%	**47%b**	*40%*	*44%*	**50%bc**	*43%*	**49%ij**	**49%ij**	**46%j**	*38%*	*36%*	*44%*	*43%*	**46%j**	**49%ij**	**48%ij**	**53%eijl**
Mean	**0.83**	0.78	0.83	**0.86a**	0.85	0.81	0.78	0.77	0.83	0.85	0.83	0.88	0.86	0.84	0.81	0.87	0.89
Std Dev.	**0.75**	0.61	0.66	0.80	0.89	0.58	0.59	0.65	0.71	0.67	0.59	0.80	0.81	0.78	0.79	1.01	0.86
Std Error	**0.01**	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.04	0.04	0.04	0.05	0.04
Mean	**0.83**	0.78	0.84	**0.86a**	0.85	0.81	0.78	0.77	0.83	0.85	0.83	0.88	0.86	0.84	0.81	0.87	0.89
Std Dev.	**0.75**	0.61	0.66	0.80	0.89	0.58	0.59	0.65	0.71	0.67	0.59	0.80	0.81	0.78	0.79	1.01	0.86
Std Error	**0.01**	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.04	0.04	0.04	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very good (5)	**1274**	-	1274	686	588	253	252	237	169	186	101	75	505	406	363	176	1018	243	1264
	25%	-	*25%*	**27%d**	*22%*	**37%ghijk**	**35%ghijk**	**25%jk**	**23%jk**	**21%k**	*16%*	*14%*	**36%mno**	**24%no**	*18%*	*15%*	*24%*	**32%p**	*25%*
Fairly good (4)	**1896**	-	1896	894	1000	301	238	349	264	322	223	195	539	613	741	418	1599	283	1885
	37%	-	*37%*	*36%*	*38%*	**44%fghij**	*33%*	*37%*	*36%*	*36%*	*35%*	*37%*	*39%*	*36%*	*36%*	*36%*	*37%*	*37%*	*37%*
Neither good nor poor (3)	**990**	-	990	459	531	74	107	180	155	186	146	141	181	334	473	287	845	123	1041
	19%	-	*19%*	*18%*	*20%*	*11%*	*15%*	**19%e**	**21%ef**	**21%ef**	**23%ef**	**27%efgj**	*13%*	**20%l**	**23%l**	**25%lm**	*20%*	*16%*	*20%*
Fairly poor (2)	**679**	-	679	300	377	34	81	133	96	146	109	82	114	228	336	190	586	77	636
	13%	-	*13%*	*12%*	*14%*	*5%*	**11%e**	**14%e**	**13%e**	**16%ef**	**17%ef**	**16%e**	*8%*	**14%l**	**16%l**	**16%l**	**14%q**	*10%*	*12%*
Very poor (1)	**261**	-	261	151	109	17	25	44	44	53	49	28	43	88	130	77	216	37	273
	5%	-	*5%*	**6%d**	*4%*	*2%*	*4%*	*5%*	**6%e**	**6%e**	**8%ef**	**5%e**	*3%*	**5%l**	**6%l**	**7%l**	*5%*	*5%*	*5%*
I don't know	**46**	-	46	20	25	8	8	6	6	11	5	2	16	11	19	7	35	7	48
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly good	**3171**	-	3171	1579	1588	554	490	586	433	509	324	270	1044	1019	1103	594	2617	526	3149
	62%	-	*62%*	*63%*	*60%*	**81%fghijk**	**69%ghijk**	**62%jk**	**59%jk**	*56%*	*51%*	*52%*	**75%mno**	**61%no**	*54%*	*51%*	*61%*	**68%p**	*61%*
NET Very/fairly poor	**940**	-	940	450	485	51	106	177	139	199	158	110	157	316	467	268	803	114	909
	18%	-	*18%*	*18%*	*18%*	*7%*	**15%e**	**19%e**	**19%e**	**22%ef**	**25%efg**	**21%ef**	*11%*	**19%l**	**23%lm**	**23%lm**	*19%*	*15%*	*18%*
Mean	**3.64**	-	3.64	3.67	3.61	**4.09fghijk**	**3.87ghijk**	**3.64ijk**	**3.58ijk**	3.50	3.35	3.40	**3.98mno**	**3.61no**	3.43	3.37	3.61	**3.81p**	3.63
Std Dev.	**1.14**	-	1.14	1.17	1.11	0.95	1.13	1.14	1.16	1.16	1.17	1.08	1.05	1.15	1.15	1.13	1.14	1.13	1.14
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 211

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very good (5)	**1274**	285	399	292	298	684	590	845	418	129	158	346	316	213	1034	130	1061
	25%	*24%*	*23%*	**27%b**	*26%*	*23%*	**27%e**	**27%h**	*21%*	*21%*	*23%*	*25%*	*25%*	**28%i**	*25%*	*21%*	*25%*
Fairly good (4)	**1896**	442	682	375	397	1124	772	1149	722	206	247	540	484	272	1544	209	1573
	37%	*37%*	*39%*	*35%*	*35%*	*38%*	*35%*	*37%*	*36%*	*34%*	*35%*	*39%*	*38%*	*36%*	*38%*	*34%*	*38%*
Neither good nor poor (3)	**990**	242	325	201	222	568	422	547	433	124	162	242	218	143	765	126	784
	19%	*20%*	*19%*	*19%*	*19%*	*19%*	*19%*	*18%*	**22%g**	*21%*	**23%klm**	*18%*	*17%*	*19%*	*19%*	*21%*	*19%*
Fairly poor (2)	**679**	145	256	140	139	400	279	374	300	92	91	174	169	91	526	95	541
	13%	*12%*	*15%*	*13%*	*12%*	*14%*	*13%*	*12%*	**15%g**	*15%*	*13%*	*13%*	*13%*	*12%*	*13%*	*16%*	*13%*
Very poor (1)	**261**	64	74	51	73	137	124	143	116	39	36	59	66	30	191	39	194
	5%	*5%*	*4%*	*5%*	**6%b**	*5%*	*6%*	*5%*	*6%*	*7%*	*5%*	*4%*	*5%*	*4%*	*5%*	*6%*	*5%*
I don't know	**46**	7	14	9	16	21	25	21	22	10	6	8	7	5	25	10	26
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%kln**	*1%*	*1%*	*1%*	*1%*	*1%*	**2%p**	*1%*
NET Very/fairly good	**3171**	727	1081	667	695	1808	1362	1994	1140	335	405	886	801	485	2578	339	2634
	62%	*61%*	*62%*	*63%*	*61%*	*62%*	*62%*	**65%h**	*57%*	*56%*	*58%*	**65%ij**	**64%l**	**64%l**	**63%lj**	*56%*	**63%o**
NET Very/fairly poor	**940**	208	330	191	212	538	402	517	417	131	127	233	235	121	716	134	735
	18%	*18%*	*19%*	*18%*	*19%*	*18%*	*18%*	*17%*	**21%g**	**22%kmn**	*18%*	*17%*	*19%*	*16%*	*18%*	**22%p**	*18%*
Mean	**3.64**	3.63	3.62	3.68	3.63	3.62	3.65	**3.71h**	3.51	3.50	3.58	**3.69l**	**3.65l**	**3.73lj**	**3.67l**	3.49	**3.67o**
Std Dev.	**1.14**	1.14	1.12	1.15	1.18	1.12	1.17	1.13	1.15	1.18	1.13	1.11	1.15	1.12	1.13	1.18	1.13
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very good (5)	1274	1127	148	48	1062	108	67	37	50	156	108	86	114	107	192	152	97	24	84
	25%	26%b	20%	20%	25%	25%	27%	25%	24%	28%	26%	23%	25%	23%	28%	22%	22%	31%	23%
Fairly good (4)	1896	1634	262	84	1600	148	91	57	80	229	142	137	138	174	266	265	168	27	121
	37%	37%	36%	35%	37%	34%	36%	39%	39%l	41%l	34%	37%	30%	37%	39%l	38%	38%	35%	33%
Neither good nor poor (3)	990	823	167	49	813	97	52	28	41	98	72	77	113	74	104	138	95	18	80
	19%	19%	23%a	20%	19%	22%	21%	19%	20%	17%	17%	21%	25%ljmn	15%	15%	20%	22%n	23%	22%mn
Fairly poor (2)	679	570	109	35	579	59	24	16	23	48	81	53	56	83	68	105	63	7	52
	13%	13%	15%	15%	13%f	13%	10%	11%	11%	9%	19%hilnq	14%l	12%	17%ln	10%	15%l	14%l	10%	14%l
Very poor (1)	261	221	40	22	219	21	14	7	12	20	11	19	28	35	41	38	16	1	20
	5%	5%	5%	9%a	5%	5%	5%	5%	6%	4%	3%	5%	6%j	7%j	6%	5%	4%	2%	6%
I don't know	46	38	8	3	38	6	2	1	1	11	8	-	2	3	7	4	1	-	6
	1%	1%	1%	1%	1%	1%	1%	*	1%	2%k	2%k	-	1%	1%	1%	1%	*	-	2%k
NET Very/fairly good	3171	2761	410	132	2662	256	158	94	131	385	251	223	252	281	458	417	265	51	205
	62%	63%bc	56%	54%	62%	58%	63%	65%	63%	69%jklmopr	59%	60%	56%	59%	68%jlmor	59%	60%	65%	57%
NET Very/fairly poor	940	791	149	58	799	81	38	23	35	68	92	72	85	118	108	143	78	9	72
	18%	18%	20%	24%a	19%	18%	15%	16%	17%	12%	22%iq	19%l	19%l	25%hinq	16%	20%l	18%	12%	20%l
Mean	3.64	3.66bc	3.51	3.42	3.63	3.60	3.70	3.70	3.65	3.82jklmopr	3.62	3.59	3.56	3.50	3.75mor	3.55	3.61	3.83mor	3.55
Std Dev.	1.14	1.14	1.14	1.23	1.14	1.14	1.13	1.11	1.13	1.05	1.15	1.14	1.18	1.22	1.15	1.15	1.09	1.04	1.16
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.07	0.06	0.07	0.07	0.06	0.07	0.06	0.06	0.06	0.08	0.04

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very good (5)	1274	643	385	158	60	21	1028	81	685	397	141	37	9	1082	46
	25%	**34%bcdefg**	*19%*	**23%dg**	*15%*	*15%*	**26%bdeg**	*15%*	**35%ijklmn**	**19%ln**	**20%ln**	*13%*	*9%*	**27%ijkln**	*12%*
Fairly good (4)	1896	650	836	218	147	32	1486	179	687	850	231	78	37	1537	115
	37%	**35%e**	**41%aceg**	*31%*	**38%e**	*23%*	**38%ace**	*34%*	*35%*	**41%hjkn**	*32%*	*28%*	*36%*	**38%jkn**	*30%*
Neither good nor poor (3)	990	278	424	184	70	32	702	102	286	431	190	62	16	717	78
	19%	*15%*	**21%af**	**27%abdfg**	*18%*	**24%a**	**18%a**	**19%a**	*15%*	**21%hm**	**27%him**	**23%h**	*16%*	**18%h**	**21%h**
Fairly poor (2)	679	222	273	81	78	23	496	100	216	278	91	73	18	494	91
	13%	*12%*	*14%*	*12%*	**20%abcf**	*17%*	*13%*	**19%abcf**	*11%*	*13%*	*13%*	**27%hijm**	*18%*	*12%*	**24%hijm**
Very poor (1)	261	75	82	45	32	25	157	57	78	87	49	24	22	164	46
	5%	*4%*	*4%*	**7%abf**	**8%abf**	**18%abcdf**	*4%*	**11%abcf**	*4%*	*4%*	**7%him**	**9%him**	**22%hijkm**	*4%*	**12%hijm**
I don't know	46	12	19	6	-	4	31	4	12	15	12	1	-	28	1
	1%	*1%*	*1%*	*1%*	-	**3%ad**	*1%*	*1%*	*1%*	*1%*	**2%m**	*	-	*1%*	*
NET Very/fairly good	3171	1293	1221	376	207	53	2514	259	1372	1247	372	115	46	2619	160
	62%	**69%bcdefg**	**60%cdeg**	**54%e**	**54%e**	*39%*	**64%bcdeg**	*50%*	**70%ijklmn**	**61%jkln**	**52%kn**	*42%*	*45%*	**65%ijkln**	*43%*
NET Very/fairly poor	940	297	356	127	110	48	653	157	294	364	141	97	40	658	137
	18%	*16%*	*18%*	*18%*	**28%abcf**	**35%abcf**	*17%*	**30%abcf**	*15%*	*18%*	**20%h**	**35%hijm**	**39%hijm**	*16%*	**36%hijm**
Mean	3.64	**3.84bcdefg**	**3.58deg**	**3.53deg**	3.32	3.01	**3.71bcdeg**	3.24	**3.86ijklmn**	**3.58jkln**	**3.46kln**	3.11	2.92	**3.72ijkln**	3.06
Std Dev.	1.14	1.14	1.07	1.16	1.20	1.35	1.11	1.24	1.13	1.08	1.15	1.19	1.33	1.11	1.23
Std Error	0.02	0.03	0.02	0.05	0.06	0.11	0.02	0.05	0.03	0.02	0.04	0.07	0.13	0.02	0.07

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very good	(5)	**1274**	74	1173	27	355	826	93	1244	12	14	1	1271	2
		25%	*29%*	*24%*	*30%*	*25%*	*24%*	*30%*	*25%*	*22%*	*40%*	*33%*	*25%*	*10%*
Fairly good	(4)	**1896**	80	1789	28	528	1281	88	1857	21	8	*	1887	9
		37%	*31%*	*37%*	*30%*	**37%f**	**38%f**	*29%*	*37%*	*38%*	*23%*	*4%*	*37%*	*42%*
Neither good nor poor	(3)	**990**	57	913	20	270	653	68	964	6	11	2	981	6
		19%	*22%*	*19%*	*21%*	*19%*	*19%*	*22%*	*19%*	*11%*	*29%*	*63%*	*19%*	*29%*
Fairly poor	(2)	**679**	31	640	8	206	437	36	663	12	2	-	677	2
		13%	*12%*	*13%*	*9%*	*14%*	*13%*	*12%*	*13%*	*21%*	*6%*	-	*13%*	*11%*
Very poor	(1)	**261**	15	240	6	72	173	16	256	4	1	-	261	*
		5%	*6%*	*5%*	*7%*	*5%*	*5%*	*5%*	*5%*	*8%*	*2%*	-	*5%*	*
I don't know		**46**	2	41	3	14	24	8	44	-	-	-	44	2
		1%	*1%*	*1%*	**4%b**	*1%*	*1%*	**2%e**	*1%*	-	-	-	*1%*	*8%*
NET Very/fairly good		**3171**	154	2961	55	883	2107	181	3102	34	23	1	3158	12
		62%	*59%*	*62%*	*60%*	*61%*	*62%*	*59%*	*62%*	*60%*	*63%*	*37%*	*62%*	*52%*
NET Very/fairly poor		**940**	46	880	14	278	611	51	919	16	3	-	938	2
		18%	*18%*	*18%*	*15%*	*19%*	*18%*	*17%*	*18%*	*29%*	*8%*	-	*18%*	*11%*
Mean		**3.64**	3.65	3.63	3.70	3.62	3.64	3.69	3.64	3.44	3.93	3.69	3.64	3.55
Std Dev.		**1.14**	1.18	1.14	1.20	1.15	1.14	1.18	1.14	1.26	1.05	1.11	1.14	0.87
Std Error		**0.02**	0.07	0.02	0.12	0.03	0.02	0.07	0.02	0.18	0.17	0.56	0.02	0.19

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 211

QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very good (5)	1274	339	373	258	304	110	121	109	113	132	128	85	83	89	97	103	105
	25%	**26%c**	**29%cd**	*20%*	*24%*	*26%*	**27%l**	**27%l**	**27%l**	**33%klmnop**	**28%kl**	*20%*	*19%*	*21%*	*22%*	*25%*	*23%*
Fairly good (4)	1896	480	462	507	447	167	164	150	162	147	152	152	173	182	146	125	176
	37%	*37%*	*36%*	*39%*	*35%*	**39%o**	*36%*	*37%*	*38%*	*37%*	*33%*	*36%*	**40%o**	**42%jo**	*34%*	*30%*	**39%o**
Neither good nor poor (3)	990	241	255	242	253	73	82	86	88	68	99	88	95	58	91	79	83
	19%	*19%*	*20%*	*19%*	*20%*	*17%*	*18%*	**21%m**	**21%m**	*17%*	**22%m**	**21%m**	**22%m**	*14%*	**21%m**	*19%*	*19%*
Fairly poor (2)	679	149	137	201	192	57	56	36	43	44	50	72	66	64	66	70	56
	13%	*12%*	*11%*	**16%ab**	**15%b**	*14%*	*12%*	*9%*	*10%*	*11%*	*11%*	**17%ghij**	**15%g**	**15%g**	**15%g**	**17%ghij**	*12%*
Very poor (1)	261	65	51	65	80	15	27	23	14	10	27	20	14	31	22	35	23
	5%	*5%*	*4%*	*5%*	**6%b**	*4%*	*6%*	*6%*	*3%*	*3%*	*6%*	*5%*	*3%*	**7%hi**	*5%*	**8%ehil**	*5%*
I don't know	46	7	11	12	16	3	2	2	5	2	4	4	3	5	9	3	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
NET Very/fairly good	3171	819	835	765	751	276	285	258	275	279	281	238	256	271	243	228	281
	62%	**64%d**	**65%cd**	*60%*	*58%*	**65%no**	*63%*	**64%o**	**65%o**	**69%jklno**	*61%*	*56%*	*59%*	*63%*	*56%*	*55%*	*63%*
NET Very/fairly poor	940	215	188	266	272	73	82	60	57	54	77	92	80	95	87	105	79
	18%	*17%*	*15%*	**21%ab**	**21%ab**	*17%*	*18%*	*15%*	*13%*	*13%*	*17%*	**22%ghi**	*18%*	**22%ghi**	**20%hi**	**25%efghijp**	*18%*
Mean	3.64	**3.69cd**	**3.76cd**	3.54	3.55	**3.70o**	3.66	**3.70o**	**3.75klmno**	**3.86fjklmnop**	**3.67o**	3.51	3.57	3.55	3.55	3.46	3.64
Std Dev.	1.14	1.14	1.11	1.13	1.18	1.11	1.17	1.13	1.06	1.07	1.16	1.14	1.06	1.19	1.15	1.27	1.13
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.06	0.05	0.05	0.06	0.05	0.05	0.06	0.06	0.06	0.05

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 67p
25th March 2019 - 70p
23rd March 2020 - 76p
1st Jan 2021 - 85p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very good (5)	**1177**	-	1177	623	553	207	215	222	154	187	118	73	422	377	378	191	955	211	1164
	23%	-	*23%*	**25%d**	*21%*	**30%ghijk**	**30%ghijk**	**23%k**	**21%k**	**21%k**	*19%*	*14%*	**30%mno**	**22%no**	*18%*	*16%*	*22%*	**27%p**	*23%*
Fairly good (4)	**1913**	-	1913	903	1009	304	249	359	264	303	231	201	553	623	735	432	1610	287	1885
	37%	-	*37%*	*36%*	*38%*	**44%fghij**	*35%*	*38%*	*36%*	*33%*	*37%*	*38%*	*40%*	*37%*	*36%*	*37%*	*37%*	*37%*	*37%*
Neither good nor poor (3)	**1078**	-	1078	503	573	88	128	194	173	206	152	135	216	368	493	287	920	143	1117
	21%	-	*21%*	*20%*	*22%*	*13%*	**18%e**	**20%e**	**24%ef**	**23%e**	**24%ef**	**26%ef**	*15%*	**22%l**	**24%l**	**25%l**	*21%*	*19%*	*22%*
Fairly poor (2)	**669**	-	669	306	361	60	81	113	101	145	89	81	142	213	315	170	570	76	644
	13%	-	*13%*	*12%*	*14%*	*9%*	*11%*	*12%*	**14%e**	**16%efg**	**14%e**	**15%e**	*10%*	*13%*	**15%l**	**15%l**	**13%q**	*10%*	*13%*
Very poor (1)	**264**	-	264	153	110	20	30	53	36	55	39	30	50	89	124	69	209	48	293
	5%	-	*5%*	**6%d**	*4%*	*3%*	*4%*	**6%e**	*5%*	**6%e**	**6%e**	**6%e**	*4%*	*5%*	**6%l**	**6%l**	*5%*	*6%*	*6%*
I don't know	**45**	-	45	20	25	8	8	8	4	10	4	4	16	12	18	8	35	6	44
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly good	**3090**	-	3090	1526	1562	511	463	581	418	490	349	274	975	999	1112	623	2565	498	3049
	60%	-	*60%*	*61%*	*59%*	**74%fghijk**	**65%hijk**	**61%ik**	*57%*	*54%*	*55%*	*52%*	**70%mno**	**59%no**	*54%*	*54%*	*60%*	**65%p**	*59%*
NET Very/fairly poor	**933**	-	933	458	470	80	112	165	137	200	128	111	192	302	439	239	779	124	937
	18%	-	*18%*	*18%*	*18%*	*12%*	*16%*	**17%e**	**19%e**	**22%efg**	**20%e**	**21%ef**	*14%*	**18%l**	**21%l**	**21%l**	*18%*	*16%*	*18%*
Mean	**3.60**	-	3.60	3.62	3.59	**3.91fghijk**	**3.76ghijk**	**3.62ik**	3.55	3.47	3.47	3.40	**3.84mno**	**3.59no**	3.45	3.44	3.59	3.70	3.58
Std Dev.	**1.13**	-	1.13	1.16	1.09	1.02	1.13	1.13	1.12	1.17	1.13	1.09	1.08	1.13	1.14	1.11	1.12	1.16	1.14
Std Error	**0.02**	-	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very good (5)	**1177**	260	382	253	283	642	535	782	384	122	165	320	295	176	956	123	981
	23%	*22%*	*22%*	*24%*	*25%*	*22%*	*24%*	**25%h**	*19%*	*20%*	*24%*	*23%*	*23%*	*23%*	*23%*	*20%*	*23%*
Fairly good (4)	**1913**	438	661	415	400	1099	815	1151	740	213	257	547	450	303	1558	216	1585
	37%	*37%*	*38%*	*39%*	*35%*	*37%*	*37%*	*37%*	*37%*	*35%*	*37%*	*40%*	*36%*	*40%*	*38%*	*35%*	*38%*
Neither good nor poor (3)	**1078**	249	378	212	238	627	451	596	465	133	142	259	292	140	834	138	856
	21%	*21%*	*22%*	*20%*	*21%*	*21%*	*20%*	*19%*	**23%g**	*22%*	*20%*	*19%*	**23%k**	*19%*	*20%*	*23%*	*20%*
Fairly poor (2)	**669**	158	238	129	144	396	273	385	281	79	100	179	156	92	526	80	541
	13%	*13%*	*14%*	*12%*	*13%*	*13%*	*12%*	*13%*	*14%*	*13%*	*14%*	*13%*	*12%*	*12%*	*13%*	*13%*	*13%*
Very poor (1)	**264**	70	77	53	64	147	117	142	120	43	26	59	64	39	188	43	191
	5%	*6%*	*4%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	**7%jkn**	*4%*	*4%*	*5%*	*5%*	*5%*	**7%p**	*5%*
I don't know	**45**	10	15	5	16	25	21	23	21	10	11	5	3	4	23	10	24
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%kln**	**2%kln**	*	*	*1%*	*1%*	**2%p**	*1%*
NET Very/fairly good	**3090**	698	1042	668	682	1740	1350	1933	1124	335	422	867	746	479	2513	339	2566
	60%	*59%*	*60%*	*63%*	*60%*	*59%*	*61%*	**63%h**	*56%*	*56%*	*60%*	**63%l**	*59%*	**63%l**	**62%l**	*56%*	**61%o**
NET Very/fairly poor	**933**	228	315	182	208	543	390	527	402	122	126	238	219	131	714	123	733
	18%	*19%*	*18%*	*17%*	*18%*	*19%*	*18%*	*17%*	**20%g**	*20%*	*18%*	*17%*	*17%*	*17%*	*17%*	*20%*	*18%*
Mean	**3.60**	3.56	3.59	3.64	3.61	3.58	3.63	**3.67h**	3.50	3.49	3.63	**3.65l**	3.60	3.64	**3.63l**	3.49	**3.63o**
Std Dev.	**1.13**	1.15	1.11	1.12	1.15	1.12	1.14	1.12	1.13	1.17	1.11	1.10	1.12	1.12	1.11	1.17	1.11
Std Error	**0.02**	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.04	0.02

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very good (5)	1177	1047	130	49	981	96	69	30	51	133	99	83	105	96	190	135	89	18	78
	23%	24%b	18%	20%	23%	22%	28%dog	21%	25%	24%	23%	22%	23%	20%	28%mop	19%	20%	23%	22%
Fairly good (4)	1913	1612	302	88	1614	156	83	61	82	244	148	144	159	170	231	262	174	33	123
	37%	37%	41%	36%	37%	35%	33%	42%f	39%	43%jnr	35%	39%	35%	36%	34%	37%	40%	42%	34%
Neither good nor poor (3)	1078	906	171	51	894	97	56	30	41	100	102	68	106	92	129	163	92	17	81
	21%	21%	23%	21%	21%	22%	23%	21%	20%	18%	24%	18%	23%	19%	19%	23%	21%	21%	22%
Fairly poor (2)	669	580	90	35	568	56	28	18	21	54	52	56	55	78	89	95	68	6	49
	13%	13%	12%	14%	13%	13%	11%	12%	10%	10%	12%	15%	12%	16%hi	13%	14%	15%i	8%	14%
Very poor (1)	264	227	37	20	216	30	12	6	11	24	15	21	25	33	29	42	17	4	27
	5%	5%	5%	8%	5%	7%	5%	4%	5%	4%	3%	6%	5%	7%	4%	6%	4%	5%	7%j
I don't know	45	41	4	2	39	5	2	*	1	7	7	-	2	6	9	6	-	-	5
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	2%kp	-	1%	1%	1%	1%	-	-	1%kp
NET Very/fairly good	3090	2658	432	136	2595	252	152	91	133	376	247	227	264	266	421	396	264	51	201
	60%	60%	59%	56%	60%	57%	61%	63%	64%r	67%jmor	59%	61%	58%	56%	62%	56%	60%	66%	55%
NET Very/fairly poor	933	807	127	55	784	86	40	24	32	78	66	77	80	111	117	137	85	10	76
	18%	18%	17%	22%	18%	20%	16%	17%	15%	14%	16%	21%i	18%	23%hijq	17%	20%	19%	13%	21%i
Mean	3.60	3.61	3.55	3.46	3.60	3.53	3.69	3.63	3.69mr	3.74mor	3.64	3.57	3.59	3.46	3.70mor	3.50	3.57	3.71	3.49
Std Dev.	1.13	1.14	1.08	1.20	1.13	1.17	1.13	1.08	1.11	1.06	1.08	1.15	1.13	1.19	1.14	1.13	1.09	1.06	1.19
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.07	0.06	0.06	0.07	0.06	0.07	0.06	0.06	0.06	0.08	0.04

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

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QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very good (5)	1177	629	328	134	61	18	957	80	635	372	126	29	11	1007	40
	23%	**33%bcdefg**	*16%*	*19%*	*16%*	*14%*	**25%bcdeg**	*15%*	**32%ijklmn**	**18%kn**	**18%kn**	*11%*	*11%*	**25%ijkln**	*11%*
Fairly good (4)	1913	654	872	221	110	42	1526	153	725	858	218	73	29	1583	102
	37%	*35%*	**43%acdefg**	*32%*	*29%*	*31%*	**39%acdg**	*29%*	**37%jkn**	**42%hjkln**	*31%*	*27%*	*29%*	**39%ijkn**	*27%*
Neither good nor poor (3)	1078	311	433	206	101	25	744	125	303	440	231	75	21	743	95
	21%	*17%*	**21%a**	**30%abef**	**26%af**	*18%*	*19%*	**24%af**	*15%*	**21%hm**	**32%him**	**27%hm**	*20%*	**18%h**	**25%hm**
Fairly poor (2)	669	205	283	83	72	23	489	95	227	279	78	62	19	506	81
	13%	*11%*	**14%a**	*12%*	**19%acf**	*17%*	*13%*	**18%acf**	*12%*	*14%*	*11%*	**23%hijm**	*18%*	*13%*	**21%hijm**
Very poor (1)	264	68	88	40	42	25	156	67	65	94	49	35	20	159	55
	5%	*4%*	*4%*	*6%*	**11%abcf**	**18%abcf**	*4%*	**13%abcf**	*3%*	*5%*	**7%hm**	**13%hijm**	**20%hijm**	*4%*	**15%hijm**
I don't know	45	13	14	7	-	4	27	4	9	15	13	1	1	24	2
	1%	*1%*	*1%*	*1%*	-	**3%df**	*1%*	*1%*	*	*1%*	**2%hm**	*	*1%*	*1%*	*1%*
NET Very/fairly good	3090	1283	1200	355	171	61	2483	232	1360	1230	344	102	41	2590	143
	60%	**68%bcdefg**	**59%cdeg**	*51%*	*44%*	*45%*	**64%bcdeg**	*44%*	**69%ijklmn**	**60%ikln**	**48%kn**	*37%*	*40%*	**64%ijkln**	*38%*
NET Very/fairly poor	933	273	371	124	114	47	644	162	292	373	127	97	39	665	136
	18%	*15%*	**18%a**	*18%*	**30%abcf**	**35%abcf**	*17%*	**31%abcf**	*15%*	**18%h**	*18%*	**35%hijm**	**38%hijm**	*17%*	**36%hijm**
Mean	3.60	**3.84bcdefg**	**3.53deg**	**3.47deg**	3.20	3.05	**3.68bcdeg**	3.16	**3.84ijklmn**	**3.56jkln**	**3.42kln**	3.00	2.92	**3.69ijkln**	2.98
Std Dev.	1.13	1.12	1.06	1.11	1.23	1.34	1.10	1.26	1.10	1.08	1.11	1.20	1.32	1.10	1.23
Std Error	0.02	0.03	0.02	0.04	0.06	0.11	0.02	0.05	0.02	0.02	0.04	0.08	0.13	0.02	0.07

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very good	(5)	**1177**	70	1086	21	338	758	81	1151	13	11	-	1174	2
		23%	*27%*	*23%*	*23%*	*23%*	*22%*	*26%*	*23%*	*23%*	*30%*	-	*23%*	*11%*
Fairly good	(4)	**1913**	78	1800	35	513	1312	88	1870	22	15	*	1908	6
		37%	*30%*	**38%a**	*38%*	*36%*	**39%f**	*29%*	*37%*	*40%*	*41%*	*4%*	*37%*	*26%*
Neither good nor poor	(3)	**1078**	63	995	19	287	724	67	1051	7	8	3	1066	9
		21%	*24%*	*21%*	*20%*	*20%*	*21%*	*22%*	*21%*	*13%*	*21%*	*96%*	*21%*	*39%*
Fairly poor	(2)	**669**	35	625	9	208	412	49	653	11	1	-	666	4
		13%	*14%*	*13%*	*10%*	*14%*	*12%*	*16%*	*13%*	*20%*	*4%*	-	*13%*	*16%*
Very poor	(1)	**264**	10	249	5	85	166	13	260	3	1	-	264	-
		5%	*4%*	*5%*	*6%*	*6%*	*5%*	*4%*	*5%*	*5%*	*3%*	-	*5%*	-
I don't know		**45**	3	39	3	14	23	9	43	-	*	-	44	2
		1%	*1%*	*1%*	**4%b**	*1%*	*1%*	**3%de**	*1%*	-	*1%*	-	*1%*	*8%*
NET Very/fairly good		**3090**	148	2887	56	851	2070	169	3021	36	25	*	3082	8
		60%	*57%*	*60%*	*61%*	*59%*	*61%*	*55%*	*60%*	*63%*	*71%*	*4%*	*60%*	*37%*
NET Very/fairly poor		**933**	45	874	14	293	578	63	913	14	3	-	930	4
		18%	*17%*	*18%*	*16%*	**20%e**	*17%*	*20%*	*18%*	*24%*	*7%*	-	*18%*	*16%*
Mean		**3.60**	3.64	3.60	3.64	3.57	3.62	3.58	3.60	3.57	3.91	3.04	3.60	3.35
Std Dev.		**1.13**	1.13	1.13	1.13	1.17	1.11	1.18	1.13	1.19	0.99	0.23	1.13	0.93
Std Error		**0.02**	0.06	0.02	0.12	0.03	0.02	0.07	0.02	0.17	0.16	0.12	0.02	0.20

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very good (5)	1177	274	320	281	302	95	85	94	89	117	114	83	85	113	89	100	112
	23%	21%	25%	22%	23%	22%	19%	23%	21%	29%fhkln	25%	20%	20%	26%f	21%	24%	25%
Fairly good (4)	1913	477	458	512	467	169	172	136	168	131	158	177	174	161	160	132	175
	37%	37%	35%	40%	36%	40%	38%	33%	40%	33%	34%	42%gio	40%	38%	37%	32%	39%
Neither good nor poor (3)	1078	278	268	267	265	77	100	100	89	78	100	86	115	66	94	91	79
	21%	22%	21%	21%	21%	18%	22%m	25%m	21%	19%	22%	21%	26%emp	15%	22%	22%	18%
Fairly poor (2)	669	173	161	167	168	66	63	44	51	50	60	54	48	66	55	53	60
	13%	13%	12%	13%	13%	16%	14%	11%	12%	12%	13%	13%	11%	15%	13%	13%	13%
Very poor (1)	264	74	68	49	73	16	29	29	21	23	25	20	10	20	22	34	16
	5%	6%	5%	4%	6%	4%	6%l	7%l	5%	6%l	5%	5%	2%	5%	5%	8%elp	4%
I don't know	45	7	14	7	17	2	2	3	7	4	4	1	3	3	9	5	3
	1%	1%	1%	1%	1%	1%	*	1%	2%	1%	1%	*	1%	1%	2%	1%	1%
NET Very/fairly good	3090	751	778	793	769	263	258	230	258	248	272	260	259	273	249	232	287
	60%	59%	60%	62%	60%	62%	57%	57%	61%	62%	59%	62%	60%	64%	58%	56%	64%
NET Very/fairly poor	933	247	229	217	241	82	91	73	72	72	85	74	58	85	77	87	76
	18%	19%	18%	17%	19%	19%	20%l	18%	17%	18%	18%	17%	13%	20%l	18%	21%l	17%
Mean	3.60	3.55	3.63	3.63	3.59	3.62	3.50	3.55	3.61	3.68	3.61	3.59	3.64	3.66	3.57	3.51	3.69f
Std Dev.	1.13	1.14	1.14	1.08	1.15	1.11	1.14	1.17	1.10	1.18	1.15	1.09	0.99	1.16	1.12	1.22	1.10
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.05	0.06	0.05	0.06	0.05	0.05	0.05	0.06	0.05	0.06	0.05

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - 58p
25th March 2019 - 61p
23rd March 2020 - 65p
1st Jan 2021 - 66p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**550**	-	550	220	326	65	98	97	108	102	58	19	163	205	179	77	535	13	550
Weighted Base	**145**	-**	145	69	74	22**	19*	24*	26*	23*	21*	8**	41*	50	52	29*	142	3**	550
Effective Base	**301**	-	301	127	181	25	63	63	94	87	42	8	68	153	106	44	296	4	550
Very good (5)	**9**	-	9	5	5	2	3	2	1	2	*	-	4	3	2	*	9	*	46
	6%	-	*6%*	*7%*	*6%*	*8%*	**14%j**	*6%*	*5%*	*8%*	*1%*	-	**11%o**	*6%*	*4%*	*1%*	*6%*	*8%*	*8%*
Fairly good (4)	**26**	-	26	11	15	3	5	4	6	3	4	1	8	10	8	5	26	*	106
	18%	-	*18%*	*17%*	*20%*	*13%*	**27%i**	*17%*	*23%*	*14%*	*20%*	*11%*	*20%*	*20%*	*16%*	*17%*	*19%*	*3%*	*19%*
Neither good nor poor (3)	**30**	-	30	15	15	4	3	6	5	6	4	3	6	10	12	6	29	1	105
	21%	-	*21%*	*21%*	*21%*	*17%*	*14%*	*23%*	*18%*	*24%*	*17%*	*30%*	*16%*	*20%*	*22%*	*21%*	*20%*	*45%*	*19%*
Fairly poor (2)	**44**	-	44	19	24	9	5	6	8	7	6	4	14	13	17	10	43	*	166
	30%	-	*30%*	*27%*	*33%*	*39%*	*26%*	*23%*	*30%*	*32%*	*27%*	*47%*	*33%*	*26%*	*33%*	*33%*	*30%*	*16%*	*30%*
Very poor (1)	**33**	-	33	18	13	4	4	7	6	5	7	1	8	13	12	8	33	1	115
	23%	-	*23%*	*27%*	*18%*	*20%*	*19%*	*29%*	*23%*	*20%*	*32%*	*12%*	*19%*	*26%*	*24%*	*26%*	*23%*	*28%*	*21%*
I don't know	**2**	-	2	1	2	1	*	*	*	*	1	-	1	1	1	1	2	-	12
	2%	-	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*	*2%*	*3%*	-	*2%*	*1%*	*2%*	*2%*	*2%*	-	*2%*
NET Very/fairly good	**36**	-	36	16	20	5	8	6	7	5	4	1	12	13	10	5	35	*	152
	24%	-	*24%*	*23%*	*27%*	*21%*	**41%gl**	*23%*	*28%*	*22%*	*21%*	*11%*	*30%*	*26%*	*20%*	*18%*	*25%*	*11%*	*28%*
NET Very/fairly poor	**77**	-	77	37	37	13	9	13	14	12	12	5	21	27	29	17	76	1	281
	53%	-	*53%*	*54%*	*50%*	*59%*	*44%*	*52%*	*53%*	*52%*	*59%*	*60%*	*52%*	*53%*	*56%*	*59%*	*53%*	*44%*	*51%*
Mean	**2.54**	-	2.54	2.48	2.64	2.49	**2.92j**	2.47	2.56	2.56	2.29	2.39	2.69	2.52	2.42	2.32	2.54	2.47	2.63
Std Dev.	**1.22**	-	1.22	1.25	1.19	1.22	1.39	1.28	1.25	1.22	1.19	0.89	1.30	1.25	1.14	1.10	1.21	1.41	1.25
Std Error	**0.05**	-	0.05	0.08	0.07	0.15	0.14	0.13	0.12	0.12	0.16	0.20	0.10	0.09	0.09	0.13	0.05	0.39	0.05

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**550**	125	180	94	151	305	245	299	243	83	78	153	114	72	417	83	427
Weighted Base	**145**	39*	54	21*	32*	92	53	86	56	18*	17*	43*	36*	21*	117	18*	119
Effective Base	**301**	67	101	51	95	168	145	178	120	49	38	90	57	49	228	49	232
Very good (5)	**9**	2	2	2	3	4	5	7	3	2	2	3	1	1	7	2	7
	6%	*5%*	*3%*	***11%b***	***10%b***	*4%*	***10%e***	*8%*	*4%*	*9%*	*10%*	*8%*	*2%*	*5%*	*6%*	*9%*	*6%*
Fairly good (4)	**26**	6	10	4	6	16	10	19	7	3	3	8	6	4	21	3	22
	18%	*17%*	*18%*	*17%*	*20%*	*18%*	*19%*	*22%*	*13%*	*19%*	*18%*	*20%*	*17%*	*18%*	*18%*	*19%*	*18%*
Neither good nor poor (3)	**30**	7	13	4	6	20	10	16	13	5	3	8	8	3	22	5	22
	21%	*18%*	*24%*	*21%*	*18%*	*22%*	*19%*	*19%*	*23%*	*30%*	*20%*	*18%*	*21%*	*15%*	*19%*	*30%*	*18%*
Fairly poor (2)	**44**	12	15	8	9	27	17	26	16	5	7	11	13	5	36	5	38
	30%	*32%*	*27%*	*38%*	*27%*	*29%*	*31%*	*30%*	*28%*	*26%*	*38%*	*27%*	*36%*	*26%*	*31%*	*26%*	*32%*
Very poor (1)	**33**	10	13	2	7	24	10	17	16	3	2	11	8	7	28	3	29
	23%	*27%*	*25%*	*12%*	*23%*	*26%*	*18%*	*20%*	*28%*	*15%*	*13%*	*26%*	*22%*	***34%ij***	*24%*	*15%*	*24%*
I don't know	**2**	1	1	*	1	1	1	1	1	-	*	1	*	*	2	-	2
	2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	-	*1%*	*2%*	*1%*	*2%*	*2%*	-	*2%*
NET Very/fairly good	**36**	9	11	6	10	20	16	25	10	5	5	12	7	5	28	5	29
	24%	*22%*	*21%*	*29%*	*30%*	*22%*	*29%*	***29%h***	*18%*	*29%*	*28%*	*28%*	*19%*	*22%*	*24%*	*29%*	*24%*
NET Very/fairly poor	**77**	23	28	10	16	51	26	43	32	7	9	22	21	12	65	7	66
	53%	*59%*	*52%*	*50%*	*50%*	*55%*	*50%*	*50%*	*57%*	*41%*	*51%*	*52%*	*58%*	*61%*	*55%*	*41%*	*56%*
Mean	**2.54**	2.41	2.46	2.78	2.67	2.44	2.71	**2.66h**	2.36	**2.82m**	2.73	2.57	2.40	2.30	2.49	2.82	2.50
Std Dev.	**1.22**	1.22	1.16	1.23	1.32	1.18	1.27	1.25	1.18	1.22	1.23	1.31	1.09	1.28	1.22	1.22	1.22
Std Error	**0.05**	0.11	0.09	0.13	0.11	0.07	0.08	0.07	0.08	0.13	0.14	0.11	0.10	0.15	0.06	0.13	0.06

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**550**	335	215	87	-	-	-	550	-	-	-	-	-	-	-	-	-	-	-
Weighted Base	**145**	100	45*	18*	-**	-**	-**	145	-**	-**	-**	-**	-**	-**	-**	-**	-**	-**	-**
Effective Base	**301**	224	80	31	-	-	-	301	-	-	-	-	-	-	-	-	-	-	-
Very good (5)	**9**	6	3	1	-	-	-	9	-	-	-	-	-	-	-	-	-	-	-
	6%	*6%*	*7%*	*5%*	-	-	-	*6%*	-	-	-	-	-	-	-	-	-	-	-
Fairly good (4)	**26**	20	6	4	-	-	-	26	-	-	-	-	-	-	-	-	-	-	-
	18%	*20%*	*13%*	*20%*	-	-	-	*18%*	-	-	-	-	-	-	-	-	-	-	-
Neither good nor poor (3)	**30**	20	10	2	-	-	-	30	-	-	-	-	-	-	-	-	-	-	-
	21%	*20%*	*23%*	*13%*	-	-	-	*21%*	-	-	-	-	-	-	-	-	-	-	-
Fairly poor (2)	**44**	30	14	6	-	-	-	44	-	-	-	-	-	-	-	-	-	-	-
	30%	*30%*	*30%*	*36%*	-	-	-	*30%*	-	-	-	-	-	-	-	-	-	-	-
Very poor (1)	**33**	22	12	4	-	-	-	33	-	-	-	-	-	-	-	-	-	-	-
	23%	*22%*	*26%*	*25%*	-	-	-	*23%*	-	-	-	-	-	-	-	-	-	-	-
I don't know	**2**	2	1	*	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-
	2%	*2%*	*1%*	*	-	-	-	*2%*	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly good	**36**	27	9	4	-	-	-	36	-	-	-	-	-	-	-	-	-	-	-
	24%	*27%*	*20%*	*25%*	-	-	-	*24%*	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly poor	**77**	52	25	11	-	-	-	77	-	-	-	-	-	-	-	-	-	-	-
	53%	*52%*	*56%*	*61%*	-	-	-	*53%*	-	-	-	-	-	-	-	-	-	-	-
Mean	**2.54**	2.59	2.43	2.44	-	-	-	2.54	-	-	-	-	-	-	-	-	-	-	-
Std Dev.	**1.22**	1.22	1.21	1.25	-	-	-	1.22	-	-	-	-	-	-	-	-	-	-	-
Std Error	**0.05**	0.07	0.08	0.13	-	-	-	0.05	-	-	-	-	-	-	-	-	-	-	-

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
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Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**550**	184	216	71	59	16	400	75	243	205	61	24	12	448	36
Weighted Base	**145**	50	54	18*	19**	4**	104	23*	69	50	15*	7**	4**	119	11**
Effective Base	**301**	105	141	34	24	13	243	32	124	119	38	16	7	238	23
Very good (5)	**9**	4	2	2	1	1	6	1	5	2	1	1	*	7	1
	6%	*8%*	*4%*	*9%*	*5%*	*16%*	*6%*	*6%*	*7%*	*4%*	*9%*	*10%*	*13%*	*5%*	*11%*
Fairly good (4)	**26**	11	10	3	1	1	21	2	15	9	2	*	*	24	*
	18%	*22%*	*19%*	*15%*	*5%*	*32%*	*21%*	*9%*	*22%*	*17%*	*15%*	*4%*	*3%*	*20%*	*4%*
Neither good nor poor (3)	**30**	9	11	6	4	*	19	4	13	10	4	1	1	23	2
	21%	*17%*	*20%*	**35%af**	*22%*	*8%*	*19%*	*20%*	*19%*	*21%*	*27%*	*13%*	*41%*	*20%*	*22%*
Fairly poor (2)	**44**	17	18	3	6	1	35	7	23	16	3	1	*	39	2
	30%	**33%c**	**33%c**	*14%*	*31%*	*26%*	**33%c**	*30%*	*34%*	*31%*	*21%*	*19%*	*8%*	*33%*	*15%*
Very poor (1)	**33**	9	12	4	7	1	21	8	12	12	4	4	1	24	5
	23%	*18%*	*23%*	*22%*	*38%*	*18%*	*21%*	*34%*	*17%*	*25%*	*24%*	*54%*	*35%*	*20%*	*48%*
I don't know	**2**	1	1	1	*	-	1	*	1	1	*	-	-	2	-
	2%	*1%*	*1%*	*5%*	*	-	*1%*	*	*1%*	*2%*	*3%*	-	-	*2%*	-
NET Very/fairly good	**36**	15	12	4	2	2	27	4	20	10	4	1	1	30	2
	24%	*30%*	*23%*	*24%*	*9%*	*48%*	*26%*	*16%*	*28%*	*21%*	*24%*	*14%*	*16%*	*25%*	*15%*
NET Very/fairly poor	**77**	26	30	7	13	2	56	14	35	28	7	5	2	63	7
	53%	*51%*	**56%c**	*36%*	*68%*	*44%*	*54%*	**64%c**	*51%*	*56%*	*46%*	*73%*	*43%*	*53%*	*63%*
Mean	**2.54**	2.68	2.47	2.74	2.07	3.02	2.57	2.23	2.66	2.43	2.62	1.97	2.51	2.56	2.14
Std Dev.	**1.22**	1.24	1.16	1.28	1.13	1.61	1.20	1.23	1.20	1.17	1.32	1.41	1.57	1.19	1.41
Std Error	**0.05**	0.09	0.08	0.16	0.15	0.40	0.06	0.14	0.08	0.08	0.17	0.29	0.45	0.06	0.23

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		550	59	476	15	200	308	42	536	3	7	1	546	3
Weighted Base		145	13*	127	6**	51*	82	12**	139	***	4**	***	144	1**
Effective Base		301	41	265	6	89	189	27	315	3	3	1	299	2
Very good	(5)	9	2	7	*	4	4	1	8	*	1	-	9	*
		6%	18%b	5%	2%	8%	5%	11%	6%	46%	13%	-	6%	13%
Fairly good	(4)	26	1	23	2	9	15	2	25	*	1	-	26	-
		18%	10%	18%	35%	19%	18%	18%	18%	27%	22%	-	18%	-
Neither good nor poor	(3)	30	3	27	1	9	19	2	30	-	*	-	30	-
		21%	21%	21%	11%	17%	23%	20%	21%	-	5%	-	21%	-
Fairly poor	(2)	44	2	40	2	16	26	3	40	*	3	*	43	1
		30%	13%	31%a	44%	31%	31%	21%	29%	27%	60%	100%	30%	79%
Very poor	(1)	33	5	28	*	13	17	4	33	-	-	-	33	-
		23%	37%b	22%	7%	25%	21%	29%	24%	-	-	-	23%	-
I don't know		2	*	2	*	*	2	*	2	-	-	-	2	*
		2%	1%	2%	2%	*	3%	1%	2%	-	-	-	2%	8%
NET Very/fairly good		36	4	30	2	14	18	4	34	*	2	-	35	*
		24%	28%	24%	37%	27%	22%	29%	24%	73%	35%	-	25%	13%
NET Very/fairly poor		77	6	68	3	28	43	6	73	*	3	*	76	1
		53%	51%	53%	51%	56%	52%	50%	53%	27%	60%	100%	53%	79%
Mean		2.54	2.57	2.53	2.80	2.54	2.53	2.60	2.53	3.92	2.89	2.00	2.54	2.43
Std Dev.		1.22	1.57	1.19	1.17	1.28	1.16	1.42	1.22	-	1.31	-	1.22	-
Std Error		0.05	0.21	0.06	0.31	0.09	0.07	0.22	0.05	-	0.49	-	0.05	-

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**550**	95	121	159	175	41	28	26	41	38	42	58	52	49	64	58	53
Weighted Base	**145**	35*	36*	39*	36*	16**	10**	9**	12**	9**	15**	14*	14**	11*	13*	12**	11*
Effective Base	**301**	62	61	94	97	29	15	18	20	30	19	37	28	31	45	24	35
Very good (5)	**9**	1	2	4	3	*	*	*	1	*	1	1	1	2	1	1	1
	6%	*2%*	*5%*	*10%*	*8%*	*3%*	*1%*	*1%*	*5%*	*4%*	*6%*	*9%*	*4%*	*18%*	*9%*	*7%*	*9%*
Fairly good (4)	**26**	6	6	7	7	4	2	1	2	2	2	1	5	2	2	2	2
	18%	*18%*	*16%*	*19%*	*19%*	*23%*	*21%*	*6%*	*18%*	*22%*	*11%*	*9%*	*32%*	*15%*	*18%*	*16%*	*23%*
Neither good nor poor (3)	**30**	8	7	7	8	3	3	3	3	2	2	3	2	2	3	3	2
	21%	*23%*	*19%*	*18%*	*23%*	*18%*	*25%*	*29%*	*25%*	*20%*	*14%*	*19%*	*16%*	*20%*	*28%*	*21%*	*19%*
Fairly poor (2)	**44**	9	14	9	11	4	3	3	4	3	8	3	4	3	4	5	2
	30%	*26%*	***40%c***	*23%*	*32%*	*22%*	*28%*	*33%*	*33%*	*28%*	*54%*	*19%*	*27%*	*24%*	*28%*	*43%*	*22%*
Very poor (1)	**33**	10	6	11	6	5	3	3	2	2	2	6	3	3	2	1	3
	23%	*28%*	*18%*	*29%*	*17%*	*29%*	*25%*	*28%*	*18%*	*23%*	*15%*	***41%n***	*21%*	*24%*	*13%*	*11%*	*28%*
I don't know	**2**	1	*	*	1	1	-	*	*	*	-	*	-	-	*	*	-
	2%	*3%*	*1%*	*1%*	*2%*	*5%*	*-*	*2%*	*2%*	*2%*	*-*	*3%*	*-*	*-*	*4%*	*1%*	*-*
NET Very/fairly good	**36**	7	8	11	10	4	2	1	3	2	3	2	5	4	3	3	3
	24%	*20%*	*22%*	*29%*	*27%*	*26%*	*22%*	*8%*	*23%*	*26%*	*18%*	*18%*	*36%*	*32%*	*27%*	*23%*	*31%*
NET Very/fairly poor	**77**	19	21	20	17	8	5	6	6	5	10	8	7	5	5	7	5
	53%	*54%*	*58%*	*52%*	*49%*	*51%*	*52%*	*61%*	*50%*	*52%*	*68%*	*60%*	*48%*	*48%*	*42%*	*54%*	*50%*
Mean	**2.54**	2.39	2.51	2.57	2.69	2.47	2.46	2.18	2.60	2.54	2.41	2.23	2.72	2.78	2.80	2.64	2.63
Std Dev.	**1.22**	1.16	1.14	1.36	1.22	1.28	1.17	1.02	1.18	1.27	1.11	1.38	1.28	1.49	1.22	1.14	1.40
Std Error	**0.05**	0.12	0.10	0.11	0.09	0.21	0.22	0.20	0.19	0.21	0.17	0.19	0.18	0.21	0.16	0.15	0.19

*Price varies with current rates.
Historic increases
Pre 25th March 2019 - Â1.25
25th March 2019 - Â1.35
23rd March 2020 - Â1.35
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
1st class - all the time	1070	-	1070	572	499	173	168	240	183	171	72	62	342	423	306	134	860	197	1067
	21%	-	*21%*	**23%d**	*19%*	**25%ijk**	**24%ijk**	**25%ijk**	**25%ijk**	**19%jk**	*11%*	*12%*	**24%no**	**25%no**	*15%*	*12%*	*20%*	**26%p**	*21%*
1st class - most of the time	1255	-	1255	597	659	189	211	255	187	213	120	80	400	442	412	199	1021	210	1255
	24%	-	*24%*	*24%*	*25%*	**27%jk**	**30%ijk**	**27%jk**	**26%jk**	**24%k**	*19%*	*15%*	**29%no**	**26%no**	*20%*	*17%*	*24%*	*27%*	*24%*
1st and 2nd class in equal amounts	955	-	955	502	453	131	150	190	108	159	118	98	282	298	375	216	807	135	941
	19%	-	*19%*	**20%d**	*17%*	*19%*	**21%h**	**20%h**	*15%*	*18%*	*19%*	*19%*	*20%*	*18%*	*18%*	*19%*	*19%*	*18%*	*18%*
2nd class - most of the time	1257	-	1257	559	696	103	117	163	165	252	237	216	221	328	704	453	1113	136	1296
	24%	-	*24%*	*22%*	**26%c**	*15%*	*17%*	*17%*	**22%efg**	**28%efg**	**37%efghi**	**41%efghi**	*16%*	**20%l**	**34%lm**	**39%lmn**	**26%q**	*18%*	*25%*
2nd class - all the time	414	-	414	188	225	24	33	68	63	88	76	61	57	131	226	137	359	44	384
	8%	-	*8%*	*7%*	*9%*	*4%*	*5%*	**7%e**	**9%ef**	**10%ef**	**12%efg**	**12%efg**	*4%*	**8%l**	**11%lm**	**12%lm**	*8%*	*6%*	*7%*
I never send letters or cards	149	-	149	77	69	48	21	24	22	17	11	5	69	46	33	16	113	33	156
	3%	-	*3%*	*3%*	*3%*	**7%ghijk**	*3%*	*3%*	*3%*	*2%*	*2%*	*1%*	**5%mno**	*3%*	*2%*	*1%*	*3%*	*4%*	*3%*
I don't know	45	-	45	15	29	17	10	9	5	5	*	-	27	13	5	*	27	17	48
	1%	-	*1%*	*1%*	*1%*	**3%ghijk**	**1%jk**	*1%*	*1%*	*1%*	*	-	**2%mno**	**1%o**	*	*	*1%*	**2%p**	*1%*
NET 1st Class all/most of the time	2326	-	2326	1168	1157	362	379	495	370	384	192	142	742	865	718	334	1880	407	2322
	45%	-	*45%*	*47%*	*44%*	**53%ijk**	**53%ijk**	**52%ijk**	**51%ijk**	**42%jk**	*30%*	*27%*	**53%no**	**51%no**	**35%o**	*29%*	*44%*	**53%p**	*45%*
NET 2nd Class all/most of the time	1672	-	1672	747	921	128	150	232	228	340	313	277	278	459	930	590	1472	179	1680
	32%	-	*32%*	*30%*	**35%c**	*19%*	*21%*	**24%e**	**31%efg**	**38%efgh**	**49%efghi**	**53%efghi**	*20%*	**27%l**	**45%lm**	**51%lmn**	**34%q**	*23%*	*33%*
NET Any 1st Class	3281	-	3281	1670	1610	494	530	685	478	543	310	240	1024	1163	1093	550	2688	542	3263
	64%	-	*64%*	**67%d**	*61%*	**72%hijk**	**75%hijk**	**72%hijk**	**65%jk**	**60%jk**	*49%*	*46%*	**73%no**	**69%no**	**53%o**	*48%*	*63%*	**70%p**	*63%*
Any 2nd Class	2627	-	2627	1248	1373	259	301	421	336	499	431	376	560	757	1305	806	2279	315	2621
	51%	-	*51%*	*50%*	*52%*	*38%*	*42%*	**44%e**	**46%e**	**55%efgh**	**68%efghi**	**72%efghi**	*40%*	**45%l**	**63%lm**	**70%lmn**	**53%q**	*41%*	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
1st class - all the time	**1070**	195	331	214	330	526	544	693	366	135	159	300	259	158	876	136	883
	21%	*16%*	*19%*	*20%*	**29%abc**	*18%*	**25%e**	**23%h**	*18%*	*22%*	*23%*	*22%*	*21%*	*21%*	*21%*	*22%*	*21%*
1st class - most of the time	**1255**	293	407	272	283	700	556	817	431	152	173	323	315	197	1008	154	1026
	24%	*25%*	*23%*	*26%*	*25%*	*24%*	*25%*	**27%h**	*21%*	*25%*	*25%*	*24%*	*25%*	*26%*	*25%*	*25%*	*25%*
1st and 2nd class in equal amounts	**955**	255	303	241	156	558	398	604	343	105	125	236	232	152	746	105	765
	19%	**21%bd**	**17%d**	**23%bd**	*14%*	*19%*	*18%*	*20%*	*17%*	*17%*	*18%*	*17%*	*18%*	*20%*	*18%*	*17%*	*18%*
2nd class - most of the time	**1257**	336	481	221	218	818	440	652	592	111	155	339	322	200	1017	111	1058
	24%	**28%cd**	**28%cd**	*21%*	*19%*	**28%f**	*20%*	*21%*	**29%g**	*18%*	*22%*	**25%i**	**26%i**	**27%i**	**25%i**	*18%*	**25%o**
2nd class - all the time	**414**	79	160	86	90	239	176	214	193	57	69	124	88	36	317	59	319
	8%	*7%*	*9%*	*8%*	*8%*	*8%*	*8%*	*7%*	**10%g**	**9%m**	**10%m**	**9%m**	*7%*	*5%*	**8%m**	*10%*	*8%*
I never send letters or cards	**149**	24	47	24	53	71	77	75	73	39	12	36	32	11	91	39	97
	3%	*2%*	*3%*	*2%*	**5%abc**	*2%*	*3%*	*2%*	**4%g**	**7%jklmn**	*2%*	*3%*	*3%*	*1%*	*2%*	**6%p**	*2%*
I don't know	**45**	3	21	8	14	24	22	24	13	3	6	12	11	*	30	5	30
	1%	*	**1%a**	*1%*	**1%a**	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**1%m**	*	*1%*	*1%*	*1%*
NET 1st Class all/most of the time	**2326**	488	738	487	613	1226	1100	1509	797	286	333	622	574	355	1884	290	1909
	45%	*41%*	*42%*	*46%*	**54%abc**	*42%*	**50%e**	**49%h**	*40%*	*48%*	*48%*	*45%*	*46%*	*47%*	*46%*	*48%*	*46%*
NET 2nd Class all/most of the time	**1672**	415	641	307	308	1057	615	866	785	167	224	463	410	236	1334	170	1377
	32%	**35%cd**	**37%cd**	*29%*	*27%*	**36%f**	*28%*	*28%*	**39%g**	*28%*	*32%*	**34%i**	*33%*	*31%*	*33%*	*28%*	**33%o**
NET Any 1st Class	**3281**	743	1041	728	769	1783	1498	2113	1140	391	458	859	806	507	2630	396	2674
	64%	*63%*	*59%*	**68%ab**	**67%b**	*61%*	**68%e**	**69%h**	*57%*	*65%*	*65%*	*63%*	*64%*	*67%*	*64%*	*65%*	*64%*
Any 2nd Class	**2627**	670	944	549	464	1614	1013	1470	1128	272	349	699	643	389	2079	275	2142
	51%	**57%d**	**54%d**	**51%d**	*41%*	**55%f**	*46%*	*48%*	**56%g**	*45%*	*50%*	*51%*	*51%*	*52%*	**51%i**	*45%*	**51%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 214

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
1st class - all the time	1070	955	115	49	899	86	60	26	54	142	73	65	90	85	182	128	79	16	70
	21%	22%b	16%	20%	21%	20%	24%g	18%	26%jkmopr	25%jkmop	17%	18%	20%	18%	27%jklmopr	18%	18%	21%	19%
1st class - most of the time	1255	1082	173	58	1049	97	66	43	50	135	115	81	102	132	162	166	107	19	79
	24%	25%	24%	24%	24%	22%	27%	29%e	24%	24%	27%	22%	22%	28%	24%	24%	24%	24%	22%
1st and 2nd class in equal amounts	955	810	146	44	814	82	37	22	32	107	79	86	96	82	130	125	78	15	67
	19%	18%	20%	18%	19%f	19%	15%	15%	15%	19%	19%	23%h	21%	17%	19%	18%	18%	20%	18%
2nd class - most of the time	1257	1044	213	63	1040	117	61	40	54	122	97	96	104	125	122	188	132	20	97
	24%	24%	29%a	26%	24%	27%	25%	27%	26%n	22%	23%	26%n	23%	26%n	18%	27%n	30%in	26%	27%n
2nd class - all the time	414	346	68	22	346	42	19	8	9	40	48	22	41	44	40	69	33	6	35
	8%	8%	9%	9%	8%	10%	8%	6%	4%	7%	11%hkn	6%	9%h	9%h	6%	10%h	7%	8%	10%h
I never send letters or cards	149	134	14	5	130	9	4	5	8	13	8	21	16	6	32	19	8	1	8
	3%	3%	2%	2%	3%	2%	2%	4%	4%	2%	2%	6%ljmpr	3%	1%	5%m	3%	2%	1%	2%
I don't know	45	41	5	2	34	7	3	2	1	4	3	2	3	3	9	7	2	*	7
	1%	1%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	*	2%
NET 1st Class all/most of the time	2326	2037	288	107	1948	183	126	68	105	277	188	146	192	217	344	293	186	35	149
	45%	46%b	39%	44%	45%	42%	50%e	47%	50%kor	49%kr	44%	39%	42%	46%	51%klopr	42%	42%	45%	41%
NET 2nd Class all/most of the time	1672	1391	281	85	1385	159	80	48	63	161	145	117	145	168	162	257	165	26	132
	32%	32%	38%a	35%	32%	36%	32%	33%	30%	29%	34%n	32%n	32%n	35%n	24%	37%in	37%in	34%	36%in
NET Any 1st Class	3281	2847	434	151	2763	265	162	91	136	385	266	232	288	299	474	419	265	50	215
	64%	65%b	59%	62%	64%	60%	65%	62%	66%	68%opr	63%	62%	64%	63%	70%kopr	60%	60%	65%	59%
Any 2nd Class	2627	2200	427	129	2199	241	117	70	95	268	224	203	241	250	292	383	243	42	199
	51%	50%	58%a	53%	51%	55%f	47%	48%	46%	48%	53%n	55%hn	53%n	53%n	43%	54%hn	55%hn	54%	55%hn

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
1st class - all the time	**1070**	463	371	129	84	19	834	103	468	376	136	63	21	844	84
	21%	**25%bcef**	*18%*	*19%*	*22%*	*14%*	**21%b**	*20%*	**24%ij**	*18%*	*19%*	*23%*	*20%*	*21%*	*22%*
1st class - most of the time	**1255**	426	537	186	88	14	963	102	480	542	161	47	21	1022	68
	24%	**23%e**	**27%aeg**	**27%eg**	**23%e**	*10%*	**25%eg**	*20%*	**24%kn**	**26%kn**	*22%*	*17%*	*21%*	**25%kn**	*18%*
1st and 2nd class in equal amounts	**955**	307	394	163	67	22	701	89	316	398	179	44	13	714	58
	19%	*16%*	**20%a**	**24%afg**	*17%*	*16%*	*18%*	*17%*	*16%*	**19%h**	**25%hiklmn**	*16%*	*13%*	*18%*	*15%*
2nd class - most of the time	**1257**	485	533	124	81	30	1018	111	477	523	164	68	22	1000	89
	24%	**26%c**	**26%c**	*18%*	*21%*	*22%*	**26%c**	*21%*	*24%*	*25%*	*23%*	*25%*	*21%*	*25%*	*24%*
2nd class - all the time	**414**	182	137	49	31	16	319	47	169	152	44	35	14	320	49
	8%	**10%b**	*7%*	*7%*	*8%*	*12%*	*8%*	*9%*	*9%*	*7%*	*6%*	**13%ijm**	**14%j**	*8%*	**13%hijm**
I never send letters or cards	**149**	15	33	31	26	35	48	61	41	54	26	14	10	95	25
	3%	*1%*	*2%*	**5%abf**	**7%abf**	**25%abcdfg**	*1%*	**12%abcf**	*2%*	*3%*	*4%*	**5%hm**	**10%hijm**	*2%*	**7%him**
I don't know	**45**	2	14	11	9	*	17	9	13	14	6	3	*	27	4
	1%	*	**1%a**	**2%af**	**2%abf**	*	*	**2%af**	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
NET 1st Class all/most of the time	**2326**	890	907	314	172	33	1797	205	949	918	297	110	42	1866	152
	45%	**47%eg**	**45%e**	**45%e**	**45%e**	*25%*	**46%eg**	**39%e**	**48%jkn**	*45%*	*42%*	*40%*	*41%*	*46%*	*40%*
NET 2nd Class all/most of the time	**1672**	667	670	173	112	46	1337	158	645	675	208	103	35	1320	138
	32%	**35%c**	**33%c**	*25%*	*29%*	*34%*	**34%c**	*30%*	*33%*	*33%*	*29%*	**37%j**	*35%*	*33%*	**37%j**
NET Any 1st Class	**3281**	1196	1301	477	239	55	2498	294	1265	1315	475	154	56	2580	210
	64%	**64%eg**	**64%eg**	**69%aeg**	**62%e**	*41%*	**64%eg**	**56%e**	**64%kn**	**64%n**	**67%kn**	*56%*	*55%*	**64%kn**	*56%*
Any 2nd Class	**2627**	974	1064	336	179	68	2038	247	961	1072	386	147	49	2034	196
	51%	*52%*	*53%*	*49%*	*46%*	*50%*	*52%*	*47%*	*49%*	*52%*	*54%*	*53%*	*48%*	*51%*	*52%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
1st class - all the time	1070	66	992	11	339	659	73	1043	11	11	1	1064	5
	21%	26%c	21%	12%	23%e	19%	24%	21%	20%	30%	37%	21%	21%
1st class - most of the time	1255	78	1145	32	379	800	76	1224	17	7	*	1248	7
	24%	30%	24%	35%	26%	24%	25%	24%	29%	20%	3%	24%	34%
1st and 2nd class in equal amounts	955	38	899	18	252	648	56	933	16	5	-	953	2
	19%	15%	19%	20%	17%	19%	18%	19%	28%	14%	-	19%	11%
2nd class - most of the time	1257	53	1187	17	328	875	54	1236	10	9	2	1255	1
	24%	21%	25%	18%	23%	26%f	17%	25%	17%	25%	60%	24%	4%
2nd class - all the time	414	14	388	12	87	293	34	407	4	2	-	413	2
	8%	6%	8%	13%	6%	9%d	11%d	8%	6%	5%	-	8%	8%
I never send letters or cards	149	8	140	1	52	90	7	146	-	2	-	148	*
	3%	3%	3%	1%	4%	3%	2%	3%	-	6%	-	3%	1%
I don't know	45	2	42	1	7	30	8	40	*	-	-	40	5
	1%	1%	1%	1%	1%	1%	3%de	1%	*	-	-	1%	23%
NET 1st Class all/most of the time	2326	144	2138	44	718	1459	149	2267	28	18	1	2312	12
	45%	56%b	45%	47%	50%e	43%	48%	45%	49%	50%	40%	45%	55%
NET 2nd Class all/most of the time	1672	68	1575	29	416	1168	88	1643	13	11	2	1667	3
	32%	26%	33%	31%	29%	34%d	29%	33%	23%	31%	60%	33%	12%
NET Any 1st Class	3281	182	3037	62	970	2107	205	3199	43	23	1	3265	14
	64%	70%	63%	67%	67%e	62%	66%	64%	76%	63%	40%	64%	65%
Any 2nd Class	2627	105	2475	47	668	1816	144	2576	29	16	2	2620	5
	51%	41%	52%a	51%	46%	53%d	47%	51%	51%	44%	60%	51%	22%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF7. When sending letters or cards, which service do you tend to use?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
1st class - all the time	**1070**	251	245	285	290	83	86	82	85	95	65	81	105	99	104	90	95
	21%	*20%*	*19%*	*22%*	*22%*	*19%*	*19%*	*20%*	*20%*	**23%j**	*14%*	*19%*	**24%j**	**23%j**	**24%j**	**22%j**	**21%j**
1st class - most of the time	**1255**	376	305	265	309	129	142	106	104	79	122	92	78	95	93	106	109
	24%	**29%bcd**	*24%*	*21%*	*24%*	**30%iklmn**	**31%iklmn**	**26%l**	*24%*	*20%*	**27%ll**	*22%*	*18%*	*22%*	*22%*	**26%l**	*24%*
1st and 2nd class in equal amounts	**955**	225	271	233	226	82	75	69	97	95	79	71	69	93	68	74	85
	19%	*18%*	*21%*	*18%*	*17%*	*19%*	*17%*	*17%*	**23%ln**	**24%fgln**	*17%*	*17%*	*16%*	*22%*	*16%*	*18%*	*19%*
2nd class - most of the time	**1257**	302	314	327	316	98	103	101	84	95	135	123	117	87	120	102	94
	24%	*24%*	*24%*	*25%*	*24%*	*23%*	*23%*	*25%*	*20%*	*24%*	**29%hmp**	**29%hmp**	*27%*	*20%*	**28%h**	*25%*	*21%*
2nd class - all the time	**414**	81	105	122	106	20	26	36	30	26	48	35	45	42	37	25	44
	8%	*6%*	*8%*	**10%a**	*8%*	*5%*	*6%*	*9%*	*7%*	*7%*	**11%ef**	*8%*	**10%e**	**10%e**	*9%*	*6%*	**10%e**
I never send letters or cards	**149**	38	35	37	38	11	17	10	17	9	10	11	14	12	6	14	18
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	*2%*	*2%*	*3%*	*3%*	*3%*	*1%*	*3%*	*4%*
I don't know	**45**	8	14	16	8	3	2	3	9	5	*	8	7	1	2	4	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	**2%jm**	*1%*	*	**2%j**	*2%*	*	*	*1%*	*1%*
NET 1st Class all/most of the time	**2326**	628	549	550	598	212	228	188	189	173	187	173	183	194	198	197	204
	45%	**49%bc**	*43%*	*43%*	*46%*	**50%j**	**51%jk**	*46%*	*44%*	*43%*	*41%*	*41%*	*42%*	*45%*	*46%*	*47%*	*46%*
NET 2nd Class all/most of the time	**1672**	383	419	449	422	117	129	136	114	121	184	159	162	128	157	127	138
	32%	*30%*	*33%*	**35%a**	*33%*	*28%*	*29%*	*34%*	*27%*	*30%*	**40%efhimop**	**38%efh**	**37%efh**	*30%*	**36%eh**	*31%*	*31%*
NET Any 1st Class	**3281**	853	820	783	824	294	303	257	285	268	266	244	252	287	265	270	289
	64%	**67%c**	*64%*	*61%*	*64%*	**69%jkl**	**67%jkl**	*63%*	**67%jkl**	**67%jkl**	*58%*	*58%*	*58%*	**67%jkl**	*62%*	*65%*	*65%*
Any 2nd Class	**2627**	608	690	682	648	199	204	205	211	216	263	230	230	222	224	201	222
	51%	*47%*	**54%a**	**53%a**	*50%*	*47%*	*45%*	*50%*	*50%*	**54%f**	**57%efo**	**55%f**	*53%*	*52%*	*52%*	*48%*	*50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	2322	-	2322	1132	1190	325	363	492	355	431	220	132	688	847	783	352	2004	292	2322
Weighted Base	2326	-**	2326	1168	1157	362	379	495	370	384	192*	142*	742	865	718	334	1880	407	2322
Effective Base	1422	-	1422	738	686	230	236	331	211	233	98	90	466	538	418	186	1172	232	2322
What stamps I have to hand	436 19%	- -	436 19%	227 19%	209 18%	50 14%	63 17%	64 13%	81 22%eg	88 23%eg	54 28%efg	36 26%eg	113 15%	145 17%	178 25%lm	91 27%lm	362 19%	67 16%	442 19%
Value for money	486 21%	- -	486 21%	281 24%d	205 18%	118 33%ghijk	101 27%ijk	114 23%ijk	74 20%jk	62 16%jk	13 7%	4 3%	219 29%mno	188 22%no	79 11%o	17 5%	361 19%	124 31%p	427 18%
Speed of delivery	1532 66%	- -	1532 66%	776 66%	756 65%	205 57%	226 60%	324 65%e	270 73%ef	269 70%ef	143 74%ef	94 66%	431 58%	594 69%l	506 71%l	237 71%l	1236 66%	274 67%	1569 68%
I don't want others to think that I don't want to use a 1st class stamp	161 7%	- -	161 7%	90 8%	71 6%	36 10%ik	38 10%ik	41 8%ik	27 7%i	7 2%	8 4%	3 2%	74 10%no	68 8%no	18 3%	11 3%	122 6%	37 9%	153 7%
Value of the item to be sent	321 14%	- -	321 14%	183 16%d	138 12%	82 23%hijk	65 17%hijk	81 16%hijk	37 10%	33 9%	15 8%	8 5%	147 20%mno	118 14%no	56 8%	22 7%	211 11%	106 26%p	277 12%
Security (i.e. that items sent will reach their destination intact)	311 13%	- -	311 13%	160 14%	151 13%	65 18%ijk	71 19%ijk	75 15%ij	49 13%i	28 7%	11 6%	11 8%	137 18%no	124 14%no	51 7%	23 7%	202 11%	103 25%p	295 13%
Not much difference in cost between 1st and 2nd class post	563 24%	- -	563 24%	293 25%	270 23%	84 23%	110 29%h	109 22%	76 20%	118 31%ghk	40 21%	26 18%	194 26%	184 21%	184 26%	66 20%	449 24%	102 25%	570 25%
Postal service are less likely to lose the mail / will treat it better	371 16%	- -	371 16%	191 16%	180 16%	69 19%hi	72 19%hi	73 15%	45 12%	46 12%	37 19%	30 21%hi	141 19%m	118 14%	113 16%	67 20%m	288 15%	74 18%	372 16%
Other (please specify)	7 *	- -	7 *	4 *	3 *	* *	2 *	1 *	2 1%	* *	* *	1 1%	2 *	3 *	2 *	2 *	7 *	- -	10 *
No particular reason	71 3%	- -	71 3%	34 3%	37 3%	5 1%	7 2%	13 3%	11 3%	22 6%ef	8 4%	6 4%	12 2%	24 3%	35 5%l	14 4%	67 4%q	4 1%	67 3%
I don't know	22 1%	- -	22 1%	6 1%	16 1%	7 2%i	7 2%i	4 1%	3 1%	* *	- -	2 2%	14 2%n	6 1%	2 *	2 1%	17 1%	6 1%	23 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2322	489	685	468	680	1174	1148	1229	1060	331	344	619	541	316	1820	337	1852
Weighted Base	2326	488	738	487	613	1226	1100	1509	797	286	333	622	574	355	1884	290	1909
Effective Base	1422	266	442	298	425	707	720	819	642	208	217	366	342	199	1122	211	1140
What stamps I have to hand	436	101	150	75	110	251	185	260	173	53	75	120	103	56	355	56	358
	19%	21%	20%	15%	18%	20%	17%	17%	22%g	19%	23%	19%	18%	16%	19%	19%	19%
Value for money	486	92	161	105	128	253	233	374	111	53	75	119	123	104	420	53	425
	21%	19%	22%	22%	21%	21%	21%	25%h	14%	18%	22%	19%	21%	29%ikln	22%	18%	22%
Speed of delivery	1532	329	495	319	389	825	708	983	536	181	221	414	380	241	1256	182	1276
	66%	68%	67%	66%	63%	67%	64%	65%	67%	63%	66%	67%	66%	68%	67%	63%	67%
I don't want others to think that I don't want to use a 1st class stamp	161	38	56	31	36	94	67	112	49	22	30	37	40	27	134	22	134
	7%	8%	8%	6%	6%	8%	6%	7%	6%	8%	9%	6%	7%	8%	7%	7%	7%
Value of the item to be sent	321	86	110	74	51	195	125	232	88	32	49	81	86	60	276	32	279
	14%	18%d	15%d	15%d	8%	16%f	11%	15%h	11%	11%	15%	13%	15%	17%	15%	11%	15%
Security (i.e. that items sent will reach their destination intact)	311	86	109	53	63	195	116	229	81	35	54	65	102	42	262	35	265
	13%	18%cd	15%d	11%	10%	16%f	11%	15%h	10%	12%	16%k	10%	18%k	12%	14%	12%	14%
Not much difference in cost between 1st and 2nd class post	563	104	204	106	148	308	254	365	196	55	94	138	142	108	482	55	486
	24%	21%	28%	22%	24%	25%	23%	24%	25%	19%	28%l	22%	25%	30%lk	26%l	19%	25%o
Postal service are less likely to lose the mail / will treat it better	371	79	139	77	77	218	154	239	129	45	60	112	78	56	305	45	308
	16%	16%	19%d	16%	13%	18%	14%	16%	16%	16%	18%	18%	14%	16%	16%	16%	16%
Other (please specify)	7	*	2	1	4	2	5	2	5	3	2	2	-	-	4	3	4
	*	*	*	*	1%	*	*	*	1%	1%ln	*	*	-	-	*	1%p	*
No particular reason	71	15	18	14	23	33	37	43	27	12	12	16	16	12	56	12	56
	3%	3%	2%	3%	4%	3%	3%	3%	3%	4%	4%	3%	3%	3%	3%	4%	3%
I don't know	22	4	4	5	9	9	14	14	7	3	2	4	3	*	9	3	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	*	1%	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 215

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2322	1724	598	253	1296	384	376	266	138	159	139	120	143	137	182	144	134	67	317
Weighted Base	2326	2037	288	107*	1948	183	126	68	105	277	188	146	192	217	344	293	186	35*	149
Effective Base	1422	1220	207	76	1073	210	208	150	123	143	122	107	117	117	160	131	115	37	173
What stamps I have to hand	436	391	45	19	371	31	22	13	23	47	46	31	40	37	44	59	43	6	25
	19%	*19%*	*16%*	*18%*	*19%*	*17%*	*17%*	*19%*	**22%n**	*17%*	**25%n**	*22%*	*21%*	*17%*	*13%*	*20%*	**23%n**	*17%*	*17%*
Value for money	486	457	29	13	426	30	21	9	23	62	34	30	56	44	88	62	27	4	26
	21%	**22%bc**	*10%*	*12%*	**22%q**	*16%*	*17%*	*13%*	*22%*	*22%*	*18%*	*20%*	**29%jpqr**	*20%*	**26%p**	*21%*	*15%*	*10%*	*17%*
Speed of delivery	1532	1329	203	82	1262	134	91	44	77	168	116	100	115	152	212	204	118	25	109
	66%	*65%*	*71%*	**77%a**	*65%*	**73%d**	**72%d**	*65%*	**74%ijln**	*61%*	*62%*	*69%*	*60%*	*70%*	*61%*	*70%*	*63%*	*73%*	**73%ijln**
I don't want others to think that I don't want to use a 1st class stamp	161	148	13	6	141	11	6	4	10	18	6	17	20	11	37	13	10	*	10
	7%	*7%*	*5%*	*6%*	*7%*	*6%*	*4%*	*6%*	**10%l**	*6%*	*3%*	**12%jo**	**10%l**	*5%*	**11%jo**	*4%*	*5%*	*1%*	*7%*
Value of the item to be sent	321	294	27	11	278	23	11	9	11	38	22	21	31	25	68	48	14	4	20
	14%	**14%b**	*9%*	*10%*	**14%f**	*13%*	*9%*	*13%*	*11%*	*14%*	*12%*	*14%*	*16%*	*12%*	**20%p**	**16%p**	*8%*	*10%*	*13%*
Security (i.e. that items sent will reach their destination intact)	311	287	24	12	263	22	15	11	13	37	12	25	28	30	72	35	14	2	19
	13%	**14%b**	*8%*	*11%*	*14%*	*12%*	*12%*	*16%*	*12%*	*13%*	*6%*	**17%jp**	**14%l**	*14%*	**21%jop**	*12%*	*8%*	*7%*	**13%l**
Not much difference in cost between 1st and 2nd class post	563	490	73	20	472	43	32	15	28	66	47	43	39	59	89	61	39	8	35
	24%	*24%*	*25%*	*19%*	*24%*	*24%*	*25%*	*22%*	*27%*	*24%*	*25%*	*30%*	*21%*	*27%*	*26%*	*21%*	*21%*	*22%*	*24%*
Postal service are less likely to lose the mail / will treat it better	371	321	51	24	309	28	25	10	15	59	29	25	18	45	52	41	25	2	25
	16%	*16%*	*18%*	*22%*	*16%*	*15%*	*20%*	*14%*	*15%*	**21%l**	*16%*	*17%*	*9%*	**21%l**	*15%*	*14%*	*14%*	*7%*	*17%*
Other (please specify)	7	4	3	2	6	-	1	*	1	-	-	-	-	1	-	2	2	-	-
	*	*	*1%*	**2%a**	*	-	*1%*	*	*1%*	-	-	-	-	*1%*	-	*1%*	*1%*	-	-
No particular reason	71	61	9	1	59	7	3	2	1	14	10	3	5	5	6	7	7	4	3
	3%	*3%*	*3%*	*1%*	*3%*	*4%*	*2%*	*3%*	*1%*	*5%*	*5%*	*2%*	*2%*	*3%*	*2%*	*3%*	*4%*	**12%hklmnor**	*2%*
I don't know	22	17	6	4	19	2	1	1	*	6	4	1	2	-	2	2	2	-	2
	1%	*1%*	*2%*	**4%a**	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*1%*	*1%*	-	*	*1%*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2322	916	892	299	163	40	1808	203	989	895	283	102	40	1884	142
Weighted Base	2326	890	907	314	172	33**	1797	205	949	918	297	110*	42**	1866	152*
Effective Base	1422	545	551	190	106	23	1096	129	591	541	191	67	25	1131	93
What stamps I have to hand	436	198	162	42	31	2	360	33	158	174	62	30	11	331	41
	19%	**22%c**	*18%*	*13%*	*18%*	*5%*	**20%c**	*16%*	*17%*	*19%*	*21%*	**27%h**	*27%*	*18%*	**27%hm**
Value for money	486	185	182	69	40	8	367	48	219	182	57	20	7	401	27
	21%	*21%*	*20%*	*22%*	*23%*	*25%*	*20%*	*23%*	*23%*	*20%*	*19%*	*18%*	*16%*	*21%*	*18%*
Speed of delivery	1532	656	583	163	110	18	1239	128	712	573	158	60	22	1286	82
	66%	**74%bcdfg**	**64%c**	*52%*	**64%c**	*55%*	**69%c**	*63%*	**75%ljkmn**	**62%j**	*53%*	*54%*	*52%*	**69%ljkn**	*54%*
I don't want others to think that I don't want to use a 1st class stamp	161	65	55	29	11	*	120	11	66	67	20	7	1	133	8
	7%	*7%*	*6%*	*9%*	*6%*	*1%*	*7%*	*6%*	*7%*	*7%*	*7%*	*7%*	*2%*	*7%*	*5%*
Value of the item to be sent	321	121	127	38	30	4	247	34	150	118	27	20	5	268	25
	14%	*14%*	*14%*	*12%*	*18%*	*12%*	*14%*	*17%*	**16%j**	*13%*	*9%*	**18%j**	*12%*	*14%*	*17%*
Security (i.e. that items sent will reach their destination intact)	311	116	131	31	30	2	246	31	137	127	27	17	5	263	21
	13%	*13%*	*14%*	*10%*	*17%*	*6%*	*14%*	*15%*	*14%*	*14%*	*9%*	*15%*	*11%*	*14%*	*14%*
Not much difference in cost between 1st and 2nd class post	563	218	228	67	42	6	446	48	240	238	43	32	8	478	40
	24%	*25%*	*25%*	*21%*	*25%*	*17%*	*25%*	*23%*	**25%j**	**26%j**	*14%*	**29%j**	*20%*	**26%j**	**27%j**
Postal service are less likely to lose the mail / will treat it better	371	152	140	41	28	6	292	34	161	136	42	20	9	297	29
	16%	*17%*	*15%*	*13%*	*16%*	*19%*	*16%*	*17%*	*17%*	*15%*	*14%*	*18%*	*21%*	*16%*	*19%*
Other (please specify)	7	6	1	-	*	-	7	*	4	3	*	-	-	7	-
	*	*1%*	*	-	*	-	*	*	*	*	*	-	-	*	-
No particular reason	71	16	28	23	1	4	44	5	22	26	21	*	2	47	3
	3%	*2%*	*3%*	**7%abdf**	*1%*	*10%*	*2%*	*2%*	*2%*	*3%*	**7%hikm**	*	*5%*	*3%*	*2%*
I don't know	22	6	10	6	1	-	16	1	4	15	3	*	-	19	*
	1%	*1%*	*1%*	*2%*	*	-	*1%*	*	*	**2%h**	*1%*	*	-	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2322	198	2074	50	823	1352	147	2272	20	19	3	2311	8
Weighted Base	2326	144	2138	44*	718	1459	149*	2267	28**	18**	1**	2312	12**
Effective Base	1422	105	1289	31	479	860	88	1388	16	10	1	1414	7
What stamps I have to hand	436 *19%*	23 *16%*	408 *19%*	5 *11%*	125 *17%*	285 *20%*	26 *18%*	428 *19%*	5 *19%*	1 *5%*	- -	434 *19%*	2 *13%*
Value for money	486 *21%*	27 *19%*	446 *21%*	13 *30%*	143 *20%*	304 *21%*	39 *26%*	467 *21%*	9 *34%*	6 *32%*	1 *92%*	482 *21%*	3 *22%*
Speed of delivery	1532 *66%*	82 *57%*	1421 **66%a**	29 *67%*	458 **64%f**	997 **68%f**	77 *52%*	1514 *67%*	8 *28%*	7 *40%*	1 *90%*	1529 *66%*	2 *19%*
I don't want others to think that I don't want to use a 1st class stamp	161 *7%*	10 *7%*	149 *7%*	2 *5%*	61 *9%*	92 *6%*	8 *5%*	149 *7%*	5 *17%*	4 *21%*	* *8%*	158 *7%*	3 *27%*
Value of the item to be sent	321 *14%*	11 *7%*	293 *14%*	17 **40%ab**	104 *14%*	185 *13%*	32 **22%e**	317 *14%*	3 *12%*	* *2%*	* *8%*	321 *14%*	- -
Security (i.e. that items sent will reach their destination intact)	311 *13%*	15 *11%*	293 *14%*	3 *6%*	112 *16%*	187 *13%*	13 *8%*	297 *13%*	9 *32%*	5 *31%*	- -	311 *13%*	- -
Not much difference in cost between 1st and 2nd class post	563 *24%*	25 *17%*	530 *25%*	7 *17%*	184 *26%*	353 *24%*	26 *17%*	555 *24%*	2 *7%*	4 *23%*	1 *90%*	561 *24%*	- -
Postal service are less likely to lose the mail / will treat it better	371 *16%*	21 *14%*	343 *16%*	8 *17%*	141 **20%e**	199 *14%*	31 *21%*	366 *16%*	3 *12%*	1 *3%*	- -	370 *16%*	2 *13%*
Other (please specify)	7 *	1 *1%*	6 *	- -	5 *1%*	3 *	- -	7 *	- -	* *2%*	- -	7 *	- -
No particular reason	71 *3%*	10 **7%b**	61 *3%*	- -	27 *4%*	36 *2%*	8 *5%*	69 *3%*	- -	2 *10%*	- -	71 *3%*	- -
I don't know	22 *1%*	4 *3%*	16 *1%*	3 **6%b**	8 *1%*	10 *1%*	4 *3%*	19 *1%*	- -	1 *6%*	- -	20 *1%*	3 *24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?

Base : Use 1st Class all or most of the time to send letters or cards

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	2322	627	561	557	577	213	212	202	196	186	179	181	172	204	198	188	191
Weighted Base	2326	628	549	550	598	212	228	188	189	173	187	173*	183	194	198	197	204
Effective Base	1422	413	380	313	329	139	144	131	126	124	131	91	106	117	115	110	105
What stamps I have to hand	436 19%	120 19%	95 17%	98 18%	123 21%	47 22%	33 14%	40 21%	30 16%	29 17%	36 19%	33 19%	36 20%	29 15%	41 21%	35 18%	47 23%
Value for money	486 21%	136 22%	125 23%c	91 17%	134 22%	45 21%	57 25%	34 18%	42 22%	40 23%	43 23%	25 14%	36 20%	31 16%	40 20%	41 21%	53 26%k
Speed of delivery	1532 66%	404 64%	377 69%	365 66%	386 64%	133 63%	156 69%	114 61%	136 72%jp	132 76%egjlmp	109 58%	127 74%gjp	118 64%	120 62%	131 66%	135 69%	120 59%
I don't want others to think that I don't want to use a 1st class stamp	161 7%	25 4%	38 7%	49 9%a	50 8%a	9 4%	9 4%	6 3%	14 7%	11 6%	13 7%	20 12%efg	13 7%	16 8%	15 8%	14 7%	20 10%g
Value of the item to be sent	321 14%	87 14%	76 14%	61 11%	97 16%	31 15%	35 16%	21 11%	21 11%	24 14%	31 16%	15 8%	26 14%	20 10%	30 15%	26 13%	41 20%km
Security (i.e. that items sent will reach their destination intact)	311 13%	82 13%	79 14%	71 13%	79 13%	33 16%	28 12%	20 11%	22 12%	36 21%ghjmn	20 11%	26 15%	24 13%	21 11%	23 11%	25 13%	32 15%
Not much difference in cost between 1st and 2nd class post	563 24%	188 30%cd	144 26%d	112 20%	119 20%	69 32%klnop	71 31%klo	48 25%	49 26%	46 26%	50 26%	32 18%	37 20%	44 23%	41 21%	36 19%	41 20%
Postal service are less likely to lose the mail / will treat it better	371 16%	99 16%	99 18%c	65 12%	109 18%c	35 16%	32 14%	33 17%	36 19%l	39 23%jkl	24 13%	19 11%	17 9%	28 15%	36 18%l	28 14%	44 21%l
Other (please specify)	7 *	2 *	* *	3 1%	2 *	2 1%	- -	- -	* *	- -	- -	1 *	* *	2 1%	- -	2 1%	- -
No particular reason	71 3%	14 2%	10 2%	24 4%b	22 4%	3 1%	5 2%	6 3%	6 3%	1 *	4 2%	8 5%l	6 3%	11 6%l	5 2%	15 8%efijp	2 1%
I don't know	22 1%	3 1%	7 1%	5 1%	7 1%	* *	2 1%	1 *	* *	2 1%	6 3%o	- -	4 2%	1 1%	3 2%	* *	3 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2621**	-	2621	1224	1388	271	286	391	318	515	472	355	557	709	1342	827	2354	236	2621
Weighted Base	**2627**	-**	2627	1248	1373	259	301	421	336	499	431	376	560	757	1305	806	2279	315	2621
Effective Base	**1561**	-	1561	758	799	168	185	265	183	302	221	244	353	445	760	459	1365	177	2621
What stamps I have to hand	**746**	-	746	315	429	49	56	98	97	180	126	139	105	195	445	265	670	69	738
	28%	-	*28%*	*25%*	**31%c**	*19%*	*19%*	*23%*	**29%ef**	**36%efg**	**29%ef**	**37%efg**	*19%*	**26%l**	**34%lm**	**33%lm**	**29%q**	*22%*	*28%*
Cost of postage	**1344**	-	1344	600	740	116	144	219	175	265	233	187	260	394	685	420	1173	156	1337
	51%	-	*51%*	*48%*	**54%c**	*45%*	*48%*	*52%*	*52%*	*53%*	*54%*	*50%*	*46%*	*52%*	*52%*	*52%*	*51%*	*50%*	*51%*
Speed of delivery	**1107**	-	1107	541	566	117	111	173	115	223	205	160	228	288	588	365	934	163	1111
	42%	-	*42%*	*43%*	*41%*	**45%h**	*37%*	*41%*	*34%*	**45%h**	**48%fh**	*43%*	*41%*	*38%*	**45%m**	**45%m**	*41%*	**52%p**	*42%*
I don't want others to think that I don't want to use a 1st class stamp	**60**	-	60	35	25	14	9	16	3	8	7	3	22	19	18	10	51	9	61
	2%	-	*2%*	*3%*	*2%*	**5%hijk**	*3%*	**4%hk**	*1%*	*2%*	*2%*	*1%*	**4%no**	*3%*	*1%*	*1%*	*2%*	*3%*	*2%*
Value of the item to be sent	**567**	-	567	248	319	90	75	105	72	95	76	52	165	177	223	127	447	115	573
	22%	-	*22%*	*20%*	*23%*	**35%fghijk**	**25%k**	**25%jk**	**21%k**	*19%*	*18%*	*14%*	**30%mno**	**23%no**	*17%*	*16%*	*20%*	**37%p**	*22%*
Security (i.e. that items sent will reach their destination intact)	**222**	-	222	102	120	40	40	43	28	23	26	22	79	71	70	47	169	51	226
	8%	-	*8%*	*8%*	*9%*	**15%hijk**	**13%ijk**	**10%l**	*8%*	*5%*	*6%*	*6%*	**14%mno**	**9%no**	*5%*	*6%*	*7%*	**16%p**	*9%*
Not much difference in cost between 1st and 2nd class post	**341**	-	341	154	186	49	34	55	54	72	43	34	83	109	148	77	299	39	361
	13%	-	*13%*	*12%*	*14%*	**19%fjk**	*11%*	*13%*	**16%k**	*14%*	*10%*	*9%*	**15%o**	**14%o**	*11%*	*10%*	*13%*	*12%*	*14%*
Postal service are less likely to lose the mail / will treat it better	**191**	-	191	90	101	31	37	34	21	23	27	17	69	55	67	45	152	38	186
	7%	-	*7%*	*7%*	*7%*	**12%ijk**	**12%hijk**	*8%*	*6%*	*5%*	*6%*	*5%*	**12%mno**	*7%*	*5%*	*6%*	*7%*	**12%p**	*7%*
Other (please specify)	**42**	-	42	19	24	-	3	1	4	17	9	8	3	5	34	17	42	*	47
	2%	-	*2%*	*2%*	*2%*	-	*1%*	*	*1%*	**3%eg**	*2%*	*2%*	*1%*	*1%*	**3%lm**	*2%*	*2%*	*	*2%*
No particular reason	**164**	-	164	101	62	14	45	22	30	17	18	18	59	52	53	36	146	12	150
	6%	-	*6%*	**8%d**	*5%*	*5%*	**15%egijk**	*5%*	**9%l**	*3%*	*4%*	*5%*	**10%no**	**7%n**	*4%*	*5%*	*6%*	*4%*	*6%*
I don't know	**18**	-	18	7	11	3	4	9	-	1	-	-	8	9	1	-	14	2	15
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	**2%hijk**	-	*	-	-	**1%no**	**1%no**	*	-	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 216

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2621	736	855	503	527	1591	1030	1208	1373	302	351	689	643	354	2037	307	2105
Weighted Base	2627	670	944	549	464	1614	1013	1470	1128	272	349	699	643	389	2079	275	2142
Effective Base	1561	398	528	313	336	925	640	784	784	180	191	421	385	217	1212	182	1251
What stamps I have to hand	746	190	288	124	144	478	268	378	356	83	117	182	173	121	593	83	614
	28%	28%	30%c	23%	31%c	30%	26%	26%	32%g	31%	34%	26%	27%	31%	29%	30%	29%
Cost of postage	1344	343	497	257	247	840	504	748	585	162	186	363	304	196	1050	165	1078
	51%	51%	53%	47%	53%	52%	50%	51%	52%	60%lm	53%	52%	47%	50%	50%	60%p	50%
Speed of delivery	1107	337	407	188	174	744	362	592	506	99	141	302	280	197	919	100	945
	42%	50%bcd	43%c	34%	38%	46%f	36%	40%	45%	36%	40%	43%	44%	51%lj	44%l	36%	44%o
I don't want others to think that I don't want to use a 1st class stamp	60	17	22	13	7	39	21	37	22	8	16	5	20	8	50	8	50
	2%	3%	2%	2%	2%	2%	2%	3%	2%	3%k	5%k	1%	3%k	2%	2%k	3%	2%
Value of the item to be sent	567	150	205	95	117	355	212	357	200	56	101	158	128	81	467	56	479
	22%	22%	22%	17%	25%c	22%	21%	24%h	18%	21%	29%l	23%	20%	21%	22%	20%	22%
Security (i.e. that items sent will reach their destination intact)	222	62	91	28	41	153	68	142	77	25	42	52	45	36	175	25	182
	8%	9%c	10%c	5%	9%	10%	7%	10%h	7%	9%	12%l	7%	7%	9%	8%	9%	9%
Not much difference in cost between 1st and 2nd class post	341	87	115	62	77	203	139	194	143	39	56	78	85	52	271	39	280
	13%	13%	12%	11%	17%	13%	14%	13%	13%	14%	16%	11%	13%	13%	13%	14%	13%
Postal service are less likely to lose the mail / will treat it better	191	51	70	32	38	121	70	110	77	27	27	46	44	23	139	27	148
	7%	8%	7%	6%	8%	8%	7%	8%	7%	10%	8%	7%	7%	6%	7%	10%	7%
Other (please specify)	42	9	14	12	7	23	20	22	20	8	1	12	13	3	29	8	31
	2%	1%	2%	2%	2%	1%	2%	2%	2%	3%j	*	2%	2%	1%	1%	3%	1%
No particular reason	164	26	48	70	20	74	90	102	56	9	14	39	36	13	102	9	107
	6%	4%	5%	13%abd	4%	5%	9%e	7%	5%	3%	4%	6%	6%	3%	5%	3%	5%
I don't know	18	*	5	8	5	5	13	15	3	*	4	9	1	-	15	*	15
	1%	*	*	1%a	1%a	*	1%e	1%	*	*	1%	1%	*	-	1%	*	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 216

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2621**	1810	811	339	1451	544	368	258	123	148	158	158	176	169	154	194	171	117	427
Weighted Base	**2627**	2200	427	129	2199	241	117	70	95	268	224	203	241	250	292	383	243	42*	199
Effective Base	**1561**	1297	265	110	1194	220	191	135	112	131	133	134	143	144	134	170	148	48	174
What stamps I have to hand	**746**	619	126	38	620	67	42	17	30	89	65	58	59	64	56	122	77	11	56
	28%	*28%*	*30%*	*29%*	*28%*	*28%*	**36%dg**	*24%*	**31%n**	**33%n**	*29%*	*29%*	*24%*	*26%*	*19%*	**32%n**	**31%n**	*27%*	*28%*
Cost of postage	**1344**	1096	248	71	1124	120	60	39	63	149	104	97	126	131	146	176	132	13	108
	51%	*50%*	**58%a**	*55%*	*51%*	*50%*	*51%*	*56%*	**66%jklmnoqr**	**56%q**	*47%*	**48%q**	**52%q**	**52%q**	**50%q**	*46%*	**54%q**	*30%*	**54%q**
Speed of delivery	**1107**	931	176	46	933	108	40	26	47	88	81	97	114	109	131	155	112	23	85
	42%	*42%*	*41%*	*36%*	**42%f**	**45%f**	*34%*	*37%*	**50%ijl**	*33%*	*36%*	**48%i**	**47%i**	*44%*	**45%i**	*40%*	**46%i**	**55%ij**	*43%*
I don't want others to think that I don't want to use a 1st class stamp	**60**	51	9	1	50	6	3	1	2	7	4	4	8	1	17	2	4	*	5
	2%	*2%*	*2%*	*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	**6%mo**	*1%*	*2%*	*	*3%*
Value of the item to be sent	**567**	476	91	25	466	59	25	18	26	50	58	52	48	48	72	56	58	9	50
	22%	*22%*	*21%*	*19%*	*21%*	*24%*	*21%*	*26%*	**27%o**	*18%*	**26%o**	**25%o**	*20%*	*19%*	**24%o**	*15%*	**24%o**	*21%*	**25%o**
Security (i.e. that items sent will reach their destination intact)	**222**	190	32	9	187	18	9	8	8	22	20	26	22	2	38	26	23	4	15
	8%	*9%*	*8%*	*7%*	*9%*	*8%*	*7%*	*11%*	**9%m**	**8%m**	**9%m**	**13%m**	**9%m**	*1%*	**13%m**	**7%m**	**10%m**	**8%m**	**7%m**
Not much difference in cost between 1st and 2nd class post	**341**	287	55	16	292	27	14	8	17	44	37	27	22	23	38	61	25	4	23
	13%	*13%*	*13%*	*13%*	*13%*	*11%*	*12%*	*12%*	**18%lm**	*17%*	*16%*	*13%*	*9%*	*9%*	*13%*	*16%*	*10%*	*9%*	*12%*
Postal service are less likely to lose the mail / will treat it better	**191**	166	25	9	163	14	10	4	5	19	13	12	28	4	33	33	14	3	11
	7%	*8%*	*6%*	*7%*	*7%*	*6%*	*9%*	*6%*	*6%*	**7%m**	*6%*	*6%*	**12%mr**	*2%*	**11%m**	**9%m**	*6%*	**7%m**	*5%*
Other (please specify)	**42**	34	8	2	38	3	1	-	1	4	7	6	2	1	2	8	6	2	2
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	-	*1%*	*2%*	*3%*	*3%*	*1%*	*	*1%*	*2%*	*2%*	**4%m**	*1%*
No particular reason	**164**	142	22	10	145	13	3	3	7	8	22	14	23	16	20	26	10	3	10
	6%	*6%*	*5%*	*7%*	*7%*	*5%*	*3%*	*4%*	*7%*	*3%*	**10%l**	*7%*	**9%l**	*6%*	*7%*	*7%*	*4%*	*7%*	*5%*
I don't know	**18**	16	2	2	17	*	*	*	-	-	1	1	3	4	4	4	-	-	*
	1%	*1%*	*1%*	*2%*	*1%*	*	*	*	-	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2621	986	1063	311	187	63	2049	250	985	1064	368	139	50	2049	189
Weighted Base	2627	974	1064	336	179	68*	2038	247	961	1072	386	147*	49*	2034	196
Effective Base	1561	573	632	205	115	33	1205	146	554	641	234	93	30	1195	123
What stamps I have to hand	746	321	298	65	51	8	619	59	283	311	98	42	8	595	50
	28%	**33%ceg**	**28%ce**	*19%*	**29%e**	*12%*	**30%ce**	*24%*	*29%*	*29%*	*25%*	*28%*	*17%*	*29%*	*26%*
Cost of postage	1344	531	548	127	85	50	1079	135	535	566	150	61	29	1101	90
	51%	**55%c**	**51%c**	*38%*	*47%*	**74%abcdfg**	**53%c**	**55%c**	**56%jk**	**53%jk**	*39%*	*42%*	**60%j**	**54%jk**	*46%*
Speed of delivery	1107	458	459	103	61	22	918	84	451	458	128	48	20	909	69
	42%	**47%cdg**	**43%cd**	*31%*	*34%*	*33%*	**45%cdg**	*34%*	**47%jkn**	**43%j**	*33%*	*33%*	*42%*	**45%jkn**	*35%*
I don't want others to think that I don't want to use a 1st class stamp	60	23	29	4	4	*	52	4	26	16	18	*	*	41	*
	2%	*2%*	*3%*	*1%*	*2%*	*	*3%*	*2%*	*3%*	*1%*	**5%klmn**	*	*1%*	*2%*	*
Value of the item to be sent	567	225	240	58	28	15	465	43	238	240	66	20	3	478	23
	22%	*23%*	*23%*	*17%*	*16%*	*22%*	*23%*	*17%*	**25%jkln**	**22%ln**	*17%*	*14%*	*6%*	**23%jkln**	*12%*
Security (i.e. that items sent will reach their destination intact)	222	76	99	35	8	4	175	12	85	98	27	10	*	184	11
	8%	*8%*	*9%*	*10%*	*5%*	*5%*	*9%*	*5%*	*9%*	*9%*	*7%*	*7%*	*1%*	*9%*	*5%*
Not much difference in cost between 1st and 2nd class post	341	133	135	34	32	6	269	38	120	161	34	20	5	280	25
	13%	*14%*	*13%*	*10%*	**18%c**	*9%*	*13%*	*15%*	*12%*	**15%j**	*9%*	*14%*	*10%*	**14%j**	*13%*
Postal service are less likely to lose the mail / will treat it better	191	80	69	22	14	6	149	19	86	70	21	7	6	156	13
	7%	*8%*	*6%*	*7%*	*8%*	*8%*	*7%*	*8%*	*9%*	*7%*	*6%*	*5%*	*12%*	*8%*	*7%*
Other (please specify)	42	13	19	6	4	*	32	4	14	11	12	2	-	26	2
	2%	*1%*	*2%*	*2%*	*2%*	*	*2%*	*2%*	*1%*	*1%*	**3%lm**	*2%*	-	*1%*	*1%*
No particular reason	164	35	64	49	12	4	99	16	40	49	56	15	2	89	17
	6%	*4%*	*6%*	**15%abdfg**	*7%*	*7%*	*5%*	*7%*	*4%*	*5%*	**15%him**	**10%him**	*4%*	*4%*	**9%hm**
I don't know	18	2	6	7	2	-	8	2	4	5	3	3	-	10	3
	1%	*	*1%*	**2%af**	*1%*	-	*	*1%*	*	*	*1%*	**2%m**	-	*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2621**	116	2464	41	728	1750	143	2568	28	16	1	2612	8
Weighted Base	**2627**	105*	2475	47**	668	1816	144*	2576	29**	16**	2**	2620	5**
Effective Base	**1561**	68	1469	25	429	1055	80	1526	18	13	1	1556	5
What stamps I have to hand	**746**	39	689	17	216	502	27	738	3	4	-	746	-
	28%	*37%*	*28%*	*36%*	**32%f**	*28%*	*19%*	*29%*	*12%*	*25%*	-	*28%*	-
Cost of postage	**1344**	48	1277	18	326	945	73	1324	12	7	-	1344	-
	51%	*46%*	*52%*	*39%*	*49%*	*52%*	*51%*	*51%*	*42%*	*46%*	-	*51%*	-
Speed of delivery	**1107**	51	1037	18	308	751	47	1092	6	8	-	1106	*
	42%	*48%*	*42%*	*39%*	**46%f**	*41%*	*33%*	*42%*	*22%*	*53%*	-	*42%*	*3%*
I don't want others to think that I don't want to use a 1st class stamp	**60**	7	53	*	19	33	8	58	-	2	-	60	-
	2%	**6%b**	*2%*	*1%*	*3%*	*2%*	**5%e**	*2%*	-	*11%*	-	*2%*	-
Value of the item to be sent	**567**	23	535	9	149	391	27	554	6	4	-	565	2
	22%	*22%*	*22%*	*18%*	*22%*	*22%*	*19%*	*22%*	*22%*	*27%*	-	*22%*	*45%*
Security (i.e. that items sent will reach their destination intact)	**222**	11	206	5	71	133	18	214	4	2	-	220	2
	8%	*10%*	*8%*	*11%*	**11%e**	*7%*	*13%*	*8%*	*14%*	*11%*	-	*8%*	*33%*
Not much difference in cost between 1st and 2nd class post	**341**	14	321	6	99	227	16	330	5	4	2	339	1
	13%	*14%*	*13%*	*13%*	*15%*	*12%*	*11%*	*13%*	*17%*	*23%*	*100%*	*13%*	*17%*
Postal service are less likely to lose the mail / will treat it better	**191**	13	175	3	57	116	18	180	9	1	-	191	-
	7%	*13%*	*7%*	*7%*	*9%*	*6%*	**12%e**	*7%*	*32%*	*8%*	-	*7%*	-
Other (please specify)	**42**	1	42	-	14	27	2	42	-	-	-	42	-
	2%	*1%*	*2%*	-	*2%*	*1%*	*1%*	*2%*	-	-	-	*2%*	-
No particular reason	**164**	1	158	5	27	121	16	164	*	-	-	164	-
	6%	*1%*	*6%*	*10%*	*4%*	*7%*	**11%d**	*6%*	*1%*	-	-	*6%*	-
I don't know	**18**	*	13	4	4	8	6	15	3	-	-	17	1
	1%	*	*1%*	*9%*	*1%*	*	**4%de**	*1%*	*10%*	-	-	*1%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QF9. Which, if any, of these influence your decision to use first or second class stamps?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2621**	610	666	679	666	201	204	205	218	197	251	237	229	213	221	224	221
Weighted Base	**2627**	608	690	682	648	199	204	205	211	216	263	230	222	224	201	222	
Effective Base	**1561**	387	463	364	361	116	136	137	142	142	180	126	123	114	121	118	123
What stamps I have to hand	**746**	160	181	192	212	44	70	47	50	68	63	70	67	55	78	60	73
	28%	*26%*	*26%*	*28%*	**33%b**	*22%*	**34%eg**	*23%*	*24%*	*31%*	*24%*	*30%*	*29%*	*25%*	**35%eg**	*30%*	*33%*
Cost of postage	**1344**	317	328	361	338	101	107	109	108	88	133	130	118	114	117	107	113
	51%	*52%*	*48%*	*53%*	*52%*	*51%*	*52%*	**53%i**	*51%*	*41%*	*51%*	**56%il**	*51%*	*51%*	*52%*	**53%i**	*51%*
Speed of delivery	**1107**	284	277	258	287	103	92	89	90	84	103	82	87	89	111	90	86
	42%	**47%c**	*40%*	*38%*	*44%*	**52%ijklp**	*45%*	*43%*	*43%*	*39%*	*39%*	*36%*	*38%*	*40%*	**50%k**	*45%*	*39%*
I don't want others to think that I don't want to use a 1st class stamp	**60**	9	15	16	19	3	3	2	6	3	6	3	5	8	8	9	2
	2%	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*4%*	*4%*	*4%*	*1%*
Value of the item to be sent	**567**	150	154	131	132	55	48	47	50	48	56	55	46	31	39	44	49
	22%	*25%*	*22%*	*19%*	*20%*	**28%m**	*24%*	*23%*	**23%m**	*22%*	*21%*	*24%*	*20%*	*14%*	*18%*	*22%*	*22%*
Security (i.e. that items sent will reach their destination intact)	**222**	58	61	55	47	23	22	14	26	13	22	19	12	24	15	21	11
	8%	*10%*	*9%*	*8%*	*7%*	*11%*	*11%*	*7%*	**12%lp**	*6%*	*8%*	*8%*	*5%*	*11%*	*7%*	*11%*	*5%*
Not much difference in cost between 1st and 2nd class post	**341**	83	96	86	77	25	33	24	36	26	34	30	26	30	36	26	14
	13%	*14%*	*14%*	*13%*	*12%*	*13%*	**16%p**	*12%*	**17%p**	*12%*	*13%*	*13%*	*11%*	*13%*	**16%p**	*13%*	*6%*
Postal service are less likely to lose the mail / will treat it better	**191**	45	48	52	47	11	11	23	17	11	20	18	13	21	19	14	14
	7%	*7%*	*7%*	*8%*	*7%*	*5%*	*5%*	*11%*	*8%*	*5%*	*8%*	*8%*	*6%*	*10%*	*8%*	*7%*	*6%*
Other (please specify)	**42**	8	16	9	9	2	4	2	-	10	6	1	6	3	2	7	*
	2%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	**5%hknp**	*2%*	*	*3%*	*1%*	*1%*	**3%h**	*
No particular reason	**164**	19	53	57	36	9	3	6	18	25	10	19	24	14	9	5	22
	6%	*3%*	**8%a**	**8%a**	*6%*	*5%*	*2%*	*3%*	**8%fo**	**12%efgjno**	*4%*	**8%fo**	**10%fgjo**	*6%*	*4%*	*2%*	**10%fgjo**
I don't know	**18**	3	8	4	3	-	3	-	-	4	4	-	1	2	-	*	3
	1%	*1%*	*1%*	*1%*	*	-	*2%*	-	-	*2%*	*1%*	-	*1%*	*1%*	-	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very reliant (5)	**1881**	-	1881	908	972	140	168	327	291	384	308	263	307	618	954	571	1632	232	1924
	37%	-	*37%*	*36%*	*37%*	*20%*	*24%*	**34%ef**	**40%ef**	**42%efg**	**49%efgh**	**50%efghi**	*22%*	**37%l**	**46%lm**	**49%lm**	**38%q**	*30%*	*37%*
Fairly reliant (4)	**2019**	-	2019	940	1076	277	300	396	275	343	234	192	577	671	770	426	1659	326	2002
	39%	-	*39%*	*37%*	*41%*	*40%*	*42%*	*42%*	*38%*	*38%*	*37%*	*37%*	*41%*	*40%*	*37%*	*37%*	*39%*	*42%*	*39%*
Neither reliant nor not reliant (3)	**692**	-	692	366	323	131	153	132	87	99	55	31	284	219	186	86	573	107	654
	13%	-	*13%*	*15%*	*12%*	**19%ghijk**	**21%ghijk**	**14%jk**	**12%k**	**11%k**	*9%*	*6%*	**20%mno**	**13%no**	*9%*	*7%*	*13%*	*14%*	*13%*
Not very reliant (2)	**386**	-	386	199	187	89	62	69	59	55	28	23	151	128	106	51	305	73	387
	7%	-	*7%*	*8%*	*7%*	**13%fghijk**	**9%jk**	*7%*	**8%jk**	*6%*	*4%*	*4%*	**11%mno**	**8%no**	*5%*	*4%*	*7%*	*9%*	*8%*
Not at all reliant (1)	**136**	-	136	81	52	31	25	21	16	21	8	14	56	37	43	22	106	27	141
	3%	-	*3%*	**3%d**	*2%*	**5%gij**	**4%j**	*2%*	*2%*	*2%*	*1%*	*3%*	**4%mno**	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*
Don't know	**33**	-	33	13	19	18	4	3	5	3	-	-	22	8	3	-	24	6	39
	1%	-	*1%*	*1%*	*1%*	**3%fghijk**	*1%*	*	*1%*	*	-	-	**2%mno**	*	*	-	*1%*	*1%*	*1%*
NET Very/fairly reliant	**3900**	-	3900	1849	2048	417	468	723	566	727	542	455	885	1289	1724	997	3292	558	3926
	76%	-	*76%*	*74%*	**78%c**	*61%*	*66%*	**76%ef**	**77%ef**	**80%ef**	**86%efgh**	**87%efghi**	*63%*	**77%l**	**84%lm**	**86%lm**	*77%*	*72%*	*76%*
NET Not at all/not very reliant	**522**	-	522	280	239	120	87	90	75	75	36	37	208	165	149	73	411	100	528
	10%	-	*10%*	*11%*	*9%*	**18%fghijk**	**12%ijk**	**10%j**	**10%j**	*8%*	*6%*	*7%*	**15%mno**	**10%no**	*7%*	*6%*	*10%*	**13%p**	*10%*
Mean	**4.00**	-	4.00	3.96	**4.05c**	3.61	3.74	**3.99ef**	**4.05ef**	**4.13efg**	**4.27efghi**	**4.27efghi**	3.67	**4.02l**	**4.21lm**	**4.27lm**	**4.03q**	3.87	4.01
Std Dev.	**1.02**	-	1.02	1.06	0.98	1.10	1.03	0.99	1.02	0.98	0.89	0.96	1.06	1.00	0.95	0.92	1.01	1.06	1.03
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very reliant (5)	**1881**	444	683	355	398	1127	754	998	863	241	266	503	480	262	1511	241	1548
	37%	*37%*	**39%c**	*33%*	*35%*	**38%f**	*34%*	*32%*	**43%g**	*40%*	*38%*	*37%*	*38%*	*35%*	*37%*	*40%*	*37%*
Fairly reliant (4)	**2019**	472	678	427	441	1151	868	1259	743	206	289	557	493	310	1649	212	1684
	39%	*40%*	*39%*	*40%*	*39%*	*39%*	*39%*	**41%h**	*37%*	*34%*	**41%l**	**41%l**	*39%*	**41%l**	**40%l**	*35%*	**40%o**
Neither reliant nor not reliant (3)	**692**	124	225	176	167	349	343	466	212	80	80	163	157	101	502	82	508
	13%	*10%*	*13%*	**16%ab**	**15%a**	*12%*	**15%e**	**15%h**	*11%*	*13%*	*11%*	*12%*	*12%*	*13%*	*12%*	*13%*	*12%*
Not very reliant (2)	**386**	103	113	80	90	216	170	258	126	48	47	101	97	58	304	48	314
	7%	*9%*	*6%*	*8%*	*8%*	*7%*	*8%*	**8%h**	*6%*	*8%*	*7%*	*7%*	*8%*	*8%*	*7%*	*8%*	*8%*
Not at all reliant (1)	**136**	37	35	24	40	73	64	82	53	22	16	34	26	21	96	22	100
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*4%*	*2%*	*2%*	*2%*	*3%*	*2%*	*4%*	*2%*
Don't know	**33**	4	15	5	9	19	14	14	14	4	2	12	6	2	23	4	24
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Very/fairly reliant	**3900**	917	1361	783	839	2278	1622	2258	1606	446	555	1059	973	573	3160	453	3232
	76%	*77%*	**78%cd**	*73%*	*73%*	**78%f**	*73%*	*73%*	**80%g**	*74%*	*79%*	*77%*	*77%*	*76%*	*77%*	*74%*	*77%*
NET Not at all/not very reliant	**522**	140	149	104	129	289	233	340	179	70	63	135	123	79	400	70	414
	10%	**12%b**	*9%*	*10%*	**11%b**	*10%*	*11%*	**11%h**	*9%*	*12%*	*9%*	*10%*	*10%*	*10%*	*10%*	*12%*	*10%*
Mean	**4.00**	4.00	**4.07cd**	3.95	3.94	**4.04f**	3.95	3.92	**4.12g**	4.00	4.06	4.03	4.04	3.98	4.03	3.99	4.03
Std Dev.	**1.02**	1.06	0.98	1.00	1.06	1.01	1.03	1.03	1.01	1.09	0.98	1.01	1.00	1.02	1.00	1.09	1.01
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 217

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very reliant (5)	1881	1564	317	102	1566	161	103	50	79	196	166	135	173	172	210	249	185	33	129
	37%	35%	43%a	42%	36%	37%	41%	34%	38%	35%	39%n	36%	38%	36%	31%	36%	42%n	42%n	35%
Fairly reliant (4)	2019	1751	268	84	1707	161	97	54	91	204	170	155	170	187	269	296	164	25	136
	39%	40%	36%	35%	40%	37%	39%	37%	44%	36%	40%	42%	38%	39%	40%	42%	37%	33%	37%
Neither reliant nor not reliant (3)	692	607	85	32	591	57	26	18	21	97	50	40	59	66	98	104	56	11	46
	13%	14%	12%	13%	14%	13%	10%	12%	10%	17%hk	12%	11%	13%	14%	15%	15%	13%	15%	13%
Not very reliant (2)	386	341	45	19	314	36	18	19	12	50	23	27	35	36	68	41	22	7	29
	7%	8%	6%	8%	7%	8%	7%	13%def	6%	9%	5%	7%	8%	7%	10%jop	6%	5%	9%	8%
Not at all reliant (1)	136	120	17	4	108	21	4	4	3	10	11	14	12	12	26	9	11	1	19
	3%	3%	2%	2%	2%	5%df	2%	3%	2%	2%	3%	4%o	3%	2%	4%o	1%	3%	1%	5%hio
Don't know	33	30	3	2	26	4	2	1	1	6	3	1	3	4	4	3	1	-	4
	1%	1%	*	1%	1%	1%	1%	*	1%	1%	1%	*	1%	1%	1%	*	*	-	1%
NET Very/fairly reliant	3900	3315	585	187	3273	322	200	104	170	399	336	290	343	359	480	546	349	58	264
	76%	75%	80%a	77%	76%	73%	80%eg	72%	82%lnr	71%	79%in	78%	76%	76%	71%	78%n	79%in	75%	73%
NET Not at all/not very reliant	522	461	61	23	421	56	22	23	15	60	34	41	47	47	94	50	33	8	49
	10%	10%	8%	9%	10%	13%	9%	15%df	7%	11%	8%	11%	10%	10%	14%hjop	7%	8%	10%	13%hjop
Mean	4.00	3.98	4.13a	4.09	4.01g	3.93	4.12deg	3.88	4.12lnr	3.94	4.09nr	4.00	4.02	4.00	3.85	4.05n	4.12inr	4.06	3.91
Std Dev.	1.02	1.03	0.99	1.00	1.01	1.12	0.98	1.10	0.92	1.02	0.98	1.05	1.03	1.02	1.09	0.92	0.99	1.03	1.14
Std Error	0.01	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very reliant (5)	**1881**	1881	-	-	-	-	1881	-	1290	442	94	38	12	1732	50
	37%	**100%bcdefg**	-	-	-	-	**48%bcdeg**	-	**66%ijklmn**	**21%jkn**	*13%*	*14%*	*12%*	**43%ijkln**	*13%*
Fairly reliant (4)	**2019**	-	2019	-	-	-	2019	-	516	1212	204	65	17	1728	82
	39%	-	**100%acdefg**	-	-	-	**52%acdeg**	-	*26%*	**59%hjklmn**	**29%l**	*24%*	*16%*	**43%hjkln**	*22%*
Neither reliant nor not reliant (3)	**692**	-	-	692	-	-	-	-	79	210	330	54	17	289	72
	13%	-	-	**100%abdefg**	-	-	-	-	*4%*	**10%hm**	**46%hiklmn**	**20%him**	**17%hm**	**7%h**	**19%him**
Not very reliant (2)	**386**	-	-	-	386	-	-	386	51	154	67	99	12	205	111
	7%	-	-	-	**100%abcefg**	-	-	**74%abcef**	*3%*	**7%hm**	**9%hm**	**36%hijlm**	**12%hm**	**5%h**	**30%hijlm**
Not at all reliant (1)	**136**	-	-	-	-	136	-	136	23	33	18	18	44	56	62
	3%	-	-	-	-	**100%abcdfg**	-	**26%abcdf**	*1%*	*2%*	**3%h**	**7%hijm**	**43%hijkmn**	*1%*	**17%hijkm**
Don't know	**33**	-	-	-	-	-	-	-	5	8	*	-	-	13	-
	1%	-	-	-	-	-	-	-	*	*	*	-	-	*	-
NET Very/fairly reliant	**3900**	1881	2019	-	-	-	3900	-	1805	1654	299	102	29	3459	131
	76%	**100%cdeg**	**100%cdeg**	-	-	-	**100%cdeg**	-	**92%ijklmn**	**80%jkln**	**42%l**	*37%*	*28%*	**86%ijkln**	*35%*
NET Not at all/not very reliant	**522**	-	-	-	386	136	-	522	74	187	85	118	56	261	173
	10%	-	-	-	**100%abcf**	**100%abcf**	-	**100%abcf**	*4%*	**9%hm**	**12%hm**	**43%hijm**	**55%hijm**	**6%h**	**46%hijm**
Mean	**4.00**	**5.00bcdefg**	**4.00cg**	**3.00deg**	**2.00g**	1.00	**4.48bcdeg**	**1.74e**	**4.53ijklmn**	**3.92jkln**	**3.41kln**	**3.02l**	2.42	**4.22ijkln**	**2.85l**
Std Dev.	**1.02**	*	0.00	*	0.00	0.00	0.50	0.44	0.79	0.87	0.92	1.19	1.47	0.89	1.30
Std Error	**0.01**	*	0.00	*	0.00	0.00	0.01	0.02	0.02	0.02	0.04	0.07	0.14	0.01	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very reliant (5)	**1881**	110	1737	34	563	1224	94	1860	8	13	-	1881	-
	37%	*42%*	*36%*	*37%*	**39%f**	*36%*	*31%*	**37%h**	*14%*	*36%*	-	**37%h**	-
Fairly reliant (4)	**2019**	87	1901	31	543	1371	104	1977	26	9	-	2012	6
	39%	*33%*	*40%*	*33%*	*38%*	*40%*	*34%*	*39%*	*47%*	*24%*	-	*39%*	*28%*
Neither reliant nor not reliant (3)	**692**	32	642	19	178	453	61	659	12	9	1	680	11
	13%	*12%*	*13%*	*20%*	*12%*	*13%*	**20%de**	*13%*	*22%*	*24%*	*40%*	*13%*	*49%*
Not very reliant (2)	**386**	22	357	7	112	246	29	371	8	6	2	384	-
	7%	*8%*	*7%*	*8%*	*8%*	*7%*	*9%*	*7%*	*14%*	*16%*	*60%*	*7%*	-
Not at all reliant (1)	**136**	9	127	-	42	85	9	134	2	-	-	136	1
	3%	*4%*	*3%*	-	*3%*	*3%*	*3%*	*3%*	*3%*	-	-	*3%*	*3%*
Don't know	**33**	*	31	2	7	16	10	28	1	-	-	28	5
	1%	*	*1%*	*2%*	*	*	**3%de**	*1%*	*1%*	-	-	*1%*	*20%*
NET Very/fairly reliant	**3900**	196	3638	65	1107	2594	199	3837	34	22	-	3893	6
	76%	*76%*	*76%*	*70%*	**77%f**	**76%f**	*65%*	**76%h**	*61%*	*60%*	-	**76%h**	*28%*
NET Not at all/not very reliant	**522**	31	484	7	153	331	38	505	9	6	2	520	1
	10%	*12%*	*10%*	*8%*	*11%*	*10%*	*12%*	*10%*	*17%*	*16%*	*60%*	*10%*	*3%*
Mean	**4.00**	4.03	4.00	4.01	**4.03f**	**4.01f**	3.82	**4.01h**	3.55	3.80	2.40	**4.01h**	3.29
Std Dev.	**1.02**	1.10	1.02	0.96	1.04	1.01	1.08	1.02	1.01	1.11	0.58	1.02	0.66
Std Error	**0.01**	0.06	0.01	0.10	0.03	0.02	0.06	0.01	0.15	0.18	0.29	0.01	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very reliant (5)	**1881**	441	460	465	514	141	152	148	131	149	180	180	132	154	176	171	167
	37%	*34%*	*36%*	*36%*	**40%a**	*33%*	*34%*	*36%*	*31%*	*37%*	**39%hl**	**43%efhl**	*30%*	*36%*	**41%hl**	**41%hl**	*37%*
Fairly reliant (4)	**2019**	522	494	508	494	175	190	157	179	139	177	142	196	169	181	142	171
	39%	*41%*	*38%*	*40%*	*38%*	*41%*	**42%k**	*39%*	*42%*	*34%*	*38%*	*34%*	**45%iko**	*40%*	*42%*	*34%*	*38%*
Neither reliant nor not reliant (3)	**692**	153	185	177	177	54	50	49	69	62	53	63	64	50	49	65	64
	13%	*12%*	*14%*	*14%*	*14%*	*13%*	*11%*	*12%*	*16%*	*16%*	*12%*	*15%*	*15%*	*12%*	*11%*	*16%*	*14%*
Not very reliant (2)	**386**	112	102	96	76	31	41	40	29	39	33	23	31	42	21	28	28
	7%	**9%d**	*8%*	*8%*	*6%*	*7%*	*9%*	**10%n**	*7%*	**10%n**	*7%*	*6%*	*7%*	**10%n**	*5%*	*7%*	*6%*
Not at all reliant (1)	**136**	45	39	27	25	22	13	10	14	12	13	7	9	11	3	7	15
	3%	*4%*	*3%*	*2%*	*2%*	**5%klno**	**3%n**	*2%*	**3%n**	**3%n**	**3%n**	*2%*	*2%*	*3%*	*1%*	*2%*	**3%n**
Don't know	**33**	8	8	11	5	2	4	2	3	1	4	6	4	1	1	3	1
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*
NET Very/fairly reliant	**3900**	963	954	973	1009	316	342	306	309	288	357	322	328	324	357	313	339
	76%	*75%*	*74%*	*76%*	*78%*	*74%*	*76%*	*75%*	*73%*	*71%*	*78%*	*76%*	*75%*	*76%*	**83%efghilmo**	*75%*	*76%*
NET Not at all/not very reliant	**522**	157	141	123	101	54	54	50	44	52	46	30	39	54	23	35	43
	10%	**12%d**	**11%d**	*10%*	*8%*	**13%kn**	**12%n**	**12%n**	**10%n**	**13%kn**	**10%n**	*7%*	*9%*	**13%n**	*5%*	*8%*	*10%*
Mean	**4.00**	3.94	3.96	4.01	4.09ab	3.90	3.96	3.97	3.91	3.93	4.05	4.12ehi	3.96	3.97	4.18efghilmp	4.07	4.01
Std Dev.	**1.02**	1.07	1.05	1.00	0.97	1.11	1.04	1.05	1.02	1.09	1.03	0.97	0.96	1.06	0.86	1.00	1.04
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very reliant (5)	**1963**	-	1963	901	1061	236	231	389	298	346	257	202	468	687	806	459	1658	285	2032
	38%	-	*38%*	*36%*	**40%c**	*34%*	*33%*	**41%ef**	**41%f**	*38%*	**41%f**	*39%*	*33%*	**41%l**	**39%l**	**40%l**	*39%*	*37%*	*39%*
Fairly reliant (4)	**2058**	-	2058	973	1081	285	313	379	281	370	239	189	599	660	798	428	1687	336	2027
	40%	-	*40%*	*39%*	*41%*	*42%*	**44%k**	*40%*	*38%*	*41%*	*38%*	*36%*	**43%o**	*39%*	*39%*	*37%*	*39%*	*44%*	*39%*
Neither reliant nor not reliant (3)	**715**	-	715	403	311	95	115	118	109	131	83	64	210	227	278	147	618	86	686
	14%	-	*14%*	**16%d**	*12%*	*14%*	*16%*	*12%*	*15%*	*14%*	*13%*	*12%*	*15%*	*14%*	*13%*	*13%*	*14%*	*11%*	*13%*
Not very reliant (2)	**274**	-	274	154	119	41	40	41	31	36	44	41	81	72	121	85	221	45	255
	5%	-	*5%*	**6%d**	*5%*	*6%*	*6%*	*4%*	*4%*	*4%*	*7%*	**8%ghi**	*6%*	*4%*	*6%*	**7%m**	*5%*	*6%*	*5%*
Not at all reliant (1)	**102**	-	102	64	37	19	7	17	10	19	10	19	26	27	49	29	88	13	104
	2%	-	*2%*	**3%d**	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*2%*	**4%fh**	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*
Don't know	**35**	-	35	14	21	11	4	5	4	3	*	7	15	9	11	7	27	6	43
	1%	-	*1%*	*1%*	*1%*	**2%jl**	*1%*	*1%*	*1%*	*	*	**1%j**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Very/fairly reliant	**4022**	-	4022	1874	2141	522	545	768	579	716	496	391	1066	1346	1603	887	3345	621	4059
	78%	-	*78%*	*75%*	**81%c**	*76%*	*77%*	**81%k**	*79%*	*79%*	*78%*	*75%*	*76%*	**80%l**	*78%*	*77%*	*78%*	*81%*	*79%*
NET Not at all/not very reliant	**376**	-	376	218	156	59	47	57	41	55	54	61	107	99	170	115	309	58	359
	7%	-	*7%*	**9%d**	*6%*	*9%*	*7%*	*6%*	*6%*	*6%*	*9%*	**12%fghl**	*8%*	*6%*	**8%m**	**10%m**	*7%*	*8%*	*7%*
Mean	**4.08**	-	4.08	4.00	**4.15c**	4.01	4.02	**4.15efk**	4.13	4.10	4.09	4.00	4.01	**4.14l**	4.07	4.05	4.08	4.09	4.10
Std Dev.	**0.95**	-	0.95	1.00	0.90	0.99	0.90	0.92	0.91	0.93	0.98	1.08	0.94	0.92	0.99	1.03	0.96	0.93	0.95
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very reliant (5)	**1963**	422	716	380	445	1138	826	1129	813	257	270	540	486	280	1576	257	1612
	38%	*36%*	**41%ac**	*36%*	*39%*	*39%*	*37%*	*37%*	**40%g**	*43%*	*39%*	*39%*	*39%*	*37%*	*39%*	*42%*	*39%*
Fairly reliant (4)	**2058**	507	708	419	424	1215	843	1299	741	212	287	537	526	319	1670	217	1702
	40%	**43%d**	*40%*	*39%*	*37%*	*41%*	*38%*	**42%h**	*37%*	*35%*	*41%*	*39%*	**42%i**	**42%l**	**41%l**	*36%*	**41%o**
Neither reliant nor not reliant (3)	**715**	138	209	195	173	347	368	424	281	78	87	180	164	97	527	82	542
	14%	*12%*	*12%*	**18%ab**	**15%b**	*12%*	**17%e**	*14%*	*14%*	*13%*	*12%*	*13%*	*13%*	*13%*	*13%*	*13%*	*13%*
Not very reliant (2)	**274**	86	68	54	66	155	120	157	117	26	43	71	64	43	221	26	227
	5%	**7%b**	*4%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*4%*	*6%*	*5%*	*5%*	*6%*	*5%*	*4%*	*5%*
Not at all reliant (1)	**102**	26	36	12	27	62	40	57	43	21	9	30	18	12	70	21	73
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	**3%jln**	*1%*	*2%*	*1%*	*2%*	*2%*	**3%p**	*2%*
Don't know	**35**	5	12	7	10	18	17	13	17	7	3	12	2	3	20	7	22
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	**1%l**	*	**1%l**	*	*	*	*1%*	*1%*
NET Very/fairly reliant	**4022**	928	1425	800	869	2353	1668	2428	1554	469	558	1077	1012	599	3246	475	3314
	78%	*78%*	**81%cd**	*75%*	*76%*	**80%f**	*75%*	*79%*	*77%*	*78%*	*80%*	*79%*	*80%*	*79%*	*79%*	*78%*	*79%*
NET Not at all/not very reliant	**376**	113	104	66	93	217	159	214	160	46	53	101	82	55	291	46	300
	7%	**10%bc**	*6%*	*6%*	*8%*	*7%*	*7%*	*7%*	*8%*	*8%*	*8%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*
Mean	**4.08**	4.03	**4.15acd**	4.04	4.05	4.10	4.05	4.07	4.09	4.11	4.10	4.09	4.11	4.08	4.10	4.10	4.10
Std Dev.	**0.95**	0.98	0.92	0.92	1.00	0.95	0.96	0.94	0.99	1.02	0.94	0.96	0.92	0.93	0.94	1.02	0.94
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.03	0.04	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very reliant (5)	**1963**	1656	307	95	1620	170	104	69	82	216	160	127	155	177	243	271	190	30	140
	38%	*38%*	*42%*	*39%*	*38%*	*39%*	*41%*	**48%de**	*39%*	*39%*	*38%*	*34%*	*34%*	*37%*	*36%*	*39%*	**43%kl**	*39%*	*39%*
Fairly reliant (4)	**2058**	1788	270	91	1723	184	101	50	79	218	166	152	205	193	280	273	158	37	146
	40%	*41%*	*37%*	*38%*	**40%g**	**42%g**	*41%*	*34%*	*38%*	*39%*	*39%*	*41%*	**45%p**	*40%*	*41%*	*39%*	*36%*	**48%p**	*40%*
Neither reliant nor not reliant (3)	**715**	625	89	34	618	55	26	15	33	77	61	58	57	61	91	109	71	6	49
	14%	*14%*	*12%*	*14%*	**14%f**	*13%*	*11%*	*10%*	*16%*	*14%*	*14%*	*16%*	*13%*	*13%*	*13%*	*16%*	*16%*	*8%*	*14%*
Not very reliant (2)	**274**	228	46	16	238	19	10	7	9	35	28	18	21	29	48	34	15	3	16
	5%	*5%*	*6%*	*6%*	*6%*	*4%*	*4%*	*5%*	*4%*	*6%*	*7%*	*5%*	*5%*	*6%*	*7%*	*5%*	*3%*	*3%*	*4%*
Not at all reliant (1)	**102**	89	13	5	85	8	5	4	4	8	4	14	11	13	12	14	4	-	8
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**4%jp**	*2%*	*3%*	*2%*	*2%*	*1%*	-	*2%*
Don't know	**35**	26	8	2	26	4	3	1	1	7	4	3	3	4	2	1	1	1	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*	**1%o**	*1%*
NET Very/fairly reliant	**4022**	3444	578	187	3344	354	205	119	160	434	325	279	360	369	523	544	348	68	286
	78%	*78%*	*79%*	*77%*	*78%*	*80%*	**82%d**	*82%*	*77%*	*77%*	*77%*	*75%*	*80%*	*78%*	*77%*	*77%*	*79%*	**87%hijkno**	*79%*
NET Not at all/not very reliant	**376**	317	59	20	323	27	15	11	13	44	32	32	32	42	61	49	19	3	24
	7%	*7%*	*8%*	*8%*	*7%*	*6%*	*6%*	*8%*	*6%*	*8%*	*8%*	*9%*	*7%*	**9%p**	**9%p**	*7%*	*4%*	*3%*	*7%*
Mean	**4.08**	4.07	4.12	4.07	4.06	4.12	**4.17d**	**4.20d**	4.09	4.08	4.07	3.98	4.05	4.04	4.03	4.07	**4.17k**	**4.25k**	4.09
Std Dev.	**0.95**	0.95	0.97	0.98	0.96	0.92	0.93	0.99	0.94	0.96	0.94	1.01	0.94	1.00	0.97	0.96	0.89	0.75	0.95
Std Error	**0.01**	0.02	0.03	0.04	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.06	0.05	0.06	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very reliant (5)	**1963**	1290	516	79	51	23	1805	74	1963	-	-	-	-	1963	-
	38%	**69%bcdefg**	**26%cdg**	*11%*	*13%*	*17%*	**46%bcdeg**	*14%*	**100%ijklmn**	-	-	-	-	**49%ijkln**	-
Fairly reliant (4)	**2058**	442	1212	210	154	33	1654	187	-	2058	-	-	-	2058	-
	40%	*23%*	**60%acdefg**	**30%a**	**40%ace**	*24%*	**42%aceg**	**36%ae**	-	**100%hjklmn**	-	-	-	**51%hjkln**	-
Neither reliant nor not reliant (3)	**715**	94	204	330	67	18	299	85	-	-	715	-	-	-	-
	14%	*5%*	**10%af**	**48%abdefg**	**17%abf**	**13%a**	**8%a**	**16%abf**	-	-	**100%hiklmn**	-	-	-	-
Not very reliant (2)	**274**	38	65	54	99	18	102	118	-	-	-	274	-	-	274
	5%	*2%*	*3%*	**8%abf**	**26%abcef**	**13%abf**	*3%*	**23%abcf**	-	-	-	**100%hijlmn**	-	-	**73%hijlm**
Not at all reliant (1)	**102**	12	17	17	12	44	29	56	-	-	-	-	102	-	102
	2%	*1%*	*1%*	**3%abf**	**3%abf**	**32%abcdfg**	*1%*	**11%abcdf**	-	-	-	-	**100%hijkmn**	-	**27%hijkm**
Don't know	**35**	6	5	2	3	*	10	3	-	-	-	-	-	-	-
	1%	*	*	*	*1%*	*	*	*1%*	-	-	-	-	-	-	-
NET Very/fairly reliant	**4022**	1732	1728	289	205	56	3459	261	1963	2058	-	-	-	4022	-
	78%	**92%bcdefg**	**86%cdeg**	*42%*	**53%c**	*41%*	**89%bcdeg**	**50%c**	**100%jkln**	**100%jkln**	-	-	-	**100%jkln**	-
NET Not at all/not very reliant	**376**	50	82	72	111	62	131	173	-	-	-	274	102	-	376
	7%	*3%*	*4%*	**10%abf**	**29%abcf**	**46%abcdfg**	*3%*	**33%abcf**	-	-	-	**100%hijm**	**100%hijm**	-	**100%hijm**
Mean	**4.08**	**4.58bcdefg**	**4.07cdeg**	**3.40eg**	**3.35e**	2.80	**4.31bcdeg**	**3.20e**	**5.00ijklmn**	**4.00n**	**3.00n**	**2.00n**	1.00	**4.49ijkln**	**1.73l**
Std Dev.	**0.95**	0.74	0.75	0.88	1.10	1.52	0.78	1.24	*	0.00	0.00	0.00	0.00	0.50	0.44
Std Error	**0.01**	0.02	0.02	0.03	0.06	0.13	0.01	0.05	*	0.00	0.00	0.00	0.00	0.01	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very reliant (5)	1963	113	1811	39	607	1261	96	1936	11	13	*	1960	3
	38%	44%	38%	42%	42%ef	37%	31%	38%h	20%	37%	3%	38%h	15%
Fairly reliant (4)	2058	90	1936	32	552	1390	117	2019	22	11	1	2052	5
	40%	35%	40%	35%	38%	41%	38%	40%	39%	31%	33%	40%	21%
Neither reliant nor not reliant (3)	715	37	660	17	182	482	50	689	10	8	*	707	8
	14%	14%	14%	18%	13%	14%	16%	14%	18%	21%	4%	14%	34%
Not very reliant (2)	274	14	257	3	67	179	29	255	11	4	2	270	2
	5%	5%	5%	3%	5%	5%	9%de	5%	20%gk	11%	60%	5%	9%
Not at all reliant (1)	102	5	97	*	31	63	8	100	2	-	-	102	-
	2%	2%	2%	*	2%	2%	3%	2%	3%	-	-	2%	-
Don't know	35	*	34	*	6	21	8	30	1	-	-	30	5
	1%	*	1%	*	*	1%	3%de	1%	1%	-	-	1%	20%
NET Very/fairly reliant	4022	203	3747	72	1158	2651	213	3955	33	25	1	4012	8
	78%	78%	78%	77%	80%f	78%f	69%	79%h	58%	68%	36%	78%h	36%
NET Not at all/not very reliant	376	19	354	3	98	241	37	355	13	4	2	372	2
	7%	7%	7%	4%	7%	7%	12%de	7%	23%gk	11%	60%	7%	9%
Mean	4.08	4.13	4.07	4.16	4.14f	4.07f	3.88	4.09h	3.53	3.94	2.79	4.08h	3.52
Std Dev.	0.95	0.97	0.96	0.87	0.95	0.94	1.05	0.95	1.12	1.01	1.20	0.95	0.95
Std Error	0.01	0.05	0.01	0.09	0.02	0.02	0.06	0.01	0.16	0.16	0.60	0.01	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very reliant (5)	**1963**	494	462	500	507	150	174	170	143	141	178	176	177	146	160	167	180
	38%	*39%*	*36%*	*39%*	*39%*	*35%*	*39%*	**42%h**	*34%*	*35%*	*39%*	*42%*	*41%*	*34%*	*37%*	*40%*	*40%*
Fairly reliant (4)	**2058**	533	511	503	511	194	189	150	175	155	180	158	149	196	183	149	179
	40%	*42%*	*40%*	*39%*	*40%*	**46%glo**	*42%*	*37%*	*41%*	*39%*	*39%*	*38%*	*34%*	**46%glo**	*43%*	*36%*	*40%*
Neither reliant nor not reliant (3)	**715**	150	206	177	182	50	48	52	76	73	57	62	65	50	59	68	56
	14%	*12%*	**16%a**	*14%*	*14%*	*12%*	*11%*	*13%*	**18%ef**	**18%efm**	*12%*	*15%*	*15%*	*12%*	*14%*	*16%*	*12%*
Not very reliant (2)	**274**	72	69	63	70	17	30	24	20	22	27	16	28	19	24	21	25
	5%	*6%*	*5%*	*5%*	*5%*	*4%*	*7%*	*6%*	*5%*	*6%*	*6%*	*4%*	*6%*	*4%*	*6%*	*5%*	*5%*
Not at all reliant (1)	**102**	29	30	28	15	14	8	7	9	6	15	4	11	13	3	6	6
	2%	*2%*	*2%*	*2%*	*1%*	**3%n**	*2%*	*2%*	*2%*	*2%*	**3%n**	*1%*	*2%*	*3%*	*1%*	*1%*	*1%*
Don't know	**35**	4	11	13	7	-	1	3	3	5	3	5	5	3	1	5	1
	1%	*	*1%*	*1%*	*1%*	-	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*
NET Very/fairly reliant	**4022**	1027	973	1003	1019	344	363	320	318	297	358	335	326	342	343	316	359
	78%	**80%b**	*75%*	*78%*	*79%*	**81%l**	*81%*	*79%*	*75%*	*74%*	*78%*	*79%*	*75%*	*80%*	*80%*	*76%*	*80%*
NET Not at all/not very reliant	**376**	101	99	91	84	31	39	32	28	29	43	20	39	32	27	27	30
	7%	*8%*	*8%*	*7%*	*7%*	*7%*	*9%*	*8%*	*7%*	*7%*	**9%k**	*5%*	*9%*	*7%*	*6%*	*6%*	*7%*
Mean	**4.08**	4.09	4.02	4.09	4.11	4.06	4.09	4.12	4.01	4.01	4.04	**4.17h**	4.06	4.04	4.10	4.10	4.13
Std Dev.	**0.95**	0.96	0.98	0.96	0.92	0.96	0.96	0.97	0.94	0.95	1.03	0.88	1.03	0.96	0.89	0.94	0.92
Std Error	**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_R. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Letters and cards	**3900**	-	3900	1849	2048	417	468	723	566	727	542	455	885	1289	1724	997	3292	558	3926
	76%	-	*76%*	*74%*	**78%c**	*61%*	*66%*	**76%ef**	**77%ef**	**80%ef**	**86%efgh**	**87%efghi**	*63%*	**77%l**	**84%lm**	**86%lm**	*77%*	*72%*	*76%*
Parcels	**4022**	-	4022	1874	2141	522	545	768	579	716	496	391	1066	1346	1603	887	3345	621	4059
	78%	-	*78%*	*75%*	**81%c**	*76%*	*77%*	**81%k**	*79%*	*79%*	*78%*	*75%*	*76%*	**80%l**	*78%*	*77%*	*78%*	*81%*	*79%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_R. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Letters and cards	**3900**	917	1361	783	839	2278	1622	2258	1606	446	555	1059	973	573	3160	453	3232
	76%	*77%*	**78%cd**	*73%*	*73%*	**78%f**	*73%*	*73%*	**80%g**	*74%*	*79%*	*77%*	*77%*	*76%*	*77%*	*74%*	*77%*
Parcels	**4022**	928	1425	800	869	2353	1668	2428	1554	469	558	1077	1012	599	3246	475	3314
	78%	*78%*	**81%cd**	*75%*	*76%*	**80%f**	*75%*	*79%*	*77%*	*78%*	*80%*	*79%*	*80%*	*79%*	*79%*	*78%*	*79%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_R. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Letters and cards	**3900**	3315	585	187	3273	322	200	104	170	399	336	290	343	359	480	546	349	58	264
	76%	*75%*	**80%a**	*77%*	*76%*	*73%*	**80%eg**	*72%*	**82%inr**	*71%*	**79%in**	*78%*	*76%*	*76%*	*71%*	**78%n**	**79%in**	*75%*	*73%*
Parcels	**4022**	3444	578	187	3344	354	205	119	160	434	325	279	360	369	523	544	348	68	286
	78%	*78%*	*79%*	*77%*	*78%*	*80%*	**82%d**	*82%*	*77%*	*77%*	*77%*	*75%*	*80%*	*78%*	*77%*	*77%*	*79%*	**87%hijkno**	*79%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_R. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Letters and cards	**3900**	1881	2019	-	-	-	3900	-	1805	1654	299	102	29	3459	131
	76%	**100%cdeg**	**100%cdeg**	-	-	-	**100%cdeg**	-	**92%ijklmn**	**80%ijkln**	**42%l**	*37%*	*28%*	**86%ijkln**	*35%*
Parcels	**4022**	1732	1728	289	205	56	3459	261	1963	2058	-	-	-	4022	-
	78%	**92%bcdefg**	**86%cdeg**	*42%*	**53%c**	*41%*	**89%bcdeg**	**50%c**	**100%jkln**	**100%jkln**	-	-	-	**100%jkln**	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_R. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Letters and cards	**3900**	196	3638	65	1107	2594	199	3837	34	22	-	3893	6
	76%	*76%*	*76%*	*70%*	**77%f**	**76%f**	*65%*	**76%h**	*61%*	*60%*	-	**76%h**	*28%*
Parcels	**4022**	203	3747	72	1158	2651	213	3955	33	25	1	4012	8
	78%	*78%*	*78%*	*77%*	**80%f**	**78%f**	*69%*	**79%h**	*58%*	*68%*	*36%*	**78%h**	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_R. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Letters and cards	**3900**	963	954	973	1009	316	342	306	309	288	357	322	328	324	357	313	339
	76%	*75%*	*74%*	*76%*	*78%*	*74%*	*76%*	*75%*	*73%*	*71%*	*78%*	*76%*	*75%*	*76%*	**83%efghilmo**	*75%*	*76%*
Parcels	**4022**	1027	973	1003	1019	344	363	320	318	297	358	335	326	342	343	316	359
	78%	**80%b**	*75%*	*78%*	*79%*	**81%l**	*81%*	*79%*	*75%*	*74%*	*78%*	*79%*	*75%*	*80%*	*80%*	*76%*	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_NR. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Letters and cards	**522**	-	522	280	239	120	87	90	75	75	36	37	208	165	149	73	411	100	528
	10%	-	*10%*	*11%*	*9%*	**18%fghijk**	**12%ijk**	**10%j**	**10%j**	*8%*	*6%*	*7%*	**15%mno**	**10%no**	*7%*	*6%*	*10%*	**13%p**	*10%*
Parcels	**376**	-	376	218	156	59	47	57	41	55	54	61	107	99	170	115	309	58	359
	7%	-	*7%*	**9%d**	*6%*	*9%*	*7%*	*6%*	*6%*	*6%*	*9%*	**12%fghi**	*8%*	*6%*	**8%m**	**10%m**	*7%*	*8%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_NR. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Letters and cards	522	140	149	104	129	289	233	340	179	70	63	135	123	79	400	70	414
	10%	**12%b**	*9%*	*10%*	**11%b**	*10%*	*11%*	**11%h**	*9%*	*12%*	*9%*	*10%*	*10%*	*10%*	*10%*	*12%*	*10%*
Parcels	376	113	104	66	93	217	159	214	160	46	53	101	82	55	291	46	300
	7%	**10%bc**	*6%*	*6%*	*8%*	*7%*	*7%*	*7%*	*8%*	*8%*	*8%*	*7%*	*7%*	*7%*	*7%*	*8%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_NR. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Letters and cards	**522**	461	61	23	421	56	22	23	15	60	34	41	47	47	94	50	33	8	49
	10%	*10%*	*8%*	*9%*	*10%*	*13%*	*9%*	**15%df**	*7%*	*11%*	*8%*	*11%*	*10%*	*10%*	**14%hjop**	*7%*	*8%*	*10%*	**13%hjop**
Parcels	**376**	317	59	20	323	27	15	11	13	44	32	32	32	42	61	49	19	3	24
	7%	*7%*	*8%*	*8%*	*7%*	*6%*	*6%*	*8%*	*6%*	*8%*	*8%*	*9%*	*7%*	**9%p**	**9%p**	*7%*	*4%*	*3%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_NR. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Letters and cards	**522**	-	-	-	386	136	-	522	74	187	85	118	56	261	173
	10%	-	-	-	**100%abcf**	**100%abcf**	-	**100%abcf**	*4%*	**9%hm**	**12%hm**	**43%hijm**	**55%hijm**	**6%h**	**46%hijm**
Parcels	**376**	50	82	72	111	62	131	173	-	-	-	274	102	-	376
	7%	*3%*	*4%*	**10%abf**	**29%abcf**	**46%abcdfg**	*3%*	**33%abcf**	-	-	-	**100%hijm**	**100%hijm**	-	**100%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_NR. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Letters and cards	**522**	31	484	7	153	331	38	505	9	6	2	520	1
	10%	*12%*	*10%*	*8%*	*11%*	*10%*	*12%*	*10%*	*17%*	*16%*	*60%*	*10%*	*3%*
Parcels	**376**	19	354	3	98	241	37	355	13	4	2	372	2
	7%	*7%*	*7%*	*4%*	*7%*	*7%*	**12%de**	*7%*	**23%gk**	*11%*	*60%*	*7%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_NET_NR. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Letters and cards	522	157	141	123	101	54	54	50	44	52	46	30	39	54	23	35	43
	10%	**12%d**	**11%d**	*10%*	*8%*	**13%kn**	**12%n**	**12%n**	**10%n**	**13%kn**	**10%n**	*7%*	*9%*	**13%n**	*5%*	*8%*	*10%*
Parcels	376	101	99	91	84	31	39	32	28	29	43	20	39	32	27	27	30
	7%	*8%*	*8%*	*7%*	*7%*	*7%*	*9%*	*8%*	*7%*	*7%*	**9%k**	*5%*	*9%*	*7%*	*6%*	*6%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Letters and cards	**4.00**	-	4.00	3.96	**4.05c**	3.61	**3.74e**	**3.99ef**	**4.05ef**	**4.13efg**	**4.27efghi**	**4.27efghi**	3.67	**4.02l**	**4.21lm**	**4.27lmn**	**4.03q**	3.87	4.01
Parcels	**4.08**	-	4.08	4.00	**4.15c**	4.01	4.02	**4.15efk**	**4.13efk**	**4.10efk**	**4.09ek**	4.00	4.01	**4.14lno**	**4.07l**	4.05	4.08	4.09	4.10

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Letters and cards	**4.00**	4.00	**4.07acd**	3.95	3.94	**4.04f**	3.95	3.92	**4.12g**	4.00	**4.06m**	4.03	4.04	3.98	4.03	3.99	4.03
Parcels	**4.08**	4.03	**4.15acd**	4.04	4.05	**4.10f**	4.05	4.07	4.09	4.11	4.10	4.09	4.11	4.08	4.10	4.10	4.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Letters and cards	**4.00**	3.98	**4.13a**	4.09	4.01	3.93	4.12	3.88	**4.12inr**	**3.94n**	**4.09inr**	**4.00n**	**4.02n**	**4.00n**	3.85	**4.05inr**	**4.12ikmnr**	4.06	3.91
Parcels	**4.08**	4.07	4.12	4.07	4.06	4.12	4.17	4.20	4.09	4.08	4.07	3.98	4.05	4.04	4.03	4.07	**4.17ijklmno**	**4.25k**	4.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Letters and cards	**4.00**	**5.00bcdefg**	**4.00cg**	**3.00deg**	**2.00g**	1.00	**4.48bcdeg**	**1.74e**	**4.53ijklmn**	**3.92jkln**	**3.41kln**	**3.02ln**	2.42	**4.22ijkln**	**2.85l**
Parcels	**4.08**	**4.58bcdefg**	**4.07cdeg**	**3.40eg**	**3.35eg**	2.80	**4.31bcdeg**	**3.20e**	**5.00ijklmn**	**4.00n**	**3.00n**	**2.00n**	1.00	**4.49ijkln**	**1.73l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Letters and cards	**4.00**	4.03	4.00	4.01	**4.03f**	**4.01f**	3.82	**4.01h**	3.55	3.80	2.40	**4.01h**	3.29
Parcels	**4.08**	4.13	4.07	4.16	**4.14ef**	**4.07f**	3.88	**4.09h**	3.53	**3.94h**	2.79	**4.08h**	3.52

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Letters and cards	4.00	3.94	3.96	4.01a	4.09abc	3.90	3.96	3.97	3.91	3.93	4.05ehi	4.12efghilmp	3.96	3.97	4.18efghijlmop	4.07efhil	4.01
Parcels	4.08	4.09b	4.02	4.09b	4.11b	4.06	4.09	4.12h	4.01	4.01	4.04	4.17ehijlm	4.06	4.04	4.10	4.10	4.13hi

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base		**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base		**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied	(5)	**1437**	-	1437	693	742	191	211	252	217	259	182	124	402	469	564	306	1202	221	1451
		28%	-	*28%*	*28%*	*28%*	*28%*	*30%*	*27%*	*30%*	*29%*	*29%*	*24%*	*29%*	*28%*	*27%*	*26%*	*28%*	*29%*	*28%*
Fairly satisfied	(4)	**2415**	-	2415	1171	1242	343	351	488	330	396	265	240	694	818	901	505	2013	377	2377
		47%	-	*47%*	*47%*	*47%*	**50%j**	**49%j**	**51%hij**	*45%*	*44%*	*42%*	*46%*	**50%no**	**49%no**	*44%*	*44%*	*47%*	*49%*	*46%*
Neither satisfied or dissatisfied	(3)	**818**	-	818	388	429	95	108	139	122	156	106	89	203	261	351	195	693	101	833
		16%	-	*16%*	*15%*	*16%*	*14%*	*15%*	*15%*	*17%*	*17%*	*17%*	*17%*	*14%*	*16%*	*17%*	*17%*	*16%*	*13%*	*16%*
Fairly dissatisfied	(2)	**337**	-	337	180	155	33	29	52	39	68	58	59	62	90	185	117	292	40	326
		7%	-	*7%*	*7%*	*6%*	*5%*	*4%*	*5%*	*5%*	**8%f**	**9%efgh**	**11%efgh**	*4%*	*5%*	**9%lm**	**10%lm**	*7%*	*5%*	*6%*
Very dissatisfied	(1)	**92**	-	92	57	33	7	4	12	22	16	21	10	11	33	47	31	72	16	106
		2%	-	*2%*	**2%d**	*1%*	*1%*	*1%*	*1%*	**3%efg**	*2%*	**3%efg**	*2%*	*1%*	**2%l**	**2%l**	**3%l**	*2%*	*2%*	*2%*
Don't know		**48**	-	48	19	28	18	8	7	3	10	2	1	26	10	12	2	27	17	54
		1%	-	*1%*	*1%*	*1%*	**3%ghjk**	*1%*	*1%*	*	*1%*	*	*	**2%mno**	*1%*	*1%*	*	*1%*	**2%p**	*1%*
NET Very/fairly satisfied		**3852**	-	3852	1864	1984	534	562	740	547	655	447	364	1096	1287	1466	811	3215	598	3828
		75%	-	*75%*	*74%*	*75%*	**78%jk**	**79%ijk**	**78%ijk**	*75%*	*72%*	*71%*	*70%*	**78%no**	**77%no**	*71%*	*70%*	*75%*	*78%*	*74%*
NET Very/fairly dissatisfied		**429**	-	429	237	188	40	33	63	60	84	79	69	73	123	232	148	364	55	432
		8%	-	*8%*	**9%d**	*7%*	*6%*	*5%*	*7%*	**8%f**	**9%ef**	**12%efg**	**13%efgh**	*5%*	*7%*	**11%lm**	**13%lm**	*8%*	*7%*	*8%*
Mean		**3.94**	-	3.94	3.91	3.96	**4.01jk**	**4.05ijk**	**3.97jk**	**3.93k**	3.91	3.84	3.78	**4.03no**	**3.96no**	3.85	3.81	3.93	3.99	3.93
Std Dev.		**0.93**	-	0.93	0.96	0.90	0.85	0.82	0.86	0.97	0.96	1.05	1.00	0.83	0.91	1.00	1.02	0.93	0.91	0.94
Std Error		**0.01**	-	0.01	0.02	0.02	0.03	0.03	0.03	0.04	0.03	0.04	0.05	0.02	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**1437**	319	464	296	358	783	654	880	543	165	207	394	390	210	1200	166	1226
		28%	*27%*	*27%*	*28%*	**31%b**	*27%*	*30%*	*29%*	*27%*	*28%*	*30%*	*29%*	*31%*	*28%*	*29%*	*27%*	*29%*
Fairly satisfied	(4)	**2415**	575	815	541	483	1390	1025	1510	882	268	303	650	585	392	1930	271	1961
		47%	**49%d**	*47%*	**51%d**	*42%*	*47%*	*46%*	**49%h**	*44%*	*45%*	*43%*	*47%*	*46%*	**52%ij**	*47%*	*44%*	*47%*
Neither satisfied or dissatisfied	(3)	**818**	177	281	168	192	458	360	447	358	106	131	202	163	105	601	110	624
		16%	*15%*	*16%*	*16%*	*17%*	*16%*	*16%*	*15%*	**18%g**	**18%l**	**19%lm**	*15%*	*13%*	*14%*	*15%*	*18%*	*15%*
Fairly dissatisfied	(2)	**337**	78	146	43	70	224	113	166	169	38	43	93	93	35	264	38	275
		7%	**7%c**	**8%c**	*4%*	*6%*	**8%f**	*5%*	*5%*	**8%g**	*6%*	*6%*	*7%*	*7%*	*5%*	*6%*	*6%*	*7%*
Very dissatisfied	(1)	**92**	26	32	17	17	59	33	55	36	6	15	22	21	11	69	6	72
		2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*
Don't know		**48**	9	12	2	25	21	27	21	23	18	2	9	8	2	20	18	20
		1%	*1%*	*1%*	*	**2%abc**	*1%*	*1%*	*1%*	*1%*	**3%jklmn**	*	*1%*	*1%*	*	*	**3%p**	*
NET Very/fairly satisfied		**3852**	894	1279	838	841	2173	1679	2390	1424	433	509	1044	975	602	3130	437	3187
		75%	*75%*	*73%*	**78%bd**	*74%*	*74%*	*76%*	**78%h**	*71%*	*72%*	*73%*	*76%*	**77%l**	**80%lj**	**77%l**	*72%*	**76%o**
NET Very/fairly dissatisfied		**429**	104	179	60	86	283	146	221	205	44	58	116	114	46	333	44	347
		8%	**9%c**	**10%c**	*6%*	*8%*	**10%f**	*7%*	*7%*	**10%g**	*7%*	*8%*	*8%*	*9%*	*6%*	*8%*	*7%*	*8%*
Mean		**3.94**	3.92	3.88	**3.99b**	**3.98b**	3.90	**3.99e**	**3.98h**	3.87	3.94	3.92	3.96	3.98	4.00	3.97	3.94	3.96
Std Dev.		**0.93**	0.94	0.96	0.86	0.94	0.95	0.90	0.90	0.97	0.90	0.96	0.93	0.94	0.86	0.92	0.90	0.93
Std Error		**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	1437	1223	215	74	1193	124	80	41	66	162	118	101	109	137	188	184	129	23	101
		28%	28%	29%	31%	28%	28%	32%	28%	32%l	29%	28%	27%	24%	29%	28%	26%	29%	30%	28%
Fairly satisfied	(4)	2415	2095	320	106	2042	186	118	69	94	283	204	178	237	213	307	321	205	39	147
		47%	47%	44%	44%	47%e	42%	47%	47%	45%	50%r	48%	48%	53%r	45%	45%	46%	47%	50%	41%
Neither satisfied or dissatisfied	(3)	818	681	137	38	678	85	31	25	31	75	60	67	75	68	105	121	77	10	75
		16%	15%	19%	16%	16%	19%f	12%	17%	15%	13%	14%	18%	17%	14%	15%	17%	17%	12%	21%ijm
Fairly dissatisfied	(2)	337	294	43	11	289	26	14	8	14	27	32	19	24	38	59	58	19	3	23
		7%	7%	6%	5%	7%	6%	6%	5%	7%	5%	8%	5%	5%	8%	9%p	8%	4%	4%	6%
Very dissatisfied	(1)	92	76	16	12	70	13	6	3	3	9	3	5	5	15	11	12	6	2	11
		2%	2%	2%	5%a	2%	3%d	2%	2%	1%	2%	1%	1%	1%	3%	2%	2%	1%	3%	3%j
Don't know		48	45	3	1	39	6	2	1	1	6	6	2	2	5	8	6	4	*	5
		1%	1%	*	1%	1%	1%	1%	1%	*	1%	1%	*	*	1%	1%	1%	1%	*	2%
NET Very/fairly satisfied		3852	3318	535	180	3236	310	197	110	160	445	322	280	346	350	494	505	333	62	248
		75%	75%	73%	74%	75%e	70%	79%e	75%	77%r	79%or	76%r	75%	77%r	74%	73%	72%	76%r	80%r	68%
NET Very/fairly dissatisfied		429	370	59	23	359	40	20	10	17	36	35	23	29	53	70	71	25	6	34
		8%	8%	8%	10%	8%	9%	8%	7%	8%	6%	8%	6%	7%	11%p	10%	10%	6%	7%	9%
Mean		3.94	3.94	3.92	3.91	3.94	3.88	4.01e	3.95	3.99	4.01r	3.96	3.95	3.93	3.89	3.90	3.87	3.99	3.99	3.85
Std Dev.		0.93	0.93	0.95	1.05	0.92	0.99	0.95	0.91	0.93	0.88	0.90	0.88	0.85	1.02	0.96	0.96	0.88	0.94	1.00
Std Error		0.01	0.02	0.03	0.04	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.07	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	1437	864	394	101	57	16	1258	73	889	411	93	24	15	1300	38
		28%	**46%bcdefg**	**20%cg**	*15%*	*15%*	*12%*	**32%bcdeg**	*14%*	**45%jklmn**	**20%jkn**	*13%*	*9%*	*15%*	**32%ijkln**	*10%*
Fairly satisfied	(4)	2415	726	1166	309	165	37	1892	202	782	1190	309	101	24	1972	124
		47%	**39%e**	**58%acdefg**	**45%ae**	**43%e**	*27%*	**49%aeg**	*39%*	**40%l**	**58%hjklmn**	**43%ln**	*37%*	*23%*	**49%hjkln**	*33%*
Neither satisfied or dissatisfied	(3)	818	154	303	220	95	43	458	138	158	293	243	84	33	450	118
		16%	*8%*	**15%af**	**32%abdf**	**24%abf**	**32%abf**	**12%a**	**26%abf**	*8%*	**14%hm**	**34%him**	**31%him**	**33%him**	**11%h**	**31%him**
Fairly dissatisfied	(2)	337	100	124	38	52	22	223	74	100	121	43	51	21	221	71
		7%	*5%*	*6%*	*6%*	**14%abcf**	**16%abcf**	*6%*	**14%abcf**	*5%*	*6%*	*6%*	**18%hijm**	**20%hijm**	*5%*	**19%hijm**
Very dissatisfied	(1)	92	30	19	15	15	12	50	27	26	25	18	13	10	51	23
		2%	*2%*	*1%*	*2%*	**4%abf**	**9%abcf**	*1%*	**5%abcf**	*1%*	*1%*	**3%im**	**5%him**	**9%hijm**	*1%*	**6%hijm**
Don't know		48	7	12	8	3	6	19	9	9	18	8	2	-	28	2
		1%	*	*1%*	*1%*	*1%*	**5%abcdf**	*	**2%abf**	*	*1%*	*1%*	*1%*	-	*1%*	*1%*
NET Very/fairly satisfied		3852	1589	1561	410	222	53	3150	275	1671	1601	402	124	38	3272	162
		75%	**85%bcdefg**	**77%cdeg**	**59%e**	**57%e**	*39%*	**81%bcdeg**	**53%e**	**85%jklmn**	**78%jkln**	**56%kln**	*45%*	*38%*	**81%ijkln**	*43%*
NET Very/fairly dissatisfied		429	130	143	53	67	34	273	101	126	146	61	64	30	271	94
		8%	*7%*	*7%*	*8%*	**17%abcf**	**25%abcf**	*7%*	**19%abcf**	*6%*	*7%*	*9%*	**23%hijm**	**30%hijm**	*7%*	**25%hijm**
Mean		3.94	**4.22bcdefg**	**3.89cdeg**	**3.65eg**	**3.51e**	3.19	**4.05bcdeg**	3.43	**4.23ijklmn**	**3.90jkln**	**3.59kln**	3.26	3.13	**4.06ijkln**	3.23
Std Dev.		0.93	0.92	0.82	0.88	1.03	1.13	0.89	1.06	0.90	0.83	0.89	1.01	1.18	0.88	1.06
Std Error		0.01	0.02	0.02	0.03	0.05	0.10	0.01	0.05	0.02	0.02	0.03	0.06	0.12	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**1437**	87	1324	26	411	952	74	1416	8	10	-	1434	3
		28%	*34%*	*28%*	*29%*	*28%*	*28%*	*24%*	*28%*	*14%*	*28%*	-	*28%*	*13%*
Fairly satisfied	(4)	**2415**	101	2272	42	644	1646	125	2361	30	17	-	2408	7
		47%	*39%*	**47%a**	*45%*	*45%*	**48%df**	*41%*	*47%*	*52%*	*48%*	-	*47%*	*30%*
Neither satisfied or dissatisfied	(3)	**818**	47	757	14	236	522	59	792	11	4	3	807	8
		16%	*18%*	*16%*	*16%*	*16%*	*15%*	*19%*	*16%*	*19%*	*12%*	*100%*	*16%*	*35%*
Fairly dissatisfied	(2)	**337**	20	310	7	118	192	27	324	8	4	-	336	1
		7%	*8%*	*6%*	*7%*	**8%e**	*6%*	*9%*	*6%*	*13%*	*12%*	-	*7%*	*3%*
Very dissatisfied	(1)	**92**	3	88	1	21	58	13	91	-	-	-	91	1
		2%	*1%*	*2%*	*1%*	*1%*	*2%*	**4%de**	*2%*	-	-	-	*2%*	*6%*
Don't know		**48**	1	44	2	14	25	9	44	1	-	-	45	3
		1%	*	*1%*	*3%*	*1%*	*1%*	**3%de**	*1%*	*1%*	-	-	*1%*	*14%*
NET Very/fairly satisfied		**3852**	188	3596	68	1055	2598	200	3778	38	27	-	3843	9
		75%	*73%*	*75%*	*74%*	**73%f**	**77%df**	*65%*	*75%*	*67%*	*76%*	-	*75%*	*43%*
NET Very/fairly dissatisfied		**429**	24	398	8	139	250	40	415	8	4	-	427	2
		8%	*9%*	*8%*	*8%*	**10%e**	*7%*	**13%e**	*8%*	*13%*	*12%*	-	*8%*	*9%*
Mean		**3.94**	3.96	3.93	3.95	**3.91f**	**3.96f**	3.74	3.94	3.68	3.92	3.00	3.94	3.48
Std Dev.		**0.93**	0.97	0.93	0.92	0.95	0.90	1.07	0.93	0.89	0.95	0.00	0.93	1.03
Std Error		**0.01**	0.05	0.01	0.10	0.02	0.02	0.06	0.01	0.13	0.15	0.00	0.01	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	1437	341	349	367	381	121	109	111	96	118	134	126	121	120	112	139	130
		28%	27%	27%	29%	29%	29%	24%	27%	23%	29%	29%	30%	28%	28%	26%	33%fh	29%
Fairly satisfied	(4)	2415	632	604	603	576	199	236	197	217	176	211	193	215	195	190	171	215
		47%	49%	47%	47%	45%	47%	52%lo	48%	51%o	44%	46%	46%	49%	46%	44%	41%	48%
Neither satisfied or dissatisfied	(3)	818	174	198	223	223	54	58	61	71	65	63	70	75	78	85	66	72
		16%	14%	15%	17%a	17%a	13%	13%	15%	17%	16%	14%	17%	17%	18%	20%efj	16%	16%
Fairly dissatisfied	(2)	337	91	91	70	84	33	36	21	29	33	30	29	15	26	32	27	26
		7%	7%	7%	5%	7%	8%l	8%l	5%	7%	8%l	6%	7%	3%	6%	7%	7%	6%
Very dissatisfied	(1)	92	31	26	15	20	9	10	12	7	6	14	3	4	8	8	7	4
		2%	2%	2%	1%	2%	2%	2%	3%	2%	2%	3%	1%	1%	2%	2%	2%	1%
Don't know		48	13	20	7	8	8	1	4	6	4	9	1	5	1	3	5	-
		1%	1%	2%c	1%	1%	2%p	*	1%	1%p	1%	2%fp	*	1%	*	1%	1%	-
NET Very/fairly satisfied		3852	973	953	970	957	320	345	308	313	295	345	319	336	315	302	310	345
		75%	76%	74%	76%	74%	75%	77%	76%	74%	73%	75%	76%	77%	74%	70%	75%	77%
NET Very/fairly dissatisfied		429	122	118	85	104	43	46	33	35	39	43	32	19	34	40	34	30
		8%	10%c	9%	7%	8%	10%l	10%l	8%	8%	10%l	9%l	8%	4%	8%	9%l	8%	7%
Mean		3.94	3.91	3.91	3.97	3.95	3.93	3.89	3.93	3.88	3.92	3.94	3.97	4.01	3.92	3.86	3.99	3.99
Std Dev.		0.93	0.95	0.95	0.89	0.93	0.97	0.94	0.95	0.90	0.96	0.98	0.90	0.82	0.93	0.95	0.96	0.88
Std Error		0.01	0.03	0.03	0.02	0.03	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.04	0.05	0.05	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied (5)	2034	-	2034	955	1077	204	196	316	288	410	322	295	399	603	1027	617	1758	265	2154
	40%	-	*40%*	*38%*	*41%*	*30%*	*28%*	**33%f**	**39%ef**	**45%efg**	**51%efgh**	**56%efghi**	*29%*	**36%l**	**50%lm**	**53%lm**	**41%q**	*34%*	*42%*
Fairly satisfied (4)	2197	-	2197	1052	1142	306	356	457	297	365	233	180	662	754	779	414	1805	350	2132
	43%	-	*43%*	*42%*	*43%*	**45%jk**	**50%hijk**	**48%hijk**	*41%*	*40%*	*37%*	*34%*	**47%no**	**45%no**	*38%*	*36%*	*42%*	*45%*	*41%*
Neither satisfied or dissatisfied (3)	595	-	595	332	262	97	99	124	98	94	46	35	196	222	176	82	484	96	554
	12%	-	*12%*	**13%d**	*10%*	**14%jk**	**14%jk**	**13%jk**	**13%jk**	*10%*	*7%*	*7%*	**14%no**	**13%no**	*9%*	*7%*	*11%*	*12%*	*11%*
Fairly dissatisfied (2)	177	-	177	99	78	37	35	34	25	19	19	8	72	59	46	27	141	35	171
	3%	-	*3%*	*4%*	*3%*	**5%ik**	**5%ik**	*4%*	*3%*	*2%*	*3%*	*2%*	**5%no**	*4%*	*2%*	*2%*	*3%*	*4%*	*3%*
Very dissatisfied (1)	78	-	78	52	26	20	15	13	9	9	11	2	35	22	22	13	61	15	74
	2%	-	*2%*	**2%d**	*1%*	**3%ik**	**2%k**	*1%*	*1%*	*1%*	*2%*	*	**2%mno**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Don't know	66	-	66	20	45	23	10	5	15	7	2	2	33	21	12	5	51	10	62
	1%	-	*1%*	*1%*	**2%c**	**3%gijk**	*1%*	*1%*	**2%gj**	*1%*	*	*	**2%no**	*1%*	*1%*	*	*1%*	*1%*	*1%*
NET Very/fairly satisfied	4231	-	4231	2007	2218	510	551	773	585	775	555	475	1061	1358	1806	1031	3563	615	4286
	82%	-	*82%*	*80%*	**84%c**	*74%*	*78%*	**81%e**	*80%*	**86%efh**	**88%efgh**	**91%efghi**	*76%*	**81%l**	**88%lm**	**89%lm**	*83%*	*80%*	*83%*
NET Very/fairly dissatisfied	255	-	255	150	104	57	50	46	34	28	30	10	107	81	68	40	202	50	245
	5%	-	*5%*	**6%d**	*4%*	**8%ghijk**	**7%ik**	**5%k**	**5%k**	*3%*	*5%*	*2%*	**8%mno**	*5%*	*3%*	*3%*	*5%*	*6%*	*5%*
Mean	4.17	-	4.17	4.11	4.22c	3.96	3.97	4.09ef	4.16ef	4.28efgh	4.33efgh	4.46efghij	3.97	4.12l	4.34lm	4.39lm	4.19q	4.07	4.20
Std Dev.	0.88	-	0.88	0.92	0.82	0.97	0.90	0.85	0.88	0.81	0.87	0.72	0.94	0.86	0.81	0.81	0.87	0.91	0.87
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**2034**	485	702	384	462	1187	846	1082	927	256	293	539	476	332	1640	256	1686
		40%	*41%*	*40%*	*36%*	*40%*	*40%*	*38%*	*35%*	**46%g**	*43%*	*42%*	*39%*	*38%*	**44%l**	*40%*	*42%*	*40%*
Fairly satisfied	(4)	**2197**	496	750	481	470	1246	951	1396	781	233	277	571	593	304	1745	238	1777
		43%	*42%*	*43%*	*45%*	*41%*	*42%*	*43%*	**45%h**	*39%*	*39%*	*40%*	*42%*	**47%ijkmn**	*40%*	*43%*	*39%*	*43%*
Neither satisfied or dissatisfied	(3)	**595**	132	192	133	138	324	271	389	199	81	84	156	126	80	447	85	457
		12%	*11%*	*11%*	*12%*	*12%*	*11%*	*12%*	**13%h**	*10%*	*13%*	*12%*	*11%*	*10%*	*11%*	*11%*	*14%*	*11%*
Fairly dissatisfied	(2)	**177**	46	60	36	35	106	71	125	52	11	31	63	31	26	152	11	154
		3%	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	**4%h**	*3%*	*2%*	**4%i**	**5%il**	*2%*	*4%*	**4%i**	*2%*	**4%o**
Very dissatisfied	(1)	**78**	16	18	24	20	34	44	50	27	11	9	21	24	8	61	11	65
		2%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*
Don't know		**66**	10	28	10	18	37	28	37	24	9	6	20	9	5	39	9	40
		1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Very/fairly satisfied		**4231**	981	1452	865	932	2433	1798	2478	1708	489	570	1110	1070	636	3386	494	3462
		82%	*83%*	*83%*	*81%*	*81%*	*83%*	*81%*	*81%*	**85%g**	*81%*	*81%*	*81%*	**85%k**	*84%*	*83%*	*81%*	*83%*
NET Very/fairly dissatisfied		**255**	63	78	59	56	141	115	175	79	21	40	83	55	34	213	21	219
		5%	*5%*	*4%*	*6%*	*5%*	*5%*	*5%*	**6%h**	*4%*	*4%*	*6%*	*6%*	*4%*	*5%*	*5%*	*4%*	*5%*
Mean		**4.17**	4.18	**4.20c**	4.10	4.17	4.19	4.14	4.10	**4.27g**	4.21	4.17	4.14	4.17	4.23	4.17	4.20	4.18
Std Dev.		**0.88**	0.88	0.85	0.90	0.89	0.86	0.90	0.89	0.85	0.87	0.90	0.91	0.85	0.85	0.88	0.87	0.88
Std Error		**0.01**	0.02	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	**2034**	1670	364	117	1663	189	119	62	78	212	194	135	151	207	223	272	192	37	152
		40%	*38%*	**50%a**	**48%a**	*39%*	*43%*	**48%d**	*43%*	*38%*	*38%*	**46%kln**	*36%*	*33%*	**44%ln**	*33%*	*39%*	**44%ln**	**47%ln**	**42%ln**
Fairly satisfied	(4)	**2197**	1952	245	76	1863	174	101	59	97	251	176	167	212	190	308	282	180	33	141
		43%	**44%bc**	*33%*	*31%*	*43%*	*40%*	*41%*	*41%*	*47%*	*45%*	*42%*	*45%*	**47%r**	*40%*	*46%*	*40%*	*41%*	*42%*	*39%*
Neither satisfied or dissatisfied	(3)	**595**	520	76	26	510	51	17	17	22	56	38	43	63	54	79	109	47	7	44
		12%	*12%*	*10%*	*11%*	**12%f**	**12%f**	*7%*	**11%f**	*11%*	*10%*	*9%*	*12%*	*14%*	*11%*	*12%*	**16%lj**	*11%*	*9%*	*12%*
Fairly dissatisfied	(2)	**177**	148	30	13	154	14	6	3	7	17	11	15	14	14	46	12	18	*	14
		3%	*3%*	*4%*	*5%*	*4%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	**7%ijmoq**	*2%*	*4%*	*	*4%*
Very dissatisfied	(1)	**78**	67	11	5	66	6	3	4	2	8	-	7	3	6	13	22	3	1	5
		2%	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*3%*	**1%j**	*1%*	-	**2%j**	*1%*	*1%*	**2%j**	**3%jl**	*1%*	**1%j**	**1%j**
Don't know		**66**	57	9	6	56	6	3	1	1	18	5	4	9	4	7	6	1	-	6
		1%	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%op**	*1%*	*1%*	**2%p**	*1%*	*1%*	*1%*	*	-	**2%p**
NET Very/fairly satisfied		**4231**	3621	609	193	3526	363	221	121	175	463	369	302	363	397	532	554	371	69	293
		82%	*82%*	*83%*	*79%*	*82%*	*82%*	**88%de**	*83%*	*84%*	*82%*	**87%klnor**	*81%*	*80%*	*84%*	*79%*	*79%*	*84%*	**90%no**	*81%*
NET Very/fairly dissatisfied		**255**	215	41	18	220	20	9	7	9	25	11	23	17	20	59	34	21	1	19
		5%	*5%*	*6%*	*7%*	*5%*	*5%*	*4%*	*5%*	*4%*	*4%*	*3%*	*6%*	*4%*	*4%*	**9%ijlmoq**	*5%*	*5%*	*2%*	*5%*
Mean		**4.17**	4.15	**4.27a**	4.21	4.15	4.21	**4.33deg**	4.20	4.17	**4.18n**	**4.32hiklnor**	4.11	4.11	**4.23n**	4.02	4.11	**4.23n**	**4.34klno**	**4.18n**
Std Dev.		**0.88**	0.87	0.91	0.99	0.88	0.88	0.80	0.91	0.83	0.85	0.75	0.91	0.81	0.86	0.95	0.94	0.85	0.76	0.90
Std Error		**0.01**	0.01	0.02	0.04	0.02	0.03	0.03	0.04	0.05	0.05	0.04	0.05	0.04	0.05	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied (5)	2034	1203	607	108	85	27	1810	112	1150	630	149	64	33	1780	98
	40%	**64%bcdefg**	**30%cdg**	*16%*	**22%c**	*20%*	**46%bcdeg**	**21%c**	**59%ijklmn**	**31%j**	*21%*	*23%*	**33%j**	**44%ijkn**	*26%*
Fairly satisfied (4)	2197	545	1091	319	179	54	1636	233	632	1110	298	121	27	1743	148
	43%	*29%*	**54%acdefg**	**46%a**	**46%a**	*39%*	**42%a**	**45%a**	*32%*	**54%hjklmn**	**42%hl**	**44%hl**	*27%*	**43%hl**	**39%h**
Neither satisfied or dissatisfied (3)	595	73	211	198	72	38	283	110	115	211	199	43	24	326	67
	12%	*4%*	**10%af**	**29%abdfg**	**19%abf**	**28%abf**	**7%a**	**21%abf**	*6%*	**10%hm**	**28%hikmn**	**16%him**	**23%him**	**8%h**	**18%him**
Fairly dissatisfied (2)	177	29	75	36	28	9	104	37	40	64	42	25	5	103	31
	3%	*2%*	**4%a**	**5%af**	**7%abf**	**7%af**	**3%a**	**7%abf**	*2%*	*3%*	**6%him**	**9%him**	*5%*	*3%*	**8%him**
Very dissatisfied (1)	78	19	19	19	14	6	38	20	18	20	10	18	12	37	30
	2%	*1%*	*1%*	**3%abf**	**4%abf**	**4%abf**	*1%*	**4%abf**	*1%*	*1%*	*1%*	**7%hijm**	**11%hijm**	*1%*	**8%hijm**
Don't know	66	12	16	12	8	2	28	11	9	23	17	3	1	32	3
	1%	*1%*	*1%*	**2%f**	**2%abf**	*2%*	*1%*	**2%abf**	*	*1%*	**2%hm**	*1%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied	4231	1748	1698	427	264	81	3446	345	1783	1740	447	186	60	3523	246
	82%	**93%bcdefg**	**84%cdeg**	*62%*	*68%*	*59%*	**88%bcdeg**	*66%*	**91%ijklmn**	**85%jkln**	*63%*	*68%*	*59%*	**88%ijkln**	*65%*
NET Very/fairly dissatisfied	255	48	94	55	42	15	142	57	57	83	52	43	17	141	60
	5%	*3%*	**5%a**	**8%abf**	**11%abf**	**11%abf**	*4%*	**11%abf**	*3%*	*4%*	**7%him**	**16%hijm**	**17%hijm**	*3%*	**16%hijm**
Mean	4.17	**4.54bcdefg**	**4.09cdeg**	3.68	3.78	3.66	**4.31bcdeg**	3.74	**4.46ijklmn**	**4.11jkln**	3.76	3.69	3.65	**4.28ijkln**	3.68
Std Dev.	0.88	0.74	0.80	0.90	1.00	1.02	0.80	1.00	0.77	0.78	0.90	1.13	1.30	0.80	1.18
Std Error	0.01	0.02	0.02	0.04	0.05	0.09	0.01	0.04	0.02	0.02	0.03	0.07	0.13	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**2034**	91	1917	25	573	1373	87	2011	11	8	-	2031	3
		40%	*35%*	*40%*	*27%*	**40%f**	**40%f**	*28%*	**40%h**	*20%*	*24%*	-	**40%h**	*11%*
Fairly satisfied	(4)	**2197**	106	2051	41	621	1437	139	2154	25	17	*	2196	1
		43%	*41%*	*43%*	*44%*	*43%*	*42%*	*45%*	*43%*	*44%*	*48%*	*3%*	*43%*	*4%*
Neither satisfied or dissatisfied		**595**	38	537	20	161	394	40	576	8	2	*	585	10
	(3)	***12%***	*15%*	*11%*	**21%b**	*11%*	*12%*	*13%*	*11%*	*14%*	*5%*	*4%*	*11%*	*45%*
Fairly dissatisfied	(2)	**177**	15	158	4	53	110	14	162	10	3	3	174	-
		3%	*6%*	*3%*	*4%*	*4%*	*3%*	*5%*	*3%*	**17%gk**	*7%*	*93%*	*3%*	-
Very dissatisfied	(1)	**78**	4	74	1	23	43	12	69	3	3	-	75	4
		2%	*1%*	*2%*	*1%*	*2%*	*1%*	**4%e**	*1%*	*5%*	*8%*	-	*1%*	*17%*
Don't know		**66**	6	57	2	14	38	14	58	*	3	-	61	5
		1%	*2%*	*1%*	*2%*	*1%*	*1%*	**5%de**	*1%*	*	*8%*	-	*1%*	*23%*
NET Very/fairly satisfied		**4231**	197	3968	66	1194	2810	227	4165	36	26	*	4227	3
		82%	*76%*	**83%ac**	*71%*	**83%f**	**83%f**	*74%*	**83%h**	*64%*	*71%*	*3%*	**83%h**	*15%*
NET Very/fairly dissatisfied		**255**	19	232	5	76	153	26	230	13	6	3	249	4
		5%	*7%*	*5%*	*5%*	*5%*	*5%*	**8%e**	*5%*	**22%gk**	*16%*	*93%*	*5%*	*17%*
Mean		**4.17**	4.05	4.18	3.95	**4.17f**	**4.19f**	3.94	**4.18h**	3.57	3.77	2.11	**4.17h**	2.91
Std Dev.		**0.88**	0.94	0.87	0.86	0.88	0.86	1.00	0.86	1.15	1.19	0.48	0.87	1.26
Std Error		**0.01**	0.05	0.01	0.09	0.02	0.02	0.06	0.01	0.17	0.19	0.24	0.01	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_1. How satisfied are you with the following aspects of Royal Mail's service?
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**2034**	506	531	459	538	169	168	168	143	176	212	166	153	139	200	178	159
		40%	*39%*	**41%c**	*36%*	**42%c**	*40%*	*37%*	**41%m**	*34%*	**44%hm**	**46%fhlmp**	*39%*	*35%*	*33%*	**47%fhlmp**	**43%hm**	*36%*
Fairly satisfied	(4)	**2197**	551	559	562	525	188	200	163	209	168	181	173	193	196	164	152	209
		43%	*43%*	*43%*	*44%*	*41%*	*44%*	*44%*	*40%*	**49%gjno**	*42%*	*39%*	*41%*	*44%*	**46%o**	*38%*	*37%*	**47%o**
Neither satisfied or dissatisfied	(3)	**595**	143	118	185	149	51	47	44	54	39	25	60	59	66	41	62	47
		12%	*11%*	*9%*	**14%b**	*12%*	**12%j**	**10%j**	**11%j**	**13%j**	*10%*	*6%*	**14%j**	**14%j**	**15%j**	*9%*	**15%j**	**11%j**
Fairly dissatisfied	(2)	**177**	43	51	41	43	12	17	15	12	11	27	15	11	14	11	8	23
		3%	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	**6%o**	*4%*	*3%*	*3%*	*3%*	*2%*	*5%*
Very dissatisfied	(1)	**78**	27	17	14	21	3	11	13	4	4	9	2	4	9	10	6	5
		2%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	**3%ek**	*1%*	*1%*	*2%*	*	*1%*	*2%*	*2%*	*1%*	*1%*
Don't know		**66**	13	13	24	16	2	8	3	3	4	6	6	14	4	4	9	3
		1%	*1%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%eghp**	*1%*	*1%*	*2%*	*1%*
NET Very/fairly satisfied		**4231**	1057	1090	1020	1063	357	368	332	352	345	393	339	346	335	364	331	368
		82%	*82%*	**85%c**	*79%*	*82%*	*84%*	*82%*	*82%*	*83%*	**85%m**	**85%m**	*81%*	*80%*	*78%*	*85%*	*80%*	*82%*
NET Very/fairly dissatisfied		**255**	70	67	55	64	15	27	28	16	15	36	16	15	23	21	14	28
		5%	*5%*	*5%*	*4%*	*5%*	*3%*	*6%*	*7%*	*4%*	*4%*	**8%ehilo**	*4%*	*4%*	*5%*	*5%*	*3%*	*6%*
Mean		**4.17**	4.16	**4.21c**	4.12	4.19	**4.20m**	4.12	4.14	4.12	**4.26m**	**4.23m**	4.17	4.14	4.04	**4.25m**	4.20	4.11
Std Dev.		**0.88**	0.90	0.86	0.85	0.89	0.81	0.92	0.97	0.81	0.82	0.94	0.83	0.82	0.90	0.90	0.87	0.88
Std Error		**0.01**	0.03	0.02	0.02	0.02	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied (5)	2017	-	2017	984	1032	196	217	339	301	410	277	275	413	640	963	552	1750	248	2088
	39%	-	39%	39%	39%	28%	31%	36%e	41%ef	45%efg	44%efg	53%efghij	30%	38%l	47%lm	48%lm	41%q	32%	41%
Fairly satisfied (4)	2212	-	2212	1066	1141	302	343	433	309	369	274	179	645	742	823	453	1832	342	2194
	43%	-	43%	43%	43%	44%k	48%ijk	46%k	42%k	41%	43%k	34%	46%no	44%no	40%	39%	43%	44%	43%
Neither satisfied or dissatisfied (3)	642	-	642	331	309	121	108	130	79	97	60	46	229	209	202	105	505	124	576
	12%	-	12%	13%	12%	18%hijk	15%ijk	14%k	11%	11%	9%	9%	16%mno	12%o	10%	9%	12%	16%p	11%
Fairly dissatisfied (2)	128	-	128	65	62	30	20	23	16	11	12	16	50	40	39	28	110	19	139
	2%	-	2%	3%	2%	4%j	3%	2%	2%	1%	2%	3%	4%n	2%	2%	2%	3%	2%	3%
Very dissatisfied (1)	66	-	66	32	33	10	10	15	15	4	10	2	19	31	16	12	44	19	62
	1%	-	1%	1%	1%	1%	1%	2%i	2%ik	*	2%	*	1%	2%n	1%	1%	1%	2%p	1%
Don't know	81	-	81	30	52	28	14	8	12	14	1	5	42	20	20	6	59	19	88
	2%	-	2%	1%	2%	4%ghijk	2%j	1%	2%j	1%	*	1%	3%mno	1%	1%	1%	1%	2%	2%
NET Very/fairly satisfied	4229	-	4229	2051	2173	498	560	773	610	780	551	454	1058	1383	1785	1006	3582	591	4282
	82%	-	82%	82%	83%	72%	79%e	81%e	83%e	86%efg	87%efg	87%efg	76%	82%l	87%lm	87%lm	83%q	77%	83%
NET Very/fairly dissatisfied	194	-	194	97	95	40	29	39	32	15	21	18	69	70	54	39	154	37	201
	4%	-	4%	4%	4%	6%i	4%i	4%i	4%i	2%	3%	3%	5%n	4%n	3%	3%	4%	5%	4%
Mean	4.18	-	4.18	4.17	4.19	3.98	4.06	4.12e	4.20ef	4.31efgh	4.26efg	4.37efgh	4.02	4.16l	4.31lm	4.31lm	4.21q	4.04	4.21
Std Dev.	0.84	-	0.84	0.85	0.83	0.89	0.84	0.85	0.88	0.75	0.82	0.80	0.87	0.87	0.79	0.81	0.83	0.90	0.84
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.02	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 224

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	2017	468	728	365	456	1197	820	1128	873	258	283	533	520	313	1648	258	1679
		39%	40%c	42%c	34%	40%c	41%f	37%	37%	43%g	43%	40%	39%	41%	41%	40%	42%	40%
Fairly satisfied	(4)	2212	514	726	503	469	1240	972	1379	806	231	285	590	525	330	1731	236	1773
		43%	43%	42%	47%bd	41%	42%	44%	45%h	40%	38%	41%	43%	42%	44%	42%	39%	42%
Neither satisfied or dissatisfied	(3)	642	134	201	149	158	335	307	407	226	80	100	158	159	81	497	84	506
		12%	11%	11%	14%	14%	11%	14%e	13%	11%	13%	14%	12%	13%	11%	12%	14%	12%
Fairly dissatisfied	(2)	128	39	41	27	21	80	48	82	46	11	15	42	28	16	101	11	112
		2%	3%	2%	3%	2%	3%	2%	3%	2%	2%	2%	3%	2%	2%	2%	2%	3%
Very dissatisfied	(1)	66	15	22	14	15	37	29	47	19	4	8	26	13	9	56	4	56
		1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Don't know		81	15	32	10	25	46	35	36	41	17	10	20	15	6	52	17	52
		2%	1%	2%	1%	2%	2%	2%	1%	2%g	3%lmn	1%	1%	1%	1%	1%	3%p	1%
NET Very/fairly satisfied		4229	982	1455	868	925	2437	1793	2507	1680	489	568	1123	1045	643	3379	494	3452
		82%	83%	83%	81%	81%	83%	81%	81%	84%	81%	81%	82%	83%	85%	83%	81%	83%
NET Very/fairly dissatisfied		194	54	63	40	37	117	77	129	65	15	22	69	41	25	157	15	168
		4%	5%	4%	4%	3%	4%	3%	4%	3%	2%	3%	5%l	3%	3%	4%	2%	4%
Mean		4.18	4.18	4.22c	4.11	4.19	4.20	4.15	4.14	4.25g	4.25	4.19	4.16	4.21	4.23	4.19	4.24	4.19
Std Dev.		0.84	0.86	0.84	0.83	0.85	0.84	0.84	0.86	0.82	0.81	0.84	0.89	0.83	0.81	0.85	0.81	0.85
Std Error		0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	2017	1697	320	101	1647	188	121	61	81	216	173	151	139	201	194	287	206	29	160
		39%	38%	44%a	41%	38%	43%	48%d	42%	39%n	38%n	41%ln	40%ln	31%	42%ln	29%	41%ln	47%iln	37%	44%ln
Fairly satisfied	(4)	2212	1906	306	107	1870	185	95	62	93	254	192	155	221	195	326	264	170	44	142
		43%	43%	42%	44%	43%f	42%	38%	43%	45%	45%	45%	42%	49%opr	41%	48%opr	38%	39%	56%kmopr	39%
Neither satisfied or dissatisfied	(3)	642	566	76	21	569	42	20	12	27	65	36	43	62	62	110	113	51	5	37
		12%	13%	10%	9%	13%efg	9%	8%	8%	13%	12%	8%	12%	14%	13%	16%jqr	16%jqr	12%	6%	10%
Fairly dissatisfied	(2)	128	111	18	7	101	12	9	6	3	4	8	14	13	8	21	24	7	-	12
		2%	3%	2%	3%	2%	3%	3%	4%d	2%	1%	2%	4%l	3%	2%	3%l	3%l	2%	-	3%l
Very dissatisfied	(1)	66	58	8	4	57	5	3	2	2	8	5	2	9	3	16	9	2	-	5
		1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	-	1%
Don't know		81	75	6	2	68	8	3	2	2	16	9	7	9	7	8	6	4	-	8
		2%	2%	1%	1%	2%	2%	1%	1%	1%	3%	2%	2%	2%	1%	1%	1%	1%	-	2%
NET Very/fairly satisfied		4229	3603	626	208	3517	374	216	123	174	469	365	306	360	396	520	551	375	72	301
		82%	82%	85%	86%	82%	85%	86%d	85%	84%	83%n	86%lno	82%	80%	83%	77%	79%	85%no	94%hiklmnopr	83%n
NET Very/fairly dissatisfied		194	168	26	12	158	17	12	8	5	12	12	16	22	11	38	32	9	-	17
		4%	4%	4%	5%	4%	4%	5%	6%	3%	2%	3%	4%	5%q	2%	6%impq	5%	2%	-	5%q
Mean		4.18	4.17	4.25a	4.21	4.17	4.25	4.31d	4.21	4.20n	4.22ln	4.26ln	4.20n	4.05	4.24ln	3.99	4.15n	4.31lno	4.31ln	4.24ln
Std Dev.		0.84	0.85	0.82	0.86	0.84	0.82	0.85	0.87	0.79	0.79	0.78	0.84	0.87	0.79	0.90	0.89	0.78	0.59	0.86
Std Error		0.01	0.01	0.02	0.04	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.04	0.04	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	2017	1179	607	104	85	39	1786	123	1161	608	141	67	34	1769	101
		39%	**63%bcdefg**	**30%cdg**	*15%*	**22%c**	**28%c**	**46%bcdeg**	**24%c**	**59%ijklmn**	**30%j**	*20%*	*24%*	**33%j**	**44%ijkn**	**27%j**
Fairly satisfied	(4)	2212	568	1089	330	162	57	1657	219	625	1126	310	113	30	1751	143
		43%	*30%*	**54%acdefg**	**48%af**	**42%a**	**42%a**	**42%a**	**42%a**	*32%*	**55%hjklmn**	**43%hl**	**41%h**	*29%*	**44%hl**	*38%*
Neither satisfied or dissatisfied	(3)	642	84	237	203	88	24	321	112	110	229	215	62	22	339	85
		12%	*4%*	**12%af**	**29%abefg**	**23%abf**	**18%af**	**8%a**	**21%abf**	*6%*	**11%hm**	**30%himn**	**23%him**	**22%him**	**8%h**	**22%him**
Fairly dissatisfied	(2)	128	24	53	23	22	7	77	28	38	42	27	14	7	80	21
		2%	*1%*	**3%a**	**3%a**	**6%abf**	**5%a**	*2%*	**5%abf**	*2%*	*2%*	**4%him**	**5%him**	**7%him**	*2%*	**6%him**
Very dissatisfied	(1)	66	13	16	16	18	2	29	20	7	33	7	15	3	41	18
		1%	*1%*	*1%*	**2%abf**	**5%abf**	*2%*	*1%*	**4%abf**	*	**2%h**	*1%*	**5%hijm**	**3%h**	**1%h**	**5%hijm**
Don't know		81	13	17	16	13	8	30	20	22	20	16	4	5	42	9
		2%	*1%*	*1%*	**2%abf**	**3%abf**	**6%abf**	*1%*	**4%abf**	*1%*	*1%*	**2%m**	*1%*	**5%him**	*1%*	*2%*
NET Very/fairly satisfied		4229	1747	1696	434	246	96	3442	342	1787	1733	451	180	64	3520	244
		82%	**93%bcdefg**	**84%cdeg**	*63%*	*64%*	*70%*	**88%bcdeg**	*65%*	**91%ijklmn**	**84%ijkln**	*63%*	*66%*	*63%*	**88%ijkln**	*65%*
NET Very/fairly dissatisfied		194	37	69	40	39	9	106	48	46	75	34	29	10	121	39
		4%	*2%*	**3%a**	**6%abf**	**10%abcf**	**7%af**	*3%*	**9%abf**	*2%*	*4%*	**5%h**	**10%hijm**	**10%him**	*3%*	**10%hijm**
Mean		4.18	**4.54bcdefg**	**4.11cdg**	3.71	3.73	**3.95c**	**4.32bcdeg**	3.79	**4.49ijklmn**	**4.10jkln**	3.79	3.75	3.87	**4.29ijkln**	3.78
Std Dev.		0.84	0.71	0.77	0.85	1.02	0.93	0.77	1.01	0.73	0.79	0.84	1.06	1.08	0.79	1.06
Std Error		0.01	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.02	0.03	0.07	0.11	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**2017**	86	1905	26	545	1397	75	2000	8	8	-	2015	2
		39%	*33%*	*40%*	*28%*	**38%f**	**41%f**	*24%*	**40%h**	*13%*	*21%*	-	**39%h**	*8%*
Fairly satisfied	(4)	**2212**	109	2057	47	610	1456	146	2167	22	19	*	2208	5
		43%	*42%*	*43%*	*51%*	*42%*	*43%*	*48%*	*43%*	*39%*	*52%*	*3%*	*43%*	*21%*
Neither satisfied or dissatisfied	(3)	**642**	42	587	12	190	405	48	606	17	7	3	630	9
		12%	*16%*	*12%*	*14%*	*13%*	*12%*	*15%*	*12%*	**29%gk**	*21%*	*97%*	*12%*	*39%*
Fairly dissatisfied	(2)	**128**	9	116	3	53	61	14	116	10	1	-	127	1
		2%	*4%*	*2%*	*4%*	**4%e**	*2%*	**5%e**	*2%*	**17%gk**	*3%*	-	*2%*	*6%*
Very dissatisfied	(1)	**66**	6	57	3	17	38	11	64	-	-	-	64	1
		1%	*2%*	*1%*	*3%*	*1%*	*1%*	**4%de**	*1%*	-	-	-	*1%*	*7%*
Don't know		**81**	8	73	1	29	38	14	76	1	1	-	77	4
		2%	*3%*	*2%*	*1%*	*2%*	*1%*	**5%de**	*2%*	*1%*	*2%*	-	*2%*	*20%*
NET Very/fairly satisfied		**4229**	195	3962	73	1155	2853	221	4167	30	27	*	4223	6
		82%	*75%*	**83%a**	*79%*	**80%f**	**84%df**	*72%*	**83%h**	*52%*	*74%*	*3%*	**82%h**	*28%*
NET Very/fairly dissatisfied		**194**	15	173	6	70	98	25	180	10	1	-	191	3
		4%	*6%*	*4%*	*7%*	**5%e**	*3%*	**8%e**	*4%*	**17%gk**	*3%*	-	*4%*	*13%*
Mean		**4.18**	4.03	**4.19a**	3.98	**4.14f**	**4.23df**	3.88	**4.20h**	3.49	3.94	3.03	**4.19h**	3.21
Std Dev.		**0.84**	0.93	0.84	0.92	0.87	0.81	0.97	0.84	0.94	0.76	0.21	0.84	1.03
Std Error		**0.01**	0.05	0.01	0.10	0.02	0.01	0.06	0.01	0.14	0.12	0.11	0.01	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_2. How satisfied are you with the following aspects of Royal Mail's service?
Items you send reaching their destination

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**2017**	546	515	460	496	174	189	183	152	156	207	147	163	151	184	152	161
		39%	**43%c**	*40%*	*36%*	*38%*	*41%*	*42%*	**45%hkmp**	*36%*	*39%*	**45%hkmop**	*35%*	*37%*	*35%*	*43%*	*36%*	*36%*
Fairly satisfied	(4)	**2212**	526	545	563	579	185	190	150	198	169	177	192	185	187	184	177	218
		43%	*41%*	*42%*	*44%*	*45%*	*44%*	*42%*	*37%*	**47%gj**	*42%*	*39%*	*46%*	*42%*	*44%*	*43%*	*43%*	**49%gj**
Neither satisfied or dissatisfied	(3)	**642**	145	155	178	163	46	48	51	57	46	53	60	51	66	46	69	48
		12%	*11%*	*12%*	*14%*	*13%*	*11%*	*11%*	*13%*	*13%*	*11%*	*11%*	*14%*	*12%*	*16%*	*11%*	**17%f**	*11%*
Fairly dissatisfied	(2)	**128**	35	38	31	25	13	11	11	10	15	12	8	16	8	10	5	10
		2%	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*	*3%*	*2%*	*4%*	*2%*	*2%*	*1%*	*2%*
Very dissatisfied	(1)	**66**	11	22	23	9	3	4	4	*	14	8	5	8	10	3	4	2
		1%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*	**3%efhnop**	**2%h**	*1%*	**2%h**	**2%h**	*1%*	*1%*	*1%*
Don't know		**81**	19	14	28	20	3	9	7	8	3	3	10	12	6	4	9	7
		2%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*	*2%*
NET Very/fairly satisfied		**4229**	1071	1059	1023	1075	359	379	333	350	325	384	338	347	338	367	329	379
		82%	*84%*	*82%*	*80%*	*83%*	*85%*	*84%*	*82%*	*82%*	*81%*	*83%*	*80%*	*80%*	*79%*	*85%*	*79%*	*85%*
NET Very/fairly dissatisfied		**194**	46	60	54	34	16	15	15	11	29	20	13	24	17	13	9	12
		4%	*4%*	**5%d**	*4%*	*3%*	*4%*	*3%*	*4%*	*2%*	**7%fhknop**	*4%*	*3%*	**6%o**	*4%*	*3%*	*2%*	*3%*
Mean		**4.18**	**4.23c**	4.17	4.12	4.20	4.22	4.24	4.24	4.18	4.10	4.23	4.14	4.13	4.10	**4.25im**	4.15	4.20
Std Dev.		**0.84**	0.83	0.88	0.87	0.79	0.82	0.81	0.86	0.76	0.98	0.88	0.82	0.90	0.89	0.80	0.81	0.76
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied (5)	1915	-	1915	918	994	185	222	327	281	373	267	258	408	608	899	525	1648	253	1948
	37%	-	37%	37%	38%	27%	31%	34%e	38%ef	41%efg	42%efg	49%efghl	29%	36%l	44%lm	45%lm	38%q	33%	38%
Fairly satisfied (4)	2291	-	2291	1113	1173	326	351	445	313	381	275	196	677	758	851	471	1904	352	2292
	45%	-	45%	44%	45%	48%k	49%ik	47%k	43%	42%	43%	38%	48%no	45%	41%	41%	44%	46%	45%
Neither satisfied or dissatisfied (3)	659	-	659	333	325	110	105	115	105	102	73	46	215	220	222	119	529	117	642
	13%	-	13%	13%	12%	16%ik	15%k	12%	14%k	11%	11%	9%	15%no	13%	11%	10%	12%	15%	12%
Fairly dissatisfied (2)	153	-	153	80	74	34	17	42	18	24	11	7	51	60	42	18	118	31	150
	3%	-	3%	3%	3%	5%fjk	2%	4%jk	2%	3%	2%	1%	4%no	4%no	2%	2%	3%	4%	3%
Very dissatisfied (1)	75	-	75	38	36	9	9	15	7	17	7	11	18	22	35	18	61	10	65
	1%	-	1%	2%	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	2%	2%	1%	1%	1%
Don't know	54	-	54	26	28	22	7	5	8	7	2	4	29	12	13	6	39	8	50
	1%	-	1%	1%	1%	3%fghijk	1%	1%	1%	1%	*	1%	2%mno	1%	1%	1%	1%	1%	1%
NET Very/fairly satisfied	4205	-	4205	2032	2167	512	573	772	594	754	541	455	1085	1366	1750	996	3552	605	4240
	82%	-	82%	81%	82%	75%	81%e	81%e	81%e	83%e	85%e	87%efgh	78%	81%l	85%lm	86%lm	83%q	78%	82%
NET Very/fairly dissatisfied	228	-	228	117	109	42	26	57	25	41	18	18	69	83	77	36	179	41	215
	4%	-	4%	5%	4%	6%j	4%	6%j	3%	5%	3%	3%	5%	5%	4%	3%	4%	5%	4%
Mean	4.14	-	4.14	4.13	4.16	3.97	4.08	4.09e	4.16e	4.19efg	4.24efg	4.32efghi	4.03	4.12l	4.24lm	4.28lm	4.16q	4.06	4.16
Std Dev.	0.86	-	0.86	0.87	0.85	0.88	0.82	0.89	0.84	0.88	0.80	0.85	0.85	0.86	0.85	0.83	0.85	0.87	0.85
Std Error	0.01	-	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 225

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	1915	437	672	369	437	1108	806	1070	827	261	270	498	484	289	1540	261	1568
		37%	37%	38%	35%	38%	38%	36%	35%	41%g	43%kn	38%	36%	38%	38%	38%	43%p	38%
Fairly satisfied	(4)	2291	553	756	500	482	1308	982	1422	845	218	310	604	580	340	1834	225	1886
		45%	47%	43%	47%	42%	45%	44%	46%h	42%	36%	44%i	44%i	46%i	45%i	45%i	37%	45%o
Neither satisfied or dissatisfied	(3)	659	127	222	148	162	348	310	402	246	86	88	178	151	86	504	88	513
		13%	11%	13%	14%	14%a	12%	14%	13%	12%	14%	13%	13%	12%	11%	12%	14%	12%
Fairly dissatisfied	(2)	153	34	46	32	41	80	73	103	49	18	23	52	30	23	129	18	130
		3%	3%	3%	3%	4%	3%	3%	3%	2%	3%	3%	4%	2%	3%	3%	3%	3%
Very dissatisfied	(1)	75	26	28	12	9	54	21	50	25	10	7	23	9	10	49	10	49
		1%	2%d	2%	1%	1%	2%f	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%
Don't know		54	9	26	5	14	35	19	31	19	7	3	14	5	6	28	7	31
		1%	1%	2%	*	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%
NET Very/fairly satisfied		4205	989	1427	870	919	2417	1789	2492	1673	479	579	1102	1064	630	3374	486	3455
		82%	83%	82%	81%	80%	82%	81%	81%	83%	80%	83%	80%	84%ik	83%	83%	80%	83%
NET Very/fairly dissatisfied		228	60	75	44	49	135	94	154	73	28	30	75	39	33	177	28	179
		4%	5%	4%	4%	4%	5%	4%	5%	4%	5%	4%	5%l	3%	4%	4%	5%	4%
Mean		4.14	4.14	4.16	4.11	4.15	4.15	4.13	4.10	4.21g	4.18	4.16	4.11	4.19k	4.17	4.16	4.18	4.16
Std Dev.		0.86	0.88	0.87	0.84	0.85	0.87	0.84	0.87	0.84	0.91	0.85	0.89	0.79	0.85	0.85	0.91	0.84
Std Error		0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	**1915**	1619	296	96	1581	168	111	55	76	210	169	142	129	197	212	263	184	30	137
		37%	*37%*	*40%*	*39%*	*37%*	*38%*	**44%d**	*38%*	**37%l**	**37%l**	**40%ln**	**38%l**	*29%*	**41%ln**	*31%*	**37%l**	**42%ln**	*39%*	**38%l**
Fairly satisfied	(4)	**2291**	1981	310	92	1920	198	105	68	99	251	188	156	233	199	325	291	178	37	161
		45%	*45%*	*42%*	*38%*	*45%*	*45%*	*42%*	*47%*	*48%*	*45%*	*44%*	*42%*	**52%kmop**	*42%*	*48%*	*42%*	*41%*	*48%*	*44%*
Neither satisfied or dissatisfied	(3)	**659**	570	88	39	567	55	21	15	25	65	51	56	58	61	100	88	64	8	47
		13%	*13%*	*12%*	*16%*	**13%f**	**13%f**	*8%*	*10%*	*12%*	*11%*	*12%*	*15%*	*13%*	*13%*	*15%*	*12%*	*15%*	*11%*	*13%*
Fairly dissatisfied	(2)	**153**	128	25	11	130	12	8	4	4	11	8	11	22	13	20	36	4	1	11
		3%	*3%*	*3%*	*5%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	**5%p**	*3%*	*3%*	**5%ljp**	*1%*	*1%*	*3%*
Very dissatisfied	(1)	**75**	64	11	3	66	3	3	2	1	11	3	4	5	5	17	14	5	-	3
		1%	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	-	*1%*
Don't know		**54**	50	4	1	47	3	3	1	2	16	4	2	5	1	3	10	4	-	3
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**3%mn**	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	-	*1%*
NET Very/fairly satisfied		**4205**	3600	606	188	3501	366	216	123	175	460	357	298	362	396	536	554	362	68	298
		82%	*82%*	*82%*	*77%*	*81%*	*83%*	**86%d**	*85%*	*84%*	*82%*	*84%*	*80%*	*80%*	*83%*	*79%*	*79%*	*82%*	*88%*	*82%*
NET Very/fairly dissatisfied		**228**	193	36	15	196	15	11	6	5	22	11	16	27	18	37	50	9	1	14
		4%	*4%*	*5%*	*6%*	*5%*	*3%*	*4%*	*4%*	*2%*	*4%*	*3%*	*4%*	**6%p**	*4%*	**5%p**	**7%hjp**	*2%*	*1%*	*4%*
Mean		**4.14**	4.14	4.17	4.10	4.13	4.18	**4.26d**	4.17	**4.20ln**	4.16	**4.22ln**	4.14	4.02	**4.20ln**	4.03	4.09	**4.22ln**	**4.26ln**	**4.16l**
Std Dev.		**0.86**	0.86	0.88	0.93	0.87	0.81	0.84	0.85	0.76	0.86	0.78	0.87	0.85	0.84	0.90	0.95	0.82	0.71	0.83
Std Error		**0.01**	0.01	0.02	0.04	0.02	0.03	0.03	0.04	0.05	0.05	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	1915	1109	601	99	71	31	1710	103	1106	587	137	51	27	1693	79
		37%	**59%bcdefg**	**30%cdg**	*14%*	*18%*	**23%c**	**44%bcdeg**	*20%*	**56%ijklmn**	**29%jkn**	*19%*	*19%*	*27%*	**42%ijkln**	*21%*
Fairly satisfied	(4)	2291	630	1086	327	176	62	1715	238	685	1115	316	132	36	1800	167
		45%	*33%*	**54%acdfg**	**47%a**	**46%a**	**45%a**	**44%a**	**46%a**	*35%*	**54%hjlmn**	**44%h**	**48%h**	*35%*	**45%h**	**44%h**
Neither satisfied or dissatisfied	(3)	659	104	236	205	89	24	339	113	117	245	213	61	18	362	79
		13%	*6%*	**12%af**	**30%abefg**	**23%abf**	**18%af**	**9%a**	**22%abf**	*6%*	**12%hm**	**30%himn**	**22%him**	**18%hm**	**9%h**	**21%him**
Fairly dissatisfied	(2)	153	23	52	34	28	14	75	42	38	63	23	19	9	100	28
		3%	*1%*	**3%a**	**5%abf**	**7%abf**	**10%abf**	*2%*	**8%abf**	*2%*	*3%*	*3%*	**7%hijm**	**9%hijm**	*2%*	**8%hijm**
Very dissatisfied	(1)	75	12	31	12	17	3	43	21	16	31	11	10	7	48	17
		1%	*1%*	**2%a**	*2%*	**5%abcf**	*2%*	*1%*	**4%abf**	*1%*	*2%*	*1%*	**4%him**	**7%hijm**	*1%*	**4%hijm**
Don't know		54	3	13	16	4	1	17	6	2	17	15	1	5	19	6
		1%	*	*1%*	**2%abf**	**1%a**	*1%*	*	**1%a**	*	**1%h**	**2%hlm**	*1%*	**5%hikm**	*	**2%hm**
NET Very/fairly satisfied		4205	1739	1687	425	247	93	3426	341	1791	1702	453	183	63	3492	246
		82%	**92%bcdefg**	**84%cdeg**	*61%*	*64%*	*69%*	**88%bcdeg**	*65%*	**91%ijklmn**	**83%jkln**	*63%*	*67%*	*62%*	**87%ijkln**	*65%*
NET Very/fairly dissatisfied		228	35	83	45	45	17	118	62	54	94	34	30	16	148	45
		4%	*2%*	**4%a**	**7%abf**	**12%abcf**	**13%abf**	**3%a**	**12%abcf**	*3%*	**5%h**	**5%h**	**11%hijm**	**15%hijm**	*4%*	**12%hijm**
Mean		4.14	**4.49bcdefg**	**4.08cdeg**	3.69	3.67	3.77	**4.28bcdeg**	3.70	**4.44ijklmn**	**4.06jkln**	3.78	3.71	3.70	**4.25ijkln**	3.71
Std Dev.		0.86	0.72	0.81	0.84	1.01	1.00	0.79	1.01	0.76	0.82	0.85	0.97	1.18	0.81	1.03
Std Error		0.01	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.02	0.03	0.06	0.12	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**1915**	87	1802	26	523	1328	63	1889	10	12	-	1911	4
		37%	*34%*	*38%*	*28%*	**36%f**	**39%f**	*21%*	**38%h**	*18%*	*32%*	-	**37%h**	*18%*
Fairly satisfied	(4)	**2291**	112	2140	38	629	1507	154	2242	31	14	-	2287	3
		45%	*43%*	*45%*	*42%*	*44%*	*44%*	*50%*	*45%*	*55%*	*39%*	-	*45%*	*15%*
Neither satisfied or dissatisfied	(3)	**659**	37	603	20	199	405	55	632	9	7	3	648	8
		13%	*14%*	*13%*	*21%*	*14%*	*12%*	**18%e**	*13%*	*16%*	*19%*	*100%*	*13%*	*35%*
Fairly dissatisfied	(2)	**153**	16	133	5	57	82	14	145	2	3	-	150	3
		3%	**6%b**	*3%*	*5%*	**4%e**	*2%*	*5%*	*3%*	*4%*	*9%*	-	*3%*	*13%*
Very dissatisfied	(1)	**75**	6	67	2	26	40	9	72	3	*	-	75	-
		1%	*3%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	**6%gk**	*1%*	-	*1%*	-
Don't know		**54**	1	51	2	10	31	13	49	1	-	-	50	4
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	**4%de**	*1%*	*1%*	-	-	*1%*	*20%*
NET Very/fairly satisfied		**4205**	199	3942	64	1153	2836	217	4131	41	26	-	4198	7
		82%	*77%*	**82%c**	*69%*	**80%f**	**84%df**	*71%*	*82%*	*73%*	*71%*	-	*82%*	*33%*
NET Very/fairly dissatisfied		**228**	22	199	7	83	122	23	217	5	4	-	226	3
		4%	**9%b**	*4%*	*8%*	**6%e**	*4%*	**8%e**	*4%*	*10%*	*10%*	-	*4%*	*13%*
Mean		**4.14**	4.00	**4.15ac**	3.88	**4.09f**	**4.19df**	3.84	**4.15h**	3.77	3.92	3.00	**4.15h**	3.48
Std Dev.		**0.86**	0.98	0.85	0.96	0.90	0.83	0.92	0.85	0.99	0.99	0.00	0.86	1.03
Std Error		**0.01**	0.05	0.01	0.10	0.02	0.01	0.05	0.01	0.14	0.16	0.00	0.01	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_3. How satisfied are you with the following aspects of Royal Mail's service?
Items being delivered intact/undamaged

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**1915**	514	493	420	488	169	173	173	139	144	210	139	144	137	167	169	152
		37%	**40%c**	**38%c**	33%	**38%c**	*40%*	*38%*	**43%hklmp**	*33%*	*36%*	**46%hiklmp**	*33%*	*33%*	*32%*	*39%*	*41%*	*34%*
Fairly satisfied	(4)	**2291**	552	573	607	558	196	201	155	202	197	174	203	197	208	185	157	216
		45%	*43%*	*44%*	*47%*	*43%*	**46%j**	*45%*	*38%*	**47%gjo**	**49%gjo**	*38%*	**48%gjo**	*45%*	**49%gjo**	*43%*	*38%*	**48%gjo**
Neither satisfied or dissatisfied	(3)	**659**	138	160	180	181	40	49	49	61	47	51	63	62	55	49	73	58
		13%	*11%*	*12%*	*14%*	*14%*	*9%*	*11%*	*12%*	*14%*	*12%*	*11%*	*15%*	*14%*	*13%*	*11%*	**18%ef**	*13%*
Fairly dissatisfied	(2)	**153**	43	33	40	38	12	17	13	14	6	13	10	17	13	15	9	14
		3%	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*1%*	*3%*	*2%*	*4%*	*3%*	*4%*	*2%*	*3%*
Very dissatisfied	(1)	**75**	20	16	20	19	4	5	12	4	5	6	2	4	14	10	4	5
		1%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	**3%k**	*1%*	*1%*	*1%*	*	*1%*	**3%k**	*2%*	*1%*	*1%*
Don't know		**54**	14	15	17	9	4	7	4	6	3	6	5	11	1	4	3	2
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%m**	*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4205**	1067	1066	1027	1045	365	374	328	340	342	384	342	340	345	352	326	367
		82%	*83%*	*83%*	*80%*	*81%*	**86%lo**	*83%*	*81%*	*80%*	*85%*	*83%*	*81%*	*78%*	*81%*	*82%*	*78%*	*82%*
NET Very/fairly dissatisfied		**228**	63	49	60	57	16	22	25	18	11	20	12	21	27	26	13	19
		4%	*5%*	*4%*	*5%*	*4%*	*4%*	*5%*	**6%i**	*4%*	*3%*	*4%*	*3%*	*5%*	*6%*	*6%*	*3%*	*4%*
Mean		**4.14**	**4.18c**	**4.17c**	4.08	4.13	**4.22m**	4.17	4.15	4.09	4.18	**4.25hlm**	4.12	4.08	4.04	4.13	4.16	4.12
Std Dev.		**0.86**	0.87	0.84	0.86	0.87	0.80	0.85	0.96	0.83	0.79	0.87	0.78	0.85	0.93	0.92	0.86	0.83
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base		**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base		**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied	(5)	**1386**	-	1386	695	691	176	169	269	194	264	157	155	345	463	576	312	1164	212	1418
		27%	-	*27%*	*28%*	*26%*	*26%*	*24%*	*28%*	*27%*	*29%*	*25%*	*30%*	*25%*	*28%*	*28%*	*27%*	*27%*	*28%*	*28%*
Fairly satisfied	(4)	**2675**	-	2675	1266	1406	326	400	508	375	456	341	267	726	883	1063	608	2242	399	2649
		52%	-	*52%*	*50%*	*53%*	*47%*	**56%e**	*54%*	*51%*	*50%*	*54%*	*51%*	*52%*	*52%*	*52%*	*53%*	*52%*	*52%*	*51%*
Neither satisfied or dissatisfied	(3)	**639**	-	639	315	324	92	90	113	94	113	67	69	183	207	249	136	526	98	661
		12%	-	*12%*	*13%*	*12%*	*13%*	*13%*	*12%*	*13%*	*12%*	*11%*	*13%*	*13%*	*12%*	*12%*	*12%*	*12%*	*13%*	*13%*
Fairly dissatisfied	(2)	**273**	-	273	156	115	51	29	38	36	48	50	23	80	73	120	72	232	35	271
		5%	-	*5%*	**6%d**	*4%*	**7%fg**	*4%*	*4%*	*5%*	*5%*	**8%fg**	*4%*	*6%*	*4%*	*6%*	*6%*	*5%*	*5%*	*5%*
Very dissatisfied	(1)	**121**	-	121	64	54	23	15	17	22	16	17	10	39	39	43	27	99	17	110
		2%	-	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
Don't know		**52**	-	52	13	39	18	8	4	12	8	2	-	26	16	10	2	37	9	38
		1%	-	*1%*	*1%*	**1%c**	**3%gijk**	*1%*	*	**2%k**	*1%*	*	-	**2%no**	**1%o**	*	*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4061**	-	4061	1961	2097	502	569	777	569	720	498	422	1071	1346	1639	919	3406	611	4067
		79%	-	*79%*	*78%*	*80%*	*73%*	**80%e**	**82%e**	*78%*	**80%e**	*79%*	**81%e**	*77%*	*80%*	*80%*	*80%*	*79%*	*79%*	*79%*
NET Very/fairly dissatisfied		**394**	-	394	219	169	75	44	55	58	64	67	33	118	113	163	99	331	52	381
		8%	-	*8%*	**9%d**	*6%*	**11%fgjk**	*6%*	*6%*	*8%*	*7%*	**11%fg**	*6%*	*8%*	*7%*	*8%*	*9%*	*8%*	*7%*	*7%*
Mean		**3.97**	-	3.97	3.95	3.99	3.87	3.97	**4.03gj**	3.95	**4.01e**	3.90	**4.02e**	3.92	4.00	3.98	3.96	3.97	3.99	3.98
Std Dev.		**0.91**	-	0.91	0.94	0.87	1.00	0.85	0.85	0.93	0.89	0.95	0.88	0.93	0.89	0.91	0.92	0.91	0.89	0.90
Std Error		**0.01**	-	0.01	0.02	0.02	0.04	0.03	0.03	0.04	0.03	0.04	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 226

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**1386**	283	471	271	362	754	632	818	555	171	204	373	346	219	1142	171	1162
		27%	*24%*	*27%*	*25%*	**32%abc**	*26%*	*29%*	*27%*	*28%*	*28%*	*29%*	*27%*	*27%*	*29%*	*28%*	*28%*	*28%*
Fairly satisfied	(4)	**2675**	636	924	583	533	1560	1116	1630	1019	296	337	701	696	395	2129	300	2181
		52%	**54%d**	**53%d**	**55%d**	*47%*	*53%*	*50%*	*53%*	*51%*	*49%*	*48%*	*51%*	**55%ij**	*52%*	*52%*	*49%*	*52%*
Neither satisfied or dissatisfied	(3)	**639**	146	206	128	159	352	288	363	265	92	103	163	134	73	472	97	485
		12%	*12%*	*12%*	*12%*	*14%*	*12%*	*13%*	*12%*	*13%*	**15%lmn**	**15%lm**	*12%*	*11%*	*10%*	*12%*	**16%p**	*12%*
Fairly dissatisfied	(2)	**273**	79	91	47	56	170	103	156	116	27	41	81	59	38	219	27	222
		5%	*7%*	*5%*	*4%*	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*6%*	*5%*	*5%*	*5%*	*4%*	*5%*
Very dissatisfied	(1)	**121**	36	31	28	26	67	54	77	44	8	11	38	24	19	92	8	96
		2%	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*2%*
Don't know		**52**	5	28	11	9	32	20	36	12	6	5	15	2	11	32	6	32
		1%	*	**2%a**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%l**	*1%*	**1%l**	*	**1%l**	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4061**	919	1394	854	895	2313	1748	2447	1574	467	542	1073	1041	614	3271	471	3342
		79%	*78%*	*80%*	*80%*	*78%*	*79%*	*79%*	*79%*	*78%*	*78%*	*77%*	*78%*	**83%ijk**	*81%*	*80%*	*77%*	*80%*
NET Very/fairly dissatisfied		**394**	115	122	75	82	237	156	233	160	35	52	119	83	57	310	36	319
		8%	**10%b**	*7%*	*7%*	*7%*	*8%*	*7%*	*8%*	*8%*	*6%*	*7%*	*9%*	*7%*	*8%*	*8%*	*6%*	*8%*
Mean		**3.97**	3.89	**3.99a**	3.97	**4.01a**	3.95	3.99	3.97	3.96	4.00	3.98	3.95	4.02	4.02	3.99	3.99	3.99
Std Dev.		**0.91**	0.95	0.88	0.89	0.93	0.91	0.91	0.91	0.92	0.87	0.90	0.94	0.86	0.91	0.90	0.87	0.91
Std Error		**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.03	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	**1386**	1194	192	68	1135	134	84	33	55	153	116	103	109	127	167	182	124	28	107
		27%	*27%*	*26%*	*28%*	*26%*	**31%g**	**34%dg**	*22%*	*26%*	*27%*	*28%*	*28%*	*24%*	*27%*	*25%*	*26%*	*28%*	**36%lm**	*29%*
Fairly satisfied	(4)	**2675**	2287	388	121	2260	213	118	85	109	293	221	177	244	257	364	363	232	40	173
		52%	*52%*	*53%*	*50%*	*52%*	*48%*	*47%*	**59%def**	*52%*	*52%*	*52%*	*47%*	*54%*	*54%*	*54%*	*52%*	*53%*	*51%*	*48%*
Neither satisfied or dissatisfied	(3)	**639**	545	95	32	531	64	32	13	30	61	46	59	57	53	91	82	51	8	56
		12%	*12%*	*13%*	*13%*	*12%*	**14%g**	*13%*	*9%*	*14%*	*11%*	*11%*	*16%*	*13%*	*11%*	*13%*	*12%*	*12%*	*10%*	*15%*
Fairly dissatisfied	(2)	**273**	236	37	13	234	17	11	11	10	25	25	27	32	19	33	39	24	2	16
		5%	*5%*	*5%*	*5%*	*5%*	*4%*	*4%*	**7%e**	*5%*	*4%*	*6%*	*7%*	*7%*	*4%*	*5%*	*6%*	*5%*	*2%*	*4%*
Very dissatisfied	(1)	**121**	105	15	8	104	10	4	3	2	9	10	6	7	18	18	29	5	1	9
		2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*	**4%p**	*1%*	*1%*	*3%*
Don't know		**52**	45	7	1	48	2	2	*	1	22	4	1	3	2	3	7	5	-	2
		1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	**4%hjklmnopr**	*1%*	*	*1%*	*	*	*1%*	*1%*	-	*
NET Very/fairly satisfied		**4061**	3481	580	189	3394	347	202	118	164	446	338	279	353	384	531	545	355	67	280
		79%	*79%*	*79%*	*78%*	*79%*	*79%*	*81%*	*81%*	*79%*	*79%*	*80%*	*75%*	*78%*	*81%*	*79%*	*78%*	*81%*	**87%kr**	*77%*
NET Very/fairly dissatisfied		**394**	342	52	21	338	27	14	14	13	34	35	33	40	37	51	68	29	2	25
		8%	*8%*	*7%*	*9%*	*8%*	*6%*	*6%*	*10%*	*6%*	*6%*	*8%*	*9%*	*9%*	*8%*	*7%*	*10%*	*7%*	*3%*	*7%*
Mean		**3.97**	3.97	3.97	3.95	3.96	4.01	**4.08dg**	3.92	3.98	4.03	3.98	3.93	3.92	3.96	3.94	3.91	4.02	**4.19klmno**	3.98
Std Dev.		**0.91**	0.91	0.89	0.96	0.91	0.90	0.88	0.90	0.85	0.85	0.92	0.93	0.89	0.94	0.90	0.99	0.85	0.78	0.93
Std Error		**0.01**	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	1386	847	392	72	54	18	1239	72	872	386	91	16	19	1257	35
		27%	**45%bcdefg**	**19%cg**	*10%*	*14%*	*13%*	**32%bcdeg**	*14%*	**44%ijklmn**	**19%jkn**	**13%k**	*6%*	**19%kn**	**31%ijkln**	*9%*
Fairly satisfied	(4)	2675	838	1250	329	193	57	2089	250	879	1283	329	135	41	2162	176
		52%	*45%*	**62%acdefg**	*47%*	*50%*	*42%*	**54%ace**	*48%*	*45%*	**62%hjklmn**	*46%*	*49%*	*40%*	**54%hjln**	*47%*
Neither satisfied or dissatisfied	(3)	639	117	214	197	73	33	331	106	118	234	202	61	17	352	78
		12%	*6%*	**11%af**	**29%abdfg**	**19%abf**	**24%abf**	**8%a**	**20%abf**	*6%*	**11%hm**	**28%himn**	**22%him**	**17%hm**	**9%h**	**21%him**
Fairly dissatisfied	(2)	273	55	106	57	42	10	161	51	64	93	63	43	8	157	51
		5%	*3%*	**5%a**	**8%abf**	**11%abf**	**7%a**	*4%*	**10%abf**	*3%*	*5%*	**9%him**	**16%hijm**	**8%h**	*4%*	**14%him**
Very dissatisfied	(1)	121	23	34	25	21	17	57	38	27	47	13	18	16	73	34
		2%	*1%*	*2%*	**4%abf**	**5%abf**	**13%abcdf**	*1%*	**7%abcf**	*1%*	*2%*	*2%*	**6%hijm**	**16%hijklm**	*2%*	**9%hijm**
Don't know		52	1	21	12	2	2	23	4	4	16	17	2	*	20	2
		1%	*	**1%a**	**2%af**	*1%*	**1%a**	**1%a**	**1%a**	*	*1%*	**2%him**	*1%*	*	*	*
NET Very/fairly satisfied		4061	1685	1643	401	248	75	3328	323	1751	1669	420	151	60	3419	211
		79%	**90%bcdefg**	**81%cdeg**	*58%*	*64%*	*55%*	**85%bcdeg**	*62%*	**89%ijklmn**	**81%jkln**	*59%*	*55%*	*59%*	**85%ijkln**	*56%*
NET Very/fairly dissatisfied		394	78	140	82	63	27	218	90	91	140	76	61	24	231	85
		8%	*4%*	**7%a**	**12%abf**	**16%abf**	**20%abf**	*6%*	**17%abcf**	*5%*	**7%h**	**11%him**	**22%hijm**	**24%hijm**	*6%*	**23%hijm**
Mean		3.97	**4.29bcdefg**	**3.93cdeg**	3.54	3.57	3.36	**4.11bcdeg**	3.51	**4.28ijklmn**	**3.91jkln**	**3.60kn**	3.33	3.38	**4.09ijkln**	3.34
Std Dev.		0.91	0.81	0.82	0.92	1.04	1.19	0.83	1.08	0.83	0.83	0.89	1.02	1.32	0.85	1.11
Std Error		0.01	0.02	0.02	0.04	0.05	0.10	0.01	0.05	0.02	0.02	0.03	0.06	0.13	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**1386**	67	1296	23	375	953	59	1370	7	5	-	1382	4
		27%	*26%*	*27%*	*25%*	*26%*	**28%f**	*19%*	*27%*	*13%*	*13%*	-	*27%*	*18%*
Fairly satisfied	(4)	**2675**	129	2506	41	745	1772	158	2624	30	18	-	2672	3
		52%	*50%*	*52%*	*44%*	*52%*	*52%*	*51%*	*52%*	*54%*	*49%*	-	*52%*	*15%*
Neither satisfied or dissatisfied	(3)	**639**	39	578	22	184	407	49	606	12	10	2	628	9
		12%	*15%*	*12%*	**24%b**	*13%*	*12%*	*16%*	*12%*	*21%*	*28%*	*67%*	*12%*	*42%*
Fairly dissatisfied	(2)	**273**	19	248	6	104	151	18	264	6	2	1	272	-
		5%	*7%*	*5%*	*7%*	**7%e**	*4%*	*6%*	*5%*	*10%*	*5%*	*33%*	*5%*	-
Very dissatisfied	(1)	**121**	6	115	*	29	76	16	119	1	2	-	121	-
		2%	*2%*	*2%*	*	*2%*	*2%*	**5%de**	*2%*	*1%*	*4%*	-	*2%*	-
Don't know		**52**	*	52	*	8	36	8	46	1	-	-	47	6
		1%	*	*1%*	*	*1%*	*1%*	**3%d**	*1%*	*1%*	-	-	*1%*	*25%*
NET Very/fairly satisfied		**4061**	196	3802	64	1120	2724	217	3994	38	22	-	4054	7
		79%	*75%*	*79%*	*69%*	**78%f**	**80%f**	*71%*	*79%*	*67%*	*62%*	-	*79%*	*33%*
NET Very/fairly dissatisfied		**394**	25	363	6	133	228	33	383	6	4	1	393	-
		8%	*10%*	*8%*	*7%*	**9%e**	*7%*	**11%e**	*8%*	*11%*	*10%*	*33%*	*8%*	-
Mean		**3.97**	3.89	3.97	3.87	**3.93f**	**4.00df**	3.76	3.98	3.68	3.61	2.67	3.97	3.69
Std Dev.		**0.91**	0.95	0.91	0.89	0.92	0.89	1.00	0.91	0.88	0.95	0.56	0.91	0.87
Std Error		**0.01**	0.05	0.01	0.09	0.02	0.02	0.06	0.01	0.13	0.15	0.28	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 226

QG3_4. How satisfied are you with the following aspects of Royal Mail's service?
Speed of delivery

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**1386**	353	374	300	359	112	114	127	112	119	143	102	105	92	125	119	115
		27%	*28%*	**29%c**	*23%*	*28%*	*26%*	*25%*	**31%m**	*26%*	**30%m**	**31%m**	*24%*	*24%*	*22%*	*29%*	*29%*	*26%*
Fairly satisfied	(4)	**2675**	683	655	670	667	243	249	191	217	214	224	212	239	220	226	203	238
		52%	*53%*	*51%*	*52%*	*52%*	**57%gj**	*55%*	*47%*	*51%*	*53%*	*49%*	*50%*	*55%*	*51%*	*53%*	*49%*	*53%*
Neither satisfied or dissatisfied	(3)	**639**	147	149	193	150	45	46	56	69	34	47	69	51	73	42	44	64
		12%	*11%*	*12%*	**15%ab**	*12%*	*11%*	*10%*	**14%l**	**16%fijn**	*8%*	*10%*	**16%fijn**	*12%*	**17%efijnc**	*10%*	*11%*	**14%l**
Fairly dissatisfied	(2)	**273**	61	58	72	82	18	24	19	15	22	20	25	18	28	26	37	19
		5%	*5%*	*4%*	*6%*	*6%*	*4%*	*5%*	*5%*	*3%*	*6%*	*4%*	*6%*	*4%*	*7%*	*6%*	**9%ehjlp**	*4%*
Very dissatisfied	(1)	**121**	29	36	31	25	7	12	10	8	13	15	9	9	12	9	10	6
		2%	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*
Don't know		**52**	8	17	19	8	-	6	2	5	1	11	4	13	2	2	3	4
		1%	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*	**2%el**	*1%*	**3%egimn**	*1%*	*	*1%*	*1%*
NET Very/fairly satisfied		**4061**	1036	1030	970	1026	355	363	319	329	333	367	314	344	312	351	321	353
		79%	**81%c**	**80%c**	*76%*	*79%*	**83%km**	**80%m**	*78%*	*77%*	**83%km**	*80%*	*75%*	*79%*	*73%*	**82%m**	*77%*	*79%*
NET Very/fairly dissatisfied		**394**	90	93	102	108	25	36	30	23	35	36	35	28	40	35	47	25
		8%	*7%*	*7%*	*8%*	*8%*	*6%*	*8%*	*7%*	*5%*	*9%*	*8%*	*8%*	*6%*	*9%*	*8%*	**11%ehp**	*6%*
Mean		**3.97**	**4.00c**	**4.00c**	3.90	3.97	**4.02m**	3.96	**4.01m**	3.98	**4.01m**	**4.02m**	3.89	3.98	3.83	**4.01m**	3.93	3.99
Std Dev.		**0.91**	0.89	0.92	0.91	0.91	0.83	0.91	0.94	0.86	0.94	0.96	0.92	0.86	0.94	0.91	0.99	0.84
Std Error		**0.01**	0.02	0.03	0.03	0.03	0.04	0.04	0.05	0.04	0.05	0.05	0.04	0.04	0.05	0.04	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied (5)	1677	-	1677	815	862	183	187	312	230	319	250	194	369	542	763	444	1446	213	1642
	33%	-	33%	32%	33%	27%	26%	33%ef	31%	35%ef	39%efgh	37%ef	26%	32%l	37%lm	38%lm	34%q	28%	32%
Fairly satisfied (4)	2330	-	2330	1123	1203	304	353	434	355	407	270	204	657	789	881	474	1933	358	2301
	45%	-	45%	45%	46%	44%	50%k	46%k	49%k	45%	43%	39%	47%o	47%no	43%	41%	45%	46%	45%
Neither satisfied or dissatisfied (3)	667	-	667	328	339	119	112	126	86	94	61	67	231	212	222	128	532	127	687
	13%	-	13%	13%	13%	17%hij	16%ij	13%	12%	10%	10%	13%	17%mno	13%	11%	11%	12%	16%p	13%
Fairly dissatisfied (2)	297	-	297	163	130	52	34	42	40	52	36	42	86	82	129	77	260	36	338
	6%	-	6%	6%	5%	8%g	5%	4%	5%	6%	6%	8%g	6%	5%	6%	7%	6%	5%	7%
Very dissatisfied (1)	79	-	79	47	33	6	10	14	14	15	9	11	16	29	35	19	64	13	92
	2%	-	2%	2%	1%	1%	1%	2%	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%
Don't know	97	-	97	34	62	23	16	19	8	17	8	6	38	27	31	14	66	24	87
	2%	-	2%	1%	2%c	3%hk	2%	2%	1%	2%	1%	1%	3%no	2%	2%	1%	2%	3%p	2%
NET Very/fairly satisfied	4006	-	4006	1938	2065	487	540	746	586	726	520	398	1027	1332	1644	918	3378	571	3943
	78%	-	78%	77%	79%	71%	76%	79%e	80%e	80%e	82%ef	76%	73%	79%l	80%l	79%l	79%q	74%	77%
NET Very/fairly dissatisfied	376	-	376	210	163	58	43	57	54	67	44	53	101	110	164	97	324	49	430
	7%	-	7%	8%d	6%	8%	6%	6%	7%	7%	7%	10%fg	7%	7%	8%	8%	8%	6%	8%
Mean	4.04	-	4.04	4.01	4.06	3.91	3.97	4.06e	4.03	4.09ef	4.15ef	4.02	3.94	4.05l	4.09l	4.09l	4.05	3.97	4.00
Std Dev.	0.92	-	0.92	0.95	0.88	0.92	0.86	0.89	0.91	0.92	0.91	1.01	0.89	0.90	0.94	0.96	0.92	0.90	0.94
Std Error	0.01	-	0.01	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.05	0.02	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**1677**	416	573	305	382	990	687	955	702	196	222	453	413	283	1371	196	1397
		33%	***35%c***	*33%*	*29%*	***33%c***	*34%*	*31%*	*31%*	***35%g***	*33%*	*32%*	*33%*	*33%*	*38%*	*34%*	*32%*	*33%*
Fairly satisfied	(4)	**2330**	508	809	526	487	1317	1013	1456	856	257	307	646	579	329	1861	261	1914
		45%	*43%*	*46%*	***49%ad***	*43%*	*45%*	*46%*	***47%h***	*43%*	*43%*	*44%*	*47%*	*46%*	*44%*	*46%*	*43%*	*46%*
Neither satisfied or dissatisfied	(3)	**667**	157	198	148	164	356	311	399	259	87	111	148	160	92	511	89	515
		13%	*13%*	*11%*	*14%*	*14%*	*12%*	*14%*	*13%*	*13%*	*14%*	***16%k***	*11%*	*13%*	*12%*	*13%*	*15%*	*12%*
Fairly dissatisfied	(2)	**297**	69	94	56	78	163	134	173	121	43	41	77	76	34	228	43	234
		6%	*6%*	*5%*	*5%*	*7%*	*6%*	*6%*	*6%*	*6%*	*7%*	*6%*	*6%*	*6%*	*5%*	*6%*	*7%*	*6%*
Very dissatisfied	(1)	**79**	20	30	17	12	51	29	46	33	7	15	26	15	6	62	7	63
		2%	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
Don't know		**97**	14	45	16	22	59	38	50	40	12	5	19	17	10	52	14	55
		2%	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Very/fairly satisfied		**4006**	924	1382	831	870	2306	1700	2411	1558	452	529	1099	992	612	3232	457	3311
		78%	*78%*	*79%*	*78%*	*76%*	*79%*	*77%*	*78%*	*77%*	*75%*	*75%*	***80%l***	*79%*	***81%ij***	*79%*	*75%*	***79%o***
NET Very/fairly dissatisfied		**376**	89	125	73	90	214	162	219	155	50	56	103	91	40	290	50	297
		7%	*8%*	*7%*	*7%*	*8%*	*7%*	*7%*	*7%*	*8%*	*8%*	*8%*	*8%*	*7%*	*5%*	*7%*	*8%*	*7%*
Mean		**4.04**	4.05	4.06	3.99	4.02	4.05	4.01	4.02	4.05	4.00	3.98	4.05	4.04	**4.14ij**	4.05	4.00	4.05
Std Dev.		**0.92**	0.94	0.91	0.89	0.93	0.92	0.91	0.90	0.94	0.94	0.95	0.92	0.90	0.86	0.91	0.93	0.91
Std Error		**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	**1677**	1433	244	74	1419	128	86	44	61	181	157	105	143	158	209	254	149	20	109
		33%	*32%*	*33%*	*30%*	*33%*	*29%*	*34%*	*30%*	*30%*	*32%*	**37%k**	*28%*	*32%*	*33%*	*31%*	**36%k**	*34%*	*26%*	*30%*
Fairly satisfied	(4)	**2330**	1988	341	112	1971	188	103	67	102	261	194	179	194	218	313	300	210	43	146
		45%	*45%*	*46%*	*46%*	*46%*	*43%*	*41%*	*46%*	**49%r**	*46%*	*46%*	*48%*	*43%*	*46%*	*46%*	*43%*	*48%*	**55%lor**	*40%*
Neither satisfied or dissatisfied	(3)	**667**	592	75	29	554	62	32	20	29	75	36	60	64	69	98	84	38	9	52
		13%	*13%*	*10%*	*12%*	*13%*	*14%*	*13%*	*14%*	**14%jp**	*13%*	*9%*	**16%jp**	**14%jp**	**15%jp**	**15%jp**	*12%*	*9%*	*12%*	**14%jp**
Fairly dissatisfied	(2)	**297**	252	45	15	222	46	20	9	12	22	19	17	29	19	33	40	32	4	41
		6%	*6%*	*6%*	*6%*	*5%*	**10%d**	**8%d**	*6%*	*6%*	*4%*	*4%*	*5%*	*6%*	*4%*	*5%*	*6%*	*7%*	*6%*	**11%hijklmno**
Very dissatisfied	(1)	**79**	61	18	8	60	10	6	4	3	5	11	3	8	7	7	17	1	1	8
		2%	*1%*	*2%*	**3%a**	*1%*	*2%*	*2%*	*3%*	*1%*	*1%*	**3%p**	*1%*	*2%*	*2%*	*1%*	**2%p**	*	*2%*	**2%p**
Don't know		**97**	86	11	5	85	6	4	2	1	18	6	8	14	4	17	7	10	-	6
		2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*	**3%h**	*1%*	*2%*	**3%h**	*1%*	*2%*	*1%*	*2%*	-	*2%*
NET Very/fairly satisfied		**4006**	3421	585	186	3390	317	189	111	164	443	351	284	337	376	522	555	359	62	254
		78%	*78%*	*80%*	*77%*	**79%e**	*72%*	*75%*	*76%*	**79%r**	**79%r**	**83%lr**	*76%*	*75%*	**79%r**	**77%r**	**79%r**	**82%r**	*81%*	*70%*
NET Very/fairly dissatisfied		**376**	313	63	23	283	55	26	13	14	26	30	20	37	26	40	56	33	6	50
		7%	*7%*	*9%*	*9%*	*7%*	**13%d**	**10%d**	*9%*	*7%*	*5%*	*7%*	*5%*	*8%*	*6%*	*6%*	*8%*	*8%*	*7%*	**14%hijklmnop**
Mean		**4.04**	4.04	4.03	3.96	**4.06e**	3.88	3.99	3.96	4.00	**4.09r**	**4.12r**	4.01	4.00	**4.06r**	**4.04r**	**4.06r**	**4.10r**	3.97	3.86
Std Dev.		**0.92**	0.91	0.96	0.99	0.90	1.02	1.01	0.97	0.89	0.84	0.93	0.84	0.95	0.88	0.87	0.96	0.87	0.87	1.05
Std Error		**0.01**	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	1677	942	530	93	80	31	1472	112	946	539	103	57	31	1484	88
		33%	**50%bcdefg**	**26%c**	*13%*	**21%c**	**23%c**	**38%bcdeg**	**21%c**	**48%ijklmn**	**26%j**	*14%*	*21%*	**30%j**	**37%ijkn**	**23%j**
Fairly satisfied	(4)	2330	692	1102	315	169	44	1794	212	743	1092	331	121	30	1835	151
		45%	*37%*	**55%acdefg**	**46%ae**	**44%a**	*32%*	**46%ae**	*41%*	*38%*	**53%hjklmn**	**46%hl**	**44%l**	*29%*	**46%hl**	*40%*
Neither satisfied or dissatisfied	(3)	667	115	221	213	78	35	335	113	140	251	196	50	24	391	74
		13%	*6%*	**11%af**	**31%abdfg**	**20%abf**	**26%abf**	**9%a**	**22%abf**	*7%*	**12%hm**	**27%hikmn**	**18%him**	**24%him**	**10%h**	**20%him**
Fairly dissatisfied	(2)	297	84	112	40	47	13	195	61	91	115	57	26	6	206	32
		6%	*4%*	*6%*	*6%*	**12%abcf**	**10%a**	*5%*	**12%abcf**	*5%*	*6%*	**8%hm**	**9%hm**	*6%*	*5%*	**8%hm**
Very dissatisfied	(1)	79	26	25	11	7	10	52	16	18	24	9	17	10	43	27
		2%	*1%*	*1%*	*2%*	*2%*	**7%abcdf**	*1%*	**3%abf**	*1%*	*1%*	*1%*	**6%hijm**	**10%hijm**	*1%*	**7%hijm**
Don't know		97	23	29	20	5	4	52	9	26	36	17	3	1	62	4
		2%	*1%*	*1%*	**3%af**	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*
NET Very/fairly satisfied		4006	1633	1632	408	249	75	3265	324	1688	1631	435	178	60	3319	239
		78%	**87%bcdefg**	**81%cdeg**	*59%*	*65%*	*55%*	**84%bcdeg**	*62%*	**86%ijklmn**	**79%jkln**	*61%*	*65%*	*59%*	**83%ijkln**	*63%*
NET Very/fairly dissatisfied		376	110	137	51	54	23	247	77	110	140	67	43	16	249	59
		7%	*6%*	*7%*	*7%*	**14%abcf**	**17%abcf**	*6%*	**15%abcf**	*6%*	*7%*	**9%hm**	**16%hijm**	**16%him**	*6%*	**16%hijm**
Mean		4.04	4.31bcdefg	4.01cdeg	3.65	3.70	3.56	4.15bcdeg	3.67	4.29ijklmn	3.99jkln	3.66	3.64	3.65	4.14ijkln	3.65
Std Dev.		0.92	0.88	0.85	0.85	0.99	1.17	0.88	1.04	0.87	0.85	0.87	1.11	1.25	0.87	1.15
Std Error		0.01	0.02	0.02	0.03	0.05	0.10	0.01	0.05	0.02	0.02	0.03	0.07	0.12	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**1677**	92	1561	24	426	1174	78	1655	10	9	-	1674	3
		33%	*35%*	*33%*	*26%*	*29%*	**35%df**	*25%*	*33%*	*17%*	*26%*	-	*33%*	*13%*
Fairly satisfied	(4)	**2330**	89	2206	35	659	1534	136	2285	27	15	*	2327	3
		45%	*34%*	**46%a**	*38%*	*46%*	*45%*	*44%*	*45%*	*48%*	*42%*	*3%*	*45%*	*12%*
Neither satisfied or dissatisfied	(3)	**667**	45	605	17	183	431	54	640	10	4	3	654	10
		13%	*17%*	*13%*	*18%*	*13%*	*13%*	*17%*	*13%*	*18%*	*10%*	*97%*	*13%*	*45%*
Fairly dissatisfied	(2)	**297**	23	265	10	125	153	19	281	7	7	-	295	2
		6%	*9%*	*6%*	*10%*	**9%e**	*5%*	*6%*	*6%*	*12%*	*18%*	-	*6%*	*10%*
Very dissatisfied	(1)	**79**	5	72	2	26	44	9	76	2	1	-	79	-
		2%	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*4%*	-	*2%*	-
Don't know		**97**	6	86	6	27	59	12	92	1	-	-	93	4
		2%	*2%*	*2%*	**6%b**	*2%*	*2%*	**4%e**	*2%*	*1%*	-	-	*2%*	*20%*
NET Very/fairly satisfied		**4006**	181	3767	58	1084	2708	214	3939	37	24	*	4001	6
		78%	*70%*	**79%ac**	*63%*	*75%*	**80%df**	*70%*	*78%*	*65%*	*68%*	*3%*	*78%*	*25%*
NET Very/fairly dissatisfied		**376**	28	337	12	151	197	28	357	9	8	-	374	2
		7%	*11%*	*7%*	*13%*	**10%e**	*6%*	*9%*	*7%*	*16%*	*22%*	-	*7%*	*10%*
Mean		**4.04**	3.94	**4.04c**	3.79	3.94	**4.09df**	3.86	**4.05h**	3.64	3.68	3.03	**4.04h**	3.36
Std Dev.		**0.92**	1.04	0.91	1.04	0.97	0.88	0.98	0.91	1.03	1.17	0.21	0.92	0.92
Std Error		**0.01**	0.06	0.01	0.11	0.02	0.02	0.06	0.01	0.15	0.19	0.11	0.01	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_5. How satisfied are you with the following aspects of Royal Mail's service?
Availability of post boxes

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**1677**	426	428	359	462	132	147	147	117	128	183	128	115	116	181	141	140
		33%	**33%c**	**33%c**	*28%*	**36%c**	*31%*	*33%*	**36%hlm**	*28%*	*32%*	**40%ehiklmp**	*31%*	*26%*	*27%*	**42%efhiklmp**	*34%*	*31%*
Fairly satisfied	(4)	**2330**	577	576	613	564	198	211	168	200	206	171	192	216	204	175	184	205
		45%	*45%*	*45%*	*48%*	*44%*	**47%j**	**47%j**	*41%*	**47%j**	**51%gjn**	*37%*	**46%j**	**50%jn**	**48%j**	*41%*	*44%*	**46%j**
Neither satisfied or dissatisfied	(3)	**667**	164	177	169	158	51	52	60	79	38	60	63	46	59	45	56	57
		13%	*13%*	*14%*	*13%*	*12%*	*12%*	*12%*	*15%*	**19%efiln**	*9%*	*13%*	*15%*	*11%*	*14%*	*10%*	*14%*	*13%*
Fairly dissatisfied	(2)	**297**	87	54	84	73	35	27	24	16	16	22	18	32	33	20	24	29
		6%	**7%b**	*4%*	**7%b**	*6%*	**8%hi**	*6%*	*6%*	*4%*	*4%*	*5%*	*4%*	*7%*	*8%*	*5%*	*6%*	*6%*
Very dissatisfied	(1)	**79**	12	27	20	21	2	5	5	6	13	8	6	6	8	9	5	8
		2%	*1%*	**2%a**	*2%*	*2%*	*	*1%*	*1%*	*1%*	**3%e**	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*
Don't know		**97**	17	27	40	13	7	9	2	8	3	16	13	19	7	1	5	7
		2%	*1%*	*2%*	**3%ad**	*1%*	*2%*	*2%*	*	**2%n**	*1%*	**4%gin**	**3%gn**	**4%gino**	*2%*	*	*1%*	*2%*
NET Very/fairly satisfied		**4006**	1003	1004	972	1027	330	358	315	317	334	354	320	331	321	356	326	346
		78%	*78%*	*78%*	*76%*	*79%*	*78%*	*79%*	*77%*	*74%*	**83%hm**	*77%*	*76%*	*76%*	*75%*	**83%hm**	*78%*	*77%*
NET Very/fairly dissatisfied		**376**	98	81	103	94	37	32	30	22	29	30	24	38	41	29	29	36
		7%	*8%*	*6%*	*8%*	*7%*	*9%*	*7%*	*7%*	*5%*	*7%*	*7%*	*6%*	*9%*	*10%*	*7%*	*7%*	*8%*
Mean		**4.04**	4.04	4.05	3.97	**4.07c**	4.02	4.06	4.05	3.97	4.05	**4.12hlm**	4.03	3.97	3.92	**4.16hlm**	4.06	4.01
Std Dev.		**0.92**	0.91	0.92	0.91	0.93	0.90	0.89	0.93	0.86	0.93	0.95	0.89	0.91	0.95	0.93	0.90	0.93
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.04	0.04	0.05	0.04	0.05	0.05	0.04	0.04	0.05	0.05	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base		**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base		**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied	(5)	**1366**	-	1366	657	710	167	172	275	193	227	169	162	339	468	557	330	1147	209	1370
		27%	-	*27%*	*26%*	*27%*	*24%*	*24%*	*29%*	*26%*	*25%*	*27%*	**31%ef**	*24%*	*28%*	*27%*	*29%*	*27%*	*27%*	*27%*
Fairly satisfied	(4)	**2292**	-	2292	1083	1208	318	365	446	314	388	279	180	683	760	847	459	1909	349	2242
		45%	-	*45%*	*43%*	*46%*	**46%k**	**51%hijk**	**47%k**	**43%k**	**43%k**	**44%k**	*34%*	**49%no**	**45%o**	*41%*	*40%*	*44%*	*45%*	*44%*
Neither satisfied or dissatisfied	(3)	**778**	-	778	390	386	133	105	129	126	140	71	71	238	255	283	142	633	134	744
		15%	-	*15%*	*16%*	*15%*	**19%gjk**	*15%*	*14%*	**17%j**	*16%*	*11%*	*14%*	**17%no**	*15%*	*14%*	*12%*	*15%*	*17%*	*14%*
Fairly dissatisfied	(2)	**440**	-	440	242	195	34	40	64	64	96	79	63	74	128	237	142	382	46	496
		9%	-	*9%*	**10%d**	*7%*	*5%*	*6%*	*7%*	**9%e**	**11%efg**	**12%efg**	**12%efg**	*5%*	**8%l**	**12%lm**	**12%lm**	**9%q**	*6%*	*10%*
Very dissatisfied	(1)	**214**	-	214	120	92	13	23	27	31	46	31	44	35	58	121	75	189	20	244
		4%	-	*4%*	*5%*	*3%*	*2%*	*3%*	*3%*	**4%e**	**5%eg**	**5%e**	**8%efgh**	*3%*	*3%*	**6%lm**	**6%lm**	*4%*	*3%*	*5%*
Don't know		**57**	-	57	17	39	22	6	7	5	8	5	3	28	12	16	8	40	12	51
		1%	-	*1%*	*1%*	**1%c**	**3%fghijk**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%mno**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
NET Very/fairly satisfied		**3658**	-	3658	1739	1917	485	537	721	507	615	447	342	1022	1228	1404	789	3056	558	3612
		71%	-	*71%*	*69%*	**73%c**	*71%*	**75%hik**	**76%ehik**	*69%*	*68%*	*71%*	*65%*	**73%no**	**73%no**	*68%*	*68%*	*71%*	*72%*	*70%*
NET Very/fairly dissatisfied		**654**	-	654	362	287	47	63	91	95	142	110	107	109	186	358	216	571	66	740
		13%	-	*13%*	**14%d**	*11%*	*7%*	*9%*	*10%*	**13%e**	**16%efg**	**17%efg**	**20%efgh**	*8%*	**11%l**	**17%lm**	**19%lm**	**13%q**	*9%*	*14%*
Mean		**3.82**	-	3.82	3.77	**3.87c**	**3.89ik**	**3.88ik**	**3.93hijk**	3.79	3.73	3.76	3.68	**3.89no**	**3.87no**	3.72	3.72	3.81	3.90	3.78
Std Dev.		**1.05**	-	1.05	1.09	1.01	0.90	0.95	0.98	1.06	1.11	1.13	1.26	0.93	1.02	1.15	1.19	1.07	0.96	1.09
Std Error		**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.06	0.03	0.03	0.02	0.03	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**1366**	300	466	270	330	766	600	804	547	179	180	369	349	219	1116	182	1125
		27%	*25%*	*27%*	*25%*	*29%*	*26%*	*27%*	*26%*	*27%*	*30%*	*26%*	*27%*	*28%*	*29%*	*27%*	*30%*	*27%*
Fairly satisfied	(4)	**2292**	528	814	493	457	1342	950	1442	835	231	300	622	578	348	1848	232	1899
		45%	*45%*	**47%d**	**46%d**	*40%*	*46%*	*43%*	**47%h**	*41%*	*38%*	*43%*	**45%l**	**46%l**	**46%l**	**45%l**	*38%*	**45%o**
Neither satisfied or dissatisfied	(3)	**778**	161	241	171	206	401	377	460	308	102	114	205	179	100	598	106	608
		15%	*14%*	*14%*	*16%*	**18%ab**	*14%*	**17%e**	*15%*	*15%*	*17%*	*16%*	*15%*	*14%*	*13%*	*15%*	*17%*	*15%*
Fairly dissatisfied	(2)	**440**	127	145	82	86	273	167	244	190	50	71	101	109	57	338	50	353
		9%	**11%d**	*8%*	*8%*	*7%*	*9%*	*8%*	*8%*	*9%*	*8%*	*10%*	*7%*	*9%*	*8%*	*8%*	*8%*	*8%*
Very dissatisfied	(1)	**214**	63	61	42	47	124	89	105	107	26	32	58	41	28	159	27	168
		4%	*5%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	**5%g**	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*
Don't know		**57**	6	22	10	19	28	29	24	25	13	4	14	4	4	26	13	26
		1%	*	*1%*	*1%*	**2%a**	*1%*	*1%*	*1%*	*1%*	**2%lmn**	*1%*	*1%*	*	*	*1%*	**2%p**	*1%*
NET Very/fairly satisfied		**3658**	828	1280	762	787	2109	1549	2246	1382	410	479	991	927	566	2964	414	3024
		71%	*70%*	**73%d**	*71%*	*69%*	*72%*	*70%*	**73%h**	*69%*	*68%*	*68%*	*72%*	*74%*	**75%ij**	*73%*	*68%*	*72%*
NET Very/fairly dissatisfied		**654**	191	207	123	133	397	257	349	297	76	103	159	150	85	497	76	521
		13%	**16%bcd**	*12%*	*12%*	*12%*	*14%*	*12%*	*11%*	**15%g**	*13%*	*15%*	*12%*	*12%*	*11%*	*12%*	*13%*	*12%*
Mean		**3.82**	3.74	**3.86a**	3.82	3.83	3.81	3.83	**3.85h**	3.77	3.83	3.75	3.84	3.86	3.90	3.84	3.83	3.83
Std Dev.		**1.05**	1.11	1.02	1.03	1.06	1.06	1.05	1.01	1.11	1.09	1.09	1.04	1.02	1.02	1.04	1.09	1.05
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	1366	1162	204	70	1121	117	79	49	55	157	110	92	109	130	168	181	119	25	92
		27%	26%	28%	29%	26%	27%	32%d	33%de	26%	28%	26%	25%	24%	27%	25%	26%	27%	32%	25%
Fairly satisfied	(4)	2292	2000	292	85	1942	191	97	62	100	256	196	179	206	204	315	281	205	36	155
		45%	45%bc	40%	35%	45%f	43%	39%	43%	48%	46%	46%	48%	46%	43%	46%	40%	47%	46%	43%
Neither satisfied or dissatisfied	(3)	778	667	111	36	670	58	31	19	28	72	59	62	82	77	112	121	56	8	49
		15%	15%	15%	15%	16%	13%	12%	13%	14%	13%	14%	17%	18%	16%	16%	17%	13%	11%	14%
Fairly dissatisfied	(2)	440	368	72	23	353	48	29	11	13	42	37	22	38	41	45	76	38	5	43
		9%	8%	10%	9%	8%	11%	11%d	7%	6%	8%	9%	6%	8%	9%	7%	11%k	9%	6%	12%hkn
Very dissatisfied	(1)	214	168	46	24	176	22	12	4	9	17	16	12	9	21	32	40	20	3	19
		4%	4%	6%a	10%a	4%	5%	5%	3%	5%	3%	4%	3%	2%	4%	5%	6%l	4%	4%	5%l
Don't know		57	48	9	5	49	5	2	1	2	17	5	4	8	3	6	2	3	*	4
		1%	1%	1%	2%	1%	1%	1%	1%	1%	3%mno	1%	1%	2%o	1%	1%	*	1%	1%	1%
NET Very/fairly satisfied		3658	3162	496	155	3063	308	176	111	155	413	306	272	314	334	483	463	324	61	247
		71%	72%c	68%	64%	71%	70%	71%	76%	75%o	74%o	72%	73%	70%	70%	71%	66%	74%o	78%o	68%
NET Very/fairly dissatisfied		654	535	119	47	529	69	40	15	23	60	54	34	47	62	77	116	57	8	61
		13%	12%	16%a	19%a	12%	16%dg	16%dg	10%	11%	11%	13%	9%	10%	13%	11%	16%ikl	13%	10%	17%hkln
Mean		3.82	3.83c	3.74	3.65	3.82	3.77	3.82	3.98de	3.86	3.91or	3.83	3.86	3.83	3.80	3.81	3.70	3.84	3.97	3.72
Std Dev.		1.05	1.04	1.16	1.27	1.04	1.11	1.14	1.00	1.03	1.00	1.04	0.97	0.96	1.07	1.04	1.13	1.06	1.03	1.13
Std Error		0.01	0.02	0.03	0.05	0.02	0.04	0.04	0.04	0.06	0.06	0.06	0.06	0.05	0.06	0.06	0.06	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	**1366**	764	435	84	55	26	1199	81	808	405	97	32	20	1213	52
		27%	**41%bcdefg**	**22%cdg**	*12%*	*14%*	*19%*	**31%bcdeg**	*15%*	**41%ijklmn**	**20%ijkn**	*14%*	*12%*	*19%*	**30%ijkn**	*14%*
Fairly satisfied	(4)	**2292**	683	1074	310	161	57	1756	218	740	1080	289	133	41	1820	175
		45%	*36%*	**53%acdefg**	**45%a**	*42%*	*42%*	**45%a**	*42%*	*38%*	**52%hjm**	*40%*	**49%h**	*41%*	**45%h**	**46%h**
Neither satisfied or dissatisfied	(3)	**778**	202	263	198	86	26	465	112	202	287	222	41	22	489	63
		15%	*11%*	*13%*	**29%abfg**	**22%abf**	**19%a**	*12%*	**22%abf**	*10%*	**14%h**	**31%hikmn**	*15%*	**22%hm**	*12%*	**17%hm**
Fairly dissatisfied	(2)	**440**	147	169	60	50	10	316	60	151	185	61	38	1	336	40
		9%	*8%*	*8%*	*9%*	**13%abf**	*7%*	*8%*	**12%af**	*8%*	**9%l**	**9%l**	**14%hijlm**	*1%*	**8%l**	**11%l**
Very dissatisfied	(1)	**214**	76	66	27	30	13	142	44	55	86	29	27	15	141	42
		4%	*4%*	*3%*	*4%*	**8%abcf**	**10%abcf**	*4%*	**8%abcf**	*3%*	*4%*	*4%*	**10%hijm**	**15%hijm**	*4%*	**11%hijm**
Don't know		**57**	8	12	14	3	4	21	7	8	14	17	2	2	22	4
		1%	*	*1%*	**2%abf**	*1%*	**3%abf**	*1%*	*1%*	*	*1%*	**2%hlm**	*1%*	*2%*	*1%*	*1%*
NET Very/fairly satisfied		**3658**	1447	1509	394	216	83	2956	299	1547	1485	386	165	61	3033	227
		71%	**77%cdeg**	**75%cdeg**	*57%*	*56%*	*61%*	**76%cdeg**	*57%*	**79%ijklmn**	**72%ijkln**	*54%*	*60%*	*60%*	**75%ijkln**	*60%*
NET Very/fairly dissatisfied		**654**	223	235	87	81	23	458	104	206	271	90	66	16	477	82
		13%	*12%*	*12%*	*13%*	**21%abcf**	*17%*	*12%*	**20%abcf**	*10%*	**13%h**	*13%*	**24%hijm**	*16%*	*12%*	**22%hijm**
Mean		**3.82**	**4.02bcdefg**	**3.82cdeg**	3.54	3.42	3.54	**3.92bcdeg**	3.45	**4.07ijklmn**	**3.75ijkn**	3.52	3.38	3.50	**3.91ijkln**	3.42
Std Dev.		**1.05**	1.09	0.97	0.95	1.13	1.19	1.04	1.14	1.04	1.01	0.98	1.17	1.26	1.03	1.19
Std Error		**0.01**	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.07	0.12	0.02	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**1366**	66	1274	26	370	941	55	1351	6	7	-	1365	2
		27%	*25%*	*27%*	*28%*	**26%f**	**28%f**	*18%*	**27%h**	*11%*	*20%*	-	**27%h**	*8%*
Fairly satisfied	(4)	**2292**	96	2159	37	593	1560	138	2246	29	12	-	2287	5
		45%	*37%*	**45%a**	*40%*	*41%*	**46%d**	*45%*	*45%*	*52%*	*33%*	-	*45%*	*21%*
Neither satisfied or dissatisfied	(3)	**778**	53	712	13	218	505	55	738	17	10	3	766	9
		15%	**20%b**	*15%*	*14%*	*15%*	*15%*	*18%*	*15%*	**31%gk**	*27%*	*100%*	*15%*	*40%*
Fairly dissatisfied	(2)	**440**	27	408	4	170	246	24	435	2	2	-	439	1
		9%	*10%*	*9%*	*5%*	**12%e**	*7%*	*8%*	*9%*	*4%*	*6%*	-	*9%*	*6%*
Very dissatisfied	(1)	**214**	13	194	6	77	118	19	207	1	4	-	212	1
		4%	*5%*	*4%*	*7%*	**5%e**	*3%*	*6%*	*4%*	*2%*	*10%*	-	*4%*	*7%*
Don't know		**57**	4	47	7	16	25	16	52	-	1	-	53	4
		1%	*2%*	*1%*	**7%ab**	*1%*	*1%*	**5%de**	*1%*	-	*3%*	-	*1%*	*20%*
NET Very/fairly satisfied		**3658**	162	3433	63	964	2501	194	3597	36	19	-	3652	6
		71%	*62%*	**72%a**	*68%*	*67%*	**74%df**	*63%*	*72%*	*63%*	*54%*	-	*71%*	*28%*
NET Very/fairly dissatisfied		**654**	41	603	10	247	364	43	642	3	6	-	651	3
		13%	*16%*	*13%*	*11%*	**17%e**	*11%*	*14%*	*13%*	*6%*	*16%*	-	*13%*	*12%*
Mean		**3.82**	3.68	3.82	3.84	3.71	**3.88df**	3.64	3.82	3.66	3.49	3.00	3.82	3.21
Std Dev.		**1.05**	1.13	1.05	1.13	1.13	1.01	1.08	1.06	0.82	1.21	0.00	1.05	1.02
Std Error		**0.01**	0.06	0.02	0.12	0.03	0.02	0.06	0.01	0.12	0.20	0.00	0.01	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_6. How satisfied are you with the following aspects of Royal Mail's service?
Availability of Post Office branches

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**1366**	333	343	311	379	93	117	123	103	104	136	106	109	97	138	121	120
		27%	*26%*	*27%*	*24%*	**29%c**	*22%*	*26%*	**30%e**	*24%*	*26%*	**29%e**	*25%*	*25%*	*23%*	**32%ehm**	*29%*	*27%*
Fairly satisfied	(4)	**2292**	580	608	554	549	209	209	162	216	199	193	174	197	183	163	170	217
		45%	*45%*	*47%*	*43%*	*42%*	**49%gn**	**46%n**	*40%*	**51%gjkno**	**49%gn**	*42%*	*41%*	*45%*	*43%*	*38%*	*41%*	**49%gn**
Neither satisfied or dissatisfied	(3)	**778**	180	178	221	199	62	61	57	53	51	74	78	58	84	73	75	51
		15%	*14%*	*14%*	*17%*	*15%*	*15%*	*14%*	*14%*	*12%*	*13%*	*16%*	**19%p**	*13%*	**20%hip**	*17%*	**18%p**	*11%*
Fairly dissatisfied	(2)	**440**	133	95	118	94	48	43	42	34	24	37	40	39	38	35	27	32
		9%	**10%bd**	*7%*	*9%*	*7%*	**11%i**	*10%*	*10%*	*8%*	*6%*	*8%*	*10%*	*9%*	*9%*	*8%*	*7%*	*7%*
Very dissatisfied	(1)	**214**	46	56	59	53	12	16	19	17	20	18	16	20	23	20	15	18
		4%	*4%*	*4%*	*5%*	*4%*	*3%*	*3%*	*5%*	*4%*	*5%*	*4%*	*4%*	*4%*	*5%*	*5%*	*4%*	*4%*
Don't know		**57**	9	9	22	17	1	4	3	2	5	2	8	12	2	1	8	9
		1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**3%ejn**	*1%*	*	*2%*	*2%*
NET Very/fairly satisfied		**3658**	913	951	865	928	302	327	285	319	303	329	280	306	280	300	291	337
		71%	*71%*	**74%c**	*67%*	*72%*	*71%*	*72%*	*70%*	**75%km**	**75%km**	*72%*	*66%*	*70%*	*65%*	*70%*	*70%*	**75%km**
NET Very/fairly dissatisfied		**654**	180	150	177	147	60	59	61	52	44	55	56	59	62	55	43	50
		13%	*14%*	*12%*	*14%*	*11%*	*14%*	*13%*	*15%*	*12%*	*11%*	*12%*	*13%*	*14%*	*14%*	*13%*	*10%*	*11%*
Mean		**3.82**	3.80	**3.85c**	3.75	**3.87c**	3.76	3.83	3.81	3.83	3.86	3.86	3.76	3.79	3.68	3.85	3.87	**3.89m**
Std Dev.		**1.05**	1.05	1.04	1.07	1.05	1.01	1.04	1.12	1.02	1.03	1.06	1.06	1.07	1.09	1.10	1.03	1.02
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied (5)	919	-	919	471	448	151	159	205	137	150	70	45	311	343	265	115	740	173	914
	18%	-	*18%*	*19%*	*17%*	**22%ijk**	**22%ijk**	**22%ijk**	**19%jk**	**17%jk**	*11%*	*9%*	**22%no**	**20%no**	*13%*	*10%*	*17%*	**22%p**	*18%*
Fairly satisfied (4)	2011	-	2011	970	1039	299	321	388	283	313	225	181	619	671	719	406	1693	307	1973
	39%	-	*39%*	*39%*	*40%*	**43%ijk**	**45%ijk**	**41%l**	*39%*	*35%*	*35%*	*35%*	**44%no**	**40%no**	*35%*	*35%*	*39%*	*40%*	*38%*
Neither satisfied or dissatisfied (3)	1102	-	1102	532	569	128	125	174	163	218	158	131	254	337	507	289	929	150	1129
	21%	-	*21%*	*21%*	*22%*	*19%*	*18%*	*18%*	*22%*	**24%efg**	**25%efg**	**25%efg**	*18%*	*20%*	**25%lm**	**25%lm**	*22%*	*19%*	*22%*
Fairly dissatisfied (2)	751	-	751	344	405	59	79	125	90	173	110	116	137	214	398	226	636	89	758
	15%	-	*15%*	*14%*	*15%*	*9%*	*11%*	**13%e**	*12%*	**19%efgh**	**17%ef**	**22%efgh**	*10%*	**13%l**	**19%lm**	**20%lm**	*15%*	*12%*	*15%*
Very dissatisfied (1)	319	-	319	176	139	32	21	50	50	46	70	50	52	100	167	120	270	43	333
	6%	-	*6%*	**7%d**	*5%*	*5%*	*3%*	*5%*	**7%f**	*5%*	**11%efghi**	**10%efgi**	*4%*	**6%l**	**8%lm**	**10%lm**	*6%*	*6%*	*6%*
Don't know	45	-	45	15	30	18	6	7	9	5	-	-	24	16	5	-	32	9	40
	1%	-	*1%*	*1%*	*1%*	**3%gijk**	*1%*	*1%*	**1%jk**	*1%*	-	-	**2%no**	**1%no**	*	-	*1%*	*1%*	*1%*
NET Very/fairly satisfied	2930	-	2930	1441	1486	450	480	594	420	463	295	226	930	1014	984	521	2432	480	2887
	57%	-	*57%*	*57%*	*57%*	**66%hijk**	**68%hijk**	**63%ijk**	**57%jk**	**51%k**	*47%*	*43%*	**67%mno**	**60%no**	*48%*	*45%*	*57%*	**62%p**	*56%*
NET Very/fairly dissatisfied	1070	-	1070	520	544	90	99	174	140	219	180	166	190	314	565	346	906	133	1091
	21%	-	*21%*	*21%*	*21%*	*13%*	*14%*	**18%e**	**19%ef**	**24%efg**	**28%efgh**	**32%efghi**	*14%*	**19%l**	**27%lm**	**30%lm**	*21%*	*17%*	*21%*
Mean	3.48	-	3.48	3.49	3.48	**3.72hijk**	**3.74hijk**	**3.61ijk**	**3.51jk**	**3.39jk**	3.18	3.10	**3.73mno**	**3.57no**	3.25	3.15	3.47	**3.63p**	3.47
Std Dev.	1.13	-	1.13	1.15	1.11	1.06	1.02	1.12	1.14	1.12	1.18	1.13	1.04	1.13	1.15	1.16	1.13	1.12	1.14
Std Error	0.02	-	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**919**	189	277	197	256	466	453	614	293	111	113	259	235	161	768	111	777
		18%	*16%*	*16%*	*18%*	**22%ab**	*16%*	**20%e**	**20%h**	*15%*	*18%*	*16%*	*19%*	*19%*	*21%*	*19%*	*18%*	*19%*
Fairly satisfied	(4)	**2011**	461	693	442	416	1154	857	1270	729	204	281	532	532	306	1651	208	1681
		39%	*39%*	*40%*	*41%*	*36%*	*39%*	*39%*	**41%h**	*36%*	*34%*	*40%*	*39%*	**42%i**	**41%i**	**40%i**	*34%*	**40%o**
Neither satisfied or dissatisfied	(3)	**1102**	253	377	238	234	630	472	617	471	135	156	295	270	132	853	140	879
		21%	*21%*	*22%*	*22%*	*20%*	*21%*	*21%*	*20%*	**23%g**	*23%*	*22%*	*22%*	*21%*	*18%*	*21%*	*23%*	*21%*
Fairly dissatisfied	(2)	**751**	185	283	131	151	468	283	387	354	98	108	200	139	106	554	99	576
		15%	*16%*	**16%c**	*12%*	*13%*	**16%f**	*13%*	*13%*	**18%g**	**16%l**	**15%l**	**15%l**	*11%*	*14%*	*14%*	*16%*	*14%*
Very dissatisfied	(1)	**319**	95	97	57	70	192	128	164	152	43	35	75	80	46	236	43	242
		6%	**8%b**	*6%*	*5%*	*6%*	*7%*	*6%*	*5%*	**8%g**	*7%*	*5%*	*5%*	*6%*	*6%*	*6%*	*7%*	*6%*
Don't know		**45**	3	22	2	18	25	20	27	14	9	7	9	4	2	22	9	23
		1%	*	**1%ac**	*	**2%ac**	*1%*	*1%*	*1%*	*1%*	**2%ln**	*1%*	*1%*	*	*	*1%*	**2%p**	*1%*
NET Very/fairly satisfied		**2930**	649	970	639	671	1619	1310	1883	1022	315	395	791	767	467	2419	319	2459
		57%	*55%*	*55%*	*60%*	*59%*	*55%*	**59%e**	**61%h**	*51%*	*52%*	*56%*	*58%*	**61%i**	**62%i**	**59%i**	*52%*	**59%o**
NET Very/fairly dissatisfied		**1070**	280	380	189	222	660	410	551	505	141	143	275	219	153	790	142	818
		21%	**24%cd**	**22%c**	*18%*	*19%*	**22%f**	*19%*	*18%*	**25%g**	**23%l**	*20%*	*20%*	*17%*	*20%*	*19%*	*23%*	*20%*
Mean		**3.48**	3.39	3.45	**3.55a**	**3.56ab**	3.42	**3.56e**	**3.58h**	3.33	3.41	3.48	3.51	**3.56i**	**3.57i**	**3.53i**	3.41	3.52
Std Dev.		**1.13**	1.16	1.11	1.09	1.16	1.13	1.13	1.11	1.15	1.18	1.09	1.12	1.11	1.15	1.12	1.17	1.12
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	919	816	103	40	771	72	52	24	39	114	91	72	73	89	137	94	62	12	60
		18%	18%b	*14%*	*17%*	*18%*	*16%*	*21%*	*17%*	*19%*	20%o	22%op	19%o	*16%*	*19%*	20%o	*13%*	*14%*	*16%*	*17%*
Fairly satisfied	(4)	2011	1747	264	81	1690	168	92	61	86	238	149	133	169	177	275	275	188	37	132
		39%	*40%*	*36%*	*33%*	*39%*	*38%*	*37%*	*42%*	*42%*	*42%*	*35%*	*36%*	*37%*	*37%*	*41%*	*39%*	*43%*	47%j	*36%*
Neither satisfied or dissatisfied	(3)	1102	916	186	56	926	90	55	30	44	97	94	84	110	100	131	169	97	13	77
		21%	*21%*	25%a	*23%*	*21%*	*20%*	*22%*	*21%*	*21%*	*17%*	*22%*	*23%*	24%l	*21%*	*19%*	24%l	*22%*	*17%*	*21%*
Fairly dissatisfied	(2)	751	625	125	43	628	71	30	21	27	69	62	60	72	68	87	116	67	12	60
		15%	*14%*	*17%*	*18%*	*15%*	*16%*	*12%*	*14%*	*13%*	*12%*	*15%*	*16%*	*16%*	*14%*	*13%*	*16%*	*15%*	*15%*	*16%*
Very dissatisfied	(1)	319	267	52	21	255	36	19	9	11	28	23	21	21	39	43	44	25	4	32
		6%	*6%*	*7%*	*9%*	*6%*	*8%*	*8%*	*6%*	*5%*	*5%*	*6%*	*6%*	*5%*	*8%*	*6%*	*6%*	*6%*	*5%*	9%l
Don't know		45	41	4	1	41	2	2	*	1	17	3	2	5	3	4	4	1	-	2
		1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	3%hknopr	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*
NET Very/fairly satisfied		2930	2563	367	121	2460	240	144	85	125	352	241	205	242	265	412	369	250	49	192
		57%	58%bc	*50%*	*50%*	*57%*	*55%*	*57%*	*59%*	*60%*	63%lor	*57%*	*55%*	*54%*	*56%*	61%or	*53%*	*57%*	*63%*	*53%*
NET Very/fairly dissatisfied		1070	892	178	64	884	108	49	30	38	97	86	81	94	107	130	160	92	16	92
		21%	*20%*	24%a	26%a	*21%*	*24%*	*20%*	*20%*	*18%*	*17%*	*20%*	*22%*	*21%*	*23%*	*19%*	*23%*	*21%*	*20%*	25%hl
Mean		3.48	3.51bc	3.33	3.32	3.49	3.39	3.52	3.49	3.55r	3.62or	3.53	3.47	3.45	3.44	3.56or	3.37	3.45	3.53	3.35
Std Dev.		1.13	1.13	1.13	1.20	1.12	1.18	1.17	1.11	1.10	1.10	1.15	1.14	1.09	1.19	1.14	1.10	1.08	1.09	1.20
Std Error		0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.07	0.06	0.07	0.07	0.06	0.07	0.06	0.06	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	919	564	237	55	45	15	801	60	596	219	59	29	17	815	45
		18%	**30%bcdefg**	**12%c**	*8%*	*12%*	*11%*	**21%bcdeg**	*12%*	**30%ijklmn**	*11%*	*8%*	*10%*	**16%j**	**20%ijkn**	*12%*
Fairly satisfied	(4)	2011	678	924	251	121	30	1602	150	736	960	230	62	16	1696	78
		39%	**36%eg**	**46%acdefg**	**36%eg**	*31%*	*22%*	**41%adeg**	*29%*	**37%jkln**	**47%hjklmn**	**32%kln**	*22%*	*16%*	**42%hjkln**	*21%*
Neither satisfied or dissatisfied	(3)	1102	296	440	242	93	28	736	120	306	443	258	68	23	749	91
		21%	*16%*	**22%af**	**35%abdefg**	**24%a**	*20%*	**19%a**	**23%a**	*16%*	**22%hm**	**36%hiklmn**	**25%hm**	*22%*	**19%h**	**24%hm**
Fairly dissatisfied	(2)	751	255	295	81	82	33	550	116	228	315	110	71	19	543	91
		15%	*14%*	*15%*	*12%*	**21%abcf**	**24%abcf**	*14%*	**22%abcf**	*12%*	**15%h**	**15%h**	**26%hijm**	*19%*	*14%*	**24%hijm**
Very dissatisfied	(1)	319	83	114	49	44	29	197	73	91	109	46	45	27	200	72
		6%	*4%*	*6%*	**7%a**	**11%abf**	**22%abcdf**	*5%*	**14%abcf**	*5%*	*5%*	*6%*	**16%hijm**	**26%hijm**	*5%*	**19%hijm**
Don't know		45	4	9	14	1	1	13	2	7	13	12	-	*	19	*
		1%	*	*	**2%abf**	*	*1%*	*	*	*	*1%*	**2%hm**	-	*	*	*
NET Very/fairly satisfied		2930	1242	1160	306	166	45	2403	211	1332	1179	289	90	33	2510	123
		57%	**66%bcdefg**	**57%cdeg**	*44%*	*43%*	*33%*	**62%bcdeg**	*40%*	**68%ijklmn**	**57%jkln**	**40%n**	*33%*	*32%*	**62%ijkln**	*33%*
NET Very/fairly dissatisfied		1070	339	409	129	126	63	748	189	319	424	156	116	46	743	163
		21%	*18%*	*20%*	*19%*	**33%abcf**	**46%abcdf**	*19%*	**36%abcf**	*16%*	**21%h**	**22%h**	**42%hijm**	**45%hijm**	*18%*	**43%hijm**
Mean		3.48	**3.74bcdefg**	**3.44cdeg**	**3.27eg**	**3.11e**	2.76	**3.58bcdeg**	3.02	**3.78ijklmn**	**3.42jkln**	**3.21kln**	2.84	2.76	**3.60ijkln**	2.82
Std Dev.		1.13	1.16	1.06	1.01	1.20	1.32	1.12	1.24	1.14	1.04	1.02	1.24	1.42	1.10	1.29
Std Error		0.02	0.03	0.02	0.04	0.06	0.11	0.02	0.05	0.03	0.02	0.04	0.08	0.14	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**919**	53	845	21	260	605	54	900	9	8	-	916	2
		18%	*20%*	*18%*	*23%*	*18%*	*18%*	*18%*	*18%*	*16%*	*22%*	-	*18%*	*10%*
Fairly satisfied	(4)	**2011**	92	1894	25	535	1365	111	1969	26	11	1	2005	5
		39%	*35%*	*40%*	*27%*	*37%*	*40%*	*36%*	*39%*	*46%*	*30%*	*33%*	*39%*	*21%*
Neither satisfied or dissatisfied	(3)	**1102**	60	1019	23	297	742	63	1066	15	11	2	1092	8
		21%	*23%*	*21%*	*24%*	*21%*	*22%*	*21%*	*21%*	*27%*	*29%*	*64%*	*21%*	*36%*
Fairly dissatisfied	(2)	**751**	33	704	13	236	466	49	741	4	3	*	748	3
		15%	*13%*	*15%*	*15%*	*16%*	*14%*	*16%*	*15%*	*7%*	*8%*	*3%*	*15%*	*14%*
Very dissatisfied	(1)	**319**	21	291	8	108	193	18	314	2	4	-	319	-
		6%	*8%*	*6%*	*9%*	*7%*	*6%*	*6%*	*6%*	*3%*	*11%*	-	*6%*	-
Don't know		**45**	1	42	2	9	24	12	40	1	-	-	41	4
		1%	*	*1%*	*2%*	*1%*	*1%*	***4%de***	*1%*	*1%*	-	-	*1%*	*20%*
NET Very/fairly satisfied		**2930**	145	2739	46	795	1970	165	2868	35	19	1	2922	7
		57%	*56%*	*57%*	*50%*	*55%*	*58%*	*54%*	*57%*	*62%*	*52%*	*33%*	*57%*	*31%*
NET Very/fairly dissatisfied		**1070**	54	995	21	344	659	67	1054	6	7	*	1067	3
		21%	*21%*	*21%*	*23%*	***24%e***	*19%*	*22%*	*21%*	*10%*	*19%*	*3%*	*21%*	*14%*
Mean		**3.48**	3.48	3.48	3.42	3.42	**3.51d**	3.45	3.48	3.65	3.44	3.29	3.48	3.35
Std Dev.		**1.13**	1.18	1.13	1.25	1.18	1.11	1.15	1.13	0.94	1.25	0.62	1.13	0.93
Std Error		**0.02**	0.07	0.02	0.13	0.03	0.02	0.07	0.02	0.14	0.20	0.31	0.02	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_7. How satisfied are you with the following aspects of Royal Mail's service?
Cost of postage

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**919**	247	244	196	232	77	88	82	63	74	108	69	60	68	78	72	81
		18%	***19%c***	*19%*	*15%*	*18%*	*18%*	*20%*	*20%*	*15%*	*18%*	***23%hklm***	*16%*	*14%*	*16%*	*18%*	*17%*	*18%*
Fairly satisfied	(4)	**2011**	505	514	515	477	175	174	156	191	166	157	154	189	173	143	144	189
		39%	*39%*	*40%*	*40%*	*37%*	*41%*	*39%*	*38%*	***45%jno***	*41%*	*34%*	*36%*	***43%jn***	*40%*	*33%*	*35%*	***42%jn***
Neither satisfied or dissatisfied	(3)	**1102**	264	275	288	275	96	89	79	94	88	92	110	91	87	108	91	77
		21%	*21%*	*21%*	*22%*	*21%*	*23%*	*20%*	*20%*	*22%*	*22%*	*20%*	***26%p***	*21%*	*20%*	***25%p***	*22%*	*17%*
Fairly dissatisfied	(2)	**751**	177	164	206	203	55	68	54	56	49	59	68	62	76	68	66	68
		15%	*14%*	*13%*	*16%*	*16%*	*13%*	*15%*	*13%*	*13%*	*12%*	*13%*	*16%*	*14%*	*18%*	*16%*	*16%*	*15%*
Very dissatisfied	(1)	**319**	78	87	62	93	19	27	32	20	25	42	17	22	23	29	35	29
		6%	*6%*	*7%*	*5%*	*7%*	*4%*	*6%*	*8%*	*5%*	*6%*	***9%ehk***	*4%*	*5%*	*5%*	*7%*	***9%k***	*6%*
Don't know		**45**	10	6	17	13	2	5	3	2	1	3	4	12	1	3	7	3
		1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	***3%hijm***	*	*1%*	*2%*	*1%*
NET Very/fairly satisfied		**2930**	752	758	712	708	253	262	238	254	239	265	222	248	241	222	217	270
		57%	*59%*	*59%*	*55%*	*55%*	*59%*	*58%*	*59%*	*60%*	*59%*	*57%*	*53%*	*57%*	*56%*	*52%*	*52%*	*60%*
NET Very/fairly dissatisfied		**1070**	255	251	268	296	74	95	86	75	74	101	85	84	99	97	102	97
		21%	*20%*	*19%*	*21%*	*23%*	*17%*	*21%*	*21%*	*18%*	*18%*	*22%*	*20%*	*19%*	*23%*	*23%*	*24%*	*22%*
Mean		**3.48**	3.52	3.52	3.46	3.43	3.56	3.51	3.50	3.52	3.53	3.50	3.45	3.48	3.44	3.41	3.37	3.51
Std Dev.		**1.13**	1.13	1.14	1.08	1.17	1.07	1.15	1.18	1.04	1.11	1.24	1.07	1.07	1.12	1.16	1.20	1.15
Std Error		**0.02**	0.03	0.03	0.03	0.03	0.05	0.06	0.06	0.05	0.06	0.06	0.05	0.05	0.05	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied (5)	**1339**	-	1339	638	701	134	174	249	211	253	168	149	308	460	570	317	1128	198	1354
	26%	-	*26%*	*25%*	*27%*	*20%*	*24%*	***26%e***	***29%e***	***28%e***	***27%e***	***28%e***	*22%*	***27%l***	***28%l***	***27%l***	*26%*	*26%*	*26%*
Fairly satisfied (4)	**2471**	-	2471	1192	1276	371	360	465	329	428	300	216	731	794	944	516	2066	374	2371
	48%	-	*48%*	*48%*	*49%*	***54%hik***	***51%k***	***49%k***	*45%*	*47%*	*47%*	*41%*	***52%mno***	*47%*	*46%*	*45%*	*48%*	*49%*	*46%*
Neither satisfied or dissatisfied (3)	**928**	-	928	484	444	112	126	169	125	164	123	107	238	294	395	230	781	133	985
	18%	-	*18%*	*19%*	*17%*	*16%*	*18%*	*18%*	*17%*	*18%*	*19%*	*20%*	*17%*	*17%*	*19%*	*20%*	*18%*	*17%*	*19%*
Fairly dissatisfied (2)	**206**	-	206	102	100	34	27	26	39	29	21	27	61	65	78	48	163	37	215
	4%	-	*4%*	*4%*	*4%*	*5%*	*4%*	*3%*	***5%g***	*3%*	*3%*	***5%g***	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*
Very dissatisfied (1)	**73**	-	73	45	26	8	15	10	9	9	9	13	23	19	32	22	61	9	82
	1%	-	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*
Don't know	**130**	-	130	48	82	28	9	30	20	21	12	11	37	49	43	22	100	20	140
	3%	-	*3%*	*2%*	***3%c***	***4%f***	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*3%*
NET Very/fairly satisfied	**3809**	-	3809	1830	1977	505	534	714	540	681	469	365	1039	1254	1514	833	3194	572	3725
	74%	-	*74%*	*73%*	*75%*	*74%*	*75%*	*75%*	*74%*	*75%*	*74%*	*70%*	*74%*	*75%*	*73%*	*72%*	*74%*	*74%*	*72%*
NET Very/fairly dissatisfied	**279**	-	279	147	126	42	41	36	48	39	30	41	83	84	109	71	224	46	297
	5%	-	*5%*	*6%*	*5%*	*6%*	*6%*	*4%*	***7%g***	*4%*	*5%*	***8%gi***	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*6%*
Mean	**3.96**	-	3.96	3.92	**3.99c**	3.89	3.93	**4.00e**	3.97	**4.00e**	3.96	3.90	3.91	3.99	3.96	3.93	3.96	3.95	3.94
Std Dev.	**0.86**	-	0.86	0.88	0.84	0.82	0.87	0.82	0.90	0.84	0.86	0.97	0.85	0.85	0.88	0.91	0.86	0.86	0.88
Std Error	**0.01**	-	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**1339**	296	464	248	331	760	579	786	542	174	191	360	344	210	1105	174	1121
		26%	*25%*	*27%*	*23%*	**29%c**	*26%*	*26%*	*26%*	*27%*	*29%*	*27%*	*26%*	*27%*	*28%*	*27%*	*29%*	*27%*
Fairly satisfied	(4)	**2471**	573	863	533	503	1435	1035	1541	906	253	320	660	618	387	1984	258	2029
		48%	*48%*	**49%d**	**50%d**	*44%*	*49%*	*47%*	**50%h**	*45%*	*42%*	*46%*	**48%i**	**49%i**	**51%i**	**49%i**	*42%*	**49%o**
Neither satisfied or dissatisfied	(3)	**928**	221	279	212	217	500	429	505	408	129	132	225	209	120	686	132	709
		18%	*19%*	*16%*	**20%b**	*19%*	*17%*	*19%*	*16%*	**20%g**	**21%klmn**	*19%*	*16%*	*17%*	*16%*	*17%*	**22%p**	*17%*
Fairly dissatisfied	(2)	**206**	57	57	46	46	114	92	130	74	23	40	60	49	21	169	23	171
		4%	*5%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	**6%m**	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*
Very dissatisfied	(1)	**73**	21	27	13	13	47	26	46	27	6	7	29	15	9	60	6	60
		1%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know		**130**	18	61	16	36	79	51	70	54	16	10	35	27	8	79	16	87
		3%	*2%*	**3%ac**	*1%*	**3%ac**	*3%*	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*	*2%*	*1%*	*2%*	*3%*	*2%*
NET Very/fairly satisfied		**3809**	869	1327	780	833	2196	1614	2328	1447	427	512	1020	961	596	3089	432	3150
		74%	*73%*	*76%*	*73%*	*73%*	*75%*	*73%*	**76%h**	*72%*	*71%*	*73%*	*74%*	**76%i**	**79%ij**	**76%i**	*71%*	**75%o**
NET Very/fairly dissatisfied		**279**	77	84	59	59	161	118	176	101	29	47	89	63	30	229	29	231
		5%	*7%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*7%*	*7%*	*5%*	*4%*	*6%*	*5%*	*6%*
Mean		**3.96**	3.91	**4.00c**	3.91	3.99	3.96	3.95	3.96	3.95	3.97	3.94	3.95	4.00	4.03	3.97	3.96	3.97
Std Dev.		**0.86**	0.89	0.85	0.85	0.87	0.87	0.86	0.86	0.87	0.87	0.89	0.90	0.84	0.82	0.87	0.87	0.86
Std Error		**0.01**	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 230

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	**1339**	1153	186	58	1113	113	73	40	61	168	111	93	109	120	164	178	109	22	91
		26%	*26%*	*25%*	*24%*	*26%*	*26%*	*29%*	*27%*	*29%*	*30%*	*26%*	*25%*	*24%*	*25%*	*24%*	*25%*	*25%*	*28%*	*25%*
Fairly satisfied	(4)	**2471**	2155	316	103	2084	208	108	71	93	264	197	179	219	239	343	345	205	38	169
		48%	**49%b**	*43%*	*43%*	*48%*	*47%*	*43%*	*49%*	*45%*	*47%*	*47%*	*48%*	*49%*	*50%*	*51%*	*49%*	*47%*	*49%*	*47%*
Neither satisfied or dissatisfied	(3)	**928**	760	169	63	783	79	45	21	40	93	85	72	82	80	118	122	92	9	70
		18%	*17%*	**23%a**	**26%a**	*18%*	*18%*	*18%*	*14%*	*19%*	*17%*	*20%*	*19%*	*18%*	*17%*	*17%*	*17%*	*21%*	*12%*	*19%*
Fairly dissatisfied	(2)	**206**	164	42	9	170	20	8	8	7	19	14	14	22	18	33	24	19	3	17
		4%	*4%*	**6%a**	*4%*	*4%*	*5%*	*3%*	*5%*	*3%*	*3%*	*3%*	*4%*	*5%*	*4%*	*5%*	*3%*	*4%*	*3%*	*5%*
Very dissatisfied	(1)	**73**	62	12	4	60	5	4	5	3	2	2	-	8	10	10	19	7	1	4
		1%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**3%de**	**1%k**	*	*	-	**2%k**	**2%k**	*2%*	**3%ijk**	*2%*	*1%*	*1%*
Don't know		**130**	120	10	5	101	16	12	1	5	16	14	14	12	9	8	14	10	5	11
		3%	*3%*	*1%*	*2%*	*2%*	**4%g**	**5%dg**	*1%*	*2%*	*3%*	*3%*	**4%n**	*3%*	*2%*	*1%*	*2%*	*2%*	**7%hmnop**	*3%*
NET Very/fairly satisfied		**3809**	3308	502	162	3197	320	181	111	154	432	308	272	328	359	508	523	314	60	261
		74%	**75%bc**	*68%*	*67%*	*74%*	*73%*	*73%*	*76%*	*74%*	*77%*	*73%*	*73%*	*73%*	*75%*	*75%*	*74%*	*71%*	*77%*	*72%*
NET Very/fairly dissatisfied		**279**	225	54	14	230	24	12	13	10	21	16	14	30	28	43	43	25	3	21
		5%	*5%*	*7%*	*6%*	*5%*	*6%*	*5%*	**9%df**	*5%*	*4%*	*4%*	*4%*	*7%*	*6%*	*6%*	*6%*	*6%*	*4%*	*6%*
Mean		**3.96**	**3.97b**	3.86	3.85	3.95	3.95	4.00	3.92	3.99	**4.06ip**	3.98	3.98	3.91	3.94	3.92	3.93	3.91	4.08	3.93
Std Dev.		**0.86**	0.85	0.92	0.90	0.86	0.86	0.88	0.97	0.87	0.80	0.81	0.79	0.89	0.88	0.87	0.91	0.88	0.81	0.87
Std Error		**0.01**	0.01	0.02	0.04	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	1339	822	384	70	43	18	1206	61	841	351	89	38	18	1192	56
		26%	**44%bcdefg**	**19%cdg**	*10%*	*11%*	*13%*	**31%bcdeg**	*12%*	**43%ijklmn**	**17%j**	*12%*	*14%*	*18%*	**30%ijkln**	*15%*
Fairly satisfied	(4)	2471	746	1156	315	186	59	1902	245	818	1198	296	109	41	2016	149
		48%	*40%*	**57%acdefg**	**45%a**	**48%a**	*43%*	**49%a**	**47%a**	*42%*	**58%hjklmn**	*41%*	*40%*	*40%*	**50%hjkn**	*40%*
Neither satisfied or dissatisfied	(3)	928	207	349	243	101	26	556	127	203	363	267	71	21	566	91
		18%	*11%*	**17%af**	**35%abdefg**	**26%abf**	**19%a**	**14%a**	**24%abf**	*10%*	**18%hm**	**37%hiklmn**	**26%him**	**20%h**	**14%h**	**24%him**
Fairly dissatisfied	(2)	206	61	61	29	33	20	122	53	55	83	30	26	9	138	35
		4%	*3%*	*3%*	*4%*	**9%abcf**	**14%abcf**	*3%*	**10%abcf**	*3%*	*4%*	*4%*	**9%hijm**	**9%him**	*3%*	**9%hijm**
Very dissatisfied	(1)	73	11	27	16	10	5	38	15	11	24	11	18	8	34	26
		1%	*1%*	*1%*	**2%af**	**3%af**	**4%af**	*1%*	**3%af**	*1%*	*1%*	*1%*	**7%hijm**	**8%hijm**	*1%*	**7%hijm**
Don't know		130	33	41	18	12	10	74	21	35	40	22	13	5	75	18
		3%	*2%*	*2%*	*3%*	*3%*	**7%abcf**	*2%*	**4%abf**	*2%*	*2%*	*3%*	**5%him**	*5%*	*2%*	**5%him**
NET Very/fairly satisfied		3809	1568	1540	385	230	76	3109	306	1659	1549	385	146	59	3208	205
		74%	**83%bcdefg**	**76%cdeg**	*56%*	*59%*	*56%*	**80%bcdeg**	*59%*	**85%ijklmn**	**75%jkln**	*54%*	*53%*	*58%*	**80%ijkln**	*55%*
NET Very/fairly dissatisfied		279	72	88	46	43	25	160	68	66	106	41	44	17	172	61
		5%	*4%*	*4%*	**7%af**	**11%abcf**	**18%abcf**	*4%*	**13%abcf**	*3%*	**5%h**	**6%h**	**16%hijm**	**17%hijm**	*4%*	**16%hijm**
Mean		3.96	**4.25bcdefg**	**3.91cdeg**	3.58	3.59	3.51	**4.08bcdeg**	3.57	**4.26ijklmn**	**3.88jkln**	3.61	3.47	3.53	**4.06ijkln**	3.49
Std Dev.		0.86	0.83	0.78	0.83	0.90	1.04	0.82	0.94	0.80	0.78	0.82	1.07	1.15	0.81	1.09
Std Error		0.01	0.02	0.02	0.03	0.05	0.09	0.01	0.04	0.02	0.02	0.03	0.07	0.12	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**1339**	70	1253	15	378	895	66	1324	5	8	-	1336	2
		26%	*27%*	*26%*	*16%*	*26%*	*26%*	*21%*	**26%h**	*9%*	*21%*	-	**26%h**	*11%*
Fairly satisfied	(4)	**2471**	113	2309	49	663	1674	134	2415	37	16	-	2467	3
		48%	*43%*	*48%*	*53%*	*46%*	*49%*	*43%*	*48%*	**65%gk**	*44%*	-	*48%*	*15%*
Neither satisfied or dissatisfied	(3)	**928**	48	862	19	272	584	72	899	10	8	1	917	10
		18%	*18%*	*18%*	*20%*	*19%*	*17%*	**23%e**	*18%*	*18%*	*23%*	*40%*	*18%*	*45%*
Fairly dissatisfied	(2)	**206**	16	186	4	73	117	15	193	4	4	2	201	2
		4%	*6%*	*4%*	*4%*	**5%e**	*3%*	*5%*	*4%*	*8%*	*10%*	*60%*	*4%*	*10%*
Very dissatisfied	(1)	**73**	5	65	3	24	39	10	73	-	-	-	73	-
		1%	*2%*	*1%*	*4%*	*2%*	*1%*	**3%e**	*1%*	-	-	-	*1%*	-
Don't know		**130**	8	119	2	34	85	11	125	*	1	-	126	4
		3%	*3%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*	*2%*	-	*2%*	*20%*
NET Very/fairly satisfied		**3809**	183	3562	64	1041	2569	199	3738	42	24	-	3804	6
		74%	*70%*	*74%*	*69%*	**72%f**	**76%df**	*65%*	*74%*	*74%*	*65%*	-	*74%*	*26%*
NET Very/fairly dissatisfied		**279**	21	251	7	97	156	26	267	4	4	2	275	2
		5%	*8%*	*5%*	*8%*	**7%e**	*5%*	**8%e**	*5%*	*8%*	*10%*	*60%*	*5%*	*10%*
Mean		**3.96**	3.91	3.96	3.76	3.92	**3.99df**	3.77	3.96	3.75	3.78	2.40	3.96	3.33
Std Dev.		**0.86**	0.94	0.86	0.91	0.90	0.83	0.97	0.86	0.73	0.91	0.58	0.86	0.88
Std Error		**0.01**	0.05	0.01	0.09	0.02	0.01	0.06	0.01	0.10	0.15	0.29	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_8. How satisfied are you with the following aspects of Royal Mail's service?
Accessibility of services

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**1339**	362	346	277	354	105	130	127	84	113	149	102	93	82	133	106	115
		26%	***28%c***	***27%c***	*22%*	***27%c***	*25%*	***29%hlm***	***31%hlm***	*20%*	***28%hm***	***32%ehklm***	*24%*	*21%*	*19%*	***31%hlm***	*26%*	*26%*
Fairly satisfied	(4)	**2471**	583	623	636	628	220	216	147	224	193	206	202	206	228	212	193	224
		48%	*45%*	*48%*	*50%*	*49%*	***52%g***	***48%g***	*36%*	***53%g***	***48%g***	***45%g***	***48%g***	***47%g***	***53%gj***	***49%g***	***46%g***	***50%g***
Neither satisfied or dissatisfied	(3)	**928**	240	221	235	232	66	76	99	78	69	74	80	78	78	60	93	79
		18%	*19%*	*17%*	*18%*	*18%*	*15%*	*17%*	***24%efjn***	*18%*	*17%*	*16%*	*19%*	*18%*	*18%*	*14%*	***22%en***	*18%*
Fairly dissatisfied	(2)	**206**	57	47	67	35	26	16	14	22	12	12	20	28	18	12	7	16
		4%	*4%*	*4%*	***5%d***	*3%*	***6%jo***	*4%*	*4%*	***5%o***	*3%*	*3%*	*5%*	***7%jno***	*4%*	*3%*	*2%*	*4%*
Very dissatisfied	(1)	**73**	16	20	21	16	2	6	8	5	8	7	7	2	13	9	4	3
		1%	*1%*	*2%*	*2%*	*1%*	*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*	***3%el***	*2%*	*1%*	*1%*
Don't know		**130**	23	32	48	26	6	6	11	12	8	13	11	28	9	5	12	9
		3%	*2%*	*3%*	***4%a***	*2%*	*1%*	*1%*	*3%*	*3%*	*2%*	*3%*	*3%*	***6%efghijkmnp***	*2%*	*1%*	*3%*	*2%*
NET Very/fairly satisfied		**3809**	945	969	913	982	325	346	274	308	306	355	304	299	310	344	299	338
		74%	*74%*	*75%*	*71%*	***76%c***	***77%gl***	***77%gl***	*67%*	*72%*	***76%g***	***77%gl***	*72%*	*69%*	*72%*	***80%ghklo***	*72%*	***76%g***
NET Very/fairly dissatisfied		**279**	73	67	88	52	28	22	23	27	20	19	26	30	31	21	11	20
		5%	*6%*	*5%*	***7%d***	*4%*	***7%o***	*5%*	*6%*	***6%o***	*5%*	*4%*	*6%*	***7%o***	***7%o***	*5%*	*3%*	*4%*
Mean		**3.96**	***3.97c***	***3.98c***	3.87	***4.00c***	3.96	***4.01m***	3.94	3.87	3.99	***4.07hklm***	3.91	3.88	3.83	***4.05hlm***	3.97	3.98
Std Dev.		**0.86**	0.88	0.86	0.88	0.83	0.84	0.85	0.95	0.84	0.88	0.86	0.88	0.85	0.89	0.87	0.81	0.81
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.05	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base		**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base		**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied	(5)	**966**	-	966	465	501	139	174	203	139	157	85	69	313	343	311	154	779	182	903
		19%	-	*19%*	*19%*	*19%*	**20%jk**	**24%ijk**	**21%jk**	**19%jk**	*17%*	*13%*	*13%*	**22%no**	**20%no**	*15%*	*13%*	*18%*	**24%p**	*18%*
Fairly satisfied	(4)	**1706**	-	1706	857	843	267	298	348	233	276	181	101	566	580	558	282	1404	282	1661
		33%	-	*33%*	*34%*	*32%*	**39%hijk**	**42%hijk**	**37%ijk**	**32%k**	**31%k**	**29%k**	*19%*	**40%mno**	**35%no**	*27%*	*24%*	*33%*	*37%*	*32%*
Neither satisfied or dissatisfied	(3)	**1329**	-	1329	676	653	175	155	216	203	239	175	165	330	419	578	340	1139	168	1397
		26%	-	*26%*	*27%*	*25%*	*25%*	*22%*	*23%*	**28%f**	*26%*	*28%*	**31%fg**	*24%*	*25%*	**28%l**	**29%lm**	**26%q**	*22%*	*27%*
Fairly dissatisfied	(2)	**266**	-	266	125	141	48	31	44	39	31	45	25	80	83	102	71	221	42	264
		5%	-	*5%*	*5%*	*5%*	**7%l**	*4%*	*5%*	*5%*	*3%*	**7%l**	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*5%*	*5%*
Very dissatisfied	(1)	**121**	-	121	72	46	14	17	23	19	20	14	14	30	42	48	28	98	19	145
		2%	-	*2%*	**3%d**	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*
Don't know		**759**	-	759	313	446	43	36	115	99	182	133	149	80	214	464	283	659	77	777
		15%	-	*15%*	*12%*	**17%c**	*6%*	*5%*	**12%ef**	**14%ef**	**20%efgh**	**21%efgh**	**29%efghij**	*6%*	**13%l**	**23%lm**	**24%lm**	**15%q**	*10%*	*15%*
NET Very/fairly satisfied		**2672**	-	2672	1322	1344	406	472	551	372	433	266	169	878	923	869	436	2183	464	2564
		52%	-	*52%*	*53%*	*51%*	**59%hijk**	**66%eghijk**	**58%hijk**	**51%jk**	**48%k**	**42%k**	*32%*	**63%mno**	**55%no**	*42%*	*38%*	*51%*	**60%p**	*50%*
NET Very/fairly dissatisfied		**387**	-	387	198	187	62	48	66	58	51	59	39	110	125	150	99	319	61	409
		8%	-	*8%*	*8%*	*7%*	**9%l**	*7%*	*7%*	*8%*	*6%*	**9%l**	*8%*	*8%*	*7%*	*7%*	*9%*	*7%*	*8%*	*8%*
Mean		**3.71**	-	3.71	3.69	3.74	**3.73jk**	**3.86ehijk**	**3.80jk**	**3.68k**	**3.72jk**	3.55	3.49	**3.80no**	**3.75no**	3.61	3.53	3.70	**3.82p**	3.67
Std Dev.		**0.97**	-	0.97	0.97	0.95	0.95	0.94	0.96	0.98	0.94	0.97	0.99	0.95	0.97	0.97	0.98	0.96	0.98	0.98
Std Error		**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**966**	202	326	198	240	528	438	644	319	129	130	259	252	161	801	129	813
		19%	*17%*	*19%*	*19%*	*21%*	*18%*	*20%*	**21%h**	*16%*	*22%*	*18%*	*19%*	*20%*	*21%*	*20%*	*21%*	*19%*
Fairly satisfied	(4)	**1706**	404	551	384	366	956	750	1131	557	179	221	457	435	280	1394	185	1411
		33%	*34%*	*31%*	*36%*	*32%*	*33%*	*34%*	**37%h**	*28%*	*30%*	*32%*	*33%*	*34%*	**37%l**	*34%*	*30%*	*34%*
Neither satisfied or dissatisfied	(3)	**1329**	313	446	275	295	760	569	736	577	148	175	343	317	179	1013	151	1058
		26%	*26%*	*26%*	*26%*	*26%*	*26%*	*26%*	*24%*	**29%g**	*25%*	*25%*	*25%*	*25%*	*24%*	*25%*	*25%*	*25%*
Fairly dissatisfied	(2)	**266**	69	83	65	49	153	114	165	94	32	47	82	53	35	218	32	221
		5%	*6%*	*5%*	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	*7%*	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*
Very dissatisfied	(1)	**121**	33	31	24	33	64	57	68	53	14	24	26	34	10	94	14	94
		2%	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**3%m**	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*
Don't know		**759**	163	312	123	161	475	284	336	411	98	103	202	170	89	565	98	581
		15%	*14%*	**18%acd**	*11%*	*14%*	**16%f**	*13%*	*11%*	**20%g**	*16%*	*15%*	*15%*	*13%*	*12%*	*14%*	*16%*	*14%*
NET Very/fairly satisfied		**2672**	606	877	582	606	1484	1188	1775	877	309	351	716	686	441	2194	314	2224
		52%	*51%*	*50%*	*55%*	*53%*	*51%*	*54%*	**58%h**	*44%*	*51%*	*50%*	*52%*	*54%*	**58%ijk**	*54%*	*52%*	*53%*
NET Very/fairly dissatisfied		**387**	102	114	88	82	217	170	233	147	46	72	108	86	46	312	46	315
		8%	*9%*	*7%*	*8%*	*7%*	*7%*	*8%*	*8%*	*7%*	*8%*	**10%lm**	*8%*	*7%*	*6%*	*8%*	*8%*	*8%*
Mean		**3.71**	3.66	3.74	3.71	3.74	3.70	3.73	**3.77h**	3.62	3.75	3.64	3.72	3.75	**3.82j**	3.74	3.75	3.73
Std Dev.		**0.97**	0.98	0.95	0.96	0.99	0.96	0.97	0.96	0.97	1.00	1.03	0.96	0.96	0.91	0.97	0.99	0.96
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	**966**	853	114	42	833	55	53	25	35	125	85	64	89	85	145	124	81	11	44
		19%	**19%b**	*16%*	*17%*	**19%e**	*13%*	**21%e**	*17%*	*17%*	**22%r**	**20%r**	*17%*	**20%r**	**18%r**	**21%r**	*18%*	**18%r**	*14%*	*12%*
Fairly satisfied	(4)	**1706**	1475	231	60	1441	138	69	58	77	196	144	116	160	145	259	221	123	26	112
		33%	**33%c**	*31%*	*25%*	**33%f**	*31%*	*28%*	**40%def**	**37%p**	*35%*	*34%*	*31%*	*35%*	*31%*	**38%pr**	*31%*	*28%*	*33%*	*31%*
Neither satisfied or dissatisfied	(3)	**1329**	1123	206	84	1098	136	62	32	62	128	99	115	102	127	169	167	130	19	117
		26%	*25%*	*28%*	**35%a**	*25%*	**31%dq**	*25%*	*22%*	*30%*	*23%*	*23%*	**31%il**	*23%*	*27%*	*25%*	*24%*	*30%*	*25%*	**32%jlno**
Fairly dissatisfied	(2)	**266**	236	30	9	222	18	17	9	5	24	10	15	37	25	42	42	21	2	16
		5%	*5%*	*4%*	*4%*	*5%*	*4%*	*7%*	*6%*	*2%*	*4%*	*2%*	*4%*	**8%hjkr**	*5%*	**6%j**	**6%j**	*5%*	*3%*	*4%*
Very dissatisfied	(1)	**121**	101	20	10	94	12	9	6	3	6	9	7	12	15	9	26	6	2	10
		2%	*2%*	*3%*	*4%*	*2%*	*3%*	*4%*	*4%*	*2%*	*1%*	*2%*	*2%*	*3%*	*3%*	*1%*	**4%l**	*1%*	*3%*	*3%*
Don't know		**759**	625	133	39	623	81	39	16	26	82	76	55	52	78	52	122	79	17	64
		15%	*14%*	**18%a**	*16%*	*14%*	**18%dq**	*16%*	*11%*	*12%*	**15%n**	**18%ln**	**15%n**	*11%*	**16%n**	*8%*	**17%ln**	**18%ln**	**22%hln**	**18%ln**
NET Very/fairly satisfied		**2672**	2327	345	102	2274	193	122	83	112	321	228	179	249	231	404	345	204	37	156
		52%	**53%bc**	*47%*	*42%*	**53%e**	*44%*	*49%*	**57%ef**	**54%r**	**57%kmpr**	**54%r**	*48%*	**55%pr**	*49%*	**60%kmopqr**	*49%*	*46%*	*48%*	*43%*
NET Very/fairly dissatisfied		**387**	337	50	18	316	30	26	15	8	31	19	22	50	40	52	69	26	4	26
		8%	*8%*	*7%*	*8%*	*7%*	*7%*	**10%d**	*10%*	*4%*	*5%*	*5%*	*6%*	**11%hijkp**	*8%*	*8%*	**10%hl**	*6%*	*6%*	*7%*
Mean		**3.71**	3.72	3.65	3.57	**3.73e**	3.57	3.66	3.68	**3.74r**	**3.85kmor**	**3.82r**	3.67	3.69	3.66	**3.78r**	3.65	3.70	3.69	3.55
Std Dev.		**0.97**	0.97	0.95	1.02	0.96	0.92	1.08	1.00	0.86	0.91	0.92	0.92	1.02	1.00	0.93	1.04	0.93	0.95	0.92
Std Error		**0.01**	0.02	0.03	0.05	0.02	0.03	0.04	0.05	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.06	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	**966**	573	258	67	49	15	832	65	599	247	70	32	15	846	47
		19%	**30%bcdefg**	*13%*	*10%*	*13%*	*11%*	**21%bcdeg**	*12%*	**31%ijklmn**	*12%*	*10%*	*12%*	*15%*	**21%ijkn**	*13%*
Fairly satisfied	(4)	**1706**	485	817	240	119	43	1302	162	551	858	209	74	13	1409	87
		33%	*26%*	**40%acdfg**	**35%a**	*31%*	*31%*	**33%a**	*31%*	**28%l**	**42%hjklmn**	**29%l**	**27%l**	*13%*	**35%hjkln**	*23%*
Neither satisfied or dissatisfied	(3)	**1329**	389	520	270	106	37	909	143	409	511	293	78	30	919	109
		26%	*21%*	**26%a**	**39%abdefg**	**28%a**	*27%*	*23%*	**27%a**	*21%*	**25%h**	**41%hikmn**	**29%h**	*30%*	*23%*	**29%hm**
Fairly dissatisfied	(2)	**266**	56	124	37	39	8	180	47	81	113	43	17	10	195	27
		5%	*3%*	**6%af**	**5%a**	**10%abcf**	*6%*	**5%a**	**9%af**	*4%*	*6%*	*6%*	*6%*	**10%h**	*5%*	**7%h**
Very dissatisfied	(1)	**121**	32	35	20	20	12	67	32	32	31	18	25	13	63	38
		2%	*2%*	*2%*	*3%*	**5%abf**	**9%abcf**	*2%*	**6%abcf**	*2%*	*1%*	*3%*	**9%hijm**	**13%hijm**	*2%*	**10%hijm**
Don't know		**759**	346	264	58	52	21	610	73	291	298	81	48	20	590	68
		15%	**18%bcf**	**13%c**	*8%*	**13%c**	**15%c**	**16%bc**	**14%c**	*15%*	*14%*	*11%*	**18%j**	*19%*	*15%*	**18%j**
NET Very/fairly satisfied		**2672**	1058	1076	307	169	58	2134	227	1150	1105	279	106	28	2255	134
		52%	**56%cdeg**	**53%cdg**	*44%*	*44%*	*43%*	**55%cdeg**	*43%*	**59%ijkln**	**54%ijkln**	*39%*	*39%*	*28%*	**56%ijkln**	*36%*
NET Very/fairly dissatisfied		**387**	88	159	57	59	20	247	79	114	144	62	42	23	258	65
		8%	*5%*	**8%a**	**8%a**	**15%abcf**	**15%abf**	*6%*	**15%abcf**	*6%*	*7%*	**9%h**	**15%hijm**	**23%hijm**	*6%*	**17%hijm**
Mean		**3.71**	**3.98bcdefg**	**3.65cdeg**	3.47	3.42	3.37	**3.81bcdeg**	3.40	**3.96ijklmn**	**3.67jkln**	**3.42ln**	3.32	3.08	**3.81ijkln**	3.25
Std Dev.		**0.97**	0.98	0.88	0.88	1.07	1.13	0.95	1.08	0.98	0.86	0.88	1.15	1.30	0.93	1.19
Std Error		**0.01**	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.08	0.15	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**966**	60	885	21	252	660	55	948	10	7	-	965	2
		19%	*23%*	*18%*	*23%*	*17%*	*19%*	*18%*	*19%*	*17%*	*19%*	-	*19%*	*8%*
Fairly satisfied	(4)	**1706**	73	1608	24	442	1156	108	1662	25	13	1	1699	5
		33%	*28%*	*34%*	*26%*	*31%*	*34%*	*35%*	*33%*	*44%*	*35%*	*33%*	*33%*	*22%*
Neither satisfied or dissatisfied	(3)	**1329**	70	1230	29	399	858	73	1294	14	9	2	1317	10
		26%	*27%*	*26%*	*31%*	*28%*	*25%*	*24%*	*26%*	*25%*	*24%*	*67%*	*26%*	*45%*
Fairly dissatisfied	(2)	**266**	14	248	4	118	128	20	255	7	4	-	266	-
		5%	*5%*	*5%*	*4%*	**8%e**	*4%*	*7%*	*5%*	**13%gk**	*10%*	-	*5%*	-
Very dissatisfied	(1)	**121**	14	106	1	39	68	14	119	*	2	-	121	-
		2%	**5%b**	*2%*	*1%*	*3%*	*2%*	**4%e**	*2%*	*	*5%*	-	*2%*	-
Don't know		**759**	28	717	14	195	525	38	751	-	2	-	753	6
		15%	*11%*	*15%*	*15%*	*14%*	*15%*	*12%*	**15%h**	-	*6%*	-	**15%h**	*25%*
NET Very/fairly satisfied		**2672**	134	2494	45	694	1816	163	2610	35	20	1	2664	7
		52%	*52%*	*52%*	*48%*	*48%*	**53%d**	*53%*	*52%*	*62%*	*54%*	*33%*	*52%*	*30%*
NET Very/fairly dissatisfied		**387**	27	355	5	157	196	34	374	8	6	-	387	-
		8%	*11%*	*7%*	*6%*	**11%e**	*6%*	**11%e**	*7%*	*13%*	*15%*	-	*8%*	-
Mean		**3.71**	3.66	3.72	3.75	3.60	**3.77d**	3.63	3.72	3.66	3.56	3.33	3.71	3.50
Std Dev.		**0.97**	1.10	0.96	0.96	1.01	0.93	1.05	0.97	0.93	1.11	0.56	0.97	0.69
Std Error		**0.01**	0.07	0.02	0.10	0.03	0.02	0.06	0.01	0.13	0.19	0.28	0.01	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_9. How satisfied are you with the following aspects of Royal Mail's service?
Easy to access information, e.g. about complaints procedures

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**966**	262	248	186	270	80	100	81	69	91	89	82	60	44	96	83	90
		19%	**20%c**	**19%c**	*15%*	**21%c**	**19%m**	**22%lm**	**20%m**	**16%m**	**23%lm**	**19%m**	**20%m**	*14%*	*10%*	**22%lm**	**20%m**	**20%m**
Fairly satisfied	(4)	**1706**	421	454	424	407	165	138	118	154	137	163	119	135	170	128	109	170
		33%	*33%*	*35%*	*33%*	*31%*	**39%fgkno**	*31%*	*29%*	**36%o**	*34%*	**35%o**	*28%*	*31%*	**40%fgklno**	*30%*	*26%*	**38%gko**
Neither satisfied or dissatisfied	(3)	**1329**	319	303	369	338	100	109	109	110	92	102	112	132	125	117	119	102
		26%	*25%*	*24%*	**29%b**	*26%*	*24%*	*24%*	*27%*	*26%*	*23%*	*22%*	*27%*	**30%j**	*29%*	*27%*	*29%*	*23%*
Fairly dissatisfied	(2)	**266**	60	51	85	70	16	25	19	15	16	20	31	33	21	25	23	22
		5%	*5%*	*4%*	**7%b**	*5%*	*4%*	*6%*	*5%*	*3%*	*4%*	*4%*	**7%h**	**8%h**	*5%*	*6%*	*6%*	*5%*
Very dissatisfied	(1)	**121**	24	37	30	30	7	6	11	8	13	17	12	7	11	10	12	9
		2%	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*
Don't know		**759**	197	196	190	176	56	72	68	71	54	70	64	69	57	55	69	53
		15%	*15%*	*15%*	*15%*	*14%*	*13%*	*16%*	*17%*	*17%*	*14%*	*15%*	*15%*	*16%*	*13%*	*13%*	*17%*	*12%*
NET Very/fairly satisfied		**2672**	683	702	610	677	246	238	199	223	228	251	202	195	214	224	192	261
		52%	**53%c**	**54%c**	*48%*	*52%*	**58%gklo**	*53%*	*49%*	*52%*	**57%lo**	**55%l**	*48%*	*45%*	*50%*	*52%*	*46%*	**58%gklo**
NET Very/fairly dissatisfied		**387**	84	88	115	100	23	31	30	23	29	37	43	40	32	34	35	31
		8%	*7%*	*7%*	*9%*	*8%*	*5%*	*7%*	*7%*	*5%*	*7%*	*8%*	**10%ah**	*9%*	*7%*	*8%*	*8%*	*7%*
Mean		**3.71**	**3.77c**	**3.75c**	3.60	**3.73c**	**3.81lm**	**3.79lm**	3.71	3.74	**3.80lm**	3.73	3.64	3.57	3.58	3.74	3.66	**3.79lm**
Std Dev.		**0.97**	0.95	0.97	0.95	0.99	0.89	0.96	1.00	0.89	1.00	1.01	1.03	0.93	0.88	1.00	1.02	0.94
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied (5)	**938**	-	938	455	480	135	156	184	152	139	87	83	291	335	309	170	776	155	921
	18%	-	*18%*	*18%*	*18%*	**20%j**	**22%ijk**	**19%j**	**21%ij**	*15%*	*14%*	*16%*	**21%no**	**20%no**	*15%*	*15%*	*18%*	*20%*	*18%*
Fairly satisfied (4)	**1991**	-	1991	960	1027	274	332	435	287	318	199	145	606	721	662	344	1639	330	1900
	39%	-	*39%*	*38%*	*39%*	**40%jk**	**47%ehijk**	**46%hijk**	**39%jk**	**35%k**	*31%*	*28%*	**43%no**	**43%no**	*32%*	*30%*	*38%*	*43%*	*37%*
Neither satisfied or dissatisfied (3)	**1463**	-	1463	739	724	178	135	232	215	300	225	176	313	447	700	401	1249	188	1556
	28%	-	*28%*	*29%*	*28%*	**26%f**	*19%*	**24%f**	**29%f**	**33%efg**	**36%efg**	**34%efg**	*22%*	**27%l**	**34%lm**	**35%lm**	**29%q**	*24%*	*30%*
Fairly dissatisfied (2)	**207**	-	207	118	87	49	42	33	24	26	19	14	91	57	59	33	172	32	204
	4%	-	*4%*	**5%d**	*3%*	**7%ghijk**	**6%ik**	*3%*	*3%*	*3%*	*3%*	*3%*	**6%mno**	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*
Very dissatisfied (1)	**66**	-	66	38	26	9	11	10	11	9	9	5	20	22	24	15	50	12	67
	1%	-	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Don't know	**483**	-	483	197	286	41	35	55	44	113	95	99	76	99	307	194	413	53	499
	9%	-	*9%*	*8%*	**11%c**	*6%*	*5%*	*6%*	*6%*	**12%efgh**	**15%efgh**	**19%efghi**	*5%*	*6%*	**15%lm**	**17%lm**	*10%*	*7%*	*10%*
NET Very/fairly satisfied	**2928**	-	2928	1416	1507	409	488	618	438	457	286	228	897	1057	971	514	2415	485	2821
	57%	-	*57%*	*56%*	*57%*	**60%ijk**	**69%ehijk**	**65%ijk**	**60%ijk**	**51%k**	*45%*	*44%*	**64%no**	**63%no**	*47%*	*44%*	*56%*	**63%p**	*55%*
NET Very/fairly dissatisfied	**272**	-	272	157	113	58	53	43	35	35	28	20	111	78	83	48	222	44	271
	5%	-	*5%*	**6%d**	*4%*	**8%ghijk**	**7%gik**	*5%*	*5%*	*4%*	*4%*	*4%*	**8%mno**	*5%*	*4%*	*4%*	*5%*	*6%*	*5%*
Mean	**3.76**	-	3.76	3.73	3.79	3.74	**3.86ijk**	**3.84ijk**	**3.79j**	3.70	3.62	3.68	**3.80no**	**3.82no**	3.67	3.65	3.75	3.81	3.73
Std Dev.	**0.87**	-	0.87	0.89	0.85	0.92	0.90	0.83	0.88	0.84	0.86	0.87	0.91	0.85	0.85	0.86	0.87	0.88	0.88
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**938**	191	309	192	246	500	438	588	345	131	146	241	225	150	762	131	776
		18%	*16%*	*18%*	*18%*	**21%ab**	*17%*	**20%e**	*19%*	*17%*	*22%*	*21%*	*18%*	*18%*	*20%*	*19%*	*21%*	*19%*
Fairly satisfied	(4)	**1991**	443	662	462	424	1105	886	1323	649	201	257	530	563	290	1640	202	1661
		39%	*37%*	*38%*	**43%abd**	*37%*	*38%*	*40%*	**43%h**	*32%*	*33%*	*37%*	*39%*	**45%ijkmn**	*38%*	**40%l**	*33%*	**40%o**
Neither satisfied or dissatisfied	(3)	**1463**	358	491	299	315	850	614	781	662	173	201	383	316	221	1121	180	1163
		28%	*30%*	*28%*	*28%*	*27%*	*29%*	*28%*	*25%*	**33%g**	*29%*	*29%*	*28%*	*25%*	*29%*	*27%*	*30%*	*28%*
Fairly dissatisfied	(2)	**207**	47	80	40	40	127	80	139	66	19	25	71	46	32	175	19	179
		4%	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*5%*	*3%*	*3%*	*4%*	*5%*	*4%*	*4%*	*4%*	*3%*	*4%*
Very dissatisfied	(1)	**66**	22	21	10	12	43	22	38	27	6	10	14	21	8	53	6	53
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Don't know		**483**	123	187	64	109	310	173	209	262	72	61	130	90	53	334	72	346
		9%	**10%c**	**11%c**	*6%*	**10%c**	**11%f**	*8%*	*7%*	**13%g**	**12%lmn**	*9%*	*9%*	*7%*	*7%*	*8%*	**12%p**	*8%*
NET Very/fairly satisfied		**2928**	634	971	654	670	1605	1324	1911	994	332	403	772	787	440	2402	333	2437
		57%	*53%*	*55%*	**61%ab**	*59%*	*55%*	**60%e**	**62%h**	*49%*	*55%*	*58%*	*56%*	**63%ik**	*58%*	*59%*	*55%*	*58%*
NET Very/fairly dissatisfied		**272**	70	101	50	51	171	102	178	93	25	35	85	67	41	228	25	232
		5%	*6%*	*6%*	*5%*	*4%*	*6%*	*5%*	*6%*	*5%*	*4%*	*5%*	*6%*	*5%*	*5%*	*6%*	*4%*	*6%*
Mean		**3.76**	3.69	3.74	3.78	**3.82a**	3.72	**3.80e**	**3.80h**	3.70	3.82	3.79	3.74	3.79	3.77	3.77	3.80	3.76
Std Dev.		**0.87**	0.89	0.88	0.83	0.88	0.88	0.86	0.87	0.88	0.89	0.89	0.88	0.86	0.88	0.87	0.89	0.87
Std Error		**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.03	0.03	0.01	0.04	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 232

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	**938**	808	129	38	784	71	54	29	42	108	83	56	65	69	138	153	70	8	63
		18%	*18%*	*18%*	*15%*	*18%*	*16%*	**22%e**	*20%*	**20%q**	*19%*	**20%q**	*15%*	*14%*	*15%*	**20%q**	**22%klmq**	*16%*	*10%*	*17%*
Fairly satisfied	(4)	**1991**	1743	247	78	1703	146	82	60	81	233	157	146	192	189	288	260	157	29	117
		39%	**40%bc**	*34%*	*32%*	**39%ef**	*33%*	*33%*	**42%ef**	*39%*	**41%r**	*37%*	*39%*	**42%r**	*40%*	**43%r**	*37%*	*36%*	*37%*	*32%*
Neither satisfied or dissatisfied	(3)	**1463**	1213	250	91	1205	148	71	39	62	146	122	108	128	149	176	168	147	25	123
		28%	*27%*	**34%a**	**37%a**	*28%*	**34%d**	*28%*	*27%*	*30%*	*26%*	*29%*	*29%*	*28%*	**31%o**	*26%*	*24%*	**33%o**	*32%*	**34%mo**
Fairly dissatisfied	(2)	**207**	184	23	7	174	16	9	7	9	22	15	19	17	15	35	29	14	4	12
		4%	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*5%*	*4%*	*3%*	*5%*	*4%*	*3%*	*5%*	*3%*
Very dissatisfied	(1)	**66**	55	11	5	52	9	3	1	2	4	3	5	3	6	8	16	4	1	9
		1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*
Don't know		**483**	409	74	25	394	50	31	9	12	49	43	38	47	48	31	76	48	11	39
		9%	*9%*	*10%*	*10%*	*9%*	**11%g**	**12%dg**	*6%*	*6%*	**9%n**	**10%n**	**10%n**	**10%n**	**10%n**	*5%*	**11%hn**	**11%hn**	**14%hn**	**11%hn**
NET Very/fairly satisfied		**2928**	2552	377	115	2487	216	136	89	122	341	240	202	256	258	426	413	227	37	180
		57%	**58%bc**	*51%*	*47%*	**58%e**	*49%*	*54%*	**61%e**	**59%r**	**61%pqr**	*57%*	*54%*	*57%*	*54%*	**63%kmpqr**	**59%r**	*52%*	*48%*	*50%*
NET Very/fairly dissatisfied		**272**	239	33	12	226	26	12	8	11	26	18	24	20	21	43	45	18	5	21
		5%	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*	*5%*	*4%*	*6%*	*4%*	*4%*	*6%*	*6%*	*4%*	*6%*	*6%*
Mean		**3.76**	**3.77c**	3.70	3.62	**3.76e**	3.65	**3.80e**	**3.80e**	3.77	**3.82qr**	3.80	3.69	3.74	3.70	3.79	3.81	3.70	3.58	3.66
Std Dev.		**0.87**	0.87	0.88	0.89	0.87	0.91	0.91	0.86	0.88	0.84	0.85	0.86	0.81	0.83	0.88	0.95	0.84	0.83	0.92
Std Error		**0.01**	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	938	585	239	57	40	15	824	55	628	228	56	19	6	856	25
		18%	**31%bcdefg**	**12%c**	*8%*	*10%*	*11%*	**21%bcdeg**	*10%*	**32%ijklmn**	**11%n**	*8%*	*7%*	*6%*	**21%ijkln**	*7%*
Fairly satisfied	(4)	1991	631	922	269	132	30	1553	162	680	954	257	70	22	1634	92
		39%	**34%e**	**46%acdefg**	**39%eg**	**34%e**	*22%*	**40%aeg**	*31%*	**35%kln**	**46%hjklmn**	**36%kln**	*26%*	*22%*	**41%hkln**	*25%*
Neither satisfied or dissatisfied	(3)	1463	413	580	286	124	52	993	176	437	601	286	93	36	1038	129
		28%	*22%*	**29%af**	**41%abdfg**	**32%af**	**38%af**	**25%a**	**34%af**	*22%*	**29%hm**	**40%him**	**34%hm**	**36%h**	**26%h**	**34%hm**
Fairly dissatisfied	(2)	207	43	93	27	32	12	136	44	45	90	31	29	11	135	40
		4%	*2%*	**5%a**	*4%*	**8%abcf**	**9%af**	*3%*	**8%abcf**	*2%*	**4%h**	**4%h**	**10%hijm**	**11%hijm**	*3%*	**11%hijm**
Very dissatisfied	(1)	66	14	16	13	15	7	30	22	8	18	12	20	8	26	27
		1%	*1%*	*1%*	**2%abf**	**4%abf**	**5%abf**	*1%*	**4%abf**	*	*1%*	**2%hm**	**7%hijm**	**8%hijm**	*1%*	**7%hijm**
Don't know		483	196	168	39	43	21	364	63	166	167	72	44	19	333	63
		9%	**10%c**	*8%*	*6%*	**11%c**	**15%bc**	**9%c**	**12%bc**	*8%*	*8%*	*10%*	**16%hijm**	**18%hijm**	*8%*	**17%hijm**
NET Very/fairly satisfied		2928	1216	1161	326	171	45	2377	217	1308	1182	313	89	28	2490	117
		57%	**65%bcdefg**	**58%cdeg**	**47%e**	*44%*	*33%*	**61%bcdeg**	*41%*	**67%ijklmn**	**57%jkln**	**44%kln**	*32%*	*28%*	**62%ijkln**	*31%*
NET Very/fairly dissatisfied		272	56	109	41	47	19	165	66	53	108	43	48	19	161	67
		5%	*3%*	**5%a**	**6%a**	**12%abcf**	**14%abcf**	*4%*	**13%abcf**	*3%*	**5%h**	**6%h**	**18%hijm**	**18%hijm**	**4%h**	**18%hijm**
Mean		**3.76**	**4.03bcdefg**	**3.69cdeg**	3.50	3.43	3.30	**3.85bcdeg**	3.40	**4.04ijklmn**	**3.68jkln**	**3.49kln**	3.18	3.09	**3.86ijkln**	3.15
Std Dev.		**0.87**	0.88	0.79	0.80	0.96	1.02	0.85	0.98	0.85	0.78	0.80	1.04	1.02	0.84	1.03
Std Error		**0.01**	0.02	0.02	0.03	0.05	0.09	0.01	0.05	0.02	0.02	0.03	0.07	0.11	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**938**	67	854	16	266	623	49	923	5	5	-	934	4
		18%	***26%b***	*18%*	*18%*	*18%*	*18%*	*16%*	*18%*	*9%*	*14%*	-	*18%*	*18%*
Fairly satisfied	(4)	**1991**	86	1874	31	506	1358	127	1941	33	15	*	1989	2
		39%	*33%*	*39%*	*34%*	*35%*	***40%d***	*41%*	*39%*	***58%gk***	*43%*	*3%*	*39%*	*7%*
Neither satisfied or dissatisfied	(3)	**1463**	73	1359	31	446	941	76	1429	13	11	2	1452	9
		28%	*28%*	*28%*	*34%*	*31%*	*28%*	*25%*	*28%*	*23%*	*29%*	*64%*	*28%*	*39%*
Fairly dissatisfied	(2)	**207**	10	193	4	69	125	13	197	5	3	1	205	1
		4%	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	*9%*	*7%*	*33%*	*4%*	*5%*
Very dissatisfied	(1)	**66**	1	64	1	13	43	10	63	*	-	-	63	3
		1%	*	*1%*	*1%*	*1%*	*1%*	***3%de***	*1%*	*1%*	-	-	*1%*	*12%*
Don't know		**483**	22	452	9	145	305	33	476	1	2	-	479	4
		9%	*8%*	*9%*	*10%*	*10%*	*9%*	*11%*	*9%*	*1%*	*6%*	-	*9%*	*20%*
NET Very/fairly satisfied		**2928**	153	2727	48	772	1981	176	2864	38	21	*	2923	6
		57%	*59%*	*57%*	*51%*	*53%*	***58%d***	*57%*	*57%*	*66%*	*57%*	*3%*	*57%*	*25%*
NET Very/fairly dissatisfied		**272**	11	257	4	82	168	22	260	5	3	1	268	4
		5%	*4%*	*5%*	*5%*	*6%*	*5%*	*7%*	*5%*	*10%*	*7%*	*33%*	*5%*	*17%*
Mean		**3.76**	3.88	3.75	3.71	3.72	3.77	3.70	3.76	3.66	3.68	2.71	3.76	3.18
Std Dev.		**0.87**	0.88	0.87	0.87	0.88	0.86	0.93	0.87	0.80	0.84	0.62	0.87	1.31
Std Error		**0.01**	0.05	0.01	0.09	0.02	0.02	0.06	0.01	0.11	0.14	0.31	0.01	0.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_10. How satisfied are you with the following aspects of Royal Mail's service?
Product and service innovation

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**938**	234	238	219	246	82	73	79	70	75	93	90	73	57	91	75	80
		18%	*18%*	*18%*	*17%*	*19%*	*19%*	*16%*	*20%*	*16%*	*19%*	**20%m**	**21%m**	*17%*	*13%*	**21%m**	*18%*	*18%*
Fairly satisfied	(4)	**1991**	498	505	491	496	159	193	147	176	166	163	153	155	183	159	136	200
		39%	*39%*	*39%*	*38%*	*38%*	*37%*	**43%o**	*36%*	**41%o**	**41%o**	*35%*	*36%*	*36%*	**43%o**	*37%*	*33%*	**45%gjlo**
Neither satisfied or dissatisfied	(3)	**1463**	367	357	387	353	127	131	109	122	111	125	137	124	125	121	134	98
		28%	*29%*	*28%*	*30%*	*27%*	**30%p**	*29%*	*27%*	*29%*	*27%*	*27%*	**33%p**	*29%*	*29%*	*28%*	**32%p**	*22%*
Fairly dissatisfied	(2)	**207**	47	48	58	54	28	9	10	12	11	24	16	18	24	13	16	25
		4%	*4%*	*4%*	*5%*	*4%*	**7%fghl**	*2%*	*2%*	*3%*	*3%*	**5%f**	*4%*	*4%*	**6%f**	*3%*	*4%*	**6%f**
Very dissatisfied	(1)	**66**	16	19	12	18	2	4	11	1	9	8	3	1	8	8	5	5
		1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	**3%ehl**	*	**2%hl**	*2%*	*1%*	*	*2%*	*2%*	*1%*	*1%*
Don't know		**483**	120	122	117	125	27	41	51	44	30	47	22	64	31	38	49	38
		9%	*9%*	*9%*	*9%*	*10%*	*6%*	*9%*	**12%ekm**	**10%k**	*8%*	**10%k**	*5%*	**15%efikmnp**	*7%*	*9%*	**12%ek**	*9%*
NET Very/fairly satisfied		**2928**	732	744	710	742	240	266	226	246	242	256	242	228	240	251	212	279
		57%	*57%*	*58%*	*55%*	*57%*	*57%*	*59%*	*56%*	*58%*	**60%o**	*56%*	*58%*	*52%*	*56%*	*58%*	*51%*	**63%lo**
NET Very/fairly dissatisfied		**272**	63	66	70	73	30	12	21	14	21	32	19	19	32	21	21	31
		5%	*5%*	*5%*	*5%*	*6%*	**7%fh**	*3%*	*5%*	*3%*	*5%*	**7%fh**	*5%*	*4%*	**8%fh**	*5%*	*5%*	**7%f**
Mean		**3.76**	3.76	3.77	3.73	3.77	3.73	3.79	3.77	3.79	3.77	3.75	3.78	3.76	3.65	3.80	3.71	3.79
Std Dev.		**0.87**	0.87	0.87	0.86	0.89	0.88	0.79	0.93	0.79	0.89	0.93	0.86	0.83	0.87	0.91	0.88	0.87
Std Error		**0.01**	0.03	0.03	0.03	0.03	0.04	0.04	0.05	0.04	0.05	0.05	0.04	0.04	0.04	0.05	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_NET_S. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4231**	-	4231	2007	2218	510	551	773	585	775	555	475	1061	1358	1806	1031	3563	615	4286
	82%	-	*82%*	*80%*	**84%c**	*74%*	*78%*	**81%e**	*80%*	**86%efh**	**88%efgh**	**91%efghi**	*76%*	**81%l**	**88%lm**	**89%lm**	*83%*	*80%*	*83%*
Items you send reaching their destination	**4229**	-	4229	2051	2173	498	560	773	610	780	551	454	1058	1383	1785	1006	3582	591	4282
	82%	-	*82%*	*82%*	*83%*	*72%*	**79%e**	**81%e**	**83%e**	**86%efg**	**87%efg**	**87%efg**	*76%*	**82%l**	**87%lm**	**87%lm**	**83%q**	*77%*	*83%*
Items being delivered intact/undamaged	**4205**	-	4205	2032	2167	512	573	772	594	754	541	455	1085	1366	1750	996	3552	605	4240
	82%	-	*82%*	*81%*	*82%*	*75%*	**81%e**	**81%e**	**81%e**	**83%e**	**85%e**	**87%efgh**	*78%*	**81%l**	**85%lm**	**86%lm**	**83%q**	*78%*	*82%*
Speed of delivery	**4061**	-	4061	1961	2097	502	569	777	569	720	498	422	1071	1346	1639	919	3406	611	4067
	79%	-	*79%*	*78%*	*80%*	*73%*	**80%e**	**82%e**	*78%*	**80%e**	*79%*	**81%e**	*77%*	*80%*	*80%*	*80%*	*79%*	*79%*	*79%*
Availability of post boxes	**4006**	-	4006	1938	2065	487	540	746	586	726	520	398	1027	1332	1644	918	3378	571	3943
	78%	-	*78%*	*77%*	*79%*	*71%*	*76%*	**79%e**	**80%e**	**80%e**	**82%ef**	*76%*	*73%*	**79%l**	**80%l**	**79%l**	**79%q**	*74%*	*77%*
Availability of Post Office branches	**3658**	-	3658	1739	1917	485	537	721	507	615	447	342	1022	1228	1404	789	3056	558	3612
	71%	-	*71%*	*69%*	**73%c**	*71%*	**75%hik**	**76%ehik**	*69%*	*68%*	*71%*	*65%*	**73%no**	**73%no**	*68%*	*68%*	*71%*	*72%*	*70%*
Cost of postage	**2930**	-	2930	1441	1486	450	480	594	420	463	295	226	930	1014	984	521	2432	480	2887
	57%	-	*57%*	*57%*	*57%*	**66%hijk**	**68%hijk**	**63%ijk**	**57%jk**	**51%k**	*47%*	*43%*	**67%mno**	**60%no**	*48%*	*45%*	*57%*	**62%p**	*56%*
Accessibility of services	**3809**	-	3809	1830	1977	505	534	714	540	681	469	365	1039	1254	1514	833	3194	572	3725
	74%	-	*74%*	*73%*	*75%*	*74%*	*75%*	*75%*	*74%*	*75%*	*74%*	*70%*	*74%*	*75%*	*73%*	*72%*	*74%*	*74%*	*72%*
Easy to access information, e.g. about complaints procedures	**2672**	-	2672	1322	1344	406	472	551	372	433	266	169	878	923	869	436	2183	464	2564
	52%	-	*52%*	*53%*	*51%*	**59%hijk**	**66%eghijk**	**58%hijk**	**51%jk**	**48%k**	**42%k**	*32%*	**63%mno**	**55%no**	*42%*	*38%*	*51%*	**60%p**	*50%*
Product and service innovation	**2928**	-	2928	1416	1507	409	488	618	438	457	286	228	897	1057	971	514	2415	485	2821
	57%	-	*57%*	*56%*	*57%*	**60%ijk**	**69%ehijk**	**65%ijk**	**60%ijk**	**51%k**	*45%*	*44%*	**64%no**	**63%no**	*47%*	*44%*	*56%*	**63%p**	*55%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 233

QG3_NET_S. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4231**	981	1452	865	932	2433	1798	2478	1708	489	570	1110	1070	636	3386	494	3462
	82%	*83%*	*83%*	*81%*	*81%*	*83%*	*81%*	*81%*	**85%g**	*81%*	*81%*	*81%*	**85%k**	*84%*	*83%*	*81%*	*83%*
Items you send reaching their destination	**4229**	982	1455	868	925	2437	1793	2507	1680	489	568	1123	1045	643	3379	494	3452
	82%	*83%*	*83%*	*81%*	*81%*	*83%*	*81%*	*81%*	*84%*	*81%*	*81%*	*82%*	*83%*	*85%*	*83%*	*81%*	*83%*
Items being delivered intact/undamaged	**4205**	989	1427	870	919	2417	1789	2492	1673	479	579	1102	1064	630	3374	486	3455
	82%	*83%*	*82%*	*81%*	*80%*	*82%*	*81%*	*81%*	*83%*	*80%*	*83%*	*80%*	**84%ik**	*83%*	*83%*	*80%*	*83%*
Speed of delivery	**4061**	919	1394	854	895	2313	1748	2447	1574	467	542	1073	1041	614	3271	471	3342
	79%	*78%*	*80%*	*80%*	*78%*	*79%*	*79%*	*79%*	*78%*	*78%*	*77%*	*78%*	**83%ijk**	*81%*	*80%*	*77%*	*80%*
Availability of post boxes	**4006**	924	1382	831	870	2306	1700	2411	1558	452	529	1099	992	612	3232	457	3311
	78%	*78%*	*79%*	*78%*	*76%*	*79%*	*77%*	*78%*	*77%*	*75%*	*75%*	**80%l**	*79%*	**81%ij**	*79%*	*75%*	**79%o**
Availability of Post Office branches	**3658**	828	1280	762	787	2109	1549	2246	1382	410	479	991	927	566	2964	414	3024
	71%	*70%*	**73%d**	*71%*	*69%*	*72%*	*70%*	**73%h**	*69%*	*68%*	*68%*	*72%*	*74%*	**75%ij**	*73%*	*68%*	*72%*
Cost of postage	**2930**	649	970	639	671	1619	1310	1883	1022	315	395	791	767	467	2419	319	2459
	57%	*55%*	*55%*	*60%*	*59%*	*55%*	**59%e**	**61%h**	*51%*	*52%*	*56%*	*58%*	**61%l**	**62%l**	**59%l**	*52%*	**59%o**
Accessibility of services	**3809**	869	1327	780	833	2196	1614	2328	1447	427	512	1020	961	596	3089	432	3150
	74%	*73%*	*76%*	*73%*	*73%*	*75%*	*73%*	**76%h**	*72%*	*71%*	*73%*	*74%*	**76%l**	**79%ij**	**76%l**	*71%*	**75%o**
Easy to access information, e.g. about complaints procedures	**2672**	606	877	582	606	1484	1188	1775	877	309	351	716	686	441	2194	314	2224
	52%	*51%*	*50%*	*55%*	*53%*	*51%*	*54%*	**58%h**	*44%*	*51%*	*50%*	*52%*	*54%*	**58%ijk**	*54%*	*52%*	*53%*
Product and service innovation	**2928**	634	971	654	670	1605	1324	1911	994	332	403	772	787	440	2402	333	2437
	57%	*53%*	*55%*	**61%ab**	*59%*	*55%*	**60%e**	**62%h**	*49%*	*55%*	*58%*	*56%*	**63%ik**	*58%*	*59%*	*55%*	*58%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 233

QG3_NET_S. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4231**	3621	609	193	3526	363	221	121	175	463	369	302	363	397	532	554	371	69	293
	82%	*82%*	*83%*	*79%*	*82%*	*82%*	**88%de**	*83%*	*84%*	*82%*	**87%klnor**	*81%*	*80%*	*84%*	*79%*	*79%*	*84%*	**90%no**	*81%*
Items you send reaching their destination	**4229**	3603	626	208	3517	374	216	123	174	469	365	306	360	396	520	551	375	72	301
	82%	*82%*	*85%*	*86%*	*82%*	*85%*	**86%d**	*85%*	*84%*	**83%n**	**86%lno**	*82%*	*80%*	*83%*	*77%*	*79%*	**85%no**	**94%hiklmnopr**	**83%n**
Items being delivered intact/undamaged	**4205**	3600	606	188	3501	366	216	123	175	460	357	298	362	396	536	554	362	68	298
	82%	*82%*	*82%*	*77%*	*81%*	*83%*	**86%d**	*85%*	*84%*	*82%*	*84%*	*80%*	*80%*	*83%*	*79%*	*79%*	*82%*	*88%*	*82%*
Speed of delivery	**4061**	3481	580	189	3394	347	202	118	164	446	338	279	353	384	531	545	355	67	280
	79%	*79%*	*79%*	*78%*	*79%*	*79%*	*81%*	*81%*	*79%*	*79%*	*80%*	*75%*	*78%*	*81%*	*79%*	*78%*	*81%*	**87%kr**	*77%*
Availability of post boxes	**4006**	3421	585	186	3390	317	189	111	164	443	351	284	337	376	522	555	359	62	254
	78%	*78%*	*80%*	*77%*	**79%e**	*72%*	*75%*	*76%*	**79%r**	**79%r**	**83%lr**	*76%*	*75%*	**79%r**	**77%r**	**79%r**	**82%r**	*81%*	*70%*
Availability of Post Office branches	**3658**	3162	496	155	3063	308	176	111	155	413	306	272	314	334	483	463	324	61	247
	71%	**72%c**	*68%*	*64%*	*71%*	*70%*	*71%*	*76%*	**75%o**	**74%o**	*72%*	*73%*	*70%*	*70%*	*71%*	*66%*	**74%o**	**78%o**	*68%*
Cost of postage	**2930**	2563	367	121	2460	240	144	85	125	352	241	205	242	265	412	369	250	49	192
	57%	**58%bc**	*50%*	*50%*	*57%*	*55%*	*57%*	*59%*	*60%*	**63%lor**	*57%*	*55%*	*54%*	*56%*	**61%or**	*53%*	*57%*	*63%*	*53%*
Accessibility of services	**3809**	3308	502	162	3197	320	181	111	154	432	308	272	328	359	508	523	314	60	261
	74%	**75%bc**	*68%*	*67%*	*74%*	*73%*	*73%*	*76%*	*74%*	*77%*	*73%*	*73%*	*73%*	*75%*	*75%*	*74%*	*71%*	*77%*	*72%*
Easy to access information, e.g. about complaints procedures	**2672**	2327	345	102	2274	193	122	83	112	321	228	179	249	231	404	345	204	37	156
	52%	**53%bc**	*47%*	*42%*	**53%e**	*44%*	*49%*	**57%ef**	**54%r**	**57%kmpr**	**54%r**	*48%*	**55%pr**	*49%*	**60%kmopqr**	*49%*	*46%*	*48%*	*43%*
Product and service innovation	**2928**	2552	377	115	2487	216	136	89	122	341	240	202	256	258	426	413	227	37	180
	57%	**58%bc**	*51%*	*47%*	**58%e**	*49%*	*54%*	**61%e**	**59%r**	**61%pqr**	*57%*	*54%*	*57%*	*54%*	**63%kmpqr**	**59%r**	*52%*	*48%*	*50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 233

QG3_NET_S. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4231**	1748	1698	427	264	81	3446	345	1783	1740	447	186	60	3523	246
	82%	**93%bcdefg**	**84%cdeg**	*62%*	*68%*	*59%*	**88%bcdeg**	*66%*	**91%ijklmn**	**85%jkln**	*63%*	*68%*	*59%*	**88%ijkln**	*65%*
Items you send reaching their destination	**4229**	1747	1696	434	246	96	3442	342	1787	1733	451	180	64	3520	244
	82%	**93%bcdefg**	**84%cdeg**	*63%*	*64%*	*70%*	**88%bcdeg**	*65%*	**91%ijklmn**	**84%jkln**	*63%*	*66%*	*63%*	**88%ijkln**	*65%*
Items being delivered intact/undamaged	**4205**	1739	1687	425	247	93	3426	341	1791	1702	453	183	63	3492	246
	82%	**92%bcdefg**	**84%cdeg**	*61%*	*64%*	*69%*	**88%bcdeg**	*65%*	**91%ijklmn**	**83%jkln**	*63%*	*67%*	*62%*	**87%ijkln**	*65%*
Speed of delivery	**4061**	1685	1643	401	248	75	3328	323	1751	1669	420	151	60	3419	211
	79%	**90%bcdefg**	**81%cdeg**	*58%*	*64%*	*55%*	**85%bcdeg**	*62%*	**89%ijklmn**	**81%jkln**	*59%*	*55%*	*59%*	**85%ijkln**	*56%*
Availability of post boxes	**4006**	1633	1632	408	249	75	3265	324	1688	1631	435	178	60	3319	239
	78%	**87%bcdefg**	**81%cdeg**	*59%*	*65%*	*55%*	**84%bcdeg**	*62%*	**86%ijklmn**	**79%jkln**	*61%*	*65%*	*59%*	**83%ijkln**	*63%*
Availability of Post Office branches	**3658**	1447	1509	394	216	83	2956	299	1547	1485	386	165	61	3033	227
	71%	**77%cdeg**	**75%cdeg**	*57%*	*56%*	*61%*	**76%cdeg**	*57%*	**79%ijklmn**	**72%jkln**	*54%*	*60%*	*60%*	**75%ijkln**	*60%*
Cost of postage	**2930**	1242	1160	306	166	45	2403	211	1332	1179	289	90	33	2510	123
	57%	**66%bcdefg**	**57%cdeg**	*44%*	*43%*	*33%*	**62%bcdeg**	*40%*	**68%ijklmn**	**57%jkln**	**40%n**	*33%*	*32%*	**62%ijkln**	*33%*
Accessibility of services	**3809**	1568	1540	385	230	76	3109	306	1659	1549	385	146	59	3208	205
	74%	**83%bcdefg**	**76%cdeg**	*56%*	*59%*	*56%*	**80%bcdeg**	*59%*	**85%ijklmn**	**75%jkln**	*54%*	*53%*	*58%*	**80%ijkln**	*55%*
Easy to access information, e.g. about complaints procedures	**2672**	1058	1076	307	169	58	2134	227	1150	1105	279	106	28	2255	134
	52%	**56%cdeg**	**53%cdg**	*44%*	*44%*	*43%*	**55%cdeg**	*43%*	**59%ijkln**	**54%jkln**	*39%*	*39%*	*28%*	**56%ijkln**	*36%*
Product and service innovation	**2928**	1216	1161	326	171	45	2377	217	1308	1182	313	89	28	2490	117
	57%	**65%bcdefg**	**58%cdeg**	**47%e**	*44%*	*33%*	**61%bcdeg**	*41%*	**67%ijklmn**	**57%jkln**	**44%kln**	*32%*	*28%*	**62%ijkln**	*31%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_NET_S. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4231**	197	3968	66	1194	2810	227	4165	36	26	*	4227	3
	82%	*76%*	***83%ac***	*71%*	***83%f***	***83%f***	*74%*	***83%h***	*64%*	*71%*	*3%*	***83%h***	*15%*
Items you send reaching their destination	**4229**	195	3962	73	1155	2853	221	4167	30	27	*	4223	6
	82%	*75%*	***83%a***	*79%*	***80%f***	***84%df***	*72%*	***83%h***	*52%*	*74%*	*3%*	***82%h***	*28%*
Items being delivered intact/undamaged	**4205**	199	3942	64	1153	2836	217	4131	41	26	-	4198	7
	82%	*77%*	***82%c***	*69%*	***80%f***	***84%df***	*71%*	*82%*	*73%*	*71%*	-	*82%*	*33%*
Speed of delivery	**4061**	196	3802	64	1120	2724	217	3994	38	22	-	4054	7
	79%	*75%*	*79%*	*69%*	***78%f***	***80%f***	*71%*	*79%*	*67%*	*62%*	-	*79%*	*33%*
Availability of post boxes	**4006**	181	3767	58	1084	2708	214	3939	37	24	*	4001	6
	78%	*70%*	***79%ac***	*63%*	*75%*	***80%df***	*70%*	*78%*	*65%*	*68%*	*3%*	*78%*	*25%*
Availability of Post Office branches	**3658**	162	3433	63	964	2501	194	3597	36	19	-	3652	6
	71%	*62%*	***72%a***	*68%*	*67%*	***74%df***	*63%*	*72%*	*63%*	*54%*	-	*71%*	*28%*
Cost of postage	**2930**	145	2739	46	795	1970	165	2868	35	19	1	2922	7
	57%	*56%*	*57%*	*50%*	*55%*	*58%*	*54%*	*57%*	*62%*	*52%*	*33%*	*57%*	*31%*
Accessibility of services	**3809**	183	3562	64	1041	2569	199	3738	42	24	-	3804	6
	74%	*70%*	*74%*	*69%*	***72%f***	***76%df***	*65%*	*74%*	*74%*	*65%*	-	*74%*	*26%*
Easy to access information, e.g. about complaints procedures	**2672**	134	2494	45	694	1816	163	2610	35	20	1	2664	7
	52%	*52%*	*52%*	*48%*	*48%*	***53%d***	*53%*	*52%*	*62%*	*54%*	*33%*	*52%*	*30%*
Product and service innovation	**2928**	153	2727	48	772	1981	176	2864	38	21	*	2923	6
	57%	*59%*	*57%*	*51%*	*53%*	***58%d***	*57%*	*57%*	*66%*	*57%*	*3%*	*57%*	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_NET_S. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4231** *82%*	1057 *82%*	1090 **85%c**	1020 *79%*	1063 *82%*	357 *84%*	368 *82%*	332 *82%*	352 *83%*	345 **85%m**	393 **85%m**	339 *81%*	346 *80%*	335 *78%*	364 *85%*	331 *80%*	368 *82%*
Items you send reaching their destination	**4229** *82%*	1071 *84%*	1059 *82%*	1023 *80%*	1075 *83%*	359 *85%*	379 *84%*	333 *82%*	350 *82%*	325 *81%*	384 *83%*	338 *80%*	347 *80%*	338 *79%*	367 *85%*	329 *79%*	379 *85%*
Items being delivered intact/undamaged	**4205** *82%*	1067 *83%*	1066 *83%*	1027 *80%*	1045 *81%*	365 **86%lo**	374 *83%*	328 *81%*	340 *80%*	342 *85%*	384 *83%*	342 *81%*	340 *78%*	345 *81%*	352 *82%*	326 *78%*	367 *82%*
Speed of delivery	**4061** *79%*	1036 **81%c**	1030 **80%c**	970 *76%*	1026 *79%*	355 **83%km**	363 **80%m**	319 *78%*	329 *77%*	333 **83%km**	367 *80%*	314 *75%*	344 *79%*	312 *73%*	351 **82%m**	321 *77%*	353 *79%*
Availability of post boxes	**4006** *78%*	1003 *78%*	1004 *78%*	972 *76%*	1027 *79%*	330 *78%*	358 *79%*	315 *77%*	317 *74%*	334 **83%hm**	354 *77%*	320 *76%*	331 *76%*	321 *75%*	356 **83%hm**	326 *78%*	346 *77%*
Availability of Post Office branches	**3658** *71%*	913 *71%*	951 **74%c**	865 *67%*	928 *72%*	302 *71%*	327 *72%*	285 *70%*	319 **75%km**	303 **75%km**	329 *72%*	280 *66%*	306 *70%*	280 *65%*	300 *70%*	291 *70%*	337 **75%km**
Cost of postage	**2930** *57%*	752 *59%*	758 *59%*	712 *55%*	708 *55%*	253 *59%*	262 *58%*	238 *59%*	254 *60%*	239 *59%*	265 *57%*	222 *53%*	248 *57%*	241 *56%*	222 *52%*	217 *52%*	270 *60%*
Accessibility of services	**3809** *74%*	945 *74%*	969 *75%*	913 *71%*	982 **76%c**	325 **77%gl**	346 **77%gl**	274 *67%*	308 *72%*	306 **76%g**	355 **77%gl**	304 *72%*	299 *69%*	310 *72%*	344 **80%ghklo**	299 *72%*	338 **76%g**
Easy to access information, e.g. about complaints procedures	**2672** *52%*	683 **53%c**	702 **54%c**	610 *48%*	677 *52%*	246 **58%gklo**	238 *53%*	199 *49%*	223 *52%*	228 **57%lo**	251 **55%l**	202 *48%*	195 *45%*	214 *50%*	224 *52%*	192 *46%*	261 **58%gklo**
Product and service innovation	**2928** *57%*	732 *57%*	744 *58%*	710 *55%*	742 *57%*	240 *57%*	266 *59%*	226 *56%*	246 *58%*	242 **60%o**	256 *56%*	242 *58%*	228 *52%*	240 *56%*	251 *58%*	212 *51%*	279 **63%lo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_NET_D. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**255**	-	255	150	104	57	50	46	34	28	30	10	107	81	68	40	202	50	245
	5%	-	*5%*	**6%d**	*4%*	**8%ghijk**	**7%ik**	**5%k**	**5%k**	*3%*	*5%*	*2%*	**8%mno**	*5%*	*3%*	*3%*	*5%*	*6%*	*5%*
Items you send reaching their destination	**194**	-	194	97	95	40	29	39	32	15	21	18	69	70	54	39	154	37	201
	4%	-	*4%*	*4%*	*4%*	**6%i**	**4%i**	**4%i**	**4%i**	*2%*	*3%*	*3%*	**5%n**	**4%n**	*3%*	*3%*	*4%*	*5%*	*4%*
Items being delivered intact/undamaged	**228**	-	228	117	109	42	26	57	25	41	18	18	69	83	77	36	179	41	215
	4%	-	*4%*	*5%*	*4%*	**6%j**	*4%*	**5%j**	*3%*	*5%*	*3%*	*3%*	*5%*	*5%*	*4%*	*3%*	*4%*	*5%*	*4%*
Speed of delivery	**394**	-	394	219	169	75	44	55	58	64	67	33	118	113	163	99	331	52	381
	8%	-	*8%*	**9%d**	*6%*	**11%fgik**	*6%*	*6%*	*8%*	*7%*	**11%fg**	*6%*	*8%*	*7%*	*8%*	*9%*	*8%*	*7%*	*7%*
Availability of post boxes	**376**	-	376	210	163	58	43	57	54	67	44	53	101	110	164	97	324	49	430
	7%	-	*7%*	**8%d**	*6%*	*8%*	*6%*	*6%*	*7%*	*7%*	*7%*	**10%fg**	*7%*	*7%*	*8%*	*8%*	*8%*	*6%*	*8%*
Availability of Post Office branches	**654**	-	654	362	287	47	63	91	95	142	110	107	109	186	358	216	571	66	740
	13%	-	*13%*	**14%d**	*11%*	*7%*	*9%*	*10%*	**13%e**	**16%efg**	**17%efg**	**20%efgh**	*8%*	**11%l**	**17%lm**	**19%lm**	**13%q**	*9%*	*14%*
Cost of postage	**1070**	-	1070	520	544	90	99	174	140	219	180	166	190	314	565	346	906	133	1091
	21%	-	*21%*	*21%*	*21%*	*13%*	*14%*	**18%e**	**19%ef**	**24%efg**	**28%efgh**	**32%efghi**	*14%*	**19%l**	**27%lm**	**30%lm**	*21%*	*17%*	*21%*
Accessibility of services	**279**	-	279	147	126	42	41	36	48	39	30	41	83	84	109	71	224	46	297
	5%	-	*5%*	*6%*	*5%*	*6%*	*6%*	*4%*	**7%g**	*4%*	*5%*	**8%gl**	*6%*	*5%*	*5%*	*6%*	*5%*	*6%*	*6%*
Easy to access information, e.g. about complaints procedures	**387**	-	387	198	187	62	48	66	58	51	59	39	110	125	150	99	319	61	409
	8%	-	*8%*	*8%*	*7%*	**9%l**	*7%*	*7%*	*8%*	*6%*	**9%l**	*8%*	*8%*	*7%*	*7%*	*9%*	*7%*	*8%*	*8%*
Product and service innovation	**272**	-	272	157	113	58	53	43	35	35	28	20	111	78	83	48	222	44	271
	5%	-	*5%*	**6%d**	*4%*	**8%ghijk**	**7%gik**	*5%*	*5%*	*4%*	*4%*	*4%*	**8%mno**	*5%*	*4%*	*4%*	*5%*	*6%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_NET_D. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	255	63	78	59	56	141	115	175	79	21	40	83	55	34	213	21	219
	5%	5%	4%	6%	5%	5%	5%	6%h	4%	4%	6%	6%	4%	5%	5%	4%	5%
Items you send reaching their destination	194	54	63	40	37	117	77	129	65	15	22	69	41	25	157	15	168
	4%	5%	4%	4%	3%	4%	3%	4%	3%	2%	3%	5%l	3%	3%	4%	2%	4%
Items being delivered intact/undamaged	228	60	75	44	49	135	94	154	73	28	30	75	39	33	177	28	179
	4%	5%	4%	4%	4%	5%	4%	5%	4%	5%	4%	5%l	3%	4%	4%	5%	4%
Speed of delivery	394	115	122	75	82	237	156	233	160	35	52	119	83	57	310	36	319
	8%	10%b	7%	7%	7%	8%	7%	8%	8%	6%	7%	9%	7%	8%	8%	6%	8%
Availability of post boxes	376	89	125	73	90	214	162	219	155	50	56	103	91	40	290	50	297
	7%	8%	7%	7%	8%	7%	7%	7%	8%	8%	8%	8%	7%	5%	7%	8%	7%
Availability of Post Office branches	654	191	207	123	133	397	257	349	297	76	103	159	150	85	497	76	521
	13%	16%bcd	12%	12%	12%	14%	12%	11%	15%g	13%	15%	12%	12%	11%	12%	13%	12%
Cost of postage	1070	280	380	189	222	660	410	551	505	141	143	275	219	153	790	142	818
	21%	24%cd	22%c	18%	19%	22%f	19%	18%	25%g	23%l	20%	20%	17%	20%	19%	23%	20%
Accessibility of services	279	77	84	59	59	161	118	176	101	29	47	89	63	30	229	29	231
	5%	7%	5%	6%	5%	5%	5%	6%	5%	5%	7%	7%	5%	4%	6%	5%	6%
Easy to access information, e.g. about complaints procedures	387	102	114	88	82	217	170	233	147	46	72	108	86	46	312	46	315
	8%	9%	7%	8%	7%	7%	8%	8%	7%	8%	10%lm	8%	7%	6%	8%	8%	8%
Product and service innovation	272	70	101	50	51	171	102	178	93	25	35	85	67	41	228	25	232
	5%	6%	6%	5%	4%	6%	5%	6%	5%	4%	5%	6%	5%	5%	6%	4%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 234

QG3_NET_D. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	255	215	41	18	220	20	9	7	9	25	11	23	17	20	59	34	21	1	19
	5%	*5%*	*6%*	*7%*	*5%*	*5%*	*4%*	*5%*	*4%*	*4%*	*3%*	*6%*	*4%*	*4%*	**9%ijlmoq**	*5%*	*5%*	*2%*	*5%*
Items you send reaching their destination	194	168	26	12	158	17	12	8	5	12	12	16	22	11	38	32	9	-	17
	4%	*4%*	*4%*	*5%*	*4%*	*4%*	*5%*	*6%*	*3%*	*2%*	*3%*	*4%*	**5%q**	*2%*	**6%lmpq**	*5%*	*2%*	-	**5%q**
Items being delivered intact/undamaged	228	193	36	15	196	15	11	6	5	22	11	16	27	18	37	50	9	1	14
	4%	*4%*	*5%*	*6%*	*5%*	*3%*	*4%*	*4%*	*2%*	*4%*	*3%*	*4%*	**6%p**	*4%*	**5%p**	**7%hjp**	*2%*	*1%*	*4%*
Speed of delivery	394	342	52	21	338	27	14	14	13	34	35	33	40	37	51	68	29	2	25
	8%	*8%*	*7%*	*9%*	*8%*	*6%*	*6%*	*10%*	*6%*	*6%*	*8%*	*9%*	*9%*	*8%*	*7%*	*10%*	*7%*	*3%*	*7%*
Availability of post boxes	376	313	63	23	283	55	26	13	14	26	30	20	37	26	40	56	33	6	50
	7%	*7%*	*9%*	*9%*	*7%*	**13%d**	**10%d**	*9%*	*7%*	*5%*	*7%*	*5%*	*8%*	*6%*	*6%*	*8%*	*8%*	*7%*	**14%hijklmnop**
Availability of Post Office branches	654	535	119	47	529	69	40	15	23	60	54	34	47	62	77	116	57	8	61
	13%	*12%*	**16%a**	**19%a**	*12%*	**16%dg**	**16%dg**	*10%*	*11%*	*11%*	*13%*	*9%*	*10%*	*13%*	*11%*	**16%ikl**	*13%*	*10%*	**17%hiklp**
Cost of postage	1070	892	178	64	884	108	49	30	38	97	86	81	94	107	130	160	92	16	92
	21%	*20%*	**24%a**	**26%a**	*21%*	*24%*	*20%*	*20%*	*18%*	*17%*	*20%*	*22%*	*21%*	*23%*	*19%*	*23%*	*21%*	*20%*	**25%hi**
Accessibility of services	279	225	54	14	230	24	12	13	10	21	16	14	30	28	43	43	25	3	21
	5%	*5%*	*7%*	*6%*	*5%*	*6%*	*5%*	**9%df**	*5%*	*4%*	*4%*	*4%*	*7%*	*6%*	*6%*	*6%*	*6%*	*4%*	*6%*
Easy to access information, e.g. about complaints procedures	387	337	50	18	316	30	26	15	8	31	19	22	50	40	52	69	26	4	26
	8%	*8%*	*7%*	*8%*	*7%*	*7%*	**10%d**	*10%*	*4%*	*5%*	*5%*	*6%*	**11%hijkp**	*8%*	*8%*	**10%hj**	*6%*	*6%*	*7%*
Product and service innovation	272	239	33	12	226	26	12	8	11	26	18	24	20	21	43	45	18	5	21
	5%	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*6%*	*5%*	*5%*	*4%*	*6%*	*4%*	*4%*	*6%*	*6%*	*4%*	*6%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_NET_D. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	255	48	94	55	42	15	142	57	57	83	52	43	17	141	60
	5%	3%	5%a	8%abf	11%abf	11%abf	4%	11%abf	3%	4%	7%him	16%hijm	17%hijm	3%	16%hijm
Items you send reaching their destination	194	37	69	40	39	9	106	48	46	75	34	29	10	121	39
	4%	2%	3%a	6%abf	10%abcf	7%af	3%	9%abf	2%	4%	5%h	10%hijm	10%him	3%	10%hijm
Items being delivered intact/undamaged	228	35	83	45	45	17	118	62	54	94	34	30	16	148	45
	4%	2%	4%a	7%abf	12%abcf	13%abf	3%a	12%abcf	3%	5%h	5%h	11%hijm	15%hijm	4%	12%hijm
Speed of delivery	394	78	140	82	63	27	218	90	91	140	76	61	24	231	85
	8%	4%	7%a	12%abf	16%abf	20%abf	6%	17%abcf	5%	7%h	11%him	22%hijm	24%hijm	6%	23%hijm
Availability of post boxes	376	110	137	51	54	23	247	77	110	140	67	43	16	249	59
	7%	6%	7%	7%	14%abcf	17%abcf	6%	15%abcf	6%	7%	9%hm	16%hijm	16%him	6%	16%hijm
Availability of Post Office branches	654	223	235	87	81	23	458	104	206	271	90	66	16	477	82
	13%	12%	12%	13%	21%abcf	17%	12%	20%abcf	10%	13%h	13%	24%hijm	16%	12%	22%hijm
Cost of postage	1070	339	409	129	126	63	748	189	319	424	156	116	46	743	163
	21%	18%	20%	19%	33%abcf	46%abcdf	19%	36%abcf	16%	21%h	22%h	42%hijm	45%hijm	18%	43%hijm
Accessibility of services	279	72	88	46	43	25	160	68	66	106	41	44	17	172	61
	5%	4%	4%	7%af	11%abcf	18%abcf	4%	13%abcf	3%	5%h	6%h	16%hijm	17%hijm	4%	16%hijm
Easy to access information, e.g. about complaints procedures	387	88	159	57	59	20	247	79	114	144	62	42	23	258	65
	8%	5%	8%a	8%a	15%abcf	15%abf	6%	15%abcf	6%	7%	9%h	15%hijm	23%hijm	6%	17%hijm
Product and service innovation	272	56	109	41	47	19	165	66	53	108	43	48	19	161	67
	5%	3%	5%a	6%a	12%abcf	14%abcf	4%	13%abcf	3%	5%h	6%h	18%hijm	18%hijm	4%h	18%hijm

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_NET_D. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	255 *5%*	19 *7%*	232 *5%*	5 *5%*	76 *5%*	153 *5%*	26 *8%e*	230 *5%*	13 *22%gk*	6 *16%*	3 *93%*	249 *5%*	4 *17%*
Items you send reaching their destination	194 *4%*	15 *6%*	173 *4%*	6 *7%*	70 *5%e*	98 *3%*	25 *8%e*	180 *4%*	10 *17%gk*	1 *3%*	- -	191 *4%*	3 *13%*
Items being delivered intact/undamaged	228 *4%*	22 *9%b*	199 *4%*	7 *8%*	83 *6%e*	122 *4%*	23 *8%e*	217 *4%*	5 *10%*	4 *10%*	- -	226 *4%*	3 *13%*
Speed of delivery	394 *8%*	25 *10%*	363 *8%*	6 *7%*	133 *9%e*	228 *7%*	33 *11%e*	383 *8%*	6 *11%*	4 *10%*	1 *33%*	393 *8%*	- -
Availability of post boxes	376 *7%*	28 *11%*	337 *7%*	12 *13%*	151 *10%e*	197 *6%*	28 *9%*	357 *7%*	9 *16%*	8 *22%*	- -	374 *7%*	2 *10%*
Availability of Post Office branches	654 *13%*	41 *16%*	603 *13%*	10 *11%*	247 *17%e*	364 *11%*	43 *14%*	642 *13%*	3 *6%*	6 *16%*	- -	651 *13%*	3 *12%*
Cost of postage	1070 *21%*	54 *21%*	995 *21%*	21 *23%*	344 *24%e*	659 *19%*	67 *22%*	1054 *21%*	6 *10%*	7 *19%*	* *3%*	1067 *21%*	3 *14%*
Accessibility of services	279 *5%*	21 *8%*	251 *5%*	7 *8%*	97 *7%e*	156 *5%*	26 *8%e*	267 *5%*	4 *8%*	4 *10%*	2 *60%*	275 *5%*	2 *10%*
Easy to access information, e.g. about complaints procedures	387 *8%*	27 *11%*	355 *7%*	5 *6%*	157 *11%e*	196 *6%*	34 *11%e*	374 *7%*	8 *13%*	6 *15%*	- -	387 *8%*	- -
Product and service innovation	272 *5%*	11 *4%*	257 *5%*	4 *5%*	82 *6%*	168 *5%*	22 *7%*	260 *5%*	5 *10%*	3 *7%*	1 *33%*	268 *5%*	4 *17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_NET_D. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	255 5%	70 5%	67 5%	55 4%	64 5%	15 3%	27 6%	28 7%	16 4%	15 4%	36 8%ehilc	16 4%	15 4%	23 5%	21 5%	14 3%	28 6%
Items you send reaching their destination	194 4%	46 4%	60 5%d	54 4%	34 3%	16 4%	15 3%	15 4%	11 2%	29 7%fhknop	20 4%	13 3%	24 6%o	17 4%	13 3%	9 2%	12 3%
Items being delivered intact/undamaged	228 4%	63 5%	49 4%	60 5%	57 4%	16 4%	22 5%	25 6%l	18 4%	11 3%	20 4%	12 3%	21 5%	27 6%	26 6%	13 3%	19 4%
Speed of delivery	394 8%	90 7%	93 7%	102 8%	108 8%	25 6%	36 8%	30 7%	23 5%	35 9%	36 8%	35 8%	28 6%	40 9%	35 8%	47 11%ehp	25 6%
Availability of post boxes	376 7%	98 8%	81 6%	103 8%	94 7%	37 9%	32 7%	30 7%	22 5%	29 7%	30 7%	24 6%	38 9%	41 10%	29 7%	29 7%	36 8%
Availability of Post Office branches	654 13%	180 14%	150 12%	177 14%	147 11%	60 14%	59 13%	61 15%	52 12%	44 11%	55 12%	56 13%	59 14%	62 14%	55 13%	43 10%	50 11%
Cost of postage	1070 21%	255 20%	251 19%	268 21%	296 23%	74 17%	95 21%	86 21%	75 18%	74 18%	101 22%	85 20%	84 19%	99 23%	97 23%	102 24%	97 22%
Accessibility of services	279 5%	73 6%	67 5%	88 7%d	52 4%	28 7%o	22 5%	23 6%	27 6%o	20 5%	19 4%	26 6%	30 7%o	31 7%o	21 5%	11 3%	20 4%
Easy to access information, e.g. about complaints procedures	387 8%	84 7%	88 7%	115 9%	100 8%	23 5%	31 7%	30 7%	23 5%	29 7%	37 8%	43 10%eh	40 9%	32 7%	34 8%	35 8%	31 7%
Product and service innovation	272 5%	63 5%	66 5%	70 5%	73 6%	30 7%fh	12 3%	21 5%	14 3%	21 5%	32 7%fh	19 5%	19 4%	32 8%fh	21 5%	21 5%	31 7%f

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.17**	-	4.17	4.11	**4.22c**	3.96	3.97	**4.09ef**	**4.16efg**	**4.28efgh**	**4.33efgh**	**4.46efghij**	3.97	**4.12l**	**4.34lm**	**4.39lmn**	**4.19q**	4.07	4.20
Items you send reaching their destination	**4.18**	-	4.18	4.17	4.19	3.98	**4.06e**	**4.12e**	**4.20efg**	**4.31efgh**	**4.26efg**	**4.37efghj**	4.02	**4.16l**	**4.31lm**	**4.31lm**	**4.21q**	4.04	4.21
Items being delivered intact/undamaged	**4.14**	-	4.14	4.13	4.16	3.97	4.08	**4.09e**	**4.16e**	**4.19efg**	**4.24efg**	**4.32efghi**	4.03	**4.12l**	**4.24lm**	**4.28lm**	**4.16q**	4.06	4.16
Speed of delivery	**3.97**	-	3.97	3.95	3.99	3.87	3.97	**4.03ej**	3.95	**4.01e**	3.90	**4.02e**	3.92	4.00	3.98	3.96	3.97	3.99	3.98
Availability of post boxes	**4.04**	-	4.04	4.01	4.06	3.91	3.97	**4.06e**	4.03	**4.09ef**	**4.15ef**	4.02	3.94	**4.05l**	**4.09l**	**4.09l**	4.05	3.97	4.00
Availability of Post Office branches	**3.82**	-	3.82	3.77	**3.87c**	**3.89ik**	**3.88ik**	**3.93hijk**	3.79	3.73	3.76	3.68	**3.89no**	**3.87no**	3.72	3.72	3.81	3.90	3.78
Cost of postage	**3.48**	-	3.48	3.49	3.48	**3.72hijk**	**3.74hijk**	**3.61ijk**	**3.51jk**	**3.39jk**	3.18	3.10	**3.73mno**	**3.57no**	3.25	3.15	3.47	**3.63p**	3.47
Accessibility of services	**3.96**	-	3.96	3.92	**3.99c**	3.89	3.93	**4.00e**	3.97	**4.00e**	3.96	3.90	3.91	3.99	3.96	3.93	3.96	3.95	3.94
Easy to access information, e.g. about complaints procedures	**3.71**	-	3.71	3.69	3.74	**3.73jk**	**3.86ehijk**	**3.80jk**	**3.68k**	**3.72jk**	3.55	3.49	**3.80no**	**3.75no**	3.61	3.53	3.70	**3.82p**	3.67
Product and service innovation	**3.76**	-	3.76	3.73	3.79	3.74	**3.86ijk**	**3.84ijk**	**3.79j**	3.70	3.62	3.68	**3.80no**	**3.82no**	3.67	3.65	3.75	3.81	3.73

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.17**	**4.18c**	**4.20c**	4.10	**4.17c**	**4.19f**	4.14	4.10	**4.27g**	4.21	4.17	4.14	4.17	**4.23kln**	4.17	4.20	4.18
Items you send reaching their destination	**4.18**	**4.18c**	**4.22c**	4.11	**4.19c**	**4.20f**	4.15	4.14	**4.25g**	**4.25k**	4.19	4.16	**4.21k**	**4.23k**	4.19	4.24	4.19
Items being delivered intact/undamaged	**4.14**	4.14	4.16	4.11	4.15	4.15	4.13	4.10	**4.21g**	4.18	4.16	4.11	**4.19k**	4.17	4.16	4.18	4.16
Speed of delivery	**3.97**	3.89	**3.99a**	3.97	**4.01a**	3.95	3.99	3.97	3.96	4.00	3.98	3.95	4.02	4.02	3.99	3.99	3.99
Availability of post boxes	**4.04**	4.05	4.06	3.99	4.02	4.05	4.01	4.02	4.05	4.00	3.98	4.05	4.04	**4.14ij**	4.05	4.00	4.05
Availability of Post Office branches	**3.82**	3.74	**3.86a**	3.82	3.83	3.81	3.83	**3.85h**	3.77	3.83	3.75	3.84	3.86	3.90	3.84	3.83	3.83
Cost of postage	**3.48**	3.39	3.45	**3.55a**	**3.56ab**	3.42	**3.56e**	**3.58h**	3.33	3.41	3.48	3.51	**3.56l**	**3.57l**	**3.53l**	3.41	3.52
Accessibility of services	**3.96**	3.91	**4.00c**	3.91	3.99	3.96	3.95	3.96	3.95	3.97	3.94	3.95	4.00	4.03	3.97	3.96	3.97
Easy to access information, e.g. about complaints procedures	**3.71**	3.66	3.74	3.71	3.74	3.70	3.73	**3.77h**	3.62	3.75	3.64	3.72	3.75	**3.82j**	3.74	3.75	3.73
Product and service innovation	**3.76**	3.69	3.74	3.78	**3.82a**	3.72	**3.80e**	**3.80h**	3.70	3.82	3.79	3.74	3.79	3.77	3.77	3.80	3.76

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 235

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.17	4.15	4.27a	4.21	4.15	4.21	4.33d	4.20	4.17n	4.18no	4.32hiklmnopr	4.11	4.11n	4.23klno	4.02	4.11n	4.23klno	4.34klno	4.18n
Items you send reaching their destination	4.18	4.17	4.25a	4.21	4.17	4.25d	4.31d	4.21	4.20lno	4.22lno	4.26lno	4.20lno	4.05	4.24lno	3.99	4.15lno	4.31iklno	4.31lno	4.24lno
Items being delivered intact/undamaged	4.14	4.14	4.17	4.10	4.13	4.18	4.26d	4.17	4.20lno	4.16	4.22lno	4.14	4.02	4.20lno	4.03	4.09	4.22lno	4.26lno	4.16l
Speed of delivery	3.97	3.97	3.97	3.95	3.96	4.01	4.08dg	3.92	3.98	4.03	3.98	3.93	3.92	3.96	3.94	3.91	4.02	4.19klmno	3.98
Availability of post boxes	4.04	4.04	4.03	3.96	4.06e	3.88	3.99	3.96	4.00	4.09r	4.12r	4.01	4.00	4.06r	4.04r	4.06r	4.10r	3.97	3.86
Availability of Post Office branches	3.82	3.83c	3.74	3.65	3.82	3.77	3.82	3.98de	3.86	3.91or	3.83	3.86	3.83	3.80	3.81	3.70	3.84	3.97	3.72
Cost of postage	3.48	3.51bc	3.33	3.32	3.49	3.39	3.52	3.49	3.55r	3.62or	3.53	3.47	3.45	3.44	3.56or	3.37	3.45	3.53	3.35
Accessibility of services	3.96	3.97b	3.86	3.85	3.95	3.95	4.00	3.92	3.99	4.06lp	3.98	3.98	3.91	3.94	3.92	3.93	3.91	4.08	3.93
Easy to access information, e.g. about complaints procedures	3.71	3.72	3.65	3.57	3.73e	3.57	3.66	3.68	3.74r	3.85kmor	3.82r	3.67	3.69	3.66	3.78r	3.65	3.70	3.69	3.55
Product and service innovation	3.76	3.77c	3.70	3.62	3.76e	3.65	3.80e	3.80e	3.77	3.82qr	3.80	3.69	3.74	3.70	3.79	3.81	3.70	3.58	3.66

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.17	4.54bcdefg	4.09cdeg	3.68	3.78c	3.66	4.31bcdeg	3.74	4.46ijklmn	4.11jkln	3.76	3.69	3.65	4.28ijkln	3.68
Items you send reaching their destination	4.18	4.54bcdefg	4.11cdeg	3.71	3.73	3.95cdg	4.32bcdeg	3.79	4.49ijklmn	4.10jkln	3.79	3.75	3.87	4.29ijkln	3.78
Items being delivered intact/undamaged	4.14	4.49bcdefg	4.08cdeg	3.69	3.67	3.77	4.28bcdeg	3.70	4.44ijklmn	4.06jkln	3.78	3.71	3.70	4.25ijkln	3.71
Speed of delivery	3.97	4.29bcdefg	3.93cdeg	3.54	3.57	3.36	4.11bcdeg	3.51	4.28ijklmn	3.91jkln	3.60kn	3.33	3.38	4.09ijkln	3.34
Availability of post boxes	4.04	4.31bcdefg	4.01cdeg	3.65	3.70	3.56	4.15bcdeg	3.67	4.29ijklmn	3.99jkln	3.66	3.64	3.65	4.14ijkln	3.65
Availability of Post Office branches	3.82	4.02bcdefg	3.82cdeg	3.54	3.42	3.54	3.92bcdeg	3.45	4.07ijklmn	3.75jkn	3.52	3.38	3.50	3.91ijkln	3.42
Cost of postage	3.48	3.74bcdefg	3.44cdeg	3.27eg	3.11e	2.76	3.58bcdeg	3.02	3.78ijklmn	3.42jkln	3.21kln	2.84	2.76	3.60ijkln	2.82
Accessibility of services	3.96	4.25bcdefg	3.91cdeg	3.58	3.59	3.51	4.08bcdeg	3.57	4.26ijklmn	3.88jkln	3.61	3.47	3.53	4.06ijkln	3.49
Easy to access information, e.g. about complaints procedures	3.71	3.98bcdefg	3.65cdeg	3.47	3.42	3.37	3.81bcdeg	3.40	3.96ijklmn	3.67jkln	3.42ln	3.32	3.08	3.81ijkln	3.25
Product and service innovation	3.76	4.03bcdefg	3.69cdeg	3.50	3.43	3.30	3.85bcdeg	3.40	4.04ijklmn	3.68jkln	3.49kln	3.18	3.09	3.86ijkln	3.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	**4.17**	4.05	**4.18ac**	3.95	**4.17f**	**4.19f**	3.94	**4.18hl**	3.57	3.77	2.11	**4.17hl**	2.91
Items you send reaching their destination	**4.18**	4.03	**4.19ac**	3.98	**4.14f**	**4.23df**	3.88	**4.20hl**	3.49	**3.94h**	3.03	**4.19hl**	3.21
Items being delivered intact/undamaged	**4.14**	4.00	**4.15ac**	3.88	**4.09f**	**4.19df**	3.84	**4.15h**	3.77	3.92	3.00	**4.15h**	3.48
Speed of delivery	**3.97**	3.89	3.97	3.87	**3.93f**	**4.00df**	3.76	3.98	3.68	3.61	2.67	3.97	3.69
Availability of post boxes	**4.04**	3.94	**4.04c**	3.79	3.94	**4.09df**	3.86	**4.05h**	3.64	3.68	3.03	**4.04h**	3.36
Availability of Post Office branches	**3.82**	3.68	3.82	3.84	3.71	**3.88df**	3.64	3.82	3.66	3.49	3.00	3.82	3.21
Cost of postage	**3.48**	3.48	3.48	3.42	3.42	**3.51d**	3.45	3.48	3.65	3.44	3.29	3.48	3.35
Accessibility of services	**3.96**	3.91	3.96	3.76	3.92	**3.99df**	3.77	3.96	3.75	3.78	2.40	3.96	3.33
Easy to access information, e.g. about complaints procedures	**3.71**	3.66	3.72	3.75	3.60	**3.77d**	3.63	3.72	3.66	3.56	3.33	3.71	3.50
Product and service innovation	**3.76**	3.88	3.75	3.71	3.72	3.77	3.70	3.76	3.66	3.68	2.71	3.76	3.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.17	4.16	4.21c	4.12	4.19c	4.20mp	4.12	4.14	4.12	4.26fghlmp	4.23fhmp	4.17m	4.14m	4.04	4.25fghlmp	4.20mp	4.11
Items you send reaching their destination	4.18	4.23bc	4.17	4.12	4.20c	4.22ilm	4.24iklmo	4.24iklm	4.18	4.10	4.23iklm	4.14	4.13	4.10	4.25iklmo	4.15	4.20im
Items being delivered intact/undamaged	4.14	4.18c	4.17c	4.08	4.13	4.22m	4.17	4.15	4.09	4.18	4.25hlm	4.12	4.08	4.04	4.13	4.16	4.12
Speed of delivery	3.97	4.00c	4.00c	3.90	3.97	4.02m	3.96	4.01m	3.98	4.01m	4.02m	3.89	3.98	3.83	4.01m	3.93	3.99
Availability of post boxes	4.04	4.04	4.05	3.97	4.07c	4.02	4.06	4.05	3.97	4.05	4.12hlm	4.03	3.97	3.92	4.16hlm	4.06	4.01
Availability of Post Office branches	3.82	3.80	3.85c	3.75	3.87c	3.76	3.83	3.81	3.83	3.86	3.86	3.76	3.79	3.68	3.85	3.87	3.89m
Cost of postage	3.48	3.52	3.52	3.46	3.43	3.56	3.51	3.50	3.52	3.53	3.50	3.45	3.48	3.44	3.41	3.37	3.51
Accessibility of services	3.96	3.97c	3.98c	3.87	4.00c	3.96	4.01m	3.94	3.87	3.99	4.07hklm	3.91	3.88	3.83	4.05hlm	3.97	3.98
Easy to access information, e.g. about complaints procedures	3.71	3.77c	3.75c	3.60	3.73c	3.81lm	3.79lm	3.71	3.74	3.80lm	3.73	3.64	3.57	3.58	3.74	3.66	3.79lm
Product and service innovation	3.76	3.76	3.77	3.73	3.77	3.73	3.79	3.77	3.79	3.77	3.75	3.78	3.76	3.65	3.80	3.71	3.79

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 236

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied (5)	**1722**	-	1722	814	907	219	218	298	250	316	223	195	437	549	735	419	1454	257	1735
	33%	-	*33%*	*32%*	*34%*	*32%*	*31%*	*31%*	*34%*	*35%*	*35%*	**37%f**	*31%*	*33%*	**36%l**	**36%l**	*34%*	*33%*	*34%*
Fairly satisfied (4)	**2533**	-	2533	1229	1298	375	378	491	341	424	288	233	753	833	945	521	2121	377	2522
	49%	-	*49%*	*49%*	*49%*	**55%hijk**	**53%ijk**	**52%k**	*47%*	*47%*	*45%*	*45%*	**54%no**	*50%*	*46%*	*45%*	*49%*	*49%*	*49%*
Neither satisfied or dissatisfied (3)	**618**	-	618	304	314	54	91	123	97	114	78	59	144	220	251	137	494	102	622
	12%	-	*12%*	*12%*	*12%*	*8%*	**13%e**	**13%e**	**13%e**	**13%e**	**12%e**	*11%*	*10%*	*13%*	*12%*	*12%*	*11%*	*13%*	*12%*
Fairly dissatisfied (2)	**190**	-	190	109	81	18	20	24	23	43	31	30	39	47	104	61	169	19	174
	4%	-	*4%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	**5%g**	*5%*	**6%efg**	*3%*	*3%*	**5%lm**	**5%lm**	*4%*	*2%*	*3%*
Very dissatisfied (1)	**64**	-	64	46	17	8	2	10	18	7	13	6	10	28	26	19	52	10	70
	1%	-	*1%*	**2%d**	*1%*	*1%*	*	*1%*	**2%fi**	*1%*	**2%f**	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*
Don't know	**19**	-	19	7	12	11	2	2	2	1	-	-	14	4	1	-	10	6	24
	*	-	*	*	*	**2%fghijk**	*	*	*	*	-	-	**1%mno**	*	*	-	*	*1%*	*
NET Very/fairly satisfied	**4255**	-	4255	2044	2205	595	596	790	592	740	511	428	1190	1382	1680	940	3575	634	4257
	83%	-	*83%*	*81%*	*84%*	**87%hij**	*84%*	*83%*	*81%*	*82%*	*81%*	*82%*	**85%no**	*82%*	*81%*	*81%*	*83%*	*82%*	*83%*
NET Very/fairly dissatisfied	**255**	-	255	155	98	27	22	34	42	50	45	35	49	75	130	80	220	29	244
	5%	-	*5%*	**6%d**	*4%*	*4%*	*3%*	*4%*	*6%*	*6%*	**7%fg**	**7%fg**	*4%*	*4%*	**6%l**	**7%lm**	*5%*	*4%*	*5%*
Mean	**4.10**	-	4.10	4.06	**4.14c**	4.15	4.11	4.10	4.07	4.10	4.07	4.11	4.13	4.09	4.10	4.09	4.11	4.11	4.11
Std Dev.	**0.84**	-	0.84	0.88	0.79	0.78	0.75	0.79	0.91	0.85	0.93	0.89	0.76	0.85	0.89	0.91	0.84	0.82	0.84
Std Error	**0.01**	-	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**1722**	392	582	357	391	974	748	1025	675	212	231	455	454	267	1407	214	1434
		33%	*33%*	*33%*	*33%*	*34%*	*33%*	*34%*	*33%*	*34%*	*35%*	*33%*	*33%*	*36%*	*35%*	*34%*	*35%*	*34%*
Fairly satisfied	(4)	**2533**	580	857	546	550	1437	1096	1533	980	285	337	683	598	383	2001	290	2042
		49%	*49%*	*49%*	*51%*	*48%*	*49%*	*50%*	*50%*	*49%*	*47%*	*48%*	*50%*	*47%*	*51%*	*49%*	*47%*	*49%*
Neither satisfied or dissatisfied	(3)	**618**	140	224	111	142	365	253	373	237	72	103	144	143	72	462	75	482
		12%	*12%*	*13%*	*10%*	*12%*	*12%*	*11%*	*12%*	*12%*	*12%*	**15%kmn**	*10%*	*11%*	*10%*	*11%*	*12%*	*12%*
Fairly dissatisfied	(2)	**190**	48	67	39	36	115	75	111	79	20	22	71	47	21	161	20	166
		4%	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	**5%m**	*4%*	*3%*	*4%*	*3%*	*4%*
Very dissatisfied	(1)	**64**	21	16	12	16	37	28	33	30	6	6	15	16	11	48	6	48
		1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Don't know		**19**	3	4	2	10	8	11	3	11	6	1	2	3	-	6	6	7
		*	*	*	*	*1%*	*	*1%*	*	**1%g**	**1%kmn**	*	*	*	-	*	**1%p**	*
NET Very/fairly satisfied		**4255**	972	1439	903	941	2411	1844	2558	1655	497	568	1138	1052	650	3408	503	3476
		83%	*82%*	*82%*	*85%*	*82%*	*82%*	*83%*	*83%*	*82%*	*83%*	*81%*	*83%*	*83%*	**86%j**	*83%*	*82%*	*83%*
NET Very/fairly dissatisfied		**255**	69	83	51	52	152	103	144	109	26	29	86	62	32	209	26	214
		5%	*6%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*4%*	*6%*	*5%*	*4%*	*5%*	*4%*	*5%*
Mean		**4.10**	4.08	4.10	4.12	4.11	4.09	4.12	4.11	4.10	4.14	4.09	4.09	4.14	4.16	4.12	4.13	4.11
Std Dev.		**0.84**	0.87	0.83	0.82	0.84	0.85	0.83	0.83	0.86	0.83	0.82	0.86	0.85	0.82	0.84	0.83	0.84
Std Error		**0.01**	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	**1722**	1448	274	84	1431	138	102	51	76	194	147	115	125	166	206	248	154	28	110
		33%	*33%*	*37%*	*35%*	*33%*	*31%*	**41%de**	*35%*	**37%l**	*35%*	*35%*	*31%*	*28%*	*35%*	*30%*	**35%l**	*35%*	*36%*	*30%*
Fairly satisfied	(4)	**2533**	2200	333	105	2123	228	113	69	98	279	211	184	252	234	340	312	214	44	184
		49%	*50%*	*45%*	*43%*	*49%*	*52%*	*45%*	*48%*	*47%*	*50%*	*50%*	*49%*	**56%ho**	*49%*	*50%*	*44%*	*49%*	**57%o**	*51%*
Neither satisfied or dissatisfied	(3)	**618**	530	88	34	523	53	22	20	23	68	45	56	52	43	91	88	57	4	49
		12%	*12%*	*12%*	*14%*	*12%*	*12%*	*9%*	**14%f**	*11%*	*12%*	*11%*	**15%mq**	*12%*	*9%*	**13%q**	**12%q**	**13%q**	*5%*	**14%q**
Fairly dissatisfied	(2)	**190**	165	25	8	169	12	7	3	8	15	16	13	18	17	25	46	11	1	11
		4%	*4%*	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	**7%lpr**	*2%*	*1%*	*3%*
Very dissatisfied	(1)	**64**	54	11	9	53	6	4	2	2	6	2	2	3	14	13	8	2	1	5
		1%	*1%*	*1%*	**4%ab**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**3%jkp**	*2%*	*1%*	*	*1%*	*1%*
Don't know		**19**	16	3	3	14	3	2	*	1	1	3	2	1	1	2	1	2	-	3
		*	*	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*	*	*	-	*1%*
NET Very/fairly satisfied		**4255**	3647	608	190	3554	366	215	121	174	473	357	298	378	401	546	559	368	72	294
		83%	*83%*	*83%*	*78%*	*82%*	*83%*	*86%*	*83%*	*84%*	*84%*	*85%*	*80%*	*84%*	*84%*	*81%*	*80%*	*84%*	**93%hijklmnopr**	*81%*
NET Very/fairly dissatisfied		**255**	219	36	17	221	18	11	5	10	20	18	15	21	31	38	54	13	2	16
		5%	*5%*	*5%*	*7%*	*5%*	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*	*5%*	*7%*	*6%*	**8%lp**	*3%*	*2%*	*5%*
Mean		**4.10**	4.10	4.14	4.03	4.10	4.10	**4.22de**	4.14	4.15	4.14	4.15	4.07	4.06	4.10	4.04	4.06	4.16	**4.26lnr**	4.06
Std Dev.		**0.84**	0.84	0.86	0.99	0.84	0.82	0.84	0.82	0.84	0.80	0.79	0.81	0.78	0.92	0.87	0.92	0.77	0.71	0.84
Std Error		**0.01**	0.01	0.02	0.04	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.04	0.05	0.05	0.05	0.04	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	1722	995	493	118	85	23	1489	108	1019	519	125	40	14	1538	54
		33%	**53%bcdefg**	**24%c**	*17%*	*22%*	*17%*	**38%bcdeg**	*21%*	**52%jklmn**	**25%jkln**	*18%*	*14%*	*14%*	**38%ijkln**	*14%*
Fairly satisfied	(4)	2533	711	1232	344	175	60	1943	235	765	1245	349	120	39	2011	159
		49%	*38%*	**61%acdefg**	**50%a**	**45%a**	*44%*	**50%a**	**45%a**	*39%*	**61%hjklmn**	**49%h**	*44%*	*39%*	**50%hn**	*42%*
Neither satisfied or dissatisfied	(3)	618	116	204	185	85	23	320	108	115	205	191	79	21	320	100
		12%	*6%*	**10%a**	**27%abf**	**22%abf**	**17%af**	**8%a**	**21%abf**	*6%*	**10%hm**	**27%him**	**29%him**	**20%him**	**8%h**	**27%him**
Fairly dissatisfied	(2)	190	43	72	31	29	16	115	45	52	66	35	23	14	118	37
		4%	*2%*	*4%*	**4%a**	**8%abf**	**12%abcf**	*3%*	**9%abcf**	*3%*	*3%*	**5%hm**	**8%him**	**14%hijm**	*3%*	**10%hijm**
Very dissatisfied	(1)	64	15	15	12	10	12	30	22	10	18	12	12	13	27	25
		1%	*1%*	*1%*	**2%f**	**2%abf**	**9%abcdf**	*1%*	**4%abf**	*	*1%*	**2%hm**	**4%hijm**	**13%hijkm**	*1%*	**7%hijm**
Don't know		19	*	3	2	2	2	4	4	3	6	2	1	-	9	1
		*	*	*	*	**1%af**	**1%abf**	*	**1%abf**	*	*	*	*	-	*	*
NET Very/fairly satisfied		4255	1706	1725	462	259	83	3431	343	1784	1764	474	159	54	3548	213
		83%	**91%bcdefg**	**85%cdeg**	*67%*	*67%*	*61%*	**88%bcdeg**	*66%*	**91%jklmn**	**86%jkln**	**66%kln**	*58%*	*53%*	**88%ijkln**	*57%*
NET Very/fairly dissatisfied		255	58	86	43	39	28	145	67	61	84	47	35	27	145	62
		5%	*3%*	*4%*	**6%af**	**10%abf**	**21%abcdf**	*4%*	**13%abcf**	*3%*	*4%*	**7%him**	**13%hijm**	**27%hijkm**	*4%*	**17%hijm**
Mean		4.10	**4.40bcdefg**	**4.05cdeg**	**3.76e**	**3.77e**	3.49	**4.22bcdeg**	3.70	**4.39ijklmn**	**4.06jkln**	**3.76kln**	3.55	3.28	**4.22ijkln**	3.48
Std Dev.		0.84	0.77	0.74	0.85	0.96	1.18	0.78	1.03	0.76	0.74	0.86	0.99	1.24	0.77	1.07
Std Error		0.01	0.02	0.02	0.03	0.05	0.10	0.01	0.04	0.02	0.02	0.03	0.06	0.12	0.01	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**1722**	92	1604	26	468	1168	86	1698	14	8	-	1720	2
		33%	*36%*	*33%*	*28%*	*32%*	*34%*	*28%*	*34%*	*24%*	*23%*	-	*34%*	*8%*
Fairly satisfied	(4)	**2533**	109	2379	45	693	1700	141	2482	28	17	-	2527	6
		49%	*42%*	**50%a**	*49%*	*48%*	*50%*	*46%*	*49%*	*50%*	*47%*	-	*49%*	*29%*
Neither satisfied or dissatisfied	(3)	**618**	39	563	16	180	386	51	593	11	3	3	607	8
		12%	*15%*	*12%*	*17%*	*12%*	*11%*	**17%e**	*12%*	*20%*	*8%*	*96%*	*12%*	*34%*
Fairly dissatisfied	(2)	**190**	14	172	4	83	95	12	184	4	2	*	190	*
		4%	*5%*	*4%*	*5%*	**6%e**	*3%*	*4%*	*4%*	*7%*	*6%*	*4%*	*4%*	*1%*
Very dissatisfied	(1)	**64**	6	59	-	17	39	8	59	-	5	-	64	-
		1%	*2%*	*1%*	-	*1%*	*1%*	*3%*	*1%*	-	*14%*	-	*1%*	-
Don't know		**19**	*	17	1	4	6	9	12	-	1	-	13	6
		*	*	*	*2%*	*	*	**3%de**	*	-	*2%*	-	*	*28%*
NET Very/fairly satisfied		**4255**	201	3983	71	1160	2867	227	4180	42	25	-	4247	8
		83%	*77%*	*83%*	*77%*	*80%*	**84%df**	*74%*	*83%*	*74%*	*70%*	-	*83%*	*37%*
NET Very/fairly dissatisfied		**255**	20	231	4	100	135	20	244	4	7	*	255	*
		5%	*8%*	*5%*	*5%*	**7%e**	*4%*	*6%*	*5%*	*7%*	*20%*	*4%*	*5%*	*1%*
Mean		**4.10**	4.03	4.11	4.01	4.05	**4.14df**	3.96	4.11	3.91	3.60	2.96	4.11	3.62
Std Dev.		**0.84**	0.96	0.83	0.81	0.89	0.81	0.93	0.84	0.84	1.32	0.23	0.84	0.72
Std Error		**0.01**	0.05	0.01	0.08	0.02	0.01	0.05	0.01	0.12	0.21	0.12	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG5. And how would you rate your overall satisfaction with Royal Mail?

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**1722**	419	452	394	457	132	147	140	129	145	179	135	128	131	148	151	157
		33%	*33%*	*35%*	*31%*	*35%*	*31%*	*33%*	*34%*	*30%*	*36%*	**39%ehlm**	*32%*	*29%*	*31%*	*35%*	*36%*	*35%*
Fairly satisfied	(4)	**2533**	637	607	671	619	227	220	189	221	192	194	212	238	221	211	180	227
		49%	*50%*	*47%*	**52%b**	*48%*	**53%jo**	*49%*	*47%*	**52%j**	*48%*	*42%*	*50%*	**55%jo**	**52%j**	*49%*	*43%*	**51%j**
Neither satisfied or dissatisfied	(3)	**618**	153	158	160	147	46	54	54	63	41	55	55	50	54	48	59	40
		12%	*12%*	*12%*	*12%*	*11%*	*11%*	*12%*	*13%*	**15%p**	*10%*	*12%*	*13%*	*12%*	*13%*	*11%*	*14%*	*9%*
Fairly dissatisfied	(2)	**190**	55	45	41	49	18	23	15	8	16	21	13	14	14	16	17	16
		4%	*4%*	*4%*	*3%*	*4%*	*4%*	**5%h**	*4%*	*2%*	*4%*	*5%*	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*
Very dissatisfied	(1)	**64**	14	20	15	15	1	6	6	4	7	9	5	4	7	5	5	5
		1%	*1%*	*2%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Don't know		**19**	4	7	3	5	1	1	2	2	2	3	1	1	1	1	3	1
		*	*	*1%*	*	*	*	*	*1%*	*	*1%*	*1%*	*	*	*	*	*1%*	*
NET Very/fairly satisfied		**4255**	1056	1059	1065	1075	359	368	329	350	337	373	347	366	352	360	332	384
		83%	*82%*	*82%*	*83%*	*83%*	*84%*	*82%*	*81%*	*82%*	*84%*	*81%*	*82%*	*84%*	*82%*	*84%*	*80%*	*86%*
NET Very/fairly dissatisfied		**255**	69	65	56	65	19	29	21	12	23	30	18	18	21	20	23	21
		5%	*5%*	*5%*	*4%*	*5%*	*4%*	**6%h**	*5%*	*3%*	*6%*	**7%h**	*4%*	*4%*	*5%*	*5%*	*5%*	*5%*
Mean		**4.10**	4.09	4.11	4.08	4.13	4.11	4.07	4.09	4.09	4.13	4.12	4.09	4.09	4.07	4.13	4.10	4.15
Std Dev.		**0.84**	0.84	0.86	0.81	0.84	0.78	0.88	0.87	0.77	0.88	0.93	0.82	0.79	0.84	0.83	0.88	0.82
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Very satisfied (5)	**1727**	-	1727	796	926	211	235	307	240	302	222	208	446	547	733	431	1444	273	1754
	34%	-	*34%*	*32%*	**35%c**	*31%*	*33%*	*32%*	*33%*	*33%*	*35%*	**40%efgh**	*32%*	*33%*	*36%*	**37%lm**	*34%*	*35%*	*34%*
Fairly satisfied (4)	**2580**	-	2580	1294	1283	363	360	507	359	453	290	244	723	867	987	534	2175	368	2554
	50%	-	*50%*	*52%*	*49%*	*53%*	*51%*	**53%jk**	*49%*	*50%*	*46%*	*47%*	**52%o**	**52%o**	*48%*	*46%*	*51%*	*48%*	*50%*
Neither satisfied or dissatisfied (3)	**612**	-	612	286	326	71	98	106	94	109	84	48	169	200	241	132	499	95	611
	12%	-	*12%*	*11%*	*12%*	*10%*	**14%k**	*11%*	*13%*	*12%*	*13%*	*9%*	*12%*	*12%*	*12%*	*11%*	*12%*	*12%*	*12%*
Fairly dissatisfied (2)	**142**	-	142	79	63	22	9	16	19	30	26	21	31	35	76	46	117	20	138
	3%	-	*3%*	*3%*	*2%*	*3%*	*1%*	*2%*	*3%*	**3%f**	**4%fg**	**4%fg**	*2%*	*2%*	**4%m**	**4%lm**	*3%*	*3%*	*3%*
Very dissatisfied (1)	**50**	-	50	40	8	7	1	8	14	6	11	3	7	22	20	14	42	5	53
	1%	-	*1%*	**2%d**	*	*1%*	*	*1%*	**2%f**	*1%*	**2%f**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know	**37**	-	37	13	24	13	9	4	7	4	-	-	22	11	4	-	22	10	37
	1%	-	*1%*	*1%*	*1%*	**2%gijk**	**1%jk**	*	*1%*	*	-	-	**2%no**	**1%o**	*	-	*1%*	*1%*	*1%*
NET Very/fairly satisfied	**4306**	-	4306	2091	2209	574	595	814	600	756	512	452	1168	1413	1720	964	3619	641	4308
	84%	-	*84%*	*83%*	*84%*	*84%*	*84%*	*86%*	*82%*	*84%*	*81%*	*86%*	*84%*	*84%*	*83%*	*83%*	*84%*	*83%*	*84%*
NET Very/fairly dissatisfied	**191**	-	191	119	71	29	10	24	32	36	37	23	38	57	97	60	159	25	191
	4%	-	*4%*	**5%d**	*3%*	**4%f**	*1%*	*3%*	**4%f**	**4%f**	**6%fg**	**4%f**	*3%*	*3%*	**5%l**	**5%l**	*4%*	*3%*	*4%*
Mean	**4.13**	-	4.13	4.09	**4.17c**	4.11	4.17	4.15	4.09	4.13	4.08	**4.21j**	4.14	4.13	4.14	4.14	4.14	4.16	4.14
Std Dev.	**0.80**	-	0.80	0.83	0.76	0.79	0.71	0.75	0.85	0.80	0.90	0.80	0.75	0.80	0.83	0.86	0.80	0.79	0.80
Std Error	**0.01**	-	0.01	0.02	0.01	0.03	0.03	0.02	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Very satisfied	(5)	**1727**	393	581	354	399	974	753	995	714	212	248	454	435	275	1411	213	1441
		34%	*33%*	*33%*	*33%*	*35%*	*33%*	*34%*	*32%*	*36%*	*35%*	*35%*	*33%*	*35%*	*36%*	*35%*	*35%*	*34%*
Fairly satisfied	(4)	**2580**	589	884	562	543	1474	1106	1596	957	286	328	691	625	396	2041	291	2081
		50%	*50%*	*51%*	**53%d**	*47%*	*50%*	*50%*	**52%h**	*48%*	*48%*	*47%*	*50%*	*50%*	*53%*	*50%*	*48%*	*50%*
Neither satisfied or dissatisfied	(3)	**612**	143	212	117	141	355	258	357	247	72	89	155	152	65	462	75	480
		12%	*12%*	*12%*	*11%*	*12%*	*12%*	*12%*	*12%*	*12%*	*12%*	*13%*	*11%*	*12%*	*9%*	*11%*	*12%*	*11%*
Fairly dissatisfied	(2)	**142**	43	46	22	31	89	53	82	58	17	23	52	27	13	114	17	119
		3%	*4%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	**4%lm**	*2%*	*2%*	*3%*	*3%*	*3%*
Very dissatisfied	(1)	**50**	12	15	9	13	27	22	26	23	6	4	13	13	5	34	6	35
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know		**37**	5	12	3	17	16	21	22	10	8	9	4	9	*	22	8	23
		1%	*	*1%*	*	**2%ac**	*1%*	*1%*	*1%*	*1%*	**1%kmn**	**1%km**	*	*1%*	*	*1%*	**1%p**	*1%*
NET Very/fairly satisfied		**4306**	982	1465	916	942	2447	1859	2591	1672	497	576	1145	1060	671	3452	504	3522
		84%	*83%*	*84%*	*86%*	*82%*	*83%*	*84%*	*84%*	*83%*	*83%*	*82%*	*84%*	*84%*	**89%ijkln**	*85%*	*83%*	*84%*
NET Very/fairly dissatisfied		**191**	55	61	31	44	116	75	108	82	23	26	65	39	18	149	23	154
		4%	*5%*	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	**5%m**	*3%*	*2%*	*4%*	*4%*	*4%*
Mean		**4.13**	4.11	4.13	4.16	4.14	4.12	4.15	4.13	4.14	4.15	4.15	4.11	4.15	**4.22k**	4.15	4.15	4.15
Std Dev.		**0.80**	0.83	0.79	0.76	0.82	0.80	0.79	0.78	0.83	0.81	0.80	0.82	0.79	0.73	0.79	0.81	0.79
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.02	0.03	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Very satisfied	(5)	1727	1451	276	84	1436	143	96	52	81	192	151	108	117	166	214	245	161	26	116
		34%	*33%*	**38%a**	*35%*	*33%*	*32%*	**38%d**	*36%*	**39%kl**	**34%l**	**36%l**	*29%*	*26%*	**35%l**	*32%*	**35%l**	**37%l**	*34%*	*32%*
Fairly satisfied	(4)	2580	2243	336	102	2166	226	118	70	98	286	218	197	265	239	331	316	215	45	181
		50%	**51%bc**	*46%*	*42%*	*50%*	*51%*	*47%*	*48%*	*47%*	*51%*	*52%*	*53%*	**59%hmnopr**	*50%*	*49%*	*45%*	*49%*	**58%o**	*50%*
Neither satisfied or dissatisfied	(3)	612	529	83	36	516	52	25	19	20	66	36	51	52	45	101	95	51	3	49
		12%	*12%*	*11%*	*15%*	*12%*	*12%*	*10%*	*13%*	*10%*	**12%q**	*8%*	**14%q**	**11%q**	*9%*	**15%jmq**	**14%q**	**12%q**	*4%*	**14%jq**
Fairly dissatisfied	(2)	142	119	23	9	122	11	6	2	6	9	14	11	11	12	15	33	10	2	9
		3%	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	**5%l**	*2%*	*3%*	*2%*
Very dissatisfied	(1)	50	42	8	7	41	5	2	2	2	7	1	1	3	11	7	7	2	-	5
		1%	*1%*	*1%*	**3%a**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	**2%jk**	*1%*	*1%*	*	-	*1%*
Don't know		37	28	9	5	30	3	4	*	1	3	3	4	4	4	7	6	-	1	2
		1%	*1%*	*1%*	**2%a**	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	**1%p**	*1%*
NET Very/fairly satisfied		4306	3694	612	186	3601	368	214	122	179	478	369	306	382	405	545	561	376	71	297
		84%	**84%c**	**83%c**	*77%*	*84%*	*84%*	*86%*	*84%*	*86%*	*85%*	**87%no**	*82%*	*84%*	*85%*	*81%*	*80%*	*86%*	**92%knor**	*82%*
NET Very/fairly dissatisfied		191	161	30	16	163	17	7	4	8	16	16	12	14	22	23	40	12	2	14
		4%	*4%*	*4%*	**7%a**	*4%*	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	*3%*	*3%*	*5%*	*3%*	*6%*	*3%*	*3%*	*4%*
Mean		4.13	4.13	4.17	4.04	4.13	4.12	4.22d	4.16	4.21l	4.16	4.20	4.09	4.07	4.14	4.09	4.09	4.19	4.24	4.09
Std Dev.		0.80	0.79	0.83	0.96	0.80	0.80	0.77	0.80	0.81	0.78	0.75	0.75	0.73	0.86	0.81	0.87	0.76	0.67	0.83
Std Error		0.01	0.01	0.02	0.04	0.01	0.03	0.03	0.03	0.05	0.04	0.04	0.04	0.04	0.05	0.04	0.05	0.04	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Very satisfied	(5)	1727	996	508	127	64	27	1504	92	1027	499	134	48	10	1526	58
		34%	**53%bcdefg**	**25%cdg**	*18%*	*17%*	*20%*	**39%bcdeg**	*18%*	**52%jklmn**	**24%jln**	*19%*	*18%*	*10%*	**38%ijkln**	*15%*
Fairly satisfied	(4)	2580	736	1218	346	210	58	1954	268	770	1273	341	137	48	2043	186
		50%	*39%*	**60%acefg**	**50%a**	**54%a**	*42%*	**50%a**	**51%a**	*39%*	**62%hjklmn**	**48%h**	**50%h**	*48%*	**51%h**	**49%h**
Neither satisfied or dissatisfied	(3)	612	91	230	189	69	26	321	95	113	215	204	54	19	328	73
		12%	*5%*	**11%af**	**27%abdfg**	**18%abf**	**19%af**	**8%a**	**18%abf**	*6%*	**10%hm**	**29%hikmn**	**20%him**	**19%him**	**8%h**	**19%him**
Fairly dissatisfied	(2)	142	43	40	16	25	16	84	41	41	41	21	23	14	82	38
		3%	*2%*	*2%*	*2%*	**6%abcf**	**12%abcf**	*2%*	**8%abcf**	*2%*	*2%*	*3%*	**9%hijm**	**14%hijm**	*2%*	**10%hijm**
Very dissatisfied	(1)	50	10	9	10	12	9	19	21	9	11	9	10	10	20	20
		1%	*1%*	*	**1%bf**	**3%abf**	**7%abcf**	*	**4%abcf**	*	*1%*	*1%*	**4%hijm**	**9%hijm**	*1%*	**5%hijm**
Don't know		37	5	14	3	6	*	18	6	3	20	5	1	-	23	1
		1%	*	*1%*	*	**2%af**	*	*	**1%a**	*	**1%h**	**1%h**	*	-	*1%*	*
NET Very/fairly satisfied		4306	1732	1726	473	274	85	3457	360	1797	1772	475	186	58	3569	244
		84%	**92%bcdefg**	**85%cdeg**	*68%*	*71%*	*63%*	**89%bcdeg**	*69%*	**92%jklmn**	**86%jkln**	*67%*	*68%*	*57%*	**89%ijkln**	*65%*
NET Very/fairly dissatisfied		191	53	49	26	36	25	102	62	51	51	30	34	24	102	58
		4%	*3%*	*2%*	*4%*	**9%abcf**	**19%abcdf**	*3%*	**12%abcf**	*3%*	*3%*	*4%*	**12%hijm**	**24%hijkm**	*3%*	**15%hijm**
Mean		4.13	**4.42bcdefg**	**4.08cdeg**	**3.82e**	3.77	3.57	**4.25bcdeg**	3.72	**4.41ijklmn**	**4.08jkln**	**3.80ln**	**3.70l**	3.34	**4.24ijkln**	3.60
Std Dev.		0.80	0.74	0.69	0.81	0.91	1.14	0.73	0.98	0.74	0.69	0.82	0.98	1.13	0.73	1.04
Std Error		0.01	0.02	0.02	0.03	0.05	0.10	0.01	0.04	0.02	0.02	0.03	0.06	0.11	0.01	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Very satisfied	(5)	**1727**	109	1597	22	509	1139	79	1701	10	13	-	1725	2
		34%	**42%bc**	*33%*	*23%*	**35%f**	**34%f**	*26%*	*34%*	*19%*	*37%*	-	*34%*	*8%*
Fairly satisfied	(4)	**2580**	88	2438	53	681	1754	144	2525	33	15	*	2573	7
		50%	*34%*	**51%a**	**58%a**	*47%*	**52%d**	*47%*	*50%*	*58%*	*43%*	*3%*	*50%*	*30%*
Neither satisfied or dissatisfied	(3)	**612**	47	550	16	170	385	57	589	10	3	3	601	8
		12%	**18%b**	*11%*	*17%*	*12%*	*11%*	**19%de**	*12%*	*17%*	*8%*	*97%*	*12%*	*35%*
Fairly dissatisfied	(2)	**142**	8	134	*	66	68	8	137	2	3	-	142	*
		3%	*3%*	*3%*	*	**5%e**	*2%*	*3%*	*3%*	*4%*	*7%*	-	*3%*	*1%*
Very dissatisfied	(1)	**50**	5	44	-	12	29	8	46	2	2	-	50	-
		1%	*2%*	*1%*	-	*1%*	*1%*	**3%de**	*1%*	*3%*	*6%*	-	*1%*	-
Don't know		**37**	3	32	2	7	19	11	31	-	-	-	31	6
		1%	*1%*	*1%*	*2%*	*	*1%*	**4%de**	*1%*	-	-	-	*1%*	*26%*
NET Very/fairly satisfied		**4306**	197	4035	75	1190	2893	223	4226	43	29	*	4297	9
		84%	*76%*	**84%a**	*81%*	**82%f**	**85%df**	*73%*	*84%*	*76%*	*79%*	*3%*	*84%*	*39%*
NET Very/fairly dissatisfied		**191**	13	178	*	78	97	16	183	4	5	-	191	*
		4%	*5%*	*4%*	*	**5%e**	*3%*	*5%*	*4%*	*7%*	*13%*	-	*4%*	*1%*
Mean		**4.13**	4.12	4.14	4.06	**4.12f**	**4.16f**	3.94	**4.14h**	3.85	3.97	3.03	**4.14h**	3.62
Std Dev.		**0.80**	0.95	0.79	0.65	0.85	0.77	0.90	0.79	0.88	1.14	0.21	0.80	0.72
Std Error		**0.01**	0.05	0.01	0.07	0.02	0.01	0.05	0.01	0.13	0.18	0.11	0.01	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 237

QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Very satisfied	(5)	**1727**	430	472	388	436	145	142	142	142	140	190	119	136	134	147	145	144
		34%	*34%*	**37%c**	*30%*	*34%*	*34%*	*32%*	*35%*	*33%*	*35%*	**41%fhklmp**	*28%*	*31%*	*31%*	*34%*	*35%*	*32%*
Fairly satisfied	(4)	**2580**	636	626	664	653	214	227	196	223	208	194	224	225	216	221	195	238
		50%	*50%*	*49%*	*52%*	*51%*	**50%j**	**50%j**	*48%*	**52%j**	**52%j**	*42%*	**53%j**	**52%j**	*50%*	**51%j**	*47%*	**53%j**
Neither satisfied or dissatisfied	(3)	**612**	148	127	181	156	46	50	52	44	35	49	69	58	54	50	57	49
		12%	*12%*	*10%*	**14%b**	*12%*	*11%*	*11%*	*13%*	*10%*	*9%*	*11%*	**16%hl**	*13%*	*13%*	*12%*	*14%*	*11%*
Fairly dissatisfied	(2)	**142**	43	38	31	30	17	21	5	12	11	16	9	10	11	6	12	12
		3%	*3%*	*3%*	*2%*	*2%*	**4%g**	**5%gn**	*1%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*1%*	*3%*	*3%*
Very dissatisfied	(1)	**50**	13	17	11	8	1	6	7	3	8	6	1	4	6	2	4	2
		1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	**2%e**	*1%*	*	*1%*	*1%*	*	*1%*	*1%*
Don't know		**37**	11	9	8	9	2	4	5	2	2	4	-	1	7	4	3	3
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*	*2%*	*1%*	*1%*	*1%*
NET Very/fairly satisfied		**4306**	1067	1097	1053	1089	359	369	338	365	348	385	342	361	349	369	340	381
		84%	*83%*	*85%*	*82%*	*84%*	*85%*	*82%*	*83%*	*86%*	*86%*	*84%*	*81%*	*83%*	*82%*	*86%*	*82%*	*85%*
NET Very/fairly dissatisfied		**191**	57	55	42	37	17	28	12	15	19	22	10	14	18	8	16	14
		4%	*4%*	*4%*	*3%*	*3%*	*4%*	**6%kn**	*3%*	*3%*	*5%*	**5%n**	*2%*	*3%*	*4%*	*2%*	*4%*	*3%*
Mean		**4.13**	4.12	**4.17c**	4.09	4.15	4.15	4.07	4.15	4.16	4.15	4.20	4.07	4.10	4.09	4.19	4.13	4.14
Std Dev.		**0.80**	0.82	0.82	0.78	0.76	0.78	0.86	0.81	0.77	0.83	0.87	0.74	0.79	0.82	0.72	0.82	0.75
Std Error		**0.01**	0.02	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.04	0.03	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**793**	-	793	384	407	158	150	152	116	102	73	40	308	268	215	112	652	133	755
	15%	-	*15%*	*15%*	*15%*	**23%ghijk**	**21%ghijk**	**16%ik**	**16%ik**	*11%*	*11%*	*8%*	**22%mno**	**16%no**	*10%*	*10%*	*15%*	*17%*	*15%*
No	**3891**	-	3891	1890	1995	479	527	728	559	710	484	400	1006	1287	1595	884	3252	591	3938
	76%	-	*76%*	*75%*	*76%*	*70%*	*74%*	**77%e**	**76%e**	**78%e**	**76%e**	**77%e**	*72%*	**77%l**	**77%l**	**76%l**	*76%*	*77%*	*77%*
I don't know	**463**	-	463	235	228	50	33	69	58	92	77	83	83	127	252	160	395	46	454
	9%	-	*9%*	*9%*	*9%*	*7%*	*5%*	*7%*	*8%*	**10%f**	**12%efg**	**16%efghi**	*6%*	*8%*	**12%lm**	**14%lm**	**9%q**	*6%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	**793**	215	210	197	171	425	368	554	229	84	106	237	191	109	642	87	659
	15%	***18%b***	*12%*	***18%b***	*15%*	*14%*	*17%*	***18%h***	*11%*	*14%*	*15%*	*17%*	*15%*	*14%*	*16%*	*14%*	*16%*
No	**3891**	874	1365	788	864	2239	1652	2312	1544	455	532	1010	966	593	3102	458	3172
	76%	*74%*	***78%a***	*74%*	*76%*	*76%*	*75%*	*75%*	*77%*	*76%*	*76%*	*74%*	*77%*	*79%*	*76%*	*75%*	*76%*
I don't know	**463**	96	176	83	109	271	192	213	239	63	63	122	103	53	340	65	347
	9%	*8%*	*10%*	*8%*	*10%*	*9%*	*9%*	*7%*	***12%g***	*10%*	*9%*	*9%*	*8%*	*7%*	*8%*	*11%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	793	683	110	38	673	62	29	29	26	95	58	51	87	68	145	97	46	5	57
	15%	*15%*	*15%*	*16%*	**16%f**	*14%*	*12%*	**20%ef**	*12%*	**17%pq**	*14%*	*14%*	**19%hpq**	*14%*	**21%hjkmopq**	*14%*	*10%*	*7%*	**16%q**
No	3891	3328	563	182	3242	349	195	104	173	422	326	275	329	356	474	542	347	70	280
	76%	*75%*	*77%*	*75%*	*75%*	**79%g**	*78%*	*72%*	**83%iklmn**	*75%*	*77%*	*74%*	*73%*	*75%*	*70%*	**77%n**	**79%n**	**90%ijklmnopr**	**77%n**
I don't know	463	401	61	23	397	29	26	12	10	44	39	46	36	52	58	63	47	3	26
	9%	*9%*	*8%*	*9%*	*9%*	*6%*	**10%e**	*8%*	*5%*	*8%*	**9%h**	**12%hqr**	*8%*	**11%hq**	*9%*	*9%*	**11%hq**	*3%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	**793**	215	334	110	92	38	549	130	252	359	100	59	19	611	79
	15%	*11%*	**17%af**	**16%a**	**24%abcf**	**28%abcf**	**14%a**	**25%abcf**	*13%*	**17%h**	*14%*	**22%hjm**	*19%*	*15%*	**21%hjm**
No	**3891**	1503	1520	520	259	77	3023	335	1567	1518	531	193	66	3085	258
	76%	**80%bcdeg**	**75%deg**	**75%deg**	*67%*	*56%*	**78%deg**	*64%*	**80%ijklmn**	*74%*	*74%*	*70%*	*64%*	**77%in**	*69%*
I don't know	**463**	163	165	63	36	22	328	57	144	181	83	22	17	325	39
	9%	*9%*	*8%*	*9%*	*9%*	**16%abf**	*8%*	*11%*	*7%*	*9%*	**12%hm**	*8%*	**16%him**	*8%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	**793**	73	705	14	290	436	67	758	21	10	-	789	4
	15%	**28%b**	*15%*	*15%*	**20%e**	*13%*	**22%e**	*15%*	**38%gk**	*27%*	-	*15%*	*18%*
No	**3891**	159	3667	65	1009	2692	189	3831	30	20	3	3881	7
	76%	*61%*	**76%a**	*70%*	**70%f**	**79%df**	*62%*	**76%h**	*54%*	*55%*	*97%*	**76%h**	*33%*
I don't know	**463**	27	422	13	145	267	52	440	5	7	*	452	11
	9%	*10%*	*9%*	*14%*	**10%e**	*8%*	**17%de**	*9%*	*9%*	*18%*	*3%*	*9%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Lost mail

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	**793**	184	180	219	209	59	64	61	63	63	54	73	70	76	71	60	78
	15%	*14%*	*14%*	*17%*	*16%*	*14%*	*14%*	*15%*	*15%*	*16%*	*12%*	*17%*	*16%*	*18%*	*16%*	*14%*	*18%*
No	**3891**	997	979	944	971	333	356	309	320	302	357	320	318	306	304	323	344
	76%	*78%*	*76%*	*74%*	*75%*	*78%*	**79%n**	*76%*	*75%*	*75%*	*78%*	*76%*	*73%*	*72%*	*71%*	*78%*	*77%*
I don't know	**463**	100	130	121	112	33	31	37	43	37	49	28	48	46	55	33	24
	9%	*8%*	*10%*	*9%*	*9%*	*8%*	*7%*	*9%*	**10%p**	*9%*	**11%p**	*7%*	**11%p**	**11%p**	**13%fkp**	*8%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**900**	-	900	412	486	151	151	181	130	133	97	57	302	311	287	154	735	142	904
	17%	-	*17%*	*16%*	*18%*	**22%ijk**	**21%ijk**	**19%ik**	**18%k**	*15%*	*15%*	*11%*	**22%no**	**18%no**	*14%*	*13%*	*17%*	*18%*	*18%*
No	**4127**	-	4127	2042	2078	500	539	749	582	764	526	462	1039	1331	1752	988	3481	598	4121
	80%	-	*80%*	*81%*	*79%*	*73%*	*76%*	**79%e**	**79%e**	**84%efgh**	**83%ef**	**88%efgh**	*74%*	**79%l**	**85%lm**	**85%lm**	*81%*	*78%*	*80%*
I don't know	**120**	-	120	54	65	36	21	18	21	8	10	4	57	40	23	15	83	31	122
	2%	-	*2%*	*2%*	*2%*	**5%gijk**	**3%ik**	*2%*	**3%ik**	*1%*	*2%*	*1%*	**4%mno**	**2%n**	*1%*	*1%*	*2%*	**4%p**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	900	249	271	204	176	520	380	588	300	89	116	252	215	142	725	89	743
	17%	***21%bd***	*16%*	*19%*	*15%*	*18%*	*17%*	***19%h***	*15%*	*15%*	*17%*	*18%*	*17%*	*19%*	*18%*	*15%*	*18%*
No	4127	905	1445	835	941	2351	1777	2420	1672	495	575	1096	1012	599	3282	504	3353
	80%	*76%*	***83%ac***	*78%*	***82%a***	*80%*	*80%*	*79%*	***83%g***	*82%*	*82%*	*80%*	*80%*	*79%*	*80%*	*83%*	*80%*
I don't know	120	30	34	28	28	64	56	70	39	17	9	22	34	13	78	17	82
	2%	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*1%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 239

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	900	782	118	45	770	59	46	25	29	89	74	62	115	67	141	133	61	9	50
	17%	*18%*	*16%*	*19%*	**18%e**	*13%*	**18%e**	*17%*	*14%*	*16%*	*17%*	*17%*	**25%hijkmpqr**	*14%*	**21%hmpr**	*19%*	*14%*	*12%*	*14%*
No	4127	3526	601	193	3440	372	199	115	177	456	341	304	325	400	510	556	370	66	306
	80%	*80%*	*82%*	*79%*	*80%*	**85%d**	*80%*	*79%*	**85%ln**	**81%l**	**81%l**	**82%l**	*72%*	**84%ln**	*75%*	**79%l**	**84%ln**	**86%ln**	**84%ln**
I don't know	120	104	16	5	101	9	5	5	1	17	8	6	12	8	26	14	9	2	7
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*4%*	*1%*	*3%*	*2%*	*2%*	*3%*	*2%*	**4%h**	*2%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	900	266	369	124	102	36	635	137	282	409	122	60	24	691	84
	17%	*14%*	**18%a**	*18%*	**26%abcf**	**26%af**	*16%*	**26%abcf**	*14%*	**20%hm**	*17%*	**22%h**	*23%*	**17%h**	**22%hm**
No	4127	1594	1610	536	277	93	3203	370	1662	1612	562	197	72	3274	270
	80%	**85%bcdeg**	**80%deg**	**77%g**	*72%*	*68%*	**82%cdeg**	*71%*	**85%ijklmn**	**78%n**	**79%n**	*72%*	*71%*	**81%ikln**	*72%*
I don't know	120	21	40	33	7	8	62	15	20	37	30	17	6	57	22
	2%	*1%*	*2%*	**5%abdf**	*2%*	**6%abf**	*2%*	**3%a**	*1%*	*2%*	**4%him**	**6%him**	**6%him**	*1%*	**6%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	**900**	80	795	24	362	476	61	862	25	9	1	895	4
	17%	**31%b**	*17%*	*26%*	**25%e**	*14%*	**20%e**	*17%*	**43%gk**	*26%*	*36%*	*17%*	*16%*
No	**4127**	175	3890	62	1052	2860	214	4069	26	23	2	4119	6
	80%	*67%*	**81%ac**	*67%*	*73%*	**84%df**	*70%*	**81%h**	*46%*	*65%*	*64%*	**80%h**	*29%*
I don't know	**120**	4	110	6	30	58	32	98	6	4	-	107	12
	2%	*2%*	*2%*	*6%*	*2%*	*2%*	**10%de**	*2%*	**10%gk**	*10%*	-	*2%*	*55%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Damaged mail

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	900	207	199	237	258	55	79	73	60	67	71	76	93	68	89	74	94
	17%	*16%*	*15%*	*18%*	**20%b**	*13%*	*17%*	*18%*	*14%*	*17%*	*15%*	*18%*	**21%eh**	*16%*	**21%e**	*18%*	**21%eh**
No	4127	1051	1062	1018	996	363	365	324	355	329	378	336	331	351	331	322	344
	80%	**82%d**	**82%d**	*79%*	*77%*	**85%lnop**	*81%*	*80%*	**83%l**	*82%*	*82%*	*80%*	*76%*	*82%*	*77%*	*77%*	*77%*
I don't know	120	24	28	29	38	7	8	9	10	7	11	9	11	9	10	20	8
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	**5%f**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**1606**	-	1606	745	859	269	255	292	243	250	164	129	524	536	543	293	1323	244	1609
	31%	-	*31%*	*30%*	*33%*	**39%gijk**	**36%ijk**	**31%k**	**33%jk**	*28%*	*26%*	*25%*	**38%mno**	**32%no**	*26%*	*25%*	*31%*	*32%*	*31%*
No	**3161**	-	3161	1561	1594	375	427	596	440	578	407	335	802	1035	1320	742	2673	464	3140
	61%	-	*61%*	*62%*	*61%*	*55%*	*60%*	**63%e**	*60%*	**64%e**	**64%e**	**64%e**	*57%*	*62%*	**64%l**	**64%l**	*62%*	*60%*	*61%*
I don't know	**380**	-	380	203	176	42	29	61	49	76	63	59	71	110	198	122	304	62	398
	7%	-	*7%*	*8%*	*7%*	*6%*	*4%*	*6%*	*7%*	**8%f**	**10%f**	**11%efgh**	*5%*	*7%*	**10%lm**	**11%lm**	*7%*	*8%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	1606	422	502	349	332	925	681	1030	560	169	229	441	388	238	1296	172	1332
	31%	**36%bd**	*29%*	*33%*	*29%*	*32%*	*31%*	**33%h**	*28%*	*28%*	*33%*	*32%*	*31%*	*32%*	*32%*	*28%*	*32%*
No	3161	687	1093	653	728	1780	1381	1871	1261	382	420	853	779	469	2521	386	2568
	61%	*58%*	*62%*	*61%*	**64%a**	*61%*	*62%*	*61%*	*63%*	*64%*	*60%*	*62%*	*62%*	*62%*	*62%*	*63%*	*61%*
I don't know	380	76	154	65	84	230	150	178	191	49	52	76	93	47	268	51	278
	7%	*6%*	**9%c**	*6%*	*7%*	*8%*	*7%*	*6%*	**9%g**	*8%*	*7%*	*6%*	*7%*	*6%*	*7%*	*8%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	**1606**	1403	203	76	1351	140	65	50	57	152	129	122	168	131	236	253	102	20	120
	31%	*32%*	*28%*	*31%*	**31%f**	*32%*	*26%*	**34%f**	*28%*	*27%*	*31%*	**33%p**	**37%himp**	*28%*	**35%ip**	**36%himp**	*23%*	*26%*	**33%p**
No	**3161**	2691	470	151	2646	271	161	83	141	366	273	219	256	305	393	397	297	53	218
	61%	*61%*	*64%*	*62%*	*61%*	*62%*	*65%*	*57%*	**68%klnor**	**65%lo**	*64%*	*59%*	*57%*	*64%*	*58%*	*57%*	**67%klno**	**69%lo**	*60%*
I don't know	**380**	319	61	15	314	29	24	13	9	45	21	31	29	40	47	51	41	4	25
	7%	*7%*	*8%*	*6%*	*7%*	*7%*	*10%*	*9%*	*4%*	*8%*	*5%*	*8%*	*6%*	*8%*	*7%*	*7%*	**9%h**	*5%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	1606	519	675	199	146	63	1194	209	574	689	183	107	47	1263	154
	31%	*28%*	**33%a**	*29%*	**38%acf**	**46%abcf**	*31%*	**40%abcf**	*29%*	**33%hj**	*26%*	**39%hjm**	**46%hijm**	**31%j**	**41%hijm**
No	3161	1238	1206	436	206	58	2445	264	1278	1210	465	149	44	2488	193
	61%	**66%bdeg**	**60%eg**	**63%deg**	*53%*	*42%*	**63%deg**	*50%*	**65%ikln**	**59%ln**	**65%ikln**	*54%*	*43%*	**62%ln**	*51%*
I don't know	380	124	137	58	34	15	261	50	111	159	66	18	11	270	29
	7%	*7%*	*7%*	*8%*	*9%*	*11%*	*7%*	*9%*	*6%*	**8%h**	**9%h**	*7%*	*11%*	*7%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	**1606**	110	1467	29	569	942	95	1561	28	14	1	1603	2
	31%	**42%b**	*31%*	*31%*	**39%ef**	*28%*	*31%*	*31%*	**50%gk**	*37%*	*36%*	*31%*	*9%*
No	**3161**	131	2974	56	761	2235	166	3116	20	17	2	3153	6
	61%	*51%*	**62%a**	*61%*	*53%*	**66%df**	*54%*	**62%h**	*35%*	*46%*	*64%*	**62%h**	*28%*
I don't know	**380**	18	354	7	114	218	47	352	8	6	-	366	14
	7%	*7%*	*7%*	*8%*	*8%*	*6%*	**15%de**	*7%*	*15%*	*16%*	-	*7%*	*63%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Delayed mail

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	1606	380	351	445	430	124	141	115	103	108	140	147	152	146	147	144	139
	31%	*30%*	*27%*	**35%ab**	**33%b**	*29%*	*31%*	*28%*	*24%*	*27%*	*30%*	**35%h**	**35%hi**	**34%h**	**34%h**	**35%hi**	*31%*
No	3161	803	829	745	784	269	273	261	286	265	278	256	240	250	241	247	296
	61%	*63%*	**64%c**	*58%*	*61%*	*63%*	*60%*	**64%l**	**67%lmn**	**66%ln**	*60%*	*61%*	*55%*	*58%*	*56%*	*60%*	**66%ln**
I don't know	380	99	109	94	78	32	37	30	36	30	43	19	43	32	42	24	12
	7%	*8%*	*8%*	*7%*	*6%*	**7%p**	**8%p**	**7%p**	**8%p**	**7%p**	**9%kp**	*4%*	**10%kp**	**7%p**	**10%kp**	*6%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**1817**	-	1817	944	868	241	229	296	253	359	255	182	470	549	797	438	1563	220	1858
	35%	-	*35%*	**38%d**	*33%*	*35%*	*32%*	*31%*	*35%*	**40%fg**	**40%fg**	*35%*	*34%*	*33%*	**39%lm**	**38%m**	**36%q**	*29%*	*36%*
No	**3193**	-	3193	1512	1677	411	456	633	461	530	370	328	866	1094	1228	698	2633	523	3152
	62%	-	*62%*	*60%*	**64%c**	*60%*	*64%*	**67%eij**	*63%*	*59%*	*58%*	*63%*	*62%*	**65%n**	*60%*	*60%*	*61%*	**68%p**	*61%*
I don't know	**137**	-	137	53	84	35	26	19	19	16	8	13	62	39	37	21	103	28	137
	3%	-	*3%*	*2%*	*3%*	**5%gij**	**4%j**	*2%*	*3%*	*2%*	*1%*	*2%*	**4%mno**	*2%*	*2%*	*2%*	*2%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	**1817**	490	563	399	366	1052	765	1083	721	191	260	484	439	295	1478	193	1521
	35%	*41%bd*	*32%*	*37%bd*	*32%*	*36%*	*35%*	*35%*	*36%*	*32%*	*37%*	*35%*	*35%*	*39%l*	*36%*	*32%*	*36%*
No	**3193**	675	1140	644	735	1814	1379	1922	1238	394	423	861	784	451	2519	401	2568
	62%	*57%*	*65%ac*	*60%*	*64%a*	*62%*	*62%*	*62%*	*62%*	*66%*	*60%*	*63%*	*62%*	*60%*	*62%*	*66%*	*61%*
I don't know	**137**	21	48	25	43	69	68	73	53	16	18	24	37	8	87	16	89
	3%	*2%*	*3%*	*2%*	*4%a*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%m*	*1%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	**1817**	1544	273	91	1497	170	101	50	63	176	136	151	156	152	228	272	163	28	141
	35%	*35%*	*37%*	*38%*	*35%*	*39%*	**40%d**	*34%*	*30%*	*31%*	*32%*	**41%hijm**	*35%*	*32%*	*34%*	**39%h**	*37%*	*37%*	**39%hi**
No	**3193**	2746	447	146	2696	261	144	92	141	370	272	213	285	307	422	424	261	49	212
	62%	*62%*	*61%*	*60%*	*63%*	*59%*	*58%*	*63%*	**68%kr**	**66%k**	*64%*	*57%*	*63%*	*65%*	*62%*	*60%*	*59%*	*63%*	*59%*
I don't know	**137**	123	14	5	119	9	5	4	4	16	15	8	10	17	27	6	16	-	9
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	**4%o**	*2%*	*2%*	**4%o**	**4%o**	*1%*	**4%o**	-	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	**1817**	673	729	186	164	57	1402	221	668	756	225	111	45	1425	157
	35%	**36%c**	**36%c**	*27%*	**42%cf**	**42%c**	**36%c**	**42%abcf**	*34%*	**37%j**	*32%*	**41%j**	**45%j**	*35%*	**42%hj**
No	**3193**	1185	1248	468	209	71	2434	280	1266	1255	455	154	49	2522	202
	62%	**63%dg**	**62%dg**	**68%bdefg**	*54%*	*52%*	**62%dg**	*54%*	**64%kln**	**61%ln**	**64%ln**	*56%*	*48%*	**63%ln**	*54%*
I don't know	**137**	23	41	39	14	8	64	22	29	46	34	10	8	75	17
	3%	*1%*	*2%*	**6%abf**	**4%af**	**6%abf**	*2%*	**4%abf**	*1%*	*2%*	**5%him**	*3%*	**7%him**	*2%*	**5%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	**1817**	122	1663	32	639	1078	101	1768	25	20	2	1813	2
	35%	**47%b**	*35%*	*35%*	**44%ef**	*32%*	*33%*	*35%*	*44%*	*57%*	*63%*	*35%*	*7%*
No	**3193**	132	3007	54	773	2246	174	3147	23	14	1	3184	7
	62%	*51%*	**63%a**	*58%*	*54%*	**66%df**	*57%*	**63%h**	*41%*	*39%*	*37%*	**62%h**	*33%*
I don't know	**137**	5	125	6	33	71	33	113	9	2	-	124	13
	3%	*2%*	*3%*	*7%*	*2%*	*2%*	**11%de**	*2%*	**16%gk**	*4%*	-	*2%*	*60%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mis-delivered mail - you have received someone else's mail or they have received yours

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	**1817**	448	408	483	478	145	144	158	116	130	162	159	168	156	163	159	156
	35%	*35%*	*32%*	**38%b**	**37%b**	*34%*	*32%*	**39%h**	*27%*	*32%*	**35%h**	**38%h**	**39%h**	**36%h**	**38%h**	**38%h**	*35%*
No	**3193**	806	849	769	769	270	301	235	303	259	287	252	254	263	253	232	284
	62%	*63%*	**66%cd**	*60%*	*60%*	*64%*	**67%glo**	*58%*	**71%gjklmno**	**64%o**	*62%*	*60%*	*58%*	*61%*	*59%*	*56%*	*64%*
I don't know	**137**	28	32	32	45	9	6	13	7	13	11	9	13	10	13	25	7
	3%	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	**6%efhjkmp**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**502**	-	502	246	254	117	110	113	65	51	28	17	227	178	96	46	393	102	465
	10%	-	*10%*	*10%*	*10%*	**17%ghijk**	**15%hijk**	**12%ijk**	**9%jk**	*6%*	*4%*	*3%*	**16%mno**	**11%no**	*5%*	*4%*	*9%*	**13%p**	*9%*
No	**4425**	-	4425	2163	2256	525	568	814	628	825	567	492	1092	1441	1884	1059	3739	630	4468
	86%	-	*86%*	*86%*	*86%*	*76%*	*80%*	**86%ef**	**86%ef**	**91%efgh**	**90%ef**	**94%efghj**	*78%*	**86%l**	**91%lm**	**92%lm**	**87%q**	*82%*	*87%*
I don't know	**221**	-	221	99	120	45	34	22	40	29	38	13	78	62	81	52	168	39	214
	4%	-	*4%*	*4%*	*5%*	**7%gik**	**5%g**	*2%*	**5%g**	*3%*	**6%gik**	*3%*	**6%m**	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	**502**	149	111	132	109	261	241	362	131	64	72	143	130	58	403	64	409
	10%	***13%b***	*6%*	***12%b***	***9%b***	*9%*	*11%*	***12%h***	*7%*	*11%*	*10%*	*10%*	*10%*	*8%*	*10%*	*11%*	*10%*
No	**4425**	993	1556	898	978	2549	1876	2592	1793	509	601	1177	1069	681	3527	518	3603
	86%	*84%*	***89%acd***	*84%*	*85%*	*87%*	*85%*	*84%*	***89%g***	*85%*	*86%*	*86%*	*85%*	***90%iklm***	*86%*	*85%*	*86%*
I don't know	**221**	42	83	37	58	125	95	125	87	28	27	49	61	16	154	28	166
	4%	*4%*	*5%*	*3%*	*5%*	*4%*	*4%*	*4%*	*4%*	***5%m***	*4%*	*4%*	***5%m***	*2%*	*4%*	*5%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	502	441	61	19	436	33	19	13	22	70	44	37	65	29	91	44	34	6	28
	10%	*10%*	*8%*	*8%*	*10%*	*8%*	*8%*	*9%*	*10%*	**12%mor**	*10%*	*10%*	**14%mopr**	*6%*	**13%mopr**	*6%*	*8%*	*7%*	*8%*
No	4425	3776	648	215	3693	389	217	126	184	471	366	324	364	423	552	621	388	70	319
	86%	*86%*	*88%*	*88%*	*86%*	*88%*	*87%*	*87%*	**88%ln**	*84%*	*87%*	**87%l**	*81%*	**89%ln**	*82%*	**88%ln**	**88%ln**	**91%ln**	**88%ln**
I don't know	221	196	25	9	183	18	13	7	2	22	12	11	23	24	34	37	18	1	16
	4%	*4%*	*3%*	*4%*	*4%*	*4%*	*5%*	*4%*	*1%*	*4%*	*3%*	*3%*	**5%h**	**5%h**	**5%h**	**5%h**	*4%*	*2%*	**5%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	502	149	200	77	51	23	349	74	160	209	63	44	21	369	66
	10%	*8%*	*10%*	**11%a**	**13%af**	**17%abf**	*9%*	**14%abf**	*8%*	*10%*	*9%*	**16%hijm**	**21%hijm**	*9%*	**18%hijm**
No	4425	1688	1746	565	309	101	3433	409	1754	1764	607	206	74	3518	279
	86%	**90%bcdeg**	**86%cdeg**	*82%*	*80%*	*74%*	**88%cdeg**	*78%*	**89%ijkln**	**86%kln**	**85%kln**	*75%*	*72%*	**87%kln**	*74%*
I don't know	221	45	73	50	26	13	118	39	50	85	45	24	7	134	31
	4%	*2%*	*4%*	**7%abf**	**7%abf**	**9%abf**	*3%*	**7%abf**	*3%*	**4%h**	**6%hm**	**9%him**	*6%*	*3%*	**8%him**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	**502**	54	428	19	211	242	49	473	22	6	-	500	2
	10%	**21%b**	*9%*	**21%b**	**15%e**	*7%*	**16%e**	*9%*	**38%gk**	*16%*	-	*10%*	*7%*
No	**4425**	193	4167	65	1152	3049	224	4354	30	26	3	4410	11
	86%	*74%*	**87%ac**	*70%*	**80%f**	**90%df**	*73%*	**87%h**	*53%*	*72%*	*100%*	**86%h**	*50%*
I don't know	**221**	13	199	8	82	103	36	202	5	4	-	211	10
	4%	*5%*	*4%*	*9%*	**6%e**	*3%*	**12%de**	*4%*	*9%*	*12%*	-	*4%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Mail that has been tampered with

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	502	114	114	128	145	40	32	42	23	42	50	39	47	42	44	36	66
	10%	*9%*	*9%*	*10%*	*11%*	*10%*	*7%*	**10%h**	*5%*	**10%h**	**11%h**	*9%*	**11%h**	**10%h**	**10%h**	*9%*	**15%fhq**
No	4425	1118	1120	1108	1078	369	404	345	384	345	391	372	368	369	360	350	368
	86%	**87%d**	*87%*	*86%*	*83%*	*87%*	**90%np**	*85%*	**90%jnop**	*86%*	*85%*	*88%*	*85%*	*86%*	*84%*	*84%*	*82%*
I don't know	221	50	54	47	69	16	15	20	19	16	20	11	20	17	26	30	13
	4%	*4%*	*4%*	*4%*	*5%*	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*	*6%*	**7%fkp**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**1173**	-	1173	584	583	240	201	255	124	186	90	76	442	379	352	166	947	199	1126
	23%	-	*23%*	*23%*	*22%*	**35%fghijk**	**28%hijk**	**27%hijk**	*17%*	**21%jk**	*14%*	*15%*	**32%mno**	**23%no**	*17%*	*14%*	*22%*	*26%*	*22%*
No	**3835**	-	3835	1862	1970	417	493	672	589	693	529	437	909	1261	1659	966	3255	539	3885
	75%	-	*75%*	*74%*	*75%*	*61%*	**69%e**	**71%e**	**80%efg**	**77%efg**	**83%efgi**	**84%efgi**	*65%*	**75%l**	**80%lm**	**84%lm**	**76%q**	*70%*	*75%*
I don't know	**139**	-	139	62	76	30	17	22	20	26	14	10	47	42	50	25	97	33	136
	3%	-	*3%*	*2%*	*3%*	*4%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	**4%p**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	**1173**	308	351	269	245	659	514	782	382	126	156	304	289	193	942	126	965
	23%	**26%bd**	*20%*	**25%b**	*21%*	*22%*	*23%*	**25%h**	*19%*	*21%*	*22%*	*22%*	*23%*	*26%*	*23%*	*21%*	*23%*
No	**3835**	852	1342	772	868	2194	1640	2222	1577	459	532	1035	931	550	3049	468	3116
	75%	*72%*	**77%ac**	*72%*	*76%*	*75%*	*74%*	*72%*	**78%g**	*76%*	*76%*	*76%*	*74%*	*73%*	*75%*	*77%*	*75%*
I don't know	**139**	25	57	26	31	81	57	75	52	16	12	31	39	12	94	16	97
	3%	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	1173	1032	142	51	1001	95	48	30	49	128	84	83	119	82	200	169	85	14	81
	23%	23%b	19%	21%	23%	22%	19%	21%	24%	23%	20%	22%	26%mp	17%	30%jmpqr	24%m	19%	18%	22%
No	3835	3262	572	186	3190	337	195	112	156	417	327	282	321	383	449	507	347	64	274
	75%	74%	78%	77%	74%	77%	78%	77%	75%n	74%n	77%n	76%n	71%	81%lno	66%	72%	79%ln	82%ln	75%n
I don't know	139	119	20	6	120	8	7	3	3	16	11	6	12	10	27	26	8	-	8
	3%	3%	3%	3%	3%	2%	3%	2%	1%	3%	3%	2%	3%	2%	4%	4%	2%	-	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	**1173**	354	494	147	129	46	848	175	391	512	148	90	29	903	119
	23%	*19%*	**24%a**	*21%*	**34%abcf**	**34%acf**	**22%a**	**34%abcf**	*20%*	**25%h**	*21%*	**33%hijm**	*29%*	*22%*	**32%hijm**
No	**3835**	1500	1476	509	246	86	2976	333	1538	1490	534	184	69	3028	253
	75%	**80%bcdefg**	**73%dg**	**73%dg**	*64%*	*63%*	**76%bdeg**	*64%*	**78%iklmn**	*72%*	**75%n**	*67%*	*67%*	**75%kn**	*67%*
I don't know	**139**	27	49	36	10	4	76	14	35	56	32	1	4	91	5
	3%	*1%*	*2%*	**5%abf**	*3%*	*3%*	*2%*	*3%*	*2%*	**3%k**	**5%hkmn**	*	**4%k**	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	**1173**	89	1068	17	442	655	76	1127	26	14	1	1168	4
	23%	**34%bc**	*22%*	*18%*	**31%e**	*19%*	*25%*	*22%*	**46%gk**	*40%*	*36%*	*23%*	*19%*
No	**3835**	166	3601	68	971	2657	207	3778	26	22	2	3825	7
	75%	*64%*	**75%a**	*73%*	*67%*	**78%df**	*67%*	**75%h**	*45%*	*60%*	*64%*	**75%h**	*33%*
I don't know	**139**	5	126	8	32	83	25	123	5	-	-	128	11
	3%	*2%*	*3%*	**9%ab**	*2%*	*2%*	**8%de**	*2%*	**9%gk**	-	-	*3%*	*48%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of...
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	1173	296	285	300	292	113	90	93	88	97	100	101	111	89	100	90	102
	23%	*23%*	*22%*	*23%*	*23%*	*27%*	*20%*	*23%*	*21%*	*24%*	*22%*	*24%*	*25%*	*21%*	*23%*	*22%*	*23%*
No	3835	949	967	946	972	299	349	300	325	296	346	314	310	323	316	312	344
	75%	*74%*	*75%*	*74%*	*75%*	*71%*	*77%*	*74%*	*76%*	*74%*	*75%*	*74%*	*71%*	*75%*	*74%*	*75%*	*77%*
I don't know	139	37	37	37	27	12	12	14	13	10	14	7	14	16	13	13	1
	3%	*3%*	*3%*	*3%*	*2%*	**3%p**	**3%p**	**3%p**	**3%p**	**2%p**	**3%p**	*2%*	**3%p**	**4%p**	**3%p**	**3%p**	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_NET_Y. Royal Mail's services that participant has experienced a problem with in the last 12 months

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	**793**	-	793	384	407	158	150	152	116	102	73	40	308	268	215	112	652	133	755
	15%	-	*15%*	*15%*	*15%*	**23%ghijk**	**21%ghijk**	**16%ik**	**16%ik**	*11%*	*11%*	*8%*	**22%mno**	**16%nc**	*10%*	*10%*	*15%*	*17%*	*15%*
Damaged mail	**900**	-	900	412	486	151	151	181	130	133	97	57	302	311	287	154	735	142	904
	17%	-	*17%*	*16%*	*18%*	**22%ijk**	**21%ijk**	**19%ik**	**18%k**	*15%*	*15%*	*11%*	**22%no**	**18%nc**	*14%*	*13%*	*17%*	*18%*	*18%*
Delayed mail	**1606**	-	1606	745	859	269	255	292	243	250	164	129	524	536	543	293	1323	244	1609
	31%	-	*31%*	*30%*	*33%*	**39%gijk**	**36%ijk**	**31%k**	**33%jk**	*28%*	*26%*	*25%*	**38%mno**	**32%nc**	*26%*	*25%*	*31%*	*32%*	*31%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1817**	-	1817	944	868	241	229	296	253	359	255	182	470	549	797	438	1563	220	1858
	35%	-	*35%*	**38%d**	*33%*	*35%*	*32%*	*31%*	*35%*	**40%fg**	**40%fg**	*35%*	*34%*	*33%*	**39%lm**	**38%m**	**36%q**	*29%*	*36%*
Mail that has been tampered with	**502**	-	502	246	254	117	110	113	65	51	28	17	227	178	96	46	393	102	465
	10%	-	*10%*	*10%*	*10%*	**17%ghijk**	**15%hijk**	**12%ijk**	**9%jk**	*6%*	*4%*	*3%*	**16%mno**	**11%nc**	*5%*	*4%*	*9%*	**13%p**	*9%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1173**	-	1173	584	583	240	201	255	124	186	90	76	442	379	352	166	947	199	1126
	23%	-	*23%*	*23%*	*22%*	**35%ghijk**	**28%hijk**	**27%hijk**	*17%*	**21%jk**	*14%*	*15%*	**32%mno**	**23%nc**	*17%*	*14%*	*22%*	*26%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_NET_Y. Royal Mail's services that participant has experienced a problem with in the last 12 months

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	793	215	210	197	171	425	368	554	229	84	106	237	191	109	642	87	659
	15%	18%b	*12%*	18%b	*15%*	*14%*	*17%*	18%h	*11%*	*14%*	*15%*	*17%*	*15%*	*14%*	*16%*	*14%*	*16%*
Damaged mail	900	249	271	204	176	520	380	588	300	89	116	252	215	142	725	89	743
	17%	21%bd	*16%*	*19%*	*15%*	*18%*	*17%*	19%h	*15%*	*15%*	*17%*	*18%*	*17%*	*19%*	*18%*	*15%*	*18%*
Delayed mail	1606	422	502	349	332	925	681	1030	560	169	229	441	388	238	1296	172	1332
	31%	36%bd	*29%*	*33%*	*29%*	*32%*	*31%*	33%h	*28%*	*28%*	*33%*	*32%*	*31%*	*32%*	*32%*	*28%*	*32%*
Mis-delivered mail - you have received someone else's mail or they have received yours	1817	490	563	399	366	1052	765	1083	721	191	260	484	439	295	1478	193	1521
	35%	41%bd	*32%*	37%bd	*32%*	*36%*	*35%*	*35%*	*36%*	*32%*	*37%*	*35%*	*35%*	39%l	*36%*	*32%*	*36%*
Mail that has been tampered with	502	149	111	132	109	261	241	362	131	64	72	143	130	58	403	64	409
	10%	13%b	*6%*	12%b	9%b	*9%*	*11%*	12%h	*7%*	*11%*	*10%*	*10%*	*10%*	*8%*	*10%*	*11%*	*10%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	1173	308	351	269	245	659	514	782	382	126	156	304	289	193	942	126	965
	23%	26%bd	*20%*	25%b	*21%*	*22%*	*23%*	25%h	*19%*	*21%*	*22%*	*22%*	*23%*	*26%*	*23%*	*21%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 244

QH1_NET_Y. Royal Mail's services that participant has experienced a problem with in the last 12 months

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	793	683	110	38	673	62	29	29	26	95	58	51	87	68	145	97	46	5	57
	15%	*15%*	*15%*	*16%*	**16%f**	*14%*	*12%*	**20%ef**	*12%*	**17%pq**	*14%*	*14%*	**19%hpq**	*14%*	**21%hjkmopq**	*14%*	*10%*	*7%*	**16%q**
Damaged mail	900	782	118	45	770	59	46	25	29	89	74	62	115	67	141	133	61	9	50
	17%	*18%*	*16%*	*19%*	**18%e**	*13%*	**18%e**	*17%*	*14%*	*16%*	*17%*	*17%*	**25%hijkmpqr**	*14%*	**21%hmpr**	*19%*	*14%*	*12%*	*14%*
Delayed mail	1606	1403	203	76	1351	140	65	50	57	152	129	122	168	131	236	253	102	20	120
	31%	*32%*	*28%*	*31%*	**31%f**	*32%*	*26%*	**34%f**	*28%*	*27%*	*31%*	**33%p**	**37%himp**	*28%*	**35%ip**	**36%himp**	*23%*	*26%*	**33%p**
Mis-delivered mail - you have received someone else's mail or they have received yours	1817	1544	273	91	1497	170	101	50	63	176	136	151	156	152	228	272	163	28	141
	35%	*35%*	*37%*	*38%*	*35%*	*39%*	**40%d**	*34%*	*30%*	*31%*	*32%*	**41%hijm**	*35%*	*32%*	*34%*	**39%h**	*37%*	*37%*	**39%hi**
Mail that has been tampered with	502	441	61	19	436	33	19	13	22	70	44	37	65	29	91	44	34	6	28
	10%	*10%*	*8%*	*8%*	*10%*	*8%*	*8%*	*9%*	*10%*	**12%mor**	*10%*	*10%*	**14%mopr**	*6%*	**13%mopr**	*6%*	*8%*	*7%*	*8%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	1173	1032	142	51	1001	95	48	30	49	128	84	83	119	82	200	169	85	14	81
	23%	**23%b**	*19%*	*21%*	*23%*	*22%*	*19%*	*21%*	*24%*	*23%*	*20%*	*22%*	**26%mp**	*17%*	**30%jmpqr**	**24%m**	*19%*	*18%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_NET_Y. Royal Mail's services that participant has experienced a problem with in the last 12 months

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	**793**	215	334	110	92	38	549	130	252	359	100	59	19	611	79
	15%	*11%*	**17%af**	**16%a**	**24%abcf**	**28%abcf**	**14%a**	**25%abcf**	*13%*	**17%h**	*14%*	**22%hjm**	*19%*	*15%*	**21%hjm**
Damaged mail	**900**	266	369	124	102	36	635	137	282	409	122	60	24	691	84
	17%	*14%*	**18%a**	*18%*	**26%abcf**	**26%af**	*16%*	**26%abcf**	*14%*	**20%hm**	*17%*	**22%h**	*23%*	**17%h**	**22%hm**
Delayed mail	**1606**	519	675	199	146	63	1194	209	574	689	183	107	47	1263	154
	31%	*28%*	**33%a**	*29%*	**38%acf**	**46%abcf**	*31%*	**40%abcf**	*29%*	**33%hj**	*26%*	**39%hjm**	**46%hijm**	**31%j**	**41%hijm**
Mis-delivered mail - you have received someone else's mail or they have received yours	**1817**	673	729	186	164	57	1402	221	668	756	225	111	45	1425	157
	35%	**36%c**	**36%c**	*27%*	**42%cf**	**42%c**	**36%c**	**42%abcf**	*34%*	**37%j**	*32%*	**41%j**	**45%j**	*35%*	**42%hj**
Mail that has been tampered with	**502**	149	200	77	51	23	349	74	160	209	63	44	21	369	66
	10%	*8%*	*10%*	**11%a**	**13%af**	**17%abf**	*9%*	**14%abf**	*8%*	*10%*	*9%*	**16%hijm**	**21%hijm**	*9%*	**18%hijm**
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1173**	354	494	147	129	46	848	175	391	512	148	90	29	903	119
	23%	*19%*	**24%a**	*21%*	**34%abcf**	**34%acf**	**22%a**	**34%abcf**	*20%*	**25%h**	*21%*	**33%hijm**	*29%*	*22%*	**32%hijm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH1_NET_Y. Royal Mail's services that participant has experienced a problem with in the last 12 months

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**793**	73	705	14	290	436	67	758	21	10	-	789	4
	15%	**28%b**	*15%*	*15%*	**20%e**	*13%*	**22%e**	*15%*	**38%gk**	*27%*	-	*15%*	*18%*
Damaged mail	**900**	80	795	24	362	476	61	862	25	9	1	895	4
	17%	**31%b**	*17%*	*26%*	**25%e**	*14%*	**20%e**	*17%*	**43%gk**	*26%*	*36%*	*17%*	*16%*
Delayed mail	**1606**	110	1467	29	569	942	95	1561	28	14	1	1603	2
	31%	**42%b**	*31%*	*31%*	**39%ef**	*28%*	*31%*	*31%*	**50%gk**	*37%*	*36%*	*31%*	*9%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1817**	122	1663	32	639	1078	101	1768	25	20	2	1813	2
	35%	**47%b**	*35%*	*35%*	**44%ef**	*32%*	*33%*	*35%*	*44%*	*57%*	*63%*	*35%*	*7%*
Mail that has been tampered with	**502**	54	428	19	211	242	49	473	22	6	-	500	2
	10%	**21%b**	*9%*	**21%b**	**15%e**	*7%*	**16%e**	*9%*	**38%gk**	*16%*	-	*10%*	*7%*
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1173**	89	1068	17	442	655	76	1127	26	14	1	1168	4
	23%	**34%bc**	*22%*	*18%*	**31%e**	*19%*	*25%*	*22%*	**46%gk**	*40%*	*36%*	*23%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 244

QH1_NET_Y. Royal Mail's services that participant has experienced a problem with in the last 12 months

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**793**	184	180	219	209	59	64	61	63	63	54	73	70	76	71	60	78
	15%	*14%*	*14%*	*17%*	*16%*	*14%*	*14%*	*15%*	*15%*	*16%*	*12%*	*17%*	*16%*	*18%*	*16%*	*14%*	*18%*
Damaged mail	**900**	207	199	237	258	55	79	73	60	67	71	76	93	68	89	74	94
	17%	*16%*	*15%*	*18%*	**20%b**	*13%*	*17%*	*18%*	*14%*	*17%*	*15%*	*18%*	**21%eh**	*16%*	**21%e**	*18%*	**21%eh**
Delayed mail	**1606**	380	351	445	430	124	141	115	103	108	140	147	152	146	147	144	139
	31%	*30%*	*27%*	**35%ab**	**33%b**	*29%*	*31%*	*28%*	*24%*	*27%*	*30%*	**35%h**	**35%hi**	**34%h**	**34%h**	**35%hi**	*31%*
Mis-delivered mail - you have received someone else's mail or they have received yours	**1817**	448	408	483	478	145	144	158	116	130	162	159	168	156	163	159	156
	35%	*35%*	*32%*	**38%b**	**37%b**	*34%*	*32%*	**39%h**	*27%*	*32%*	**35%h**	**38%h**	**39%h**	**36%h**	**38%h**	**38%h**	*35%*
Mail that has been tampered with	**502**	114	114	128	145	40	32	42	23	42	50	39	47	42	44	36	66
	10%	*9%*	*9%*	*10%*	*11%*	*10%*	*7%*	**10%h**	*5%*	**10%h**	**11%h**	*9%*	**11%h**	**10%h**	**10%h**	*9%*	**15%fho**
Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	**1173**	296	285	300	292	113	90	93	88	97	100	101	111	89	100	90	102
	23%	*23%*	*22%*	*23%*	*23%*	*27%*	*20%*	*23%*	*21%*	*24%*	*22%*	*24%*	*25%*	*21%*	*23%*	*22%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Yes	**616**	-	616	307	307	117	115	112	87	81	55	49	232	199	185	103	511	89	576
	12%	-	*12%*	*12%*	*12%*	**17%ghijk**	**16%gijk**	*12%*	*12%*	*9%*	*9%*	*9%*	**17%mno**	**12%n**	*9%*	*9%*	*12%*	*11%*	*11%*
No	**4430**	-	4430	2160	2263	533	569	827	637	815	576	468	1102	1464	1860	1044	3714	658	4467
	86%	-	*86%*	*86%*	*86%*	*78%*	*80%*	**87%ef**	**87%ef**	**90%ef**	**91%ef**	**89%ef**	*79%*	**87%l**	**90%lm**	**90%lm**	*86%*	*85%*	*87%*
I don't know	**101**	-	101	42	59	37	27	9	9	8	2	7	63	18	17	9	75	24	104
	2%	-	*2%*	*2%*	*2%*	**5%ghijk**	**4%ghijk**	*1%*	*1%*	*1%*	*	*1%*	**5%mno**	*1%*	*1%*	*1%*	*2%*	**3%p**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Yes	**616**	191	164	134	127	355	261	413	198	72	71	195	148	82	495	72	502
	12%	**16%bd**	*9%*	**13%b**	*11%*	*12%*	*12%*	**13%h**	*10%*	*12%*	*10%*	**14%j**	*12%*	*11%*	*12%*	*12%*	*12%*
No	**4430**	967	1557	917	989	2524	1906	2612	1776	517	613	1155	1088	659	3515	526	3601
	86%	*82%*	**89%a**	**86%a**	**86%a**	*86%*	*86%*	*85%*	**88%g**	*86%*	*88%*	*84%*	*86%*	*87%*	*86%*	*86%*	*86%*
I don't know	**101**	27	29	16	29	56	45	54	38	12	17	20	24	13	74	12	75
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Yes	**616**	544	72	35	529	44	27	16	17	74	35	46	76	37	121	87	37	7	37
	12%	*12%*	*10%*	*14%*	*12%*	*10%*	*11%*	*11%*	*8%*	**13%m**	*8%*	*12%*	**17%hjmpr**	*8%*	**18%hjmpqr**	*12%*	*8%*	*9%*	*10%*
No	**4430**	3784	646	202	3697	390	219	124	185	476	382	320	364	431	543	603	393	71	319
	86%	*86%*	*88%*	*83%*	*86%*	*89%*	*88%*	*85%*	**89%ln**	*85%*	**90%iln**	*86%*	*81%*	**91%iln**	*80%*	*86%*	**89%ln**	**91%ln**	**88%ln**
I don't know	**101**	85	16	6	85	7	4	5	6	13	6	6	12	7	13	12	10	-	7
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*4%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	-	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Yes	616	188	260	84	59	22	448	81	213	265	72	40	22	478	62
	12%	*10%*	**13%a**	*12%*	**15%a**	*16%*	*11%*	**16%af**	*11%*	*13%*	*10%*	*15%*	**21%hijm**	*12%*	**17%hjm**
No	4430	1679	1719	577	322	110	3398	432	1730	1751	619	227	78	3481	305
	86%	**89%bcdeg**	*85%*	*83%*	*83%*	*80%*	**87%cg**	*83%*	**88%ln**	*85%*	**87%l**	*83%*	*77%*	**87%ln**	*81%*
I don't know	101	14	39	31	5	4	54	9	20	42	23	7	2	62	9
	2%	*1%*	**2%a**	**4%abdfg**	*1%*	**3%a**	*1%*	*2%*	*1%*	**2%h**	**3%hm**	*2%*	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Yes	616	62	548	7	237	333	47	581	24	8	-	614	2
	12%	**24%bc**	*11%*	*7%*	**16%e**	*10%*	**15%e**	*12%*	**43%gk**	*23%*	-	*12%*	*11%*
No	4430	186	4169	74	1177	3019	233	4363	30	27	1	4420	9
	86%	*72%*	**87%a**	*80%*	*82%*	**89%df**	*76%*	**87%h**	*52%*	*74%*	*40%*	**86%h**	*40%*
I don't know	101	12	78	11	30	42	28	84	3	1	2	88	11
	2%	**4%b**	*2%*	**12%ab**	*2%*	*1%*	**9%de**	*2%*	*5%*	*3%*	*60%*	*2%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Yes	616	160	130	148	178	56	57	48	47	39	44	54	44	50	56	45	77
	12%	*13%*	*10%*	*12%*	14%b	*13%*	*13%*	*12%*	*11%*	*10%*	*10%*	*13%*	*10%*	*12%*	*13%*	*11%*	17%hijlo
No	4430	1100	1125	1116	1089	363	385	352	369	352	404	364	381	370	362	362	364
	86%	*86%*	*87%*	*87%*	*84%*	*86%*	*85%*	*87%*	*87%*	*87%*	88%p	*86%*	*88%*	*87%*	*84%*	*87%*	*82%*
I don't know	101	21	34	20	25	6	9	6	10	12	12	3	10	7	11	8	6
	2%	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**576**	-	576	277	297	103	102	107	74	98	52	38	205	181	188	90	501	64	576
Weighted Base	**616**	-**	616	307	307	117*	115*	112*	87*	81*	55**	49**	232	199	185	103*	511	89*	576
Effective Base	**360**	-	360	187	173	72	69	72	48	49	24	30	141	119	101	53	301	51	576
Yes - in person (e.g. to the postman/woman)	**53**	-	53	27	25	14	6	2	4	12	6	9	20	6	26	15	51	2	47
	9%	-	*9%*	*9%*	*8%*	***12%g***	*5%*	*2%*	*5%*	***14%g***	*11%*	*19%*	*9%*	*3%*	***14%m***	***14%m***	*10%*	*2%*	*8%*
Yes - by telephone	**111**	-	111	48	62	14	23	18	12	26	10	8	37	30	44	18	88	18	106
	18%	-	*18%*	*16%*	*20%*	*12%*	*20%*	*16%*	*14%*	***32%egh***	*19%*	*16%*	*16%*	*15%*	*24%*	*17%*	*17%*	*21%*	*18%*
Yes - by email	**165**	-	165	86	78	31	22	31	35	17	20	8	53	66	45	28	133	24	143
	27%	-	*27%*	*28%*	*26%*	*27%*	*19%*	*28%*	***40%fi***	*21%*	*36%*	*17%*	*23%*	*33%*	*24%*	*27%*	*26%*	*27%*	*25%*
Yes - by letter	**49**	-	49	29	20	9	13	19	4	1	*	2	22	23	4	3	37	12	41
	8%	-	*8%*	*9%*	*7%*	*8%*	*11%*	***17%i***	*5%*	*2%*	*1%*	*5%*	***9%n***	***12%n***	*2%*	*3%*	*7%*	*13%*	*7%*
Yes - on an online web forum	**99**	-	99	43	56	19	23	16	17	5	10	10	42	33	24	19	85	14	99
	16%	-	*16%*	*14%*	*18%*	*16%*	***20%l***	*14%*	*20%*	*6%*	*17%*	*20%*	*18%*	*16%*	*13%*	*19%*	*17%*	*15%*	*17%*
Yes - via social media (Facebook, Twitter, etc)	**43**	-	43	30	12	11	18	7	3	3	-	-	29	11	3	-	32	11	32
	7%	-	*7%*	***10%d***	*4%*	*10%*	***16%hl***	*7%*	*4%*	*3%*	-	-	***13%mno***	*5%*	*1%*	-	*6%*	*12%*	*6%*
Yes - by other means (please specify)	**26**	-	26	9	16	2	-	2	5	4	6	7	2	7	17	12	26	-	27
	4%	-	*4%*	*3%*	*5%*	*2%*	-	*2%*	*6%*	*5%*	*10%*	*14%*	*1%*	*4%*	***9%l***	***12%lm***	*5%*	-	*5%*
No	**72**	-	72	34	37	16	12	17	6	14	3	5	28	23	22	8	59	9	81
	12%	-	*12%*	*11%*	*12%*	*14%*	*10%*	*15%*	*7%*	*17%*	*6%*	*9%*	*12%*	*11%*	*12%*	*8%*	*11%*	*10%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**576**	177	140	118	141	317	259	324	243	78	73	160	135	77	445	79	456
Weighted Base	**616**	191	164*	134*	127*	355	261	413	198	72*	71*	195	148*	82*	495	72*	502
Effective Base	**360**	102	88	81	94	191	173	213	158	53	46	102	82	50	279	54	283
Yes - in person (e.g. to the postman/woman)	**53**	11	18	14	9	30	23	32	20	7	11	9	14	7	41	7	42
	9%	*6%*	*11%*	*10%*	*7%*	*8%*	*9%*	*8%*	*10%*	*10%*	**15%k**	*5%*	*10%*	*8%*	*8%*	*10%*	*8%*
Yes - by telephone	**111**	26	35	21	28	62	49	66	43	15	17	36	25	11	88	15	90
	18%	*14%*	*22%*	*16%*	*22%*	*17%*	*19%*	*16%*	*22%*	*21%*	*23%*	*18%*	*17%*	*13%*	*18%*	*21%*	*18%*
Yes - by email	**165**	66	37	40	22	103	62	126	39	16	13	61	32	30	135	16	135
	27%	**34%d**	*23%*	*30%*	*17%*	*29%*	*24%*	**31%h**	*20%*	*23%*	*18%*	*31%*	*21%*	*36%*	*27%*	*23%*	*27%*
Yes - by letter	**49**	12	16	10	11	28	21	41	6	4	3	18	20	4	45	4	45
	8%	*6%*	*10%*	*7%*	*9%*	*8%*	*8%*	**10%h**	*3%*	*6%*	*4%*	*9%*	*14%*	*4%*	*9%*	*6%*	*9%*
Yes - on an online web forum	**99**	32	27	22	18	58	40	57	39	13	9	30	17	17	73	13	75
	16%	*17%*	*16%*	*17%*	*14%*	*16%*	*15%*	*14%*	*20%*	*18%*	*12%*	*16%*	*12%*	*20%*	*15%*	*18%*	*15%*
Yes - via social media (Facebook, Twitter, etc)	**43**	13	7	16	6	21	22	35	7	4	7	8	20	2	37	4	37
	7%	*7%*	*4%*	*12%*	*5%*	*6%*	*8%*	*9%*	*4%*	*6%*	*10%*	*4%*	**13%km**	*2%*	*7%*	*6%*	*7%*
Yes - by other means (please specify)	**26**	9	3	3	12	12	14	9	18	2	4	9	6	2	21	2	21
	4%	*5%*	*2%*	*2%*	**9%bc**	*3%*	*5%*	*2%*	**9%g**	*2%*	*5%*	*5%*	*4%*	*2%*	*4%*	*2%*	*4%*
No	**72**	22	20	8	22	42	30	46	26	11	8	23	14	11	56	11	57
	12%	*11%*	*12%*	*6%*	**17%c**	*12%*	*12%*	*11%*	*13%*	*16%*	*11%*	*12%*	*10%*	*14%*	*11%*	*16%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**576**	433	143	66	335	94	83	64	23	41	23	37	52	26	60	45	28	16	78
Weighted Base	**616**	544	72*	35**	529	44*	27*	16*	17**	74*	35**	46*	76*	37**	121*	87*	37**	7**	37*
Effective Base	**360**	311	51	25	280	56	48	42	22	38	22	32	38	22	55	39	26	10	46
Yes - in person (e.g. to the postman/woman)	**53**	46	7	6	46	4	2	1	2	5	1	4	2	5	7	12	8	1	4
	9%	*8%*	*10%*	*18%*	*9%*	*10%*	*8%*	*4%*	*9%*	*6%*	*4%*	*9%*	*3%*	*13%*	*6%*	*14%*	*21%*	*9%*	*10%*
Yes - by telephone	**111**	91	19	9	96	6	4	4	4	12	8	9	9	9	21	22	3	2	5
	18%	*17%*	*26%*	*26%*	*18%*	*14%*	*16%*	*24%*	*22%*	*16%*	*24%*	*19%*	*12%*	*23%*	*17%*	*26%*	*8%*	*27%*	*12%*
Yes - by email	**165**	153	11	3	143	12	6	4	4	22	16	12	23	7	33	18	7	2	10
	27%	*28%*	*16%*	*8%*	*27%*	*29%*	*21%*	*26%*	*24%*	*30%*	*47%*	*25%*	*31%*	*18%*	*28%*	*21%*	*20%*	*32%*	*28%*
Yes - by letter	**49**	44	5	1	46	2	*	1	2	8	2	2	5	5	17	-	3	-	2
	8%	*8%*	*7%*	*4%*	*9%*	*4%*	*1%*	*8%*	*14%*	**11%o**	*7%*	*3%*	*7%*	*12%*	**14%o**	-	*9%*	-	*4%*
Yes - on an online web forum	**99**	84	15	6	85	5	7	2	2	11	2	9	14	6	14	21	5	*	5
	16%	*15%*	*20%*	*17%*	*16%*	*11%*	*25%*	*12%*	*11%*	*15%*	*5%*	*21%*	*19%*	*16%*	*12%*	*24%*	*14%*	*5%*	*13%*
Yes - via social media (Facebook, Twitter, etc)	**43**	40	2	2	40	*	1	1	3	2	3	4	12	1	11	3	1	-	*
	7%	*7%*	*3%*	*7%*	*8%*	*1%*	*2%*	**9%e**	*16%*	*3%*	*9%*	*9%*	**16%or**	*2%*	*9%*	*3%*	*3%*	-	*1%*
Yes - by other means (please specify)	**26**	22	4	2	22	2	2	*	-	6	-	2	3	-	3	3	5	-	2
	4%	*4%*	*5%*	*5%*	*4%*	*5%*	*8%*	*2%*	-	*8%*	-	*4%*	*4%*	-	*2%*	*3%*	*14%*	-	*6%*
No	**72**	63	9	5	53	11	5	3	1	8	2	5	6	6	14	8	4	2	10
	12%	*12%*	*12%*	*15%*	*10%*	**26%d**	**19%d**	*16%*	*4%*	*11%*	*5%*	*10%*	*7%*	*15%*	*12%*	*9%*	*11%*	*28%*	**26%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**576**	201	208	81	56	24	409	80	216	228	68	36	23	444	59
Weighted Base	**616**	188	260	84*	59*	22**	448	81*	213	265	72*	40**	22**	478	62*
Effective Base	**360**	124	134	52	35	17	254	51	132	143	46	24	15	273	38
Yes - in person (e.g. to the postman/woman)	**53**	10	27	7	5	3	37	9	10	27	6	8	2	37	10
	9%	*5%*	*10%*	*8%*	*9%*	*15%*	*8%*	*11%*	*5%*	*10%*	*8%*	*19%*	*10%*	*8%*	**16%h**
Yes - by telephone	**111**	40	51	14	4	1	91	5	45	35	16	10	4	80	14
	18%	**21%dg**	**20%g**	*16%*	*7%*	*5%*	**20%g**	*6%*	*21%*	*13%*	*22%*	*26%*	*17%*	*17%*	*23%*
Yes - by email	**165**	51	75	21	14	4	126	18	48	87	16	5	7	135	13
	27%	*27%*	*29%*	*25%*	*24%*	*18%*	*28%*	*22%*	*23%*	*33%*	*22%*	*14%*	*33%*	*28%*	*20%*
Yes - by letter	**49**	16	17	5	10	-	34	10	20	20	5	4	-	40	4
	8%	*9%*	*7%*	*6%*	**18%bl**	-	*7%*	*13%*	*9%*	*8%*	*7%*	*9%*	-	*8%*	*6%*
Yes - on an online web forum	**99**	30	35	17	11	5	65	15	46	32	9	8	3	78	12
	16%	*16%*	*14%*	*20%*	*18%*	*20%*	*15%*	*19%*	**22%i**	*12%*	*12%*	*21%*	*16%*	*16%*	*19%*
Yes - via social media (Facebook, Twitter, etc)	**43**	11	19	6	3	3	31	6	16	17	8	1	2	32	2
	7%	*6%*	*7%*	*7%*	*5%*	*14%*	*7%*	*8%*	*7%*	*6%*	*11%*	*2%*	*7%*	*7%*	*4%*
Yes - by other means (please specify)	**26**	7	8	3	6	2	15	8	5	17	2	2	-	22	2
	4%	*4%*	*3%*	*4%*	*10%*	*8%*	*3%*	*9%*	*2%*	*6%*	*3%*	*5%*	-	*5%*	*3%*
No	**72**	22	27	12	6	4	49	10	23	31	10	2	4	54	6
	12%	*12%*	*10%*	*14%*	*10%*	*20%*	*11%*	*13%*	*11%*	*12%*	*14%*	*5%*	*18%*	*11%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**576**	69	501	6	230	295	51	548	18	8	-	574	2
Weighted Base	**616**	62*	548	7**	237	333	47**	581	24**	8**	-**	614	2**
Effective Base	**360**	44	314	4	147	186	28	341	13	5	-	359	1
Yes - in person (e.g. to the postman/woman)	**53**	2	50	-	19	33	1	49	4	-	-	53	-
	9%	*4%*	*9%*	-	*8%*	*10%*	*1%*	*8%*	*17%*	-	-	*9%*	-
Yes - by telephone	**111**	9	101	1	44	59	7	110	1	-	-	111	-
	18%	*15%*	*18%*	*8%*	*19%*	*18%*	*16%*	*19%*	*3%*	-	-	*18%*	-
Yes - by email	**165**	14	148	3	61	93	11	156	4	5	-	165	-
	27%	*23%*	*27%*	*38%*	*26%*	*28%*	*24%*	*27%*	*18%*	*54%*	-	*27%*	-
Yes - by letter	**49**	11	37	*	16	22	11	45	2	1	-	49	*
	8%	***18%b***	*7%*	*6%*	*7%*	*7%*	*23%*	*8%*	*10%*	*10%*	-	*8%*	*7%*
Yes - on an online web forum	**99**	6	90	2	42	46	11	94	4	*	-	99	-
	16%	*10%*	*16%*	*33%*	*18%*	*14%*	*23%*	*16%*	*16%*	*3%*	-	*16%*	-
Yes - via social media (Facebook, Twitter, etc)	**43**	9	33	1	19	23	2	32	9	-	-	40	2
	7%	***14%b***	*6%*	*15%*	*8%*	*7%*	*4%*	*5%*	*35%*	-	-	*7%*	*93%*
Yes - by other means (please specify)	**26**	1	26	-	8	16	2	26	-	*	-	26	-
	4%	*1%*	*5%*	-	*3%*	*5%*	*5%*	*4%*	-	*4%*	-	*4%*	-
No	**72**	9	62	-	28	42	2	69	-	2	-	72	-
	12%	*15%*	*11%*	-	*12%*	*13%*	*5%*	*12%*	-	*29%*	-	*12%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**576**	151	125	149	151	53	48	50	50	38	37	57	46	46	53	40	58
Weighted Base	**616**	160*	130*	148*	178*	56*	57*	48*	47*	39**	44**	54**	44**	50**	56*	45**	77*
Effective Base	**360**	97	86	83	97	34	33	31	32	25	28	27	29	28	30	27	40
Yes - in person (e.g. to the postman/woman)	**53**	12	9	22	10	-	5	7	5	1	3	5	6	11	4	4	2
	9%	*8%*	*7%*	**15%d**	*5%*	-	*9%*	**15%e**	*10%*	*4%*	*6%*	*9%*	*13%*	*23%*	*7%*	*8%*	*3%*
Yes - by telephone	**111**	28	20	27	35	11	13	5	7	5	8	9	11	7	7	13	15
	18%	*18%*	*16%*	*18%*	*20%*	*19%*	*22%*	*10%*	*15%*	*14%*	*18%*	*16%*	*25%*	*13%*	*13%*	*29%*	*20%*
Yes - by email	**165**	46	34	39	46	23	10	13	15	6	13	19	9	11	15	7	24
	27%	*29%*	*26%*	*26%*	*26%*	**41%f**	*18%*	*28%*	*32%*	*15%*	*30%*	*36%*	*20%*	*21%*	*27%*	*15%*	*31%*
Yes - by letter	**49**	6	16	12	15	2	3	1	*	8	7	5	3	5	7	3	4
	8%	*4%*	**12%a**	*8%*	*8%*	*4%*	*5%*	*3%*	*	*21%*	*17%*	*9%*	*6%*	*9%*	*13%*	*7%*	*6%*
Yes - on an online web forum	**99**	37	24	17	20	10	13	14	10	7	7	5	5	6	10	2	8
	16%	**23%cd**	*19%*	*11%*	*11%*	*18%*	*23%*	**30%p**	*22%*	*17%*	*17%*	*10%*	*12%*	*12%*	*17%*	*5%*	*11%*
Yes - via social media (Facebook, Twitter, etc)	**43**	4	10	10	20	1	-	2	6	4	-	2	3	5	5	6	8
	7%	*2%*	*7%*	*7%*	**11%a**	*3%*	-	*4%*	**12%f**	*10%*	-	*3%*	*8%*	*9%*	*9%*	*14%*	*11%*
Yes - by other means (please specify)	**26**	8	8	5	6	2	4	2	1	5	1	2	2	*	-	5	*
	4%	*5%*	*6%*	*3%*	*3%*	*4%*	*7%*	*4%*	*3%*	*13%*	*3%*	*4%*	*5%*	*	-	*12%*	*1%*
No	**72**	19	9	17	26	7	9	3	3	2	4	7	5	6	8	5	14
	12%	*12%*	*7%*	*12%*	*15%*	*13%*	*15%*	*6%*	*6%*	*6%*	*9%*	*13%*	*11%*	*11%*	*14%*	*10%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**495**	-	495	241	252	86	87	92	68	83	45	33	173	160	161	78	430	56	495
Weighted Base	**544**	-**	544	273	270	101*	104*	95*	81*	68*	51**	44**	205	177	163*	96*	452	79*	495
Effective Base	**313**	-	313	165	147	61	61	63	45	40	22	26	122	106	86	47	261	46	495
Didn't need this information	**68**	-	68	34	33	19	13	12	4	3	7	9	32	16	19	17	62	5	63
	12%	-	*12%*	*13%*	*12%*	**19%hl**	*13%*	*13%*	*5%*	*4%*	*15%*	*21%*	*16%*	*9%*	*12%*	*18%*	*14%*	*7%*	*13%*
On Royal Mail's website	**381**	-	381	187	192	65	75	70	65	47	38	21	140	135	106	59	313	60	335
	70%	-	*70%*	*69%*	*71%*	*64%*	*72%*	*73%*	*80%*	*69%*	*74%*	*48%*	*68%*	*76%*	*65%*	*62%*	*69%*	*75%*	*68%*
Speaking to someone who works for Royal Mail over the phone	**72**	-	72	46	25	21	25	14	5	4	3	-	46	19	7	3	61	11	60
	13%	-	*13%*	**17%d**	*9%*	**21%h**	**24%hi**	*15%*	*6%*	*6%*	*5%*	-	**22%mno**	*11%*	*4%*	*3%*	*14%*	*14%*	*12%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**45**	-	45	25	19	1	13	5	5	9	4	8	14	10	21	11	35	10	42
	8%	-	*8%*	*9%*	*7%*	*1%*	**13%e**	*5%*	*7%*	**14%e**	*7%*	*17%*	*7%*	*6%*	*13%*	*12%*	*8%*	*13%*	*8%*
Another way (please specify)	**20**	-	20	9	11	1	2	6	3	2	3	3	2	9	8	6	17	2	24
	4%	-	*4%*	*3%*	*4%*	*1%*	*2%*	*6%*	*4%*	*3%*	*6%*	*8%*	*1%*	*5%*	*5%*	*7%*	*4%*	*3%*	*5%*
I don't know	**9**	-	9	4	5	-	-	*	3	4	-	2	-	3	6	2	4	-	9
	2%	-	*2%*	*2%*	*2%*	-	-	*	*3%*	*6%*	-	*5%*	-	*2%*	**4%l**	*3%*	*1%*	-	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**495**	153	117	108	117	270	225	280	206	63	65	140	118	64	387	64	395
Weighted Base	**544**	170*	144*	126*	105*	313	231	367	172	61*	63*	171*	133*	71*	439	61*	445
Effective Base	**313**	89	77	76	77	166	151	187	134	43	40	89	74	42	245	43	248
Didn't need this information	**68**	21	25	8	14	46	22	39	29	13	8	17	13	9	47	13	49
	12%	*12%*	**17%c**	*6%*	*14%*	*15%*	*10%*	*11%*	*17%*	**21%n**	*12%*	*10%*	*10%*	*13%*	*11%*	*21%*	*11%*
On Royal Mail's website	**381**	117	98	95	70	215	166	264	113	36	41	131	92	52	316	36	321
	70%	*69%*	*68%*	*76%*	*67%*	*69%*	*72%*	*72%*	*66%*	*60%*	*65%*	**77%l**	*69%*	*74%*	*72%*	*60%*	*72%*
Speaking to someone who works for Royal Mail over the phone	**72**	27	19	18	8	46	26	60	12	3	5	13	32	12	62	3	62
	13%	*16%*	*13%*	*14%*	*8%*	*15%*	*11%*	**16%h**	*7%*	*5%*	*8%*	*8%*	**24%ijk**	*17%*	*14%*	*5%*	*14%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**45**	15	10	11	9	25	20	31	12	6	9	6	15	6	36	6	36
	8%	*9%*	*7%*	*8%*	*9%*	*8%*	*9%*	*8%*	*7%*	*10%*	**15%k**	*3%*	**11%k**	*8%*	*8%*	*10%*	*8%*
Another way (please specify)	**20**	6	2	4	8	8	12	10	10	1	2	10	4	1	18	1	18
	4%	*3%*	*2%*	*3%*	*7%*	*3%*	*5%*	*3%*	*6%*	*2%*	*4%*	*6%*	*3%*	*2%*	*4%*	*2%*	*4%*
I don't know	**9**	3	4	-	2	7	2	5	4	3	*	-	3	*	4	3	4
	2%	*2%*	*3%*	-	*2%*	*2%*	*1%*	*1%*	*2%*	**5%kn**	*1%*	-	*2%*	*	*1%*	**5%p**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**495**	375	120	51	299	75	67	54	22	36	22	32	48	23	52	40	24	10	65
Weighted Base	**544**	481	64*	30**	477	32*	22*	14*	16**	65*	33**	41**	70*	32**	107*	79*	33**	5**	28*
Effective Base	**313**	271	43	21	251	47	38	35	21	33	21	29	35	20	48	35	22	7	40
Didn't need this information	**68**	63	5	3	60	3	3	2	2	9	1	7	4	9	21	4	3	1	2
	12%	*13%*	*7%*	*10%*	*13%*	*9%*	*13%*	*18%*	*9%*	*14%*	*3%*	*17%*	*6%*	*29%*	*20%*	*6%*	*8%*	*20%*	*7%*
On Royal Mail's website	**381**	333	47	21	335	23	15	8	11	42	22	26	55	15	72	73	19	3	20
	70%	*69%*	*74%*	*70%*	*70%*	*72%*	*69%*	*57%*	*66%*	*64%*	*66%*	*62%*	*79%*	*48%*	*68%*	**92%lnr**	*57%*	*68%*	*73%*
Speaking to someone who works for Royal Mail over the phone	**72**	66	6	3	65	3	3	1	5	11	4	4	9	6	20	2	3	-	3
	13%	*14%*	*10%*	*9%*	*14%*	*10%*	*12%*	*9%*	*30%*	**17%o**	*13%*	*10%*	*13%*	*19%*	**19%o**	*2%*	*10%*	-	*12%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**45**	40	5	2	40	3	*	2	3	-	6	7	2	-	7	6	10	1	3
	8%	*8%*	*8%*	*6%*	*8%*	*10%*	*	**11%f**	*16%*	-	*17%*	*16%*	*3%*	-	*7%*	*8%*	*30%*	*15%*	**9%l**
Another way (please specify)	**20**	18	2	2	16	1	1	1	*	3	3	1	1	1	2	-	4	-	1
	4%	*4%*	*3%*	*5%*	*3%*	*3%*	*7%*	*5%*	*2%*	*5%*	*9%*	*4%*	*2%*	*3%*	*2%*	-	*11%*	-	*4%*
I don't know	**9**	7	2	-	8	-	1	*	-	2	2	-	-	2	2	-	-	-	-
	2%	*2%*	*3%*	-	*2%*	-	*2%*	*1%*	-	*4%*	*6%*	-	-	*5%*	*2%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**495**	171	177	71	52	19	348	71	188	193	58	33	19	381	52
Weighted Base	**544**	165	234	72*	53*	18**	399	71*	190	234	62*	38**	18**	424	56*
Effective Base	**313**	108	117	46	32	14	221	45	116	123	40	22	12	238	34
Didn't need this information	**68**	26	21	10	7	2	47	10	18	32	10	6	1	50	6
	12%	*16%*	*9%*	*14%*	*14%*	*14%*	*12%*	*14%*	*10%*	*13%*	*15%*	*15%*	*4%*	*12%*	*11%*
On Royal Mail's website	**381**	112	181	36	37	14	293	51	138	161	44	23	16	299	38
	70%	**68%c**	**78%c**	*50%*	*69%*	*78%*	**73%c**	**71%c**	*73%*	*69%*	*70%*	*60%*	*86%*	*70%*	*69%*
Speaking to someone who works for Royal Mail over the phone	**72**	25	24	17	6	-	49	6	27	27	10	9	-	54	9
	13%	*15%*	*10%*	**23%b**	*12%*	-	*12%*	*9%*	*14%*	*12%*	*15%*	*22%*	-	*13%*	*15%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**45**	16	20	7	2	-	36	2	16	26	3	*	-	42	*
	8%	*10%*	*9%*	*10%*	*4%*	-	*9%*	*3%*	*8%*	*11%*	*5%*	*	-	*10%*	*
Another way (please specify)	**20**	4	8	3	3	1	12	5	7	9	1	1	2	16	3
	4%	*2%*	*3%*	*5%*	*6%*	*8%*	*3%*	*6%*	*4%*	*4%*	*2%*	*3%*	*10%*	*4%*	*5%*
I don't know	**9**	2	*	5	2	-	2	2	2	6	1	-	-	8	-
	2%	*1%*	*	**6%bf**	**4%bf**	-	*1%*	**3%b**	*1%*	*2%*	*2%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**495**	59	430	6	200	250	45	469	18	6	-	493	2
Weighted Base	**544**	52*	485	7**	209	291	44**	512	24**	6**	-**	542	2**
Effective Base	**313**	38	274	4	130	159	26	296	13	3	-	312	1
Didn't need this information	**68**	7	60	1	29	27	12	62	3	3	-	68	-
	12%	*14%*	*12%*	*15%*	*14%*	*9%*	*27%*	*12%*	*11%*	*49%*	-	*13%*	-
On Royal Mail's website	**381**	33	345	3	138	213	30	361	18	1	-	381	-
	70%	*62%*	*71%*	*41%*	*66%*	*73%*	*68%*	*71%*	*77%*	*18%*	-	*70%*	-
Speaking to someone who works for Royal Mail over the phone	**72**	14	58	1	34	37	1	64	4	2	-	70	2
	13%	**26%b**	*12%*	*8%*	*16%*	*13%*	*1%*	*12%*	*18%*	*27%*	-	*13%*	*93%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**45**	1	42	2	12	30	3	42	3	*	-	45	-
	8%	*2%*	*9%*	*33%*	*6%*	*10%*	*7%*	*8%*	*14%*	*6%*	-	*8%*	-
Another way (please specify)	**20**	2	18	-	11	9	-	20	-	-	-	20	-
	4%	*4%*	*4%*	-	*5%*	*3%*	-	*4%*	-	-	-	*4%*	-
I don't know	**9**	*	9	*	4	5	*	9	-	-	-	9	*
	2%	*	*2%*	*2%*	*2%*	*2%*	*	*2%*	-	-	-	*2%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH4. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**495**	128	112	127	128	44	41	43	45	34	33	50	38	39	45	34	49
Weighted Base	**544**	142*	120*	131*	151*	49**	48**	45**	44**	37**	40**	47**	39**	45**	48**	40**	63*
Effective Base	**313**	85	78	70	82	29	29	27	29	23	26	22	25	24	26	23	33
Didn't need this information	**68**	17	13	21	17	5	9	3	7	4	3	2	11	7	8	5	5
	12%	*12%*	*11%*	*16%*	*11%*	*10%*	*19%*	*7%*	*15%*	*10%*	*7%*	*5%*	*28%*	*17%*	*16%*	*12%*	*7%*
On Royal Mail's website	**381**	109	84	82	105	40	33	37	27	27	30	32	20	30	36	24	45
	70%	*77%*	*70%*	*63%*	*70%*	*82%*	*68%*	*81%*	*61%*	*74%*	*75%*	*69%*	*52%*	*67%*	*75%*	*60%*	*71%*
Speaking to someone who works for Royal Mail over the phone	**72**	11	13	19	29	2	6	3	6	3	4	10	6	3	5	9	14
	13%	*8%*	*11%*	*15%*	**19%a**	*5%*	*12%*	*6%*	*14%*	*7%*	*11%*	*22%*	*15%*	*8%*	*11%*	*23%*	*23%*
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**45**	11	16	9	10	*	8	2	4	2	10	1	2	5	1	6	3
	8%	*8%*	*13%*	*7%*	*7%*	*1%*	*17%*	*5%*	*9%*	*5%*	*25%*	*2%*	*6%*	*12%*	*3%*	*14%*	*5%*
Another way (please specify)	**20**	5	6	4	5	2	2	1	3	3	*	*	2	1	1	3	2
	4%	*3%*	*5%*	*3%*	*4%*	*4%*	*4%*	*1%*	*6%*	*7%*	*1%*	*1%*	*5%*	*3%*	*2%*	*7%*	*2%*
I don't know	**9**	3	3	3	*	3	-	-	*	1	2	2	-	1	*	-	-
	2%	*2%*	*3%*	*2%*	*	*6%*	-	-	*	*2%*	*6%*	*4%*	-	*3%*	*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	495	-	495	241	252	86	87	92	68	83	45	33	173	160	161	78	430	56	495
Weighted Base	544	-**	544	273	270	101*	104*	95*	81*	68*	51**	44**	205	177	163*	96*	452	79*	495
Effective Base	313	-	313	165	147	61	61	63	45	40	22	26	122	106	86	47	261	46	495
Very easy (5)	109	-	109	59	50	26	26	25	9	15	3	4	52	34	23	7	93	16	109
	20%	-	*20%*	*22%*	*18%*	**26%h**	*25%*	**26%h**	*10%*	*22%*	*6%*	*10%*	**26%no**	*19%*	*14%*	*8%*	*21%*	*20%*	*22%*
Fairly easy (4)	205	-	205	105	99	42	51	38	36	18	9	12	93	73	39	21	170	29	165
	38%	-	*38%*	*39%*	*37%*	*42%*	**49%l**	*39%*	*44%*	*26%*	*17%*	*28%*	**45%no**	**42%no**	*24%*	*22%*	*38%*	*37%*	*33%*
Neither easy nor difficult (3)	80	-	80	31	50	20	7	10	16	9	5	14	27	26	27	18	64	11	79
	15%	-	*15%*	*11%*	*18%*	**19%f**	*7%*	*10%*	**20%f**	*14%*	*9%*	*31%*	*13%*	*15%*	*17%*	*19%*	*14%*	*14%*	*16%*
Fairly difficult (2)	73	-	73	45	28	9	10	11	15	17	9	2	19	26	28	11	66	5	68
	13%	-	*13%*	*16%*	*11%*	*9%*	*10%*	*12%*	*19%*	**26%ef**	*17%*	*4%*	*9%*	*15%*	*17%*	*11%*	*15%*	*7%*	*14%*
Very difficult (1)	76	-	76	31	43	4	8	11	5	8	26	12	12	17	47	38	59	16	71
	14%	-	*14%*	*12%*	*16%*	*4%*	*8%*	*12%*	*7%*	*12%*	*51%*	*27%*	*6%*	*9%*	**29%lm**	**40%lm**	*13%*	*21%*	*14%*
I don't know	2	-	2	2	-	-	2	*	*	-	-	-	2	*	-	-	*	2	3
	*	-	*	*1%*	-	-	*2%*	*	*	-	-	-	*1%*	*	-	-	*	**2%p**	*1%*
NET Very/fairly easy	313	-	313	164	149	69	77	63	44	33	12	17	145	107	61	29	263	45	274
	58%	-	*58%*	*60%*	*55%*	*68%*	**74%hl**	*66%*	*54%*	*48%*	*23%*	*38%*	**71%no**	**61%no**	*38%*	*30%*	*58%*	*57%*	*55%*
NET Very/fairly difficult	149	-	149	76	71	13	19	22	21	26	35	14	31	43	74	49	125	22	139
	27%	-	*27%*	*28%*	*26%*	*13%*	*18%*	*24%*	*25%*	**38%ef**	*68%*	*32%*	*15%*	*24%*	**46%lm**	**51%lm**	*28%*	*27%*	*28%*
Mean	3.36	-	3.36	3.43	3.32	**3.78hi**	**3.74l**	3.57	3.33	3.21	2.10	2.89	**3.76no**	**3.46no**	2.77	2.46	3.38	3.29	3.35
Std Dev.	1.32	-	1.32	1.31	1.32	1.06	1.19	1.32	1.10	1.37	1.36	1.35	1.12	1.23	1.44	1.41	1.31	1.43	1.35
Std Error	0.06	-	0.06	0.08	0.08	0.11	0.13	0.14	0.13	0.15	0.20	0.24	0.09	0.10	0.11	0.16	0.06	0.19	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**495**	153	117	108	117	270	225	280	206	63	65	140	118	64	387	64	395
Weighted Base	**544**	170*	144*	126*	105*	313	231	367	172	61*	63*	171*	133*	71*	439	61*	445
Effective Base	**313**	89	77	76	77	166	151	187	134	43	40	89	74	42	245	43	248
Very easy (5)	**109**	39	23	21	25	62	47	82	26	11	10	30	33	16	90	11	91
	20%	*23%*	*16%*	*17%*	*24%*	*20%*	*20%*	*22%*	*15%*	*19%*	*16%*	*17%*	*25%*	*23%*	*20%*	*19%*	*20%*
Fairly easy (4)	**205**	62	55	59	29	117	88	149	56	15	28	62	52	26	168	15	173
	38%	*36%*	*38%*	**46%d**	*28%*	*37%*	*38%*	*41%*	*32%*	*25%*	*45%*	*36%*	*39%*	*37%*	*38%*	*25%*	*39%*
Neither easy nor difficult (3)	**80**	21	22	17	20	43	37	40	37	16	7	29	15	6	57	16	57
	15%	*13%*	*15%*	*14%*	*19%*	*14%*	*16%*	*11%*	**22%g**	**27%lmn**	*12%*	*17%*	*11%*	*9%*	*13%*	**27%p**	*13%*
Fairly difficult (2)	**73**	25	18	16	14	43	30	50	23	9	9	20	16	17	62	9	62
	13%	*15%*	*12%*	*13%*	*13%*	*14%*	*13%*	*14%*	*13%*	*15%*	*15%*	*12%*	*12%*	*23%*	*14%*	*15%*	*14%*
Very difficult (1)	**76**	22	26	11	17	48	28	45	31	9	6	30	18	6	60	9	60
	14%	*13%*	*18%*	*9%*	*16%*	*15%*	*12%*	*12%*	*18%*	*15%*	*10%*	*18%*	*13%*	*8%*	*14%*	*15%*	*13%*
I don't know	**2**	*	-	2	-	*	2	2	-	-	2	-	-	-	2	-	2
	*	*	-	*1%*	-	*	*1%*	*	-	-	*3%*	-	-	-	*	-	*
NET Very/fairly easy	**313**	101	78	80	54	179	134	231	81	26	39	92	85	43	258	26	264
	58%	*60%*	*54%*	*63%*	*52%*	*57%*	*58%*	**63%h**	*47%*	*44%*	*61%*	*54%*	**64%l**	*60%*	*59%*	*44%*	*59%*
NET Very/fairly difficult	**149**	47	44	27	31	91	58	94	53	18	15	51	34	22	122	18	122
	27%	*28%*	*31%*	*22%*	*29%*	*29%*	*25%*	*26%*	*31%*	*30%*	*24%*	*30%*	*25%*	*31%*	*28%*	*30%*	*27%*
Mean	**3.36**	3.42	3.21	3.51	3.30	3.33	3.41	**3.48h**	3.13	3.18	3.45	3.24	3.50	3.44	3.38	3.18	3.39
Std Dev.	**1.32**	1.34	1.36	1.18	1.39	1.35	1.28	1.31	1.33	1.32	1.23	1.35	1.34	1.29	1.32	1.32	1.32
Std Error	**0.06**	0.11	0.13	0.11	0.13	0.08	0.09	0.08	0.09	0.17	0.15	0.11	0.12	0.16	0.07	0.17	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 248

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**495**	375	120	51	299	75	67	54	22	36	22	32	48	23	52	40	24	10	65
Weighted Base		**544**	481	64*	30**	477	32*	22*	14*	16**	65*	33**	41**	70*	32**	107*	79*	33**	5**	28*
Effective Base		**313**	271	43	21	251	47	38	35	21	33	21	29	35	20	48	35	22	7	40
Very easy	(5)	**109**	96	13	6	96	5	5	3	10	15	10	7	15	3	27	6	3	1	3
		20%	*20%*	*20%*	*22%*	*20%*	*15%*	*22%*	*24%*	*61%*	*24%*	*30%*	*17%*	*21%*	*10%*	**25%o**	*7%*	*9%*	*31%*	*13%*
Fairly easy	(4)	**205**	194	11	4	180	15	6	4	4	17	14	24	19	13	47	35	6	2	13
		38%	**40%b**	*17%*	*15%*	*38%*	*47%*	*28%*	*27%*	*23%*	*26%*	*44%*	*59%*	*27%*	*42%*	*45%*	*44%*	*17%*	*39%*	**48%l**
Neither easy nor difficult	(3)	**80**	67	14	7	72	3	4	1	2	16	4	6	10	6	11	7	10	1	2
		15%	*14%*	*21%*	*25%*	*15%*	*9%*	*17%*	*8%*	*13%*	*25%*	*13%*	*15%*	*14%*	*18%*	*10%*	*9%*	*31%*	*14%*	*8%*
Fairly difficult	(2)	**73**	58	15	5	64	5	1	4	1	13	2	3	7	5	11	11	11	-	5
		13%	*12%*	**23%a**	*18%*	*13%*	*14%*	*6%*	**27%df**	*4%*	*20%*	*6%*	*6%*	*10%*	*17%*	*10%*	*14%*	*33%*	-	*17%*
Very difficult	(1)	**76**	64	11	6	63	5	6	2	-	3	3	1	18	4	11	20	3	1	4
		14%	*13%*	*18%*	*20%*	*13%*	*15%*	**26%d**	*13%*	-	*5%*	*8%*	*2%*	**26%l**	*14%*	*10%*	**25%l**	*10%*	*16%*	*15%*
I don't know		**2**	2	*	-	2	-	*	-	-	*	-	-	2	-	-	-	-	-	-
		*	*	*	-	*	-	*	-	-	*	-	-	*2%*	-	-	-	-	-	-
NET Very/fairly easy		**313**	289	24	11	276	20	11	7	14	32	24	31	34	16	74	41	8	3	17
		58%	**60%b**	*38%*	*37%*	*58%*	*62%*	*50%*	*51%*	*83%*	*49%*	*74%*	*76%*	*48%*	*52%*	*69%*	*52%*	*26%*	*70%*	*61%*
NET Very/fairly difficult		**149**	123	26	11	127	9	7	6	1	17	4	4	25	10	22	31	14	1	9
		27%	*26%*	**41%a**	*38%*	*27%*	*29%*	*32%*	*41%*	*4%*	*25%*	*14%*	*9%*	*36%*	*30%*	*20%*	*39%*	*43%*	*16%*	*32%*
Mean		**3.36**	3.41	2.99	3.00	3.38	3.33	3.14	3.22	4.40	3.42	3.82	3.82	3.08	3.17	**3.64o**	2.95	2.81	3.69	3.27
Std Dev.		**1.32**	1.30	1.40	1.44	1.31	1.33	1.54	1.47	0.89	1.21	1.17	0.88	1.53	1.24	1.25	1.38	1.12	1.50	1.31
Std Error		**0.06**	0.07	0.13	0.20	0.08	0.15	0.19	0.20	0.19	0.20	0.25	0.16	0.22	0.26	0.17	0.22	0.23	0.47	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**495**	171	177	71	52	19	348	71	188	193	58	33	19	381	52
Weighted Base		**544**	165	234	72*	53*	18**	399	71*	190	234	62*	38**	18**	424	56*
Effective Base		**313**	108	117	46	32	14	221	45	116	123	40	22	12	238	34
Very easy	(5)	**109**	61	28	10	6	2	90	8	56	35	6	10	2	91	12
		20%	***37%bcdfg***	*12%*	*13%*	*11%*	*12%*	***23%b***	*12%*	***29%ij***	*15%*	*10%*	*26%*	*10%*	*21%*	*21%*
Fairly easy	(4)	**205**	40	103	26	31	5	142	36	62	100	24	13	5	162	18
		38%	*24%*	***44%a***	*36%*	***59%af***	*29%*	***36%a***	***51%a***	*33%*	*43%*	*39%*	*34%*	*26%*	*38%*	*31%*
Neither easy nor difficult	(3)	**80**	22	34	16	5	4	55	9	29	31	15	3	3	60	5
		15%	*13%*	*15%*	*22%*	*9%*	*23%*	*14%*	*13%*	*15%*	*13%*	*24%*	*7%*	*15%*	*14%*	*9%*
Fairly difficult	(2)	**73**	24	31	13	2	4	54	6	21	33	10	5	5	54	10
		13%	*14%*	*13%*	*18%*	*4%*	*21%*	*14%*	*8%*	*11%*	*14%*	*16%*	*12%*	*28%*	*13%*	*17%*
Very difficult	(1)	**76**	17	38	8	9	3	55	12	22	33	8	8	4	55	12
		14%	*10%*	*16%*	*11%*	*17%*	*15%*	*14%*	*16%*	*12%*	*14%*	*12%*	*22%*	*21%*	*13%*	*22%*
I don't know		**2**	2	-	-	-	-	2	-	*	2	-	-	-	2	-
		*	*1%*	-	-	-	-	*	-	*	*1%*	-	-	-	*	-
NET Very/fairly easy		**313**	101	131	36	37	7	232	44	117	136	30	23	7	253	29
		58%	*61%*	*56%*	*49%*	*70%*	*41%*	*58%*	*63%*	*62%*	*58%*	*48%*	*59%*	*36%*	*60%*	*52%*
NET Very/fairly difficult		**149**	41	69	21	11	7	110	18	43	66	18	13	9	109	22
		27%	*25%*	*29%*	*29%*	*21%*	*36%*	*27%*	*25%*	*23%*	*28%*	*28%*	*34%*	*49%*	*26%*	*39%*
Mean		**3.36**	***3.64b***	3.23	3.23	3.43	3.02	3.40	3.33	3.57	3.31	3.17	3.29	2.77	3.43	3.13
Std Dev.		**1.32**	1.38	1.29	1.21	1.27	1.28	1.34	1.28	1.33	1.29	1.19	1.53	1.35	1.31	1.48
Std Error		**0.06**	0.11	0.10	0.14	0.18	0.29	0.07	0.15	0.10	0.09	0.16	0.27	0.31	0.07	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		495	59	430	6	200	250	45	469	18	6	-	493	2
Weighted Base		544	52*	485	7**	209	291	44**	512	24**	6**	-**	542	2**
Effective Base		313	38	274	4	130	159	26	296	13	3	-	312	1
Very easy	(5)	109	20	88	-	55	48	5	106	3	-	-	109	-
		20%	**39%b**	*18%*	-	**27%e**	*17%*	*11%*	*21%*	*13%*	-	-	*20%*	-
Fairly easy	(4)	205	20	182	3	66	113	26	187	15	1	-	202	2
		38%	*38%*	*37%*	*41%*	*31%*	*39%*	*59%*	*36%*	*62%*	*14%*	-	*37%*	*93%*
Neither easy nor difficult	(3)	80	5	72	3	35	41	4	75	5	*	-	80	-
		15%	*10%*	*15%*	*41%*	*17%*	*14%*	*9%*	*15%*	*21%*	*6%*	-	*15%*	-
Fairly difficult	(2)	73	2	71	1	30	35	8	68	1	5	-	73	-
		13%	*3%*	*15%*	*15%*	*14%*	*12%*	*18%*	*13%*	*5%*	*76%*	-	*14%*	-
Very difficult	(1)	76	5	71	-	23	52	1	76	-	*	-	76	-
		14%	*10%*	*15%*	-	*11%*	*18%*	*2%*	*15%*	-	*4%*	-	*14%*	-
I don't know		2	-	2	*	*	2	*	2	-	-	-	2	*
		*	-	*	*2%*	*	*1%*	*	*	-	-	-	*	*7%*
NET Very/fairly easy		313	40	270	3	121	161	31	292	18	1	-	311	2
		58%	**77%b**	*56%*	*41%*	*58%*	*55%*	*70%*	*57%*	*75%*	*14%*	-	*57%*	*93%*
NET Very/fairly difficult		149	7	141	1	53	87	9	143	1	5	-	149	-
		27%	*13%*	**29%a**	*15%*	*25%*	*30%*	*21%*	*28%*	*5%*	*80%*	-	*27%*	-
Mean		3.36	**3.94b**	3.30	3.27	3.48	3.25	3.58	3.35	3.83	2.29	-	3.36	4.00
Std Dev.		1.32	1.22	1.32	0.78	1.32	1.36	1.00	1.34	0.72	0.82	-	1.32	0.00
Std Error		0.06	0.16	0.06	0.35	0.09	0.09	0.15	0.06	0.17	0.34	-	0.06	0.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH5. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**495**	128	112	127	128	44	41	43	45	34	33	50	38	39	45	34	49
Weighted Base	**544**	142*	120*	131*	151*	49**	48**	45**	44**	37**	40**	47**	39**	45**	48**	40**	63*
Effective Base	**313**	85	78	70	82	29	29	27	29	23	26	22	25	24	26	23	33
Very easy (5)	**109**	22	12	27	47	7	6	9	4	6	2	8	12	8	12	13	22
	20%	*16%*	*10%*	*21%*	**31%ab**	*13%*	*13%*	*20%*	*10%*	*16%*	*5%*	*16%*	*30%*	*18%*	*26%*	*32%*	*34%*
Fairly easy (4)	**205**	53	53	46	54	16	22	14	25	11	17	15	9	22	16	11	27
	38%	*37%*	*44%*	*35%*	*35%*	*33%*	*46%*	*32%*	*57%*	*29%*	*42%*	*32%*	*24%*	*48%*	*33%*	*27%*	*43%*
Neither easy nor difficult (3)	**80**	20	19	22	19	9	5	6	4	5	9	9	8	5	4	6	9
	15%	*14%*	*15%*	*17%*	*13%*	*19%*	*10%*	*13%*	*10%*	*14%*	*23%*	*20%*	*21%*	*11%*	*9%*	*14%*	*15%*
Fairly difficult (2)	**73**	26	13	21	14	10	8	8	5	5	3	5	7	8	5	4	5
	13%	*18%*	*11%*	*16%*	*9%*	*20%*	*16%*	*17%*	*11%*	*14%*	*6%*	*11%*	*19%*	*18%*	*11%*	*9%*	*8%*
Very difficult (1)	**76**	22	22	14	18	7	7	8	5	8	9	10	2	2	10	7	*
	14%	*15%*	*18%*	*11%*	*12%*	*14%*	*15%*	*17%*	*11%*	*22%*	*23%*	*21%*	*5%*	*5%*	*21%*	*18%*	*1%*
I don't know	**2**	-	2	*	-	-	-	-	*	2	-	-	*	-	-	-	-
	*	-	*1%*	*	-	-	-	-	*	*4%*	-	-	*	-	-	-	-
NET Very/fairly easy	**313**	75	65	73	101	23	28	24	29	17	19	23	21	29	28	24	48
	58%	*53%*	*54%*	*56%*	*66%*	*47%*	*59%*	*52%*	*67%*	*46%*	*47%*	*48%*	*54%*	*66%*	*59%*	*59%*	*77%*
NET Very/fairly difficult	**149**	47	35	35	32	17	15	16	10	13	12	15	9	10	15	11	6
	27%	*33%*	*29%*	*27%*	*21%*	*34%*	*31%*	*35%*	*22%*	*36%*	*30%*	*32%*	*24%*	*23%*	*32%*	*27%*	*9%*
Mean	**3.36**	3.20	3.17	3.39	**3.65ab**	3.12	3.26	3.21	3.44	3.04	3.00	3.11	3.55	3.54	3.33	3.46	4.01
Std Dev.	**1.32**	1.33	1.31	1.28	1.32	1.28	1.31	1.41	1.17	1.46	1.29	1.39	1.26	1.14	1.50	1.48	0.94
Std Error	**0.06**	0.12	0.12	0.11	0.12	0.19	0.21	0.22	0.18	0.25	0.22	0.20	0.21	0.18	0.22	0.25	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**139**	-	139	76	62	12	16	25	17	32	26	10	28	42	68	36	121	16	139
Weighted Base	**149***	-**	149*	76*	71*	13**	19**	22**	21**	26**	35**	14**	31**	43**	74*	49**	125*	22**	139
Effective Base	**78**	-	78	48	32	9	10	16	11	16	13	7	18	27	34	19	65	12	139
Finding out how to make a complaint	**69**	-	69	40	29	3	8	14	12	10	14	8	11	26	32	22	56	12	64
	46%	-	*46%*	*53%*	*41%*	*20%*	*43%*	*65%*	*56%*	*41%*	*41%*	*55%*	*34%*	*61%*	*44%*	*45%*	*44%*	*53%*	*46%*
Getting through to the right person to speak to	**79**	-	79	37	41	7	11	9	9	12	18	11	19	19	42	30	68	11	77
	53%	-	*53%*	*48%*	*58%*	*59%*	*62%*	*41%*	*46%*	*49%*	*53%*	*80%*	*60%*	*43%*	*56%*	*60%*	*54%*	*53%*	*55%*
Other (please specify)	**31**	-	31	14	17	2	4	4	4	8	7	3	6	8	17	10	29	1	23
	21%	-	*21%*	*19%*	*23%*	*13%*	*22%*	*16%*	*19%*	*30%*	*20%*	*20%*	*18%*	*18%*	*23%*	*20%*	*24%*	*6%*	*17%*
I don't know	**1**	-	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1
	1%	-	*1%*	-	*2%*	*11%*	-	-	-	-	-	-	*5%*	-	-	-	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**139**	46	35	27	31	81	58	70	66	18	16	41	32	21	110	18	112
Weighted Base	**149***	47**	44**	27**	31**	91*	58*	94*	53*	18**	15**	51**	34**	22**	122*	18**	122*
Effective Base	**78**	20	23	17	21	42	38	42	39	13	10	21	20	11	60	13	61
Finding out how to make a complaint	**69**	28	18	13	10	46	23	50	19	5	6	26	19	6	58	5	58
	46%	*60%*	*41%*	*50%*	*31%*	*51%*	*40%*	*53%*	*36%*	*28%*	*41%*	*52%*	*58%*	*26%*	*47%*	*28%*	*47%*
Getting through to the right person to speak to	**79**	15	26	20	19	41	38	44	35	11	11	28	18	7	64	11	64
	53%	*32%*	*59%*	*72%*	*61%*	*45%*	*66%*	*46%*	*65%*	*62%*	*74%*	*55%*	*53%*	*33%*	*53%*	*62%*	*53%*
Other (please specify)	**31**	10	11	1	8	21	9	19	12	2	3	11	6	9	29	2	29
	21%	*22%*	*25%*	*5%*	*26%*	*24%*	*16%*	*20%*	*23%*	*8%*	*16%*	*21%*	*19%*	*43%*	*24%*	*8%*	*24%*
I don't know	**1**	-	-	-	1	-	1	-	1	1	-	-	-	-	-	1	-
	1%	-	-	-	*5%*	-	*2%*	-	*3%*	*8%*	-	-	-	-	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**139**	94	45	19	73	26	24	16	1	10	3	3	14	6	10	16	10	2	24
Weighted Base	**149***	123*	26**	11**	127*	9**	7**	6**	1**	17**	4**	4**	25**	10**	22**	31**	14**	1**	9**
Effective Base	**78**	63	16	7	59	14	15	9	1	10	3	3	8	5	9	15	10	1	13
Finding out how to make a complaint	**69**	58	11	3	59	5	2	3	-	5	4	2	17	5	5	14	7	*	5
	46%	*47%*	*43%*	*28%*	*47%*	*49%*	*31%*	*54%*	-	*31%*	*81%*	*54%*	*68%*	*56%*	*22%*	*45%*	*52%*	*19%*	*52%*
Getting through to the right person to speak to	**79**	65	15	8	66	5	5	4	1	12	2	4	6	9	7	23	2	1	4
	53%	*53%*	*56%*	*67%*	*52%*	*51%*	*70%*	*70%*	*100%*	*72%*	*42%*	*100%*	*23%*	*91%*	*33%*	*76%*	*17%*	*100%*	*47%*
Other (please specify)	**31**	25	6	1	29	1	*	1	-	-	1	-	4	-	12	8	4	-	1
	21%	*20%*	*22%*	*9%*	*22%*	*13%*	*5%*	*13%*	-	-	*19%*	-	*15%*	-	*54%*	*25%*	*31%*	-	*14%*
I don't know	**1**	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	1%	*1%*	-	-	*1%*	-	-	-	-	*9%*	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**139**	47	52	18	12	8	99	20	51	53	15	10	9	104	19
Weighted Base	**149***	41**	69**	21**	11**	7**	110*	18**	43**	66**	18**	13**	9**	109*	22**
Effective Base	**78**	26	29	13	7	5	53	13	28	29	11	7	6	55	12
Finding out how to make a complaint	**69**	20	34	7	4	4	54	8	18	36	4	6	5	54	11
	46%	*48%*	*50%*	*36%*	*34%*	*62%*	*49%*	*44%*	*43%*	*54%*	*26%*	*43%*	*59%*	*50%*	*49%*
Getting through to the right person to speak to	**79**	23	37	9	7	2	60	10	33	25	11	7	3	58	10
	53%	*55%*	*55%*	*43%*	*67%*	*34%*	*55%*	*55%*	*75%*	*38%*	*62%*	*56%*	*33%*	*53%*	*47%*
Other (please specify)	**31**	2	18	7	2	2	20	4	5	18	4	2	2	23	4
	21%	*4%*	*27%*	*33%*	*21%*	*24%*	*18%*	*22%*	*10%*	*28%*	*24%*	*13%*	*26%*	*21%*	*18%*
I don't know	**1**	1	-	-	-	-	1	-	-	-	-	1	-	-	1
	1%	*4%*	-	-	-	-	*1%*	-	-	-	-	*11%*	-	-	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**139**	11	127	1	55	74	10	134	1	4	-	139	-
Weighted Base	**149***	7**	141*	1**	53*	87*	9**	143*	1**	5**	-**	149*	-**
Effective Base	**78**	8	72	1	34	40	6	75	1	2	-	78	-
Finding out how to make a complaint	**69**	3	65	1	18	47	4	66	-	3	-	69	-
	46%	*45%*	*46%*	*100%*	*34%*	*54%*	*45%*	*46%*	-	*66%*	-	*46%*	-
Getting through to the right person to speak to	**79**	5	75	-	30	45	5	77	1	2	-	79	-
	53%	*72%*	*53%*	-	*56%*	*51%*	*57%*	*54%*	*100%*	*34%*	-	*53%*	-
Other (please specify)	**31**	1	30	-	14	17	-	31	-	-	-	31	-
	21%	*11%*	*21%*	-	*26%*	*20%*	-	*21%*	-	-	-	*21%*	-
I don't know	**1**	-	1	-	1	-	-	1	-	-	-	1	-
	1%	-	*1%*	-	*3%*	-	-	*1%*	-	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH6. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complain to the Royal Mail

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**139**	46	29	33	31	15	14	17	11	10	8	14	10	9	13	12	6
Weighted Base	**149***	47**	35**	35**	32**	17**	15**	16**	10**	13**	12**	15**	9**	10**	15**	11**	6**
Effective Base	**78**	29	21	14	17	10	10	9	6	8	7	4	6	6	7	7	3
Finding out how to make a complaint	**69**	18	15	14	22	8	9	2	4	8	3	9	2	2	14	3	5
	46%	*39%*	*44%*	*39%*	*69%*	*46%*	*58%*	*13%*	*42%*	*58%*	*29%*	*60%*	*24%*	*20%*	*93%*	*23%*	*93%*
Getting through to the right person to speak to	**79**	30	22	9	19	12	9	9	4	8	9	2	4	2	9	7	2
	53%	*64%*	*62%*	*25%*	*60%*	*72%*	*58%*	*60%*	*44%*	*62%*	*77%*	*16%*	*45%*	*20%*	*59%*	*68%*	*43%*
Other (please specify)	**31**	8	5	14	3	-	2	6	3	1	1	3	5	6	*	2	*
	21%	*18%*	*14%*	*41%*	*9%*	-	*14%*	*41%*	*29%*	*6%*	*11%*	*21%*	*53%*	*60%*	*1%*	*21%*	*7%*
I don't know	**1**	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	1%	-	-	*4%*	-	-	-	-	-	-	-	*10%*	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**495**	-	495	241	252	86	87	92	68	83	45	33	173	160	161	78	430	56	495
Weighted Base	**544**	-**	544	273	270	101*	104*	95*	81*	68*	51**	44**	205	177	163*	96*	452	79*	495
Effective Base	**313**	-	313	165	147	61	61	63	45	40	22	26	122	106	86	47	261	46	495
Very satisfied (5)	**110**	-	110	56	54	22	28	29	14	8	4	4	50	43	16	8	91	19	99
	20%	-	*20%*	*21%*	*20%*	*22%*	*27%*	**30%i**	*18%*	*12%*	*8%*	*10%*	**24%no**	**25%no**	*10%*	*9%*	*20%*	*24%*	*20%*
Fairly satisfied (4)	**155**	-	155	83	72	39	32	23	29	16	5	12	70	52	33	17	134	15	124
	28%	-	*28%*	*30%*	*27%*	*38%*	*30%*	*24%*	*35%*	*23%*	*9%*	*27%*	**34%no**	*29%*	*20%*	*18%*	*30%*	*19%*	*25%*
Neither satisfied or dissatisfied (3)	**83**	-	83	38	44	23	14	15	11	8	6	4	38	26	19	11	63	18	92
	15%	-	*15%*	*14%*	*16%*	*23%*	*14%*	*16%*	*14%*	*12%*	*12%*	*10%*	*19%*	*15%*	*12%*	*11%*	*14%*	*22%*	*19%*
Fairly dissatisfied (2)	**80**	-	80	38	43	7	15	14	11	17	6	9	23	25	33	15	64	11	70
	15%	-	*15%*	*14%*	*16%*	*7%*	*15%*	*15%*	*14%*	**25%e**	*12%*	*21%*	*11%*	*14%*	*20%*	*16%*	*14%*	*14%*	*14%*
Very dissatisfied (1)	**107**	-	107	55	51	9	12	14	14	17	29	13	21	28	58	41	94	14	98
	20%	-	*20%*	*20%*	*19%*	*9%*	*12%*	*15%*	*18%*	**25%e**	*55%*	*29%*	*10%*	*16%*	**36%lm**	**43%lm**	*21%*	*17%*	*20%*
Don't know	**9**	-	9	4	6	1	3	*	1	1	2	1	3	2	4	3	7	2	12
	2%	-	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	*3%*	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*
NET Very/fairly satisfied	**264**	-	264	139	126	61	59	52	43	24	9	17	120	95	49	25	225	34	223
	49%	-	*49%*	*51%*	*47%*	**60%l**	**57%l**	*55%*	*53%*	*35%*	*17%*	*37%*	**59%no**	**54%no**	*30%*	*26%*	*50%*	*43%*	*45%*
NET Very/fairly dissatisfied	**188**	-	188	92	94	16	27	28	26	34	35	22	43	54	91	57	157	25	168
	34%	-	*34%*	*34%*	*35%*	*16%*	*26%*	*29%*	*32%*	**51%efg**	*67%*	*50%*	*21%*	*30%*	**56%lm**	**59%lm**	*35%*	*31%*	*34%*
Mean	**3.15**	-	3.15	3.18	3.13	**3.59i**	**3.47i**	**3.42i**	3.22	2.70	1.98	2.67	**3.53no**	**3.32no**	2.47	2.30	3.15	3.19	3.12
Std Dev.	**1.43**	-	1.43	1.44	1.42	1.16	1.35	1.43	1.39	1.39	1.35	1.43	1.26	1.41	1.42	1.43	1.44	1.43	1.42
Std Error	**0.07**	-	0.07	0.09	0.09	0.13	0.15	0.15	0.17	0.15	0.21	0.26	0.10	0.11	0.11	0.17	0.07	0.19	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**495**	153	117	108	117	270	225	280	206	63	65	140	118	64	387	64	395
Weighted Base		**544**	170*	144*	126*	105*	313	231	367	172	61*	63*	171*	133*	71*	439	61*	445
Effective Base		**313**	89	77	76	77	166	151	187	134	43	40	89	74	42	245	43	248
Very satisfied	(5)	**110**	40	26	25	19	66	44	83	26	11	13	35	26	21	95	11	95
		20%	*23%*	*18%*	*20%*	*18%*	*21%*	*19%*	*23%*	*15%*	*18%*	*20%*	*21%*	*20%*	*29%*	*22%*	*18%*	*21%*
Fairly satisfied	(4)	**155**	52	35	41	27	87	68	111	41	10	25	46	44	17	133	10	137
		28%	*31%*	*24%*	*32%*	*26%*	*28%*	*29%*	*30%*	*24%*	*17%*	**40%i**	*27%*	*33%*	*24%*	*30%*	*17%*	*31%*
Neither satisfied or dissatisfied	(3)	**83**	22	19	20	22	41	42	49	34	16	11	22	15	9	57	16	60
		15%	*13%*	*13%*	*16%*	*21%*	*13%*	*18%*	*13%*	*20%*	**27%kln**	*17%*	*13%*	*11%*	*13%*	*13%*	**27%p**	*13%*
Fairly dissatisfied	(2)	**80**	22	24	22	12	46	34	55	23	8	7	26	17	12	62	8	62
		15%	*13%*	*17%*	*18%*	*11%*	*15%*	*15%*	*15%*	*14%*	*13%*	*11%*	*15%*	*13%*	*16%*	*14%*	*13%*	*14%*
Very dissatisfied	(1)	**107**	32	35	18	21	68	40	64	42	15	7	38	26	12	83	15	83
		20%	*19%*	*25%*	*15%*	*20%*	*22%*	*17%*	*18%*	*24%*	*24%*	*11%*	*22%*	*19%*	*17%*	*19%*	*25%*	*19%*
Don't know		**9**	2	4	*	4	6	4	4	5	-	-	3	5	*	9	-	9
		2%	*1%*	*3%*	*	*4%*	*2%*	*2%*	*1%*	*3%*	-	-	*2%*	*4%*	*	*2%*	-	*2%*
NET Very/fairly satisfied		**264**	92	61	65	46	153	112	195	68	21	38	81	71	38	228	21	231
		49%	*54%*	*43%*	*52%*	*44%*	*49%*	*48%*	**53%h**	*39%*	*35%*	**60%i**	*47%*	*53%*	*53%*	**52%l**	*35%*	**52%o**
NET Very/fairly dissatisfied		**188**	55	59	41	33	114	74	119	65	23	14	64	43	24	145	23	145
		34%	*32%*	*41%*	*32%*	*32%*	*36%*	*32%*	*33%*	*38%*	*37%*	*23%*	*38%*	*32%*	*33%*	*33%*	*38%*	*33%*
Mean		**3.15**	3.26	2.95	3.25	3.10	3.12	3.18	**3.26h**	2.92	2.92	3.47	3.08	3.22	3.32	3.22	2.91	3.22
Std Dev.		**1.43**	1.45	1.48	1.35	1.41	1.47	1.37	1.42	1.42	1.43	1.26	1.48	1.44	1.47	1.44	1.43	1.43
Std Error		**0.07**	0.12	0.14	0.13	0.13	0.09	0.09	0.09	0.10	0.18	0.16	0.13	0.14	0.19	0.07	0.18	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**495**	375	120	51	299	75	67	54	22	36	22	32	48	23	52	40	24	10	65
Weighted Base		**544**	481	64*	30**	477	32*	22*	14*	16**	65*	33**	41**	70*	32**	107*	79*	33**	5**	28*
Effective Base		**313**	271	43	21	251	47	38	35	21	33	21	29	35	20	48	35	22	7	40
Very satisfied	(5)	**110**	97	13	4	97	6	5	1	9	9	9	13	14	5	29	7	3	1	5
		20%	*20%*	*20%*	*14%*	*20%*	*19%*	*22%*	*10%*	*56%*	*14%*	*26%*	*30%*	*20%*	*15%*	**27%o**	*8%*	*8%*	*20%*	*18%*
Fairly satisfied	(4)	**155**	146	9	4	143	6	2	3	1	25	10	12	19	5	31	28	12	1	5
		28%	**30%b**	*15%*	*15%*	**30%f**	*20%*	*11%*	*24%*	*8%*	*38%*	*32%*	*29%*	*27%*	*15%*	*29%*	*35%*	*37%*	*21%*	*19%*
Neither satisfied or dissatisfied	(3)	**83**	75	8	3	68	8	5	3	3	9	6	9	5	4	16	12	4	-	8
		15%	*16%*	*13%*	*9%*	*14%*	*23%*	*21%*	*21%*	*19%*	*14%*	*18%*	*21%*	*7%*	*14%*	*15%*	*15%*	*13%*	-	**27%l**
Fairly dissatisfied	(2)	**80**	64	17	5	72	4	2	2	2	13	5	4	13	9	12	7	8	1	3
		15%	*13%*	**26%a**	*18%*	*15%*	*14%*	*11%*	*14%*	*13%*	*19%*	*15%*	*10%*	*18%*	*29%*	*11%*	*9%*	*23%*	*25%*	*12%*
Very dissatisfied	(1)	**107**	90	17	13	91	7	6	4	1	10	3	4	19	8	18	23	5	2	6
		20%	*19%*	*27%*	*44%*	*19%*	*22%*	*25%*	*31%*	*5%*	*15%*	*8%*	*9%*	*27%*	*26%*	*17%*	*29%*	*16%*	*34%*	*20%*
Don't know		**9**	9	*	-	6	1	2	-	-	-	-	1	-	-	2	3	1	-	1
		2%	*2%*	*	-	*1%*	*3%*	**9%d**	-	-	-	-	*2%*	-	-	*2%*	*4%*	*3%*	-	*3%*
NET Very/fairly satisfied		**264**	242	22	9	240	12	7	5	11	34	19	24	34	10	60	34	15	2	10
		49%	*50%*	*35%*	*29%*	**50%f**	*38%*	*33%*	*34%*	*64%*	*52%*	*58%*	*59%*	*48%*	*31%*	*56%*	*43%*	*45%*	*41%*	*38%*
NET Very/fairly dissatisfied		**188**	154	33	18	162	12	8	6	3	23	8	8	32	18	30	30	13	3	9
		34%	*32%*	**52%a**	*62%*	*34%*	*36%*	*37%*	*44%*	*18%*	*34%*	*23%*	*18%*	*45%*	*55%*	*28%*	*38%*	*39%*	*59%*	*32%*
Mean		**3.15**	3.20	2.76	2.38	3.18	2.99	2.91	2.70	3.97	3.16	3.53	3.64	2.96	2.65	3.40	2.85	2.98	2.69	3.04
Std Dev.		**1.43**	1.41	1.50	1.53	1.42	1.44	1.56	1.44	1.34	1.32	1.28	1.27	1.54	1.43	1.44	1.42	1.30	1.78	1.41
Std Error		**0.07**	0.07	0.14	0.21	0.08	0.17	0.20	0.20	0.28	0.22	0.27	0.23	0.22	0.30	0.20	0.23	0.27	0.56	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**495**	171	177	71	52	19	348	71	188	193	58	33	19	381	52
Weighted Base		**544**	165	234	72*	53*	18**	399	71*	190	234	62*	38**	18**	424	56*
Effective Base		**313**	108	117	46	32	14	221	45	116	123	40	22	12	238	34
Very satisfied	(5)	**110**	68	22	8	10	2	89	12	54	39	6	8	1	94	9
		20%	***41%bcdfg***	*9%*	*10%*	*18%*	*12%*	***22%b***	*17%*	***29%j***	*17%*	*10%*	*22%*	*4%*	*22%*	*16%*
Fairly satisfied	(4)	**155**	30	97	14	13	1	127	15	51	76	19	8	*	127	8
		28%	*18%*	***42%acg***	*19%*	*25%*	*8%*	***32%a***	*21%*	*27%*	***32%n***	*31%*	*21%*	*2%*	*30%*	*15%*
Neither satisfied or dissatisfied	(3)	**83**	17	24	23	13	5	41	17	26	29	18	3	5	56	8
		15%	*10%*	*10%*	***32%abf***	***24%abf***	*25%*	*10%*	***24%abf***	*14%*	*13%*	***28%him***	*8%*	*29%*	*13%*	*15%*
Fairly dissatisfied	(2)	**80**	21	37	12	7	4	58	11	27	38	6	4	6	64	10
		15%	*13%*	*16%*	*16%*	*14%*	*20%*	*15%*	*15%*	*14%*	*16%*	*10%*	*9%*	*35%*	*15%*	*18%*
Very dissatisfied	(1)	**107**	28	51	15	8	5	79	14	29	47	12	13	6	76	19
		20%	*17%*	*22%*	*21%*	*16%*	*30%*	*20%*	*19%*	*15%*	*20%*	*20%*	*34%*	*31%*	*18%*	***33%hm***
Don't know		**9**	3	3	1	2	1	5	3	2	4	1	2	-	6	2
		2%	*2%*	*1%*	*1%*	*4%*	*6%*	*1%*	*4%*	*1%*	*2%*	*1%*	*6%*	-	*2%*	*4%*
NET Very/fairly satisfied		**264**	97	119	21	23	4	216	26	105	115	26	16	1	221	17
		49%	***59%cg***	***51%c***	*29%*	*43%*	*20%*	***54%cg***	*37%*	***56%n***	*49%*	*41%*	*42%*	*6%*	***52%n***	*30%*
NET Very/fairly dissatisfied		**188**	49	88	27	15	9	136	24	56	85	18	17	12	141	28
		34%	*30%*	*37%*	*37%*	*29%*	*50%*	*34%*	*34%*	*29%*	*36%*	*30%*	*44%*	*66%*	*33%*	***51%hm***
Mean		**3.15**	**3.54bcg**	3.01	2.81	3.17	2.49	3.23	3.00	**3.40n**	3.10	3.02	2.84	2.13	**3.23n**	2.61
Std Dev.		**1.43**	1.54	1.36	1.27	1.35	1.38	1.46	1.38	1.43	1.42	1.28	1.66	1.03	1.43	1.51
Std Error		**0.07**	0.12	0.10	0.15	0.19	0.33	0.08	0.17	0.11	0.10	0.17	0.30	0.24	0.07	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**495**	59	430	6	200	250	45	469	18	6	-	493	2
Weighted Base		**544**	52*	485	7**	209	291	44**	512	24**	6**	-**	542	2**
Effective Base		**313**	38	274	4	130	159	26	296	13	3	-	312	1
Very satisfied	(5)	**110**	23	87	-	49	54	7	101	4	3	-	107	2
		20%	***43%b***	*18%*	-	*23%*	*19%*	*15%*	*20%*	*15%*	*49%*	-	*20%*	*93%*
Fairly satisfied	(4)	**155**	11	144	-	55	80	20	143	10	2	-	155	-
		28%	*21%*	*30%*	-	*26%*	*28%*	*45%*	*28%*	*43%*	*27%*	-	*29%*	-
Neither satisfied or dissatisfied	(3)	**83**	8	71	4	40	33	9	73	10	-	-	83	*
		15%	*14%*	*15%*	*56%*	*19%*	*11%*	*21%*	*14%*	*42%*	-	-	*15%*	*7%*
Fairly dissatisfied	(2)	**80**	2	75	3	29	47	4	79	-	1	-	80	-
		15%	*4%*	*16%*	*44%*	*14%*	*16%*	*10%*	*15%*	-	*20%*	-	*15%*	-
Very dissatisfied	(1)	**107**	9	98	-	35	68	4	107	-	*	-	107	-
		20%	*18%*	*20%*	-	*17%*	*23%*	*10%*	*21%*	-	*4%*	-	*20%*	-
Don't know		**9**	-	9	-	1	8	-	9	-	-	-	9	-
		2%	-	*2%*	-	*	*3%*	-	*2%*	-	-	-	*2%*	-
NET Very/fairly satisfied		**264**	33	231	-	104	134	26	244	14	5	-	262	2
		49%	*64%*	*48%*	-	*50%*	*46%*	*60%*	*48%*	*58%*	*76%*	-	*48%*	*93%*
NET Very/fairly dissatisfied		**188**	11	173	3	64	115	9	186	-	1	-	188	-
		34%	*22%*	*36%*	*44%*	*31%*	*40%*	*20%*	*36%*	-	*24%*	-	*35%*	-
Mean		**3.15**	***3.68b***	3.10	2.56	3.26	3.02	3.45	3.10	3.74	3.98	-	3.14	4.87
Std Dev.		**1.43**	1.51	1.42	0.54	1.40	1.48	1.17	1.45	0.72	1.40	-	1.43	0.65
Std Error		**0.07**	0.20	0.07	0.22	0.10	0.10	0.17	0.07	0.17	0.57	-	0.07	0.46

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**495**	128	112	127	128	44	41	43	45	34	33	50	38	39	45	34	49
Weighted Base		**544**	142*	120*	131*	151*	49**	48**	45**	44**	37**	40**	47**	39**	45**	48**	40**	63*
Effective Base		**313**	85	78	70	82	29	29	27	29	23	26	22	25	24	26	23	33
Very satisfied	(5)	**110**	25	24	25	35	4	8	14	7	12	5	10	10	5	8	7	20
		20%	*18%*	*20%*	*19%*	*23%*	*7%*	*16%*	*30%*	*16%*	*33%*	*13%*	*22%*	*25%*	*12%*	*17%*	*17%*	*31%*
Fairly satisfied	(4)	**155**	38	34	31	51	17	12	9	19	5	11	8	8	15	17	20	15
		28%	*27%*	*28%*	*24%*	*34%*	*34%*	*26%*	*20%*	*43%*	*12%*	*27%*	*18%*	*21%*	*33%*	*35%*	*50%*	*24%*
Neither satisfied or dissatisfied	(3)	**83**	19	16	28	19	9	7	4	6	3	8	9	6	12	5	3	11
		15%	*14%*	*13%*	*22%*	*13%*	*18%*	*14%*	*9%*	*13%*	*7%*	*20%*	*20%*	*17%*	*28%*	*10%*	*8%*	*18%*
Fairly dissatisfied	(2)	**80**	24	11	22	23	12	8	5	5	2	4	5	10	6	6	3	14
		15%	*17%*	*9%*	*17%*	*15%*	*24%*	*16%*	*11%*	*12%*	*5%*	*10%*	*11%*	*26%*	*14%*	*13%*	*8%*	*22%*
Very dissatisfied	(1)	**107**	30	34	23	20	6	12	12	6	16	12	14	4	5	12	5	3
		20%	*21%*	***28%d***	*18%*	*13%*	*12%*	*25%*	*28%*	*14%*	*43%*	*30%*	*30%*	*11%*	*11%*	*24%*	*14%*	*5%*
Don't know		**9**	5	1	1	2	3	2	1	1	-	-	-	-	1	1	2	-
		2%	*4%*	*1%*	*1%*	*2%*	*5%*	*4%*	*2%*	*2%*	-	-	-	-	*2%*	*2%*	*4%*	-
NET Very/fairly satisfied		**264**	63	58	57	86	20	20	23	26	16	16	18	18	20	25	27	35
		49%	*44%*	*49%*	*43%*	*57%*	*41%*	*42%*	*50%*	*59%*	*45%*	*40%*	*39%*	*46%*	*45%*	*52%*	*66%*	*55%*
NET Very/fairly dissatisfied		**188**	54	45	45	44	17	20	17	11	18	16	19	14	11	18	9	17
		34%	*38%*	*37%*	*35%*	*29%*	*36%*	*41%*	*39%*	*25%*	*48%*	*40%*	*41%*	*37%*	*25%*	*37%*	*22%*	*27%*
Mean		**3.15**	3.02	3.04	3.10	3.39	3.01	2.92	3.15	3.37	2.86	2.84	2.90	3.23	3.21	3.09	3.50	3.54
Std Dev.		**1.43**	1.44	1.53	1.38	1.36	1.21	1.47	1.65	1.30	1.81	1.46	1.54	1.38	1.19	1.49	1.29	1.28
Std Error		**0.07**	0.13	0.15	0.12	0.12	0.19	0.24	0.25	0.20	0.31	0.25	0.22	0.22	0.19	0.23	0.22	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	495	-	495	241	252	86	87	92	68	83	45	33	173	160	161	78	430	56	495
Weighted Base	544	-**	544	273	270	101*	104*	95*	81*	68*	51**	44**	205	177	163*	96*	452	79*	495
Effective Base	313	-	313	165	147	61	61	63	45	40	22	26	122	106	86	47	261	46	495
Very satisfied (5)	121	-	121	63	58	27	29	29	15	11	5	5	57	44	21	10	107	14	102
	22%	-	22%	23%	21%	27%	28%	31%	18%	16%	10%	10%	28%no	25%no	13%	10%	24%	18%	21%
Fairly satisfied (4)	151	-	151	81	71	38	33	27	30	16	2	5	71	57	23	8	124	22	129
	28%	-	28%	30%	26%	38%	32%	28%	36%	23%	5%	12%	35%no	32%no	14%	8%	27%	28%	26%
Neither satisfied or dissatisfied (3)	74	-	74	38	36	16	13	14	9	6	8	10	29	23	23	17	60	13	72
	14%	-	14%	14%	13%	16%	12%	14%	11%	9%	15%	22%	14%	13%	14%	18%	13%	16%	15%
Fairly dissatisfied (2)	68	-	68	28	40	8	14	9	9	18	7	4	22	18	28	11	50	14	64
	13%	-	13%	10%	15%	8%	14%	10%	10%	26%eg	13%	9%	11%	10%	17%	11%	11%	18%	13%
Very dissatisfied (1)	113	-	113	54	57	10	12	15	16	14	26	19	22	32	59	45	100	13	108
	21%	-	21%	20%	21%	10%	11%	16%	20%	21%	51%	43%	11%	18%	36%lm	47%lm	22%	16%	22%
Don't know	17	-	17	9	8	1	3	1	3	3	4	1	4	4	8	5	11	4	20
	3%	-	3%	3%	3%	1%	3%	1%	4%	5%	7%	3%	2%	2%	5%	5%	2%	4%	4%
NET Very/fairly satisfied	272	-	272	144	128	65	62	56	44	26	8	10	128	101	44	18	231	36	231
	50%	-	50%	53%	48%	65%l	60%l	59%	54%	39%	15%	23%	62%no	57%no	27%	18%	51%	45%	47%
NET Very/fairly dissatisfied	181	-	181	82	98	19	26	24	25	32	33	23	44	49	88	56	150	27	172
	33%	-	33%	30%	36%	18%	25%	25%	31%	47%efg	63%	52%	22%	28%	54%lm	58%lm	33%	34%	35%
Mean	3.19	-	3.19	3.27	3.12	3.64i	3.54i	3.49i	3.22	2.86	2.04	2.35	3.59no	3.37no	2.47	2.19	3.20	3.13	3.11
Std Dev.	1.47	-	1.47	1.46	1.47	1.26	1.35	1.43	1.44	1.45	1.39	1.44	1.30	1.43	1.46	1.41	1.50	1.38	1.47
Std Error	0.07	-	0.07	0.10	0.09	0.14	0.15	0.15	0.18	0.16	0.21	0.26	0.10	0.12	0.12	0.17	0.07	0.19	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**495**	153	117	108	117	270	225	280	206	63	65	140	118	64	387	64	395
Weighted Base	**544**	170*	144*	126*	105*	313	231	367	172	61*	63*	171*	133*	71*	439	61*	445
Effective Base	**313**	89	77	76	77	166	151	187	134	43	40	89	74	42	245	43	248
Very satisfied (5)	**121**	38	34	24	24	73	48	88	31	12	10	45	32	13	101	12	103
	22%	*23%*	*24%*	*19%*	*23%*	*23%*	*21%*	*24%*	*18%*	*20%*	*16%*	*26%*	*24%*	*19%*	*23%*	*20%*	*23%*
Fairly satisfied (4)	**151**	50	34	38	29	84	67	118	32	16	24	38	41	25	127	16	127
	28%	*30%*	*24%*	*30%*	*27%*	*27%*	*29%*	**32%h**	*19%*	*26%*	*38%*	*22%*	*31%*	*35%*	*29%*	*26%*	*29%*
Neither satisfied or dissatisfied (3)	**74**	24	22	17	12	46	28	44	31	4	14	27	13	8	62	4	64
	14%	*14%*	*16%*	*13%*	*11%*	*15%*	*12%*	*12%*	*18%*	*7%*	*21%*	*16%*	*10%*	*12%*	*14%*	*7%*	*14%*
Fairly dissatisfied (2)	**68**	25	12	25	7	37	31	48	20	5	8	21	15	8	53	5	54
	13%	*15%*	*8%*	**20%bd**	*6%*	*12%*	*14%*	*13%*	*12%*	*8%*	*13%*	*13%*	*11%*	*11%*	*12%*	*8%*	*12%*
Very dissatisfied (1)	**113**	28	34	22	29	62	51	61	48	24	7	35	27	15	84	24	84
	21%	*16%*	*24%*	*18%*	*28%*	*20%*	*22%*	*17%*	**28%g**	**40%jkln**	*11%*	*20%*	*20%*	*21%*	*19%*	**40%p**	*19%*
Don't know	**17**	5	7	-	5	12	5	7	9	-	*	5	6	2	12	-	13
	3%	*3%*	*5%*	-	*5%*	*4%*	*2%*	*2%*	*5%*	-	*1%*	*3%*	*4%*	*2%*	*3%*	-	*3%*
NET Very/fairly satisfied	**272**	89	68	62	53	157	115	207	63	27	34	83	73	38	228	27	230
	50%	*52%*	*48%*	*50%*	*50%*	*50%*	*50%*	**56%h**	*37%*	*45%*	*53%*	*49%*	*55%*	*54%*	*52%*	*45%*	*52%*
NET Very/fairly dissatisfied	**181**	53	46	47	36	98	83	109	68	29	15	56	42	23	136	29	138
	33%	*31%*	*32%*	*37%*	*34%*	*31%*	*36%*	*30%*	*40%*	**48%jn**	*25%*	*33%*	*31%*	*32%*	*31%*	**48%p**	*31%*
Mean	**3.19**	3.28	3.17	3.14	3.12	3.23	3.13	**3.35h**	2.86	2.77	3.33	3.23	3.29	3.20	**3.26i**	2.77	**3.26o**
Std Dev.	**1.47**	1.41	1.52	1.40	1.58	1.46	1.48	1.42	1.51	1.65	1.23	1.50	1.49	1.44	1.45	1.65	1.44
Std Error	**0.07**	0.12	0.14	0.14	0.15	0.09	0.10	0.09	0.11	0.21	0.15	0.13	0.14	0.18	0.08	0.21	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		**495**	375	120	51	299	75	67	54	22	36	22	32	48	23	52	40	24	10	65
Weighted Base		**544**	481	64*	30**	477	32*	22*	14*	16**	65*	33**	41**	70*	32**	107*	79*	33**	5**	28*
Effective Base		**313**	271	43	21	251	47	38	35	21	33	21	29	35	20	48	35	22	7	40
Very satisfied	(5)	**121**	104	17	7	110	5	4	2	6	20	9	8	10	7	36	13	3	*	5
		22%	*22%*	*27%*	*23%*	*23%*	*15%*	*19%*	*11%*	*35%*	*31%*	*26%*	*20%*	*14%*	*21%*	**33%l**	*16%*	*8%*	*6%*	*17%*
Fairly satisfied	(4)	**151**	144	7	2	137	7	4	3	6	16	12	12	20	7	31	22	12	1	6
		28%	**30%b**	*12%*	*7%*	*29%*	*21%*	*20%*	*21%*	*39%*	*24%*	*35%*	*30%*	*29%*	*21%*	*29%*	*27%*	*35%*	*15%*	*22%*
Neither satisfied or dissatisfied	(3)	**74**	68	7	4	63	6	4	2	2	7	2	9	10	-	14	13	6	*	5
		14%	*14%*	*10%*	*14%*	*13%*	*17%*	*17%*	*14%*	*13%*	*11%*	*6%*	*23%*	*14%*	-	*13%*	*16%*	*17%*	*10%*	*19%*
Fairly dissatisfied	(2)	**68**	57	11	2	58	4	3	3	1	13	7	3	11	5	8	7	3	1	3
		13%	*12%*	*18%*	*6%*	*12%*	*12%*	*16%*	*20%*	*9%*	*19%*	*20%*	*6%*	*16%*	*17%*	*7%*	*9%*	*10%*	*20%*	*11%*
Very dissatisfied	(1)	**113**	92	21	15	96	9	4	4	1	10	4	8	19	13	16	19	6	2	7
		21%	*19%*	**33%a**	*50%*	*20%*	*28%*	*18%*	*31%*	*5%*	*15%*	*12%*	*20%*	*28%*	*41%*	*15%*	*24%*	*18%*	*49%*	*24%*
Don't know		**17**	17	*	-	12	2	2	*	-	-	-	1	-	-	2	6	4	-	2
		3%	*3%*	*	-	*3%*	*7%*	**10%d**	*2%*	-	-	-	*2%*	-	-	*2%*	*7%*	*11%*	-	***8%ll***
NET Very/fairly satisfied		**272**	247	25	9	248	12	8	4	12	36	20	20	30	13	67	35	14	1	11
		50%	*51%*	*39%*	*30%*	**52%eg**	*36%*	*39%*	*33%*	*73%*	*54%*	*62%*	*50%*	*43%*	*42%*	**63%r**	*44%*	*43%*	*21%*	*38%*
NET Very/fairly dissatisfied		**181**	149	32	17	154	13	7	7	2	23	11	11	30	18	24	26	9	3	10
		33%	*31%*	**51%a**	*56%*	*32%*	*40%*	*34%*	**51%d**	*14%*	*35%*	*32%*	*26%*	**43%n**	*58%*	*22%*	*33%*	*28%*	*69%*	*35%*
Mean		**3.19**	3.24	2.82	2.47	**3.23g**	2.82	3.08	2.62	3.89	3.35	3.44	3.24	2.86	2.64	**3.60lr**	3.04	3.06	2.10	2.96
Std Dev.		**1.47**	1.44	1.65	1.69	1.47	1.49	1.47	1.47	1.15	1.48	1.40	1.40	1.46	1.68	1.41	1.47	1.32	1.48	1.49
Std Error		**0.07**	0.08	0.15	0.24	0.09	0.18	0.19	0.20	0.25	0.25	0.30	0.25	0.21	0.35	0.20	0.24	0.29	0.47	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**495**	171	177	71	52	19	348	71	188	193	58	33	19	381	52
Weighted Base		**544**	165	234	72*	53*	18**	399	71*	190	234	62*	38**	18**	424	56*
Effective Base		**313**	108	117	46	32	14	221	45	116	123	40	22	12	238	34
Very satisfied	(5)	**121**	47	39	11	19	2	86	21	57	41	11	10	1	98	11
		22%	***28%b***	*17%*	*16%*	***36%bc***	*12%*	*22%*	*30%*	***30%l***	*18%*	*18%*	*26%*	*4%*	*23%*	*19%*
Fairly satisfied	(4)	**151**	45	81	13	9	3	126	12	47	81	18	5	*	128	5
		28%	*27%*	***35%cg***	*18%*	*17%*	*17%*	***32%g***	*17%*	*25%*	***35%n***	***28%n***	*12%*	*2%*	***30%n***	*9%*
Neither satisfied or dissatisfied	(3)	**74**	18	27	21	6	2	45	8	28	25	14	3	4	53	8
		14%	*11%*	*12%*	***29%abfq***	*12%*	*9%*	*11%*	*11%*	*15%*	*11%*	*22%*	*8%*	*25%*	*12%*	*14%*
Fairly dissatisfied	(2)	**68**	22	30	6	5	3	53	9	21	31	4	6	5	52	11
		13%	*13%*	*13%*	*9%*	*10%*	*19%*	*13%*	*13%*	*11%*	*13%*	*7%*	*17%*	*27%*	*12%*	*20%*
Very dissatisfied	(1)	**113**	28	49	19	10	7	77	17	33	48	14	11	7	81	18
		21%	*17%*	*21%*	*26%*	*20%*	*38%*	*19%*	*24%*	*17%*	*21%*	*22%*	*30%*	*39%*	*19%*	*33%*
Don't know		**17**	5	6	2	2	1	12	3	4	8	1	3	1	12	3
		3%	*3%*	*3%*	*2%*	*4%*	*6%*	*3%*	*5%*	*2%*	*3%*	*2%*	*7%*	*4%*	*3%*	*6%*
NET Very/fairly satisfied		**272**	92	120	25	28	5	212	33	104	122	29	15	1	227	16
		50%	***56%c***	***52%c***	*34%*	*54%*	*28%*	***53%c***	*47%*	***55%n***	***52%n***	*46%*	*38%*	*6%*	***53%n***	*28%*
NET Very/fairly dissatisfied		**181**	50	80	25	16	10	130	26	53	79	18	18	12	132	30
		33%	*30%*	*34%*	*35%*	*30%*	*57%*	*32%*	*37%*	*28%*	*34%*	*29%*	*47%*	*66%*	*31%*	***53%hijm***
Mean		**3.19**	3.38	3.14	2.89	3.42	2.41	3.24	3.17	**3.41n**	3.16	3.14	2.87	2.02	**3.27n**	2.59
Std Dev.		**1.47**	1.47	1.43	1.42	1.58	1.51	1.45	1.61	1.47	1.43	1.42	1.66	1.08	1.45	1.54
Std Error		**0.07**	0.11	0.11	0.17	0.23	0.37	0.08	0.20	0.11	0.11	0.19	0.30	0.26	0.08	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**495**	59	430	6	200	250	45	469	18	6	-	493	2
Weighted Base		**544**	52*	485	7**	209	291	44**	512	24**	6**	-**	542	2**
Effective Base		**313**	38	274	4	130	159	26	296	13	3	-	312	1
Very satisfied	(5)	**121**	14	107	-	52	61	8	112	7	2	-	121	-
		22%	*27%*	*22%*	-	*25%*	*21%*	*18%*	*22%*	*29%*	*27%*	-	*22%*	-
Fairly satisfied	(4)	**151**	18	133	-	54	79	18	134	14	4	-	151	-
		28%	*34%*	*27%*	-	*26%*	*27%*	*40%*	*26%*	*56%*	*63%*	-	*28%*	-
Neither satisfied or dissatisfied	(3)	**74**	7	65	3	33	33	8	69	3	-	-	72	2
		14%	*14%*	*13%*	*38%*	*16%*	*11%*	*18%*	*14%*	*12%*	-	-	*13%*	*93%*
Fairly dissatisfied	(2)	**68**	1	65	2	22	38	8	67	1	-	-	68	*
		13%	*2%*	***13%a***	*29%*	*11%*	*13%*	*19%*	*13%*	*3%*	-	-	*13%*	*7%*
Very dissatisfied	(1)	**113**	12	99	2	46	65	3	112	-	1	-	113	-
		21%	*22%*	*20%*	*33%*	*22%*	*22%*	*6%*	*22%*	-	*10%*	-	*21%*	-
Don't know		**17**	*	16	-	2	15	-	17	-	-	-	17	-
		3%	*1%*	*3%*	-	*1%*	*5%*	-	*3%*	-	-	-	*3%*	-
NET Very/fairly satisfied		**272**	32	240	-	106	140	25	246	20	5	-	272	-
		50%	*62%*	*49%*	-	*51%*	*48%*	*58%*	*48%*	*85%*	*90%*	-	*50%*	-
NET Very/fairly dissatisfied		**181**	13	164	4	68	103	11	180	1	1	-	181	*
		33%	*24%*	*34%*	*62%*	*32%*	*35%*	*24%*	*35%*	*3%*	*10%*	-	*33%*	*7%*
Mean		**3.19**	3.43	3.18	2.05	3.22	3.12	3.45	3.13	4.11	3.98	-	3.19	2.93
Std Dev.		**1.47**	1.49	1.47	0.91	1.49	1.50	1.16	1.49	0.73	1.18	-	1.47	0.32
Std Error		**0.07**	0.20	0.07	0.37	0.11	0.10	0.17	0.07	0.17	0.48	-	0.07	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**495**	128	112	127	128	44	41	43	45	34	33	50	38	39	45	34	49
Weighted Base		**544**	142*	120*	131*	151*	49**	48**	45**	44**	37**	40**	47**	39**	45**	48**	40**	63*
Effective Base		**313**	85	78	70	82	29	29	27	29	23	26	22	25	24	26	23	33
Very satisfied	(5)	**121**	24	20	29	48	6	7	10	9	6	5	11	9	9	13	13	22
		22%	*17%*	*17%*	*22%*	***31%ab***	*13%*	*15%*	*23%*	*21%*	*17%*	*13%*	*24%*	*22%*	*20%*	*27%*	*31%*	*35%*
Fairly satisfied	(4)	**151**	43	35	33	40	16	15	12	12	11	12	7	8	17	7	14	19
		28%	*30%*	*29%*	*25%*	*26%*	*32%*	*32%*	*27%*	*27%*	*30%*	*31%*	*16%*	*22%*	*39%*	*14%*	*34%*	*31%*
Neither satisfied or dissatisfied	(3)	**74**	16	16	25	18	8	6	2	8	1	7	11	8	6	8	2	8
		14%	*11%*	*13%*	*19%*	*12%*	*17%*	*12%*	*4%*	*19%*	*2%*	*17%*	*23%*	*21%*	*13%*	*16%*	*5%*	*13%*
Fairly dissatisfied	(2)	**68**	21	12	14	21	12	2	7	6	3	3	3	4	7	8	3	9
		13%	*15%*	*10%*	*11%*	*14%*	*25%*	*5%*	*15%*	*13%*	*9%*	*8%*	*7%*	*10%*	*15%*	*16%*	*8%*	*15%*
Very dissatisfied	(1)	**113**	31	31	29	22	4	14	13	8	12	11	14	9	5	12	7	4
		21%	*22%*	*26%*	*22%*	*15%*	*9%*	*29%*	*28%*	*18%*	*34%*	*27%*	*30%*	*24%*	*11%*	*24%*	*17%*	*6%*
Don't know		**17**	7	6	1	3	3	4	1	1	3	2	-	-	1	1	2	1
		3%	*5%*	*5%*	*1%*	*2%*	*5%*	*8%*	*2%*	*2%*	*8%*	*4%*	-	-	*2%*	*2%*	*4%*	*1%*
NET Very/fairly satisfied		**272**	67	55	62	87	22	22	23	21	17	17	19	17	27	20	26	41
		50%	*47%*	*46%*	*48%*	*58%*	*45%*	*46%*	*51%*	*48%*	*46%*	*44%*	*40%*	*44%*	*59%*	*41%*	*65%*	*65%*
NET Very/fairly dissatisfied		**181**	52	43	43	43	16	16	20	13	16	14	18	14	12	19	10	13
		33%	*37%*	*36%*	*33%*	*28%*	*33%*	*34%*	*43%*	*30%*	*43%*	*35%*	*37%*	*35%*	*26%*	*40%*	*26%*	*21%*
Mean		**3.19**	3.06	3.02	3.15	3.47	3.16	2.98	3.02	3.22	2.86	2.94	2.97	3.07	3.43	3.04	3.55	3.73
Std Dev.		**1.47**	1.45	1.49	1.46	1.45	1.23	1.53	1.61	1.41	1.64	1.45	1.57	1.50	1.30	1.57	1.49	1.26
Std Error		**0.07**	0.13	0.15	0.13	0.13	0.19	0.25	0.25	0.22	0.30	0.26	0.22	0.24	0.21	0.24	0.26	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**495**	-	495	241	252	86	87	92	68	83	45	33	173	160	161	78	430	56	495
Weighted Base	**544**	-**	544	273	270	101*	104*	95*	81*	68*	51**	44**	205	177	163*	96*	452	79*	495
Effective Base	**313**	-	313	165	147	61	61	63	45	40	22	26	122	106	86	47	261	46	495
Very satisfied (5)	**108**	-	108	51	57	25	31	28	12	7	2	3	57	40	12	4	92	17	95
	20%	-	*20%*	*19%*	*21%*	*25%*	**30%l**	**30%l**	*15%*	*11%*	*4%*	*6%*	**28%no**	**23%no**	*7%*	*5%*	*20%*	*21%*	*19%*
Fairly satisfied (4)	**140**	-	140	80	60	38	31	21	20	12	6	11	70	41	29	17	119	15	120
	26%	-	*26%*	*29%*	*22%*	**38%i**	*30%*	*22%*	*25%*	*18%*	*12%*	*24%*	**34%no**	*23%*	*18%*	*18%*	*26%*	*19%*	*24%*
Neither satisfied or dissatisfied (3)	**75**	-	75	39	35	13	15	16	16	7	3	5	28	32	15	8	56	17	82
	14%	-	*14%*	*14%*	*13%*	*13%*	*14%*	*17%*	*20%*	*11%*	*6%*	*11%*	*14%*	*18%*	*9%*	*8%*	*12%*	*21%*	*17%*
Fairly dissatisfied (2)	**78**	-	78	30	47	8	9	16	13	17	12	2	18	29	31	14	65	12	66
	14%	-	*14%*	*11%*	*18%*	*8%*	*9%*	*17%*	*16%*	**25%ef**	*24%*	*5%*	*9%*	*16%*	**19%l**	*15%*	*14%*	*15%*	*13%*
Very dissatisfied (1)	**122**	-	122	63	57	15	12	13	18	23	24	17	27	31	64	41	104	17	109
	22%	-	*22%*	*23%*	*21%*	*14%*	*12%*	*14%*	*22%*	**34%efg**	*47%*	*39%*	*13%*	*18%*	**39%lm**	**43%lm**	*23%*	*22%*	*22%*
Don't know	**21**	-	21	9	12	1	5	*	2	2	4	7	6	3	12	11	17	2	23
	4%	-	*4%*	*3%*	*5%*	*1%*	*5%*	*1%*	*3%*	*3%*	*8%*	*15%*	*3%*	*2%*	**8%m**	**11%lm**	*4%*	*3%*	*5%*
NET Very/fairly satisfied	**249**	-	249	131	117	64	63	50	32	19	8	13	126	82	41	21	210	32	215
	46%	-	*46%*	*48%*	*43%*	**63%hi**	**60%hi**	**52%l**	*39%*	*29%*	*16%*	*30%*	**62%mno**	**46%no**	*25%*	*22%*	*46%*	*40%*	*43%*
NET Very/fairly dissatisfied	**199**	-	199	93	105	23	22	29	31	39	36	20	45	60	95	56	169	29	175
	37%	-	*37%*	*34%*	*39%*	*23%*	*21%*	*31%*	*38%*	**58%efg**	*70%*	*44%*	*22%*	**34%l**	**58%lm**	**58%lm**	*37%*	*36%*	*35%*
Mean	**3.07**	-	3.07	3.10	3.05	**3.51hi**	**3.61hi**	**3.38l**	2.94	2.46	1.94	2.44	**3.56mno**	**3.18no**	2.29	2.16	3.07	3.03	3.06
Std Dev.	**1.48**	-	1.48	1.46	1.48	1.35	1.35	1.43	1.39	1.41	1.22	1.49	1.35	1.42	1.38	1.36	1.49	1.46	1.46
Std Error	**0.07**	-	0.07	0.10	0.10	0.15	0.15	0.15	0.17	0.16	0.19	0.28	0.10	0.11	0.12	0.16	0.07	0.20	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**495**	153	117	108	117	270	225	280	206	63	65	140	118	64	387	64	395
Weighted Base		**544**	170*	144*	126*	105*	313	231	367	172	61*	63*	171*	133*	71*	439	61*	445
Effective Base		**313**	89	77	76	77	166	151	187	134	43	40	89	74	42	245	43	248
Very satisfied	(5)	**108**	35	25	29	20	60	49	87	21	12	13	32	32	12	90	12	90
		20%	*21%*	*17%*	*23%*	*19%*	*19%*	*21%*	***24%h***	*12%*	*20%*	*21%*	*19%*	*24%*	*17%*	*21%*	*20%*	*20%*
Fairly satisfied	(4)	**140**	50	32	30	28	82	58	96	43	13	21	38	32	24	115	13	119
		26%	*29%*	*23%*	*24%*	*27%*	*26%*	*25%*	*26%*	*25%*	*21%*	*34%*	*22%*	*24%*	*33%*	*26%*	*21%*	*27%*
Neither satisfied or dissatisfied	(3)	**75**	25	19	18	14	43	32	51	22	4	12	23	18	9	62	4	64
		14%	*14%*	*13%*	*14%*	*13%*	*14%*	*14%*	*14%*	*13%*	*7%*	*18%*	*14%*	*13%*	*13%*	*14%*	*7%*	*14%*
Fairly dissatisfied	(2)	**78**	17	20	26	15	37	41	50	28	12	5	32	15	9	60	12	60
		14%	*10%*	*14%*	*20%*	*14%*	*12%*	*18%*	*14%*	*16%*	*20%*	*7%*	*18%*	*11%*	*12%*	*14%*	*20%*	*13%*
Very dissatisfied	(1)	**122**	40	37	23	22	77	45	74	45	18	12	37	33	15	96	18	96
		22%	*23%*	*26%*	*18%*	*21%*	*24%*	*19%*	*20%*	*26%*	*29%*	*18%*	*21%*	*24%*	*21%*	*22%*	*29%*	*22%*
Don't know		**21**	3	11	*	6	15	6	9	13	2	1	9	4	3	17	2	17
		4%	*2%*	***8%c***	*	***6%c***	*5%*	*3%*	*2%*	***7%g***	*3%*	*1%*	*5%*	*3%*	*4%*	*4%*	*3%*	*4%*
NET Very/fairly satisfied		**249**	85	57	59	48	142	107	183	64	25	35	71	64	36	205	25	209
		46%	*50%*	*40%*	*47%*	*46%*	*45%*	*46%*	***50%h***	*37%*	*41%*	*55%*	*41%*	*48%*	*50%*	*47%*	*41%*	*47%*
NET Very/fairly dissatisfied		**199**	57	57	49	37	114	86	124	72	30	16	68	47	24	155	30	156
		37%	*34%*	*39%*	*39%*	*35%*	*36%*	*37%*	*34%*	*42%*	***50%j***	*26%*	*40%*	*35%*	*33%*	*35%*	*49%*	*35%*
Mean		**3.07**	3.14	2.91	3.13	3.09	3.04	3.11	**3.20h**	2.80	2.82	3.32	2.99	3.13	3.13	3.10	2.82	3.11
Std Dev.		**1.48**	1.48	1.50	1.45	1.46	1.49	1.45	1.47	1.44	1.57	1.39	1.47	1.54	1.43	1.47	1.57	1.47
Std Error		**0.07**	0.12	0.14	0.14	0.14	0.09	0.10	0.09	0.10	0.20	0.18	0.13	0.14	0.18	0.08	0.20	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Rurality			Nation				Region											
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		495	375	120	51	299	75	67	54	22	36	22	32	48	23	52	40	24	10	65
Weighted Base		544	481	64*	30**	477	32*	22*	14*	16**	65*	33**	41**	70*	32**	107*	79*	33**	5**	28*
Effective Base		313	271	43	21	251	47	38	35	21	33	21	29	35	20	48	35	22	7	40
Very satisfied	(5)	108	95	13	4	100	3	4	2	8	18	8	12	13	7	25	6	4	-	3
		20%	20%	20%	14%	21%	9%	18%	16%	48%	27%o	24%	30%	18%	22%	23%	7%	12%	-	10%
Fairly satisfied	(4)	140	133	8	3	123	10	3	4	2	19	8	7	18	4	30	25	10	2	8
		26%	28%b	12%	11%	26%	32%f	12%	30%	11%	30%	25%	16%	26%	12%	28%	32%	30%	41%	31%
Neither satisfied or dissatisfied	(3)	75	71	4	4	62	6	5	2	5	6	5	8	8	-	20	6	4	*	5
		14%	15%	7%	13%	13%	17%	22%	18%	32%	9%	15%	20%	12%	-	18%	7%	12%	10%	18%
Fairly dissatisfied	(2)	78	65	12	3	70	2	4	2	2	10	5	8	9	10	6	16	5	*	2
		14%	14%	19%	12%	15%	6%	19%	12%	9%	15%	15%	19%	13%	32%	5%	20%n	15%	3%	7%
Very dissatisfied	(1)	122	98	24	12	105	9	5	3	-	10	7	4	21	11	21	23	8	2	7
		22%	20%	37%a	42%	22%	27%	23%	22%	-	16%	21%	11%	30%	35%	20%	29%	23%	34%	25%
Don't know		21	19	3	2	17	3	1	*	-	2	-	2	*	-	6	3	3	1	2
		4%	4%	4%	8%	4%	9%	6%	2%	-	3%	-	5%	1%	-	6%	4%	9%	12%	9%l
NET Very/fairly satisfied		249	228	21	8	223	13	6	6	10	37	16	19	31	11	54	31	14	2	11
		46%	47%	32%	25%	47%	41%	30%	46%	59%	57%	49%	46%	44%	34%	51%	39%	42%	41%	41%
NET Very/fairly dissatisfied		199	163	36	16	175	11	9	5	2	20	12	12	30	21	27	39	12	2	9
		37%	34%	57%a	54%	37%	33%	42%	34%	9%	31%	36%	29%	43%	66%	25%	49%n	38%	37%	32%
Mean		3.07	3.13b	2.57	2.39	3.09	2.89	2.81	3.06	3.97	3.38o	3.15	3.38	2.90	2.54	3.31	2.67	2.92	2.67	2.93
Std Dev.		1.48	1.45	1.61	1.55	1.48	1.43	1.46	1.47	1.11	1.45	1.50	1.41	1.53	1.60	1.44	1.41	1.44	1.59	1.43
Std Error		0.07	0.08	0.15	0.22	0.09	0.17	0.19	0.20	0.24	0.25	0.32	0.26	0.22	0.33	0.21	0.23	0.31	0.53	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		**495**	171	177	71	52	19	348	71	188	193	58	33	19	381	52
Weighted Base		**544**	165	234	72*	53*	18**	399	71*	190	234	62*	38**	18**	424	56*
Effective Base		**313**	108	117	46	32	14	221	45	116	123	40	22	12	238	34
Very satisfied	(5)	**108**	59	30	11	6	2	89	8	53	39	9	6	1	92	7
		20%	***36%bcdfg***	*13%*	*15%*	*11%*	*12%*	***22%b***	*11%*	***28%l***	*17%*	*14%*	*17%*	*6%*	*22%*	*13%*
Fairly satisfied	(4)	**140**	25	66	24	23	1	91	24	45	68	13	11	2	113	13
		26%	*15%*	***28%a***	***34%a***	***44%af***	*7%*	*23%*	***34%a***	*24%*	*29%*	*21%*	*30%*	*8%*	*27%*	*23%*
Neither satisfied or dissatisfied	(3)	**75**	14	37	13	6	4	51	10	25	29	15	2	4	54	5
		14%	*8%*	*16%*	*18%*	*12%*	*22%*	*13%*	*15%*	*13%*	*12%*	*24%*	*4%*	*20%*	*13%*	*9%*
Fairly dissatisfied	(2)	**78**	20	46	4	6	2	66	8	31	30	8	2	6	61	8
		14%	*12%*	***19%c***	*6%*	*11%*	*13%*	*16%*	*11%*	*16%*	*13%*	*13%*	*6%*	*31%*	*15%*	*14%*
Very dissatisfied	(1)	**122**	37	51	17	10	6	88	16	31	60	14	13	5	91	17
		22%	*23%*	*22%*	*24%*	*19%*	*34%*	*22%*	*22%*	*16%*	*26%*	*22%*	*33%*	*27%*	*21%*	*31%*
Don't know		**21**	9	5	3	2	2	14	4	5	7	4	4	1	12	6
		4%	*6%*	*2%*	*4%*	*4%*	*12%*	*4%*	*6%*	*3%*	*3%*	*6%*	*11%*	*8%*	*3%*	***10%m***
NET Very/fairly satisfied		**249**	85	95	35	29	4	180	32	98	108	22	18	3	206	20
		46%	*51%*	*41%*	*48%*	*55%*	*20%*	*45%*	*46%*	*52%*	*46%*	*35%*	*46%*	*14%*	*49%*	*36%*
NET Very/fairly dissatisfied		**199**	58	96	22	15	8	154	24	62	90	22	15	10	152	25
		37%	*35%*	*41%*	*30%*	*29%*	*47%*	*39%*	*34%*	*33%*	*39%*	*35%*	*39%*	*58%*	*36%*	*45%*
Mean		**3.07**	**3.31b**	2.90	3.09	3.19	2.45	3.07	3.01	3.32	2.99	2.91	2.89	2.29	3.14	2.70
Std Dev.		**1.48**	1.64	1.38	1.43	1.34	1.47	1.50	1.40	1.46	1.48	1.38	1.64	1.21	1.48	1.52
Std Error		**0.07**	0.13	0.10	0.17	0.19	0.36	0.08	0.17	0.11	0.11	0.18	0.30	0.28	0.08	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**495**	59	430	6	200	250	45	469	18	6	-	493	2
Weighted Base		**544**	52*	485	7**	209	291	44**	512	24**	6**	-**	542	2**
Effective Base		**313**	38	274	4	130	159	26	296	13	3	-	312	1
Very satisfied	(5)	**108**	19	90	-	48	56	4	104	4	-	-	108	-
		20%	***36%b***	*19%*	-	*23%*	*19%*	*10%*	*20%*	*16%*	-	-	*20%*	-
Fairly satisfied	(4)	**140**	12	125	4	55	69	17	123	14	2	-	138	2
		26%	*22%*	*26%*	*53%*	*26%*	*24%*	*37%*	*24%*	*57%*	*27%*	-	*25%*	*93%*
Neither satisfied or dissatisfied	(3)	**75**	8	67	*	28	41	6	68	6	1	-	75	*
		14%	*16%*	*14%*	*2%*	*13%*	*14%*	*14%*	*13%*	*24%*	*14%*	-	*14%*	*7%*
Fairly dissatisfied	(2)	**78**	4	73	1	25	42	11	78	-	-	-	78	-
		14%	*7%*	*15%*	*12%*	*12%*	*15%*	*24%*	*15%*	-	-	-	*14%*	-
Very dissatisfied	(1)	**122**	6	113	2	43	72	7	117	1	3	-	122	-
		22%	*12%*	*23%*	*33%*	*20%*	*25%*	*15%*	*23%*	*3%*	*59%*	-	*22%*	-
Don't know		**21**	4	18	-	10	11	-	21	-	-	-	21	-
		4%	*7%*	*4%*	-	*5%*	*4%*	-	*4%*	-	-	-	*4%*	-
NET Very/fairly satisfied		**249**	30	215	4	103	125	21	227	18	2	-	246	2
		46%	*58%*	*44%*	*53%*	*49%*	*43%*	*47%*	*44%*	*73%*	*27%*	-	*45%*	*93%*
NET Very/fairly dissatisfied		**199**	10	186	3	67	115	17	195	1	3	-	199	-
		37%	*19%*	***38%a***	*44%*	*32%*	*39%*	*39%*	*38%*	*3%*	*59%*	-	*37%*	-
Mean		**3.07**	**3.66b**	3.01	2.76	3.21	2.98	3.03	3.04	3.84	2.10	-	3.06	3.93
Std Dev.		**1.48**	1.40	1.47	1.50	1.48	1.50	1.28	1.49	0.81	1.48	-	1.48	0.32
Std Error		**0.07**	0.19	0.07	0.61	0.11	0.10	0.19	0.07	0.19	0.60	-	0.07	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**495**	128	112	127	128	44	41	43	45	34	33	50	38	39	45	34	49
Weighted Base		**544**	142*	120*	131*	151*	49**	48**	45**	44**	37**	40**	47**	39**	45**	48**	40**	63*
Effective Base		**313**	85	78	70	82	29	29	27	29	23	26	22	25	24	26	23	33
Very satisfied	(5)	**108**	26	26	22	35	8	6	12	6	12	8	11	7	4	5	10	20
		20%	*18%*	*22%*	*17%*	*23%*	*16%*	*13%*	*26%*	*13%*	*34%*	*20%*	*24%*	*18%*	*9%*	*10%*	*25%*	*31%*
Fairly satisfied	(4)	**140**	35	26	33	47	8	15	12	15	1	10	11	10	12	14	15	17
		26%	*25%*	*21%*	*25%*	*31%*	*17%*	*31%*	*27%*	*33%*	*3%*	*25%*	*22%*	*26%*	*27%*	*30%*	*38%*	*28%*
Neither satisfied or dissatisfied	(3)	**75**	23	18	20	15	17	5	1	12	*	6	9	7	4	6	*	9
		14%	*16%*	*15%*	*15%*	*10%*	*35%*	*10%*	*1%*	*27%*	*1%*	*14%*	*19%*	*18%*	*10%*	*12%*	*	*14%*
Fairly dissatisfied	(2)	**78**	22	9	26	21	6	6	10	4	5	-	3	9	15	6	3	12
		14%	*15%*	*7%*	***20%b***	*14%*	*13%*	*12%*	*21%*	*8%*	*15%*	-	*6%*	*23%*	*33%*	*13%*	*7%*	*19%*
Very dissatisfied	(1)	**122**	31	37	24	29	7	14	10	7	16	14	14	3	7	13	10	6
		22%	*22%*	*31%*	*18%*	*19%*	*14%*	*30%*	*22%*	*16%*	*44%*	*35%*	*29%*	*7%*	*17%*	*27%*	*26%*	*9%*
Don't know		**21**	6	5	6	6	2	2	1	1	1	2	-	3	2	4	2	-
		4%	*4%*	*4%*	*4%*	*4%*	*5%*	*5%*	*2%*	*2%*	*4%*	*6%*	-	*9%*	*5%*	*8%*	*4%*	-
NET Very/fairly satisfied		**249**	61	52	55	81	16	21	24	20	13	18	22	17	16	19	25	37
		46%	*43%*	*43%*	*42%*	*54%*	*33%*	*44%*	*53%*	*46%*	*36%*	*45%*	*46%*	*44%*	*36%*	*40%*	*63%*	*59%*
NET Very/fairly dissatisfied		**199**	53	46	50	50	13	20	20	11	21	14	17	11	22	19	13	18
		37%	*37%*	*38%*	*38%*	*33%*	*27%*	*42%*	*44%*	*25%*	*59%*	*35%*	*36%*	*30%*	*49%*	*40%*	*33%*	*28%*
Mean		**3.07**	3.02	2.95	3.02	3.25	3.08	2.84	3.13	3.19	2.66	2.95	3.05	3.28	2.78	2.80	3.30	3.53
Std Dev.		**1.48**	1.45	1.58	1.40	1.47	1.26	1.50	1.59	1.28	1.84	1.63	1.56	1.26	1.30	1.45	1.60	1.35
Std Error		**0.07**	0.13	0.15	0.13	0.13	0.19	0.24	0.24	0.20	0.33	0.29	0.22	0.21	0.21	0.23	0.28	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_S. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**495**	-	495	241	252	86	87	92	68	83	45	33	173	160	161	78	430	56	495
Weighted Base	**544**	-**	544	273	270	101*	104*	95*	81*	68*	51**	44**	205	177	163*	96*	452	79*	495
Effective Base	**313**	-	313	165	147	61	61	63	45	40	22	26	122	106	86	47	261	46	495
How your complaint was handled	**264**	-	264	139	126	61	59	52	43	24	9	17	120	95	49	25	225	34	223
	49%	-	*49%*	*51%*	*47%*	**60%l**	**57%l**	*55%*	*53%*	*35%*	*17%*	*37%*	**59%no**	**54%no**	*30%*	*26%*	*50%*	*43%*	*45%*
The resolution to your complaint	**272**	-	272	144	128	65	62	56	44	26	8	10	128	101	44	18	231	36	231
	50%	-	*50%*	*53%*	*48%*	**65%l**	**60%l**	*59%*	*54%*	*39%*	*15%*	*23%*	**62%no**	**57%no**	*27%*	*18%*	*51%*	*45%*	*47%*
The time taken to resolve your complaint	**249**	-	249	131	117	64	63	50	32	19	8	13	126	82	41	21	210	32	215
	46%	-	*46%*	*48%*	*43%*	**63%hi**	**60%hi**	**52%l**	*39%*	*29%*	*16%*	*30%*	**62%mno**	**46%no**	*25%*	*22%*	*46%*	*40%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_S. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**495**	153	117	108	117	270	225	280	206	63	65	140	118	64	387	64	395
Weighted Base	**544**	170*	144*	126*	105*	313	231	367	172	61*	63*	171*	133*	71*	439	61*	445
Effective Base	**313**	89	77	76	77	166	151	187	134	43	40	89	74	42	245	43	248
How your complaint was handled	**264**	92	61	65	46	153	112	195	68	21	38	81	71	38	228	21	231
	49%	*54%*	*43%*	*52%*	*44%*	*49%*	*48%*	**53%h**	*39%*	*35%*	**60%l**	*47%*	*53%*	*53%*	**52%l**	*35%*	**52%o**
The resolution to your complaint	**272**	89	68	62	53	157	115	207	63	27	34	83	73	38	228	27	230
	50%	*52%*	*48%*	*50%*	*50%*	*50%*	*50%*	**56%h**	*37%*	*45%*	*53%*	*49%*	*55%*	*54%*	*52%*	*45%*	*52%*
The time taken to resolve your complaint	**249**	85	57	59	48	142	107	183	64	25	35	71	64	36	205	25	209
	46%	*50%*	*40%*	*47%*	*46%*	*45%*	*46%*	**50%h**	*37%*	*41%*	*55%*	*41%*	*48%*	*50%*	*47%*	*41%*	*47%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_S. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**495**	375	120	51	299	75	67	54	22	36	22	32	48	23	52	40	24	10	65
Weighted Base	**544**	481	64*	30**	477	32*	22*	14*	16**	65*	33**	41**	70*	32**	107*	79*	33**	5**	28*
Effective Base	**313**	271	43	21	251	47	38	35	21	33	21	29	35	20	48	35	22	7	40
How your complaint was handled	**264**	242	22	9	240	12	7	5	11	34	19	24	34	10	60	34	15	2	10
	49%	*50%*	*35%*	*29%*	**50%f**	*38%*	*33%*	*34%*	*64%*	*52%*	*58%*	*59%*	*48%*	*31%*	*56%*	*43%*	*45%*	*41%*	*38%*
The resolution to your complaint	**272**	247	25	9	248	12	8	4	12	36	20	20	30	13	67	35	14	1	11
	50%	*51%*	*39%*	*30%*	**52%eg**	*36%*	*39%*	*33%*	*73%*	*54%*	*62%*	*50%*	*43%*	*42%*	**63%r**	*44%*	*43%*	*21%*	*38%*
The time taken to resolve your complaint	**249**	228	21	8	223	13	6	6	10	37	16	19	31	11	54	31	14	2	11
	46%	*47%*	*32%*	*25%*	*47%*	*41%*	*30%*	*46%*	*59%*	*57%*	*49%*	*46%*	*44%*	*34%*	*51%*	*39%*	*42%*	*41%*	*41%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_S. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**495**	171	177	71	52	19	348	71	188	193	58	33	19	381	52
Weighted Base	**544**	165	234	72*	53*	18**	399	71*	190	234	62*	38**	18**	424	56*
Effective Base	**313**	108	117	46	32	14	221	45	116	123	40	22	12	238	34
How your complaint was handled	**264**	97	119	21	23	4	216	26	105	115	26	16	1	221	17
	49%	***59%cg***	***51%c***	*29%*	*43%*	*20%*	***54%cf***	*37%*	***56%n***	*49%*	*41%*	*42%*	*6%*	***52%n***	*30%*
The resolution to your complaint	**272**	92	120	25	28	5	212	33	104	122	29	15	1	227	16
	50%	***56%c***	***52%c***	*34%*	*54%*	*28%*	***53%c***	*47%*	***55%n***	***52%n***	*46%*	*38%*	*6%*	***53%n***	*28%*
The time taken to resolve your complaint	**249**	85	95	35	29	4	180	32	98	108	22	18	3	206	20
	46%	*51%*	*41%*	*48%*	*55%*	*20%*	*45%*	*46%*	*52%*	*46%*	*35%*	*46%*	*14%*	*49%*	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_S. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**495**	59	430	6	200	250	45	469	18	6	-	493	2
Weighted Base	**544**	52*	485	7**	209	291	44**	512	24**	6**	-**	542	2**
Effective Base	**313**	38	274	4	130	159	26	296	13	3	-	312	1
How your complaint was handled	**264**	33	231	-	104	134	26	244	14	5	-	262	2
	49%	*64%*	*48%*	-	*50%*	*46%*	*60%*	*48%*	*58%*	*76%*	-	*48%*	*93%*
The resolution to your complaint	**272**	32	240	-	106	140	25	246	20	5	-	272	-
	50%	*62%*	*49%*	-	*51%*	*48%*	*58%*	*48%*	*85%*	*90%*	-	*50%*	-
The time taken to resolve your complaint	**249**	30	215	4	103	125	21	227	18	2	-	246	2
	46%	*58%*	*44%*	*53%*	*49%*	*43%*	*47%*	*44%*	*73%*	*27%*	-	*45%*	*93%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_S. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**495**	128	112	127	128	44	41	43	45	34	33	50	38	39	45	34	49
Weighted Base	**544**	142*	120*	131*	151*	49**	48**	45**	44**	37**	40**	47**	39**	45**	48**	40**	63*
Effective Base	**313**	85	78	70	82	29	29	27	29	23	26	22	25	24	26	23	33
How your complaint was handled	**264**	63	58	57	86	20	20	23	26	16	16	18	18	20	25	27	35
	49%	*44%*	*49%*	*43%*	*57%*	*41%*	*42%*	*50%*	*59%*	*45%*	*40%*	*39%*	*46%*	*45%*	*52%*	*66%*	*55%*
The resolution to your complaint	**272**	67	55	62	87	22	22	23	21	17	17	19	17	27	20	26	41
	50%	*47%*	*46%*	*48%*	*58%*	*45%*	*46%*	*51%*	*48%*	*46%*	*44%*	*40%*	*44%*	*59%*	*41%*	*65%*	*65%*
The time taken to resolve your complaint	**249**	61	52	55	81	16	21	24	20	13	18	22	17	16	19	25	37
	46%	*43%*	*43%*	*42%*	*54%*	*33%*	*44%*	*53%*	*46%*	*36%*	*45%*	*46%*	*44%*	*36%*	*40%*	*63%*	*59%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_D. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**495**	-	495	241	252	86	87	92	68	83	45	33	173	160	161	78	430	56	495
Weighted Base	**544**	-**	544	273	270	101*	104*	95*	81*	68*	51**	44**	205	177	163*	96*	452	79*	495
Effective Base	**313**	-	313	165	147	61	61	63	45	40	22	26	122	106	86	47	261	46	495
How your complaint was handled	**188**	-	188	92	94	16	27	28	26	34	35	22	43	54	91	57	157	25	168
	34%	-	*34%*	*34%*	*35%*	*16%*	*26%*	*29%*	*32%*	**51%efg**	*67%*	*50%*	*21%*	*30%*	**56%lm**	**59%lm**	*35%*	*31%*	*34%*
The resolution to your complaint	**181**	-	181	82	98	19	26	24	25	32	33	23	44	49	88	56	150	27	172
	33%	-	*33%*	*30%*	*36%*	*18%*	*25%*	*25%*	*31%*	**47%efg**	*63%*	*52%*	*22%*	*28%*	**54%lm**	**58%lm**	*33%*	*34%*	*35%*
The time taken to resolve your complaint	**199**	-	199	93	105	23	22	29	31	39	36	20	45	60	95	56	169	29	175
	37%	-	*37%*	*34%*	*39%*	*23%*	*21%*	*31%*	*38%*	**58%efg**	*70%*	*44%*	*22%*	**34%l**	**58%lm**	**58%lm**	*37%*	*36%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_D. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**495**	153	117	108	117	270	225	280	206	63	65	140	118	64	387	64	395
Weighted Base	**544**	170*	144*	126*	105*	313	231	367	172	61*	63*	171*	133*	71*	439	61*	445
Effective Base	**313**	89	77	76	77	166	151	187	134	43	40	89	74	42	245	43	248
How your complaint was handled	**188**	55	59	41	33	114	74	119	65	23	14	64	43	24	145	23	145
	34%	*32%*	*41%*	*32%*	*32%*	*36%*	*32%*	*33%*	*38%*	*37%*	*23%*	*38%*	*32%*	*33%*	*33%*	*38%*	*33%*
The resolution to your complaint	**181**	53	46	47	36	98	83	109	68	29	15	56	42	23	136	29	138
	33%	*31%*	*32%*	*37%*	*34%*	*31%*	*36%*	*30%*	*40%*	**48%jn**	*25%*	*33%*	*31%*	*32%*	*31%*	**48%p**	*31%*
The time taken to resolve your complaint	**199**	57	57	49	37	114	86	124	72	30	16	68	47	24	155	30	156
	37%	*34%*	*39%*	*39%*	*35%*	*36%*	*37%*	*34%*	*42%*	**50%ij**	*26%*	*40%*	*35%*	*33%*	*35%*	*49%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 254

QH7_NET_D. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**495**	375	120	51	299	75	67	54	22	36	22	32	48	23	52	40	24	10	65
Weighted Base	**544**	481	64*	30**	477	32*	22*	14*	16**	65*	33**	41**	70*	32**	107*	79*	33**	5**	28*
Effective Base	**313**	271	43	21	251	47	38	35	21	33	21	29	35	20	48	35	22	7	40
How your complaint was handled	**188**	154	33	18	162	12	8	6	3	23	8	8	32	18	30	30	13	3	9
	34%	*32%*	**52%a**	*62%*	*34%*	*36%*	*37%*	*44%*	*18%*	*34%*	*23%*	*18%*	*45%*	*55%*	*28%*	*38%*	*39%*	*59%*	*32%*
The resolution to your complaint	**181**	149	32	17	154	13	7	7	2	23	11	11	30	18	24	26	9	3	10
	33%	*31%*	**51%a**	*56%*	*32%*	*40%*	*34%*	**51%d**	*14%*	*35%*	*32%*	*26%*	**43%n**	*58%*	*22%*	*33%*	*28%*	*69%*	*35%*
The time taken to resolve your complaint	**199**	163	36	16	175	11	9	5	2	20	12	12	30	21	27	39	12	2	9
	37%	*34%*	**57%a**	*54%*	*37%*	*33%*	*42%*	*34%*	*9%*	*31%*	*36%*	*29%*	*43%*	*66%*	*25%*	**49%n**	*38%*	*37%*	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_D. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**495**	171	177	71	52	19	348	71	188	193	58	33	19	381	52
Weighted Base	**544**	165	234	72*	53*	18**	399	71*	190	234	62*	38**	18**	424	56*
Effective Base	**313**	108	117	46	32	14	221	45	116	123	40	22	12	238	34
How your complaint was handled	**188**	49	88	27	15	9	136	24	56	85	18	17	12	141	28
	34%	*30%*	*37%*	*37%*	*29%*	*50%*	*34%*	*34%*	*29%*	*36%*	*30%*	*44%*	*66%*	*33%*	**51%hm**
The resolution to your complaint	**181**	50	80	25	16	10	130	26	53	79	18	18	12	132	30
	33%	*30%*	*34%*	*35%*	*30%*	*57%*	*32%*	*37%*	*28%*	*34%*	*29%*	*47%*	*66%*	*31%*	**53%hijm**
The time taken to resolve your complaint	**199**	58	96	22	15	8	154	24	62	90	22	15	10	152	25
	37%	*35%*	*41%*	*30%*	*29%*	*47%*	*39%*	*34%*	*33%*	*39%*	*35%*	*39%*	*58%*	*36%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_D. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**495**	59	430	6	200	250	45	469	18	6	-	493	2
Weighted Base	**544**	52*	485	7**	209	291	44**	512	24**	6**	-**	542	2**
Effective Base	**313**	38	274	4	130	159	26	296	13	3	-	312	1
How your complaint was handled	**188**	11	173	3	64	115	9	186	-	1	-	188	-
	34%	*22%*	*36%*	*44%*	*31%*	*40%*	*20%*	*36%*	-	*24%*	-	*35%*	-
The resolution to your complaint	**181**	13	164	4	68	103	11	180	1	1	-	181	*
	33%	*24%*	*34%*	*62%*	*32%*	*35%*	*24%*	*35%*	*3%*	*10%*	-	*33%*	*7%*
The time taken to resolve your complaint	**199**	10	186	3	67	115	17	195	1	3	-	199	-
	37%	*19%*	***38%a***	*44%*	*32%*	*39%*	*39%*	*38%*	*3%*	*59%*	-	*37%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_NET_D. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**495**	128	112	127	128	44	41	43	45	34	33	50	38	39	45	34	49
Weighted Base	**544**	142*	120*	131*	151*	49**	48**	45**	44**	37**	40**	47**	39**	45**	48**	40**	63*
Effective Base	**313**	85	78	70	82	29	29	27	29	23	26	22	25	24	26	23	33
How your complaint was handled	**188**	54	45	45	44	17	20	17	11	18	16	19	14	11	18	9	17
	34%	*38%*	*37%*	*35%*	*29%*	*36%*	*41%*	*39%*	*25%*	*48%*	*40%*	*41%*	*37%*	*25%*	*37%*	*22%*	*27%*
The resolution to your complaint	**181**	52	43	43	43	16	16	20	13	16	14	18	14	12	19	10	13
	33%	*37%*	*36%*	*33%*	*28%*	*33%*	*34%*	*43%*	*30%*	*43%*	*35%*	*37%*	*35%*	*26%*	*40%*	*26%*	*21%*
The time taken to resolve your complaint	**199**	53	46	50	50	13	20	20	11	21	14	17	11	22	19	13	18
	37%	*37%*	*38%*	*38%*	*33%*	*27%*	*42%*	*44%*	*25%*	*59%*	*35%*	*36%*	*30%*	*49%*	*40%*	*33%*	*28%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**495**	-	495	241	252	86	87	92	68	83	45	33	173	160	161	78	430	56	495
Weighted Base	**544**	-**	544	273	270	101*	104*	95*	81*	68*	51**	44**	205	177	163*	96*	452	79*	495
Effective Base	**313**	-	313	165	147	61	61	63	45	40	22	26	122	106	86	47	261	46	495
How your complaint was handled	**3.15**	-	3.15	3.18	3.13	**3.59hijk**	**3.47ijk**	**3.42ijk**	**3.22ijk**	**2.70j**	1.98	**2.67j**	**3.53no**	**3.32no**	2.47	2.30	3.15	3.19	3.12
The resolution to your complaint	**3.19**	-	3.19	3.27	3.12	**3.64hijk**	**3.54hijk**	**3.49ijk**	**3.22jk**	**2.86jk**	2.04	2.35	**3.59mno**	**3.37no**	**2.47o**	2.19	3.20	3.13	3.11
The time taken to resolve your complaint	**3.07**	-	3.07	3.10	3.05	**3.51hi**	**3.61hi**	**3.38i**	2.94	2.46	1.94	2.44	**3.56mno**	**3.18no**	2.29	2.16	3.07	3.03	3.06

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**495**	153	117	108	117	270	225	280	206	63	65	140	118	64	387	64	395
Weighted Base	**544**	170*	144*	126*	105*	313	231	367	172	61*	63*	171*	133*	71*	439	61*	445
Effective Base	**313**	89	77	76	77	166	151	187	134	43	40	89	74	42	245	43	248
How your complaint was handled	**3.15**	**3.26b**	2.95	**3.25b**	3.10	3.12	3.18	**3.26h**	2.92	2.92	**3.47ik**	3.08	3.22	**3.32i**	3.22	2.91	3.22
The resolution to your complaint	**3.19**	3.28	3.17	3.14	3.12	3.23	3.13	**3.35h**	2.86	2.77	**3.33i**	**3.23i**	**3.29i**	**3.20i**	**3.26i**	2.77	**3.26o**
The time taken to resolve your complaint	**3.07**	3.14	2.91	3.13	3.09	3.04	3.11	**3.20h**	2.80	2.82	3.32	2.99	3.13	3.13	3.10	2.82	3.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**495**	375	120	51	299	75	67	54	22	36	22	32	48	23	52	40	24	10	65
Weighted Base	**544**	481	64*	30**	477	32*	22*	14*	16**	65*	33**	41**	70*	32**	107*	79*	33**	5**	28*
Effective Base	**313**	271	43	21	251	47	38	35	21	33	21	29	35	20	48	35	22	7	40
How your complaint was handled	**3.15**	**3.20bc**	2.76	2.38	3.18	2.99	2.91	2.70	3.97	**3.16m**	**3.53lmop**	**3.64ilmop**	2.96	2.65	**3.40lmo**	2.85	2.98	2.69	3.04
The resolution to your complaint	**3.19**	**3.24bc**	2.82	2.47	3.23	2.82	3.08	2.62	3.89	**3.35lm**	**3.44lm**	**3.24m**	2.86	2.64	**3.60lmop**	3.04	3.06	2.10	2.96
The time taken to resolve your complaint	**3.07**	**3.13b**	2.57	2.39	3.09	2.89	2.81	3.06	3.97	**3.38o**	3.15	3.38	2.90	2.54	3.31	2.67	2.92	2.67	2.93

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**495**	171	177	71	52	19	348	71	188	193	58	33	19	381	52
Weighted Base	**544**	165	234	72*	53*	18**	399	71*	190	234	62*	38**	18**	424	56*
Effective Base	**313**	108	117	46	32	14	221	45	116	123	40	22	12	238	34
How your complaint was handled	**3.15**	**3.54bcfg**	3.01	2.81	3.17	2.49	**3.23bc**	3.00	**3.40ijkn**	**3.10n**	**3.02n**	2.84	2.13	**3.23kn**	2.61
The resolution to your complaint	**3.19**	**3.38bc**	3.14	2.89	**3.42c**	2.41	**3.24c**	3.17	**3.41ikn**	**3.16n**	**3.14n**	2.87	2.02	**3.27kn**	2.59
The time taken to resolve your complaint	**3.07**	**3.31b**	2.90	3.09	3.19	2.45	3.07	3.01	3.32	2.99	2.91	2.89	2.29	3.14	2.70

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**495**	59	430	6	200	250	45	469	18	6	-	493	2
Weighted Base	**544**	52*	485	7**	209	291	44**	512	24**	6**	-**	542	2**
Effective Base	**313**	38	274	4	130	159	26	296	13	3	-	312	1
How your complaint was handled	**3.15**	3.68b	3.10	2.56	3.26e	3.02	3.45e	3.10	3.74gk	3.98	-	3.14	4.87
The resolution to your complaint	**3.19**	3.43	3.18	2.05	3.22	3.12	3.45	3.13	4.11gk	3.98	-	3.19	2.93
The time taken to resolve your complaint	**3.07**	3.66b	3.01	2.76	3.21	2.98	3.03	3.04	3.84	2.10	-	3.06	3.93

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**495**	128	112	127	128	44	41	43	45	34	33	50	38	39	45	34	49
Weighted Base	**544**	142*	120*	131*	151*	49**	48**	45**	44**	37**	40**	47**	39**	45**	48**	40**	63*
Effective Base	**313**	85	78	70	82	29	29	27	29	23	26	22	25	24	26	23	33
How your complaint was handled	**3.15**	3.02	3.04	3.10	**3.39abc**	3.01	2.92	3.15	**3.37jk**	2.86	2.84	2.90	3.23	3.21	3.09	**3.50efijk**	**3.54efijkn**
The resolution to your complaint	**3.19**	3.06	3.02	3.15	**3.47abc**	3.16	2.98	3.02	3.22	2.86	2.94	2.97	3.07	**3.43ijk**	3.04	**3.55fgijkn**	**3.73efghijkln**
The time taken to resolve your complaint	**3.07**	3.02	2.95	3.02	3.25	3.08	2.84	3.13	3.19	2.66	2.95	3.05	3.28	2.78	2.80	3.30	3.53

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**81**	-	81	36	45	17	15	15	6	15	7	5	32	21	27	12	71	8	81
Weighted Base	**72***	-**	72*	34**	37**	16**	12**	17**	6**	14**	3**	5**	28**	23**	22**	8**	59*	9**	81*
Effective Base	**47**	-	47	21	26	11	9	10	3	9	3	4	20	13	16	7	41	5	81
Didn't know where to go/ who to complain to	**12**	-	12	9	4	2	1	7	*	1	*	1	3	7	2	1	12	-	17
	17%	-	*17%*	*25%*	*10%*	*15%*	*6%*	*40%*	*4%*	*5%*	*5%*	*27%*	*11%*	*31%*	*10%*	*17%*	*21%*	-	*21%*
Didn't have the time	**5**	-	5	*	5	2	2	1	*	*	-	-	3	1	*	-	3	2	9
	7%	-	*7%*	*1%*	*12%*	*12%*	*13%*	*4%*	*7%*	*3%*	-	-	*12%*	*5%*	*2%*	-	*5%*	*20%*	*11%*
Not worth the hassle	**27**	-	27	13	15	7	5	3	2	6	3	-	13	5	9	3	25	3	33
	38%	-	*38%*	*36%*	*39%*	*46%*	*45%*	*16%*	*40%*	*46%*	*93%*	-	*46%*	*22%*	*44%*	*41%*	*42%*	*29%*	*41%*
Wouldn't change anything anyway	**23**	-	23	13	10	3	4	1	*	11	2	-	8	2	13	2	19	1	29
	31%	-	*31%*	*38%*	*26%*	*19%*	*38%*	*8%*	*6%*	*80%*	*69%*	-	*27%*	*7%*	*61%*	*30%*	*33%*	*9%*	*36%*
The problem was sorted without needing to complain	**3**	-	3	-	3	*	-	*	-	2	-	-	*	*	2	-	3	-	4
	4%	-	*4%*	-	*9%*	*3%*	-	*2%*	-	*18%*	-	-	*2%*	*2%*	*11%*	-	*5%*	-	*5%*
Not a major issue	**10**	-	10	3	7	3	-	5	-	1	*	1	3	5	2	2	10	-	9
	14%	-	*14%*	*7%*	*20%*	*18%*	-	*28%*	-	*6%*	*6%*	*31%*	*10%*	*21%*	*11%*	*20%*	*17%*	-	*11%*
Any other reason (please specify)	**8**	-	8	3	5	-	4	*	2	-	-	1	4	3	1	1	1	6	5
	11%	-	*11%*	*9%*	*13%*	-	*35%*	*1%*	*40%*	-	-	*28%*	*15%*	*11%*	*6%*	*16%*	*2%*	*70%*	*6%*
I don't know	**7**	-	7	1	5	1	3	1	*	1	-	1	4	1	1	1	5	-	8
	9%	-	*9%*	*4%*	*14%*	*7%*	*25%*	*5%*	*3%*	*6%*	-	*15%*	*15%*	*5%*	*7%*	*8%*	*9%*	-	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**81**	24	23	10	24	47	34	44	37	15	8	20	17	13	58	15	61
Weighted Base	**72***	22**	20**	8**	22**	42**	30**	46**	26**	11**	8**	23**	14**	11**	56*	11**	57*
Effective Base	**47**	14	12	6	17	25	23	26	24	11	6	13	8	8	34	11	36
Didn't know where to go/ who to complain to	**12**	1	5	4	3	6	6	8	4	2	2	5	3	*	10	2	10
	17%	*4%*	*24%*	*48%*	*12%*	*14%*	*21%*	*17%*	*16%*	*18%*	*26%*	*20%*	*18%*	*4%*	*17%*	*18%*	*17%*
Didn't have the time	**5**	2	*	*	2	3	3	3	2	2	-	2	-	1	3	2	3
	7%	*11%*	*1%*	*5%*	*9%*	*6%*	*8%*	*6%*	*9%*	*17%*	-	*8%*	-	*11%*	*6%*	*17%*	*6%*
Not worth the hassle	**27**	14	5	1	7	19	8	17	10	2	1	11	4	8	24	2	24
	38%	*65%*	*27%*	*14%*	*30%*	*47%*	*26%*	*38%*	*38%*	*14%*	*13%*	*45%*	*29%*	*75%*	*42%*	*14%*	*42%*
Wouldn't change anything anyway	**23**	8	8	1	5	16	6	12	10	1	1	8	7	3	19	1	19
	31%	*37%*	*41%*	*18%*	*22%*	*39%*	*21%*	*27%*	*38%*	*12%*	*13%*	*35%*	*50%*	*26%*	*34%*	*12%*	*34%*
The problem was sorted without needing to complain	**3**	2	*	*	-	3	*	2	1	*	-	3	*	-	3	*	3
	4%	*11%*	*2%*	*5%*	-	*7%*	*1%*	*5%*	*3%*	*4%*	-	*11%*	*1%*	-	*5%*	*4%*	*5%*
Not a major issue	**10**	2	4	1	3	6	4	8	2	2	2	5	*	-	8	2	8
	14%	*8%*	*20%*	*12%*	*15%*	*13%*	*15%*	*18%*	*6%*	*15%*	*25%*	*23%*	*2%*	-	*13%*	*15%*	*14%*
Any other reason (please specify)	**8**	4	2	*	1	6	1	7	1	-	1	*	2	4	8	-	8
	11%	*20%*	*11%*	*2%*	*6%*	*16%*	*5%*	*15%*	*5%*	-	*17%*	*1%*	*17%*	*37%*	*14%*	-	*14%*
I don't know	**7**	-	*	1	6	*	6	1	6	3	2	-	*	1	2	3	2
	9%	-	*1%*	*10%*	*25%*	*	*21%*	*2%*	*22%*	*24%*	*20%*	-	*1%*	*7%*	*4%*	*24%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 256

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**81**	58	23	15	36	19	16	10	1	5	1	5	4	3	8	5	4	6	13
Weighted Base	**72***	63*	9**	5**	53**	11**	5**	3**	1**	8**	2**	5**	6**	6**	14**	8**	4**	2**	10**
Effective Base	**47**	40	8	4	30	11	11	8	1	4	1	4	4	3	7	4	4	3	8
Didn't know where to go/ who to complain to	**12**	11	1	1	10	1	1	*	-	2	2	-	-	-	3	2	1	*	1
	17%	*17%*	*13%*	*21%*	*18%*	*9%*	*26%*	*4%*	-	*28%*	*100%*	-	-	-	*19%*	*22%*	*27%*	*22%*	*7%*
Didn't have the time	**5**	5	*	*	3	1	1	-	-	-	-	-	1	-	2	*	-	-	1
	7%	*8%*	*2%*	*4%*	*7%*	*9%*	*11%*	-	-	-	-	-	*24%*	-	*13%*	*3%*	-	-	*11%*
Not worth the hassle	**27**	22	5	4	16	9	1	1	1	-	-	1	1	6	4	2	1	1	8
	38%	*35%*	*56%*	*79%*	*30%*	*78%*	*25%*	*57%*	*100%*	-	-	*13%*	*24%*	*100%*	*28%*	*30%*	*24%*	*70%*	*80%*
Wouldn't change anything anyway	**23**	18	4	4	13	7	*	1	-	1	-	3	1	3	1	3	1	1	6
	31%	*29%*	*51%*	*74%*	*25%*	*66%*	*9%*	*56%*	-	*11%*	-	*58%*	*24%*	*58%*	*8%*	*34%*	*24%*	*72%*	*64%*
The problem was sorted without needing to complain	**3**	1	2	2	3	1	-	-	-	-	-	*	-	2	-	-	-	*	*
	4%	*1%*	*28%*	*46%*	*5%*	*5%*	-	-	-	-	-	*10%*	-	*38%*	-	-	-	*10%*	*4%*
Not a major issue	**10**	10	*	-	7	1	1	*	-	2	-	-	3	-	-	2	-	-	1
	14%	*15%*	*2%*	-	*13%*	*12%*	*27%*	*11%*	-	*29%*	-	-	*52%*	-	-	*19%*	-	-	*14%*
Any other reason (please specify)	**8**	8	*	*	8	*	-	-	-	-	-	-	-	-	4	2	1	*	-
	11%	*12%*	*2%*	*3%*	*15%*	*1%*	-	-	-	-	-	-	-	-	*31%*	*27%*	*32%*	*8%*	-
I don't know	**7**	4	2	-	5	*	1	-	-	3	-	1	-	-	1	-	1	*	-
	9%	*7%*	*28%*	-	*10%*	*2%*	*19%*	-	-	*32%*	-	*19%*	-	-	*8%*	-	*17%*	*10%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**81**	30	31	10	4	5	61	9	28	35	10	3	4	63	7
Weighted Base	**72***	22**	27**	12**	6**	4**	49*	10**	23**	31**	10**	2**	4**	54*	6**
Effective Base	**47**	17	18	6	3	3	35	6	16	21	6	2	3	36	5
Didn't know where to go/ who to complain to	**12**	4	5	3	-	-	9	-	2	7	3	*	-	9	*
	17%	*20%*	*18%*	*26%*	-	-	*19%*	-	*8%*	*22%*	*32%*	*11%*	-	*16%*	*4%*
Didn't have the time	**5**	2	2	-	-	*	4	*	3	*	*	-	-	3	-
	7%	*9%*	*6%*	-	-	*1%*	*8%*	*1%*	*13%*	*1%*	*4%*	-	-	*6%*	-
Not worth the hassle	**27**	8	11	3	4	1	19	5	6	16	3	1	*	23	1
	38%	*38%*	*41%*	*26%*	*75%*	*12%*	*40%*	*48%*	*27%*	*52%*	*32%*	*45%*	*12%*	*41%*	*24%*
Wouldn't change anything anyway	**23**	7	8	3	1	2	15	3	5	9	3	2	2	14	4
	31%	*33%*	*29%*	*29%*	*17%*	*46%*	*30%*	*29%*	*21%*	*28%*	*33%*	*100%*	*51%*	*25%*	*69%*
The problem was sorted without needing to complain	**3**	2	1	-	-	-	3	-	*	3	-	-	-	3	-
	4%	*11%*	*3%*	-	-	-	*7%*	-	*1%*	*10%*	-	-	-	*6%*	-
Not a major issue	**10**	3	2	4	1	-	5	1	4	2	2	-	1	6	1
	14%	*12%*	*7%*	*34%*	*25%*	-	*10%*	*14%*	*17%*	*7%*	*24%*	-	*37%*	*11%*	*24%*
Any other reason (please specify)	**8**	2	4	-	-	2	6	2	7	1	-	-	-	8	-
	11%	*11%*	*13%*	-	-	*43%*	*12%*	*18%*	*28%*	*4%*	-	-	-	*15%*	-
I don't know	**7**	2	3	2	-	-	5	-	2	3	1	-	-	5	-
	9%	*8%*	*12%*	*13%*	-	-	*10%*	-	*8%*	*11%*	*13%*	-	-	*10%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**81**	10	71	-	30	45	6	79	-	2	-	81	-
Weighted Base	**72***	9**	62*	-**	28**	42**	2**	69*	-**	2**	-**	72*	-**
Effective Base	**47**	6	41	-	17	28	3	46	-	2	-	47	-
Didn't know where to go/ who to complain to	**12**	2	10	-	4	8	*	11	-	2	-	12	-
	17%	*20%*	*17%*	-	*14%*	*18%*	*19%*	*15%*	-	*65%*	-	*17%*	-
Didn't have the time	**5**	-	5	-	*	4	1	5	-	-	-	5	-
	7%	-	*8%*	-	*	*9%*	*57%*	*7%*	-	-	-	*7%*	-
Not worth the hassle	**27**	3	24	-	13	14	*	27	-	-	-	27	-
	38%	*29%*	*39%*	-	*46%*	*34%*	*13%*	*39%*	-	-	-	*38%*	-
Wouldn't change anything anyway	**23**	1	22	-	10	12	1	23	-	-	-	23	-
	31%	*6%*	*35%*	-	*35%*	*30%*	*22%*	*32%*	-	-	-	*31%*	-
The problem was sorted without needing to complain	**3**	-	3	-	2	1	*	3	-	-	-	3	-
	4%	-	*5%*	-	*8%*	*1%*	*18%*	*5%*	-	-	-	*4%*	-
Not a major issue	**10**	1	9	-	2	8	-	10	-	-	-	10	-
	14%	*8%*	*15%*	-	*7%*	*19%*	-	*14%*	-	-	-	*14%*	-
Any other reason (please specify)	**8**	1	7	-	4	4	-	8	-	-	-	8	-
	11%	*13%*	*11%*	-	*13%*	*10%*	-	*11%*	-	-	-	*11%*	-
I don't know	**7**	3	4	-	3	4	-	6	-	1	-	7	-
	9%	*30%*	*6%*	-	*10%*	*9%*	-	*8%*	-	*35%*	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH8. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**81**	23	13	22	23	9	7	7	5	4	4	7	8	7	8	6	9
Weighted Base	**72***	19**	9**	17**	26**	7**	9**	3**	3**	2**	4**	7**	5**	6**	8**	5**	14**
Effective Base	**47**	12	8	14	15	5	4	6	3	4	3	6	4	5	4	4	7
Didn't know where to go/ who to complain to	**12**	1	*	4	7	*	*	*	*	-	-	2	-	1	5	*	2
	17%	*6%*	*3%*	*20%*	*27%*	*7%*	*6%*	*7%*	*9%*	-	-	*32%*	-	*23%*	*64%*	*9%*	*12%*
Didn't have the time	**5**	1	2	1	1	*	*	*	1	1	-	-	1	-	1	-	-
	7%	*5%*	*22%*	*4%*	*5%*	*3%*	*4%*	*13%*	*48%*	*29%*	-	-	*15%*	-	*16%*	-	-
Not worth the hassle	**27**	9	6	5	7	4	3	2	*	1	4	1	3	1	*	2	5
	38%	*49%*	*62%*	*31%*	*27%*	*54%*	*38%*	*64%*	*17%*	*58%*	*95%*	*18%*	*65%*	*18%*	*4%*	*46%*	*34%*
Wouldn't change anything anyway	**23**	5	4	6	7	1	3	1	2	1	1	1	2	2	*	3	4
	31%	*28%*	*48%*	*33%*	*27%*	*20%*	*32%*	*36%*	*76%*	*46%*	*29%*	*18%*	*51%*	*37%*	*3%*	*61%*	*29%*
The problem was sorted without needing to complain	**3**	*	*	-	2	*	-	-	*	-	-	-	-	-	-	*	2
	4%	*2%*	*5%*	-	*9%*	*6%*	-	-	*16%*	-	-	-	-	-	-	*4%*	*16%*
Not a major issue	**10**	1	-	5	4	-	-	1	-	-	-	3	*	2	-	1	2
	14%	*4%*	-	*31%*	*14%*	-	-	*22%*	-	-	-	*40%*	*4%*	*42%*	-	*29%*	*18%*
Any other reason (please specify)	**8**	4	2	-	1	3	2	-	-	-	2	-	-	-	-	-	1
	11%	*24%*	*24%*	-	*5%*	*37%*	*22%*	-	-	-	*55%*	-	-	-	-	-	*9%*
I don't know	**7**	1	*	2	3	-	1	-	-	-	*	1	1	-	1	-	2
	9%	*4%*	*2%*	*13%*	*13%*	-	*8%*	-	-	-	*5%*	*12%*	*29%*	-	*17%*	-	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 257

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**576**	-	576	277	297	103	102	107	74	98	52	38	205	181	188	90	501	64	576
Weighted Base	**616**	-**	616	307	307	117*	115*	112*	87*	81*	55**	49**	232	199	185	103*	511	89*	576
Effective Base	**360**	-	360	187	173	72	69	72	48	49	24	30	141	119	101	53	301	51	576
Yes - over the counter at the Post Office	**141**	-	141	79	62	35	42	34	7	10	6	7	77	41	23	12	115	23	112
	23%	-	*23%*	*26%*	*20%*	**30%hi**	**36%hi**	**30%hi**	*9%*	*13%*	*10%*	*14%*	**33%mno**	*21%*	*12%*	*12%*	*22%*	*25%*	*19%*
Yes - by phone/ letter/ email to the Post Office	**113**	-	113	69	43	37	33	23	5	6	4	4	70	27	15	8	91	22	89
	18%	-	*18%*	**23%d**	*14%*	**32%hi**	**29%hi**	**20%h**	*6%*	*8%*	*8%*	*8%*	**30%mno**	*14%*	*8%*	*8%*	*18%*	*25%*	*15%*
Yes - to the regulator (Ofcom)	**34**	-	34	22	13	9	13	3	9	*	-	-	22	12	*	-	31	3	25
	6%	-	*6%*	*7%*	*4%*	*7%*	**11%i**	*3%*	**10%i**	*	-	-	**9%no**	**6%n**	*	-	*6%*	*4%*	*4%*
Yes - to Citizens Advice Bureau	**11**	-	11	5	6	3	4	3	1	-	-	-	7	4	-	-	9	2	11
	2%	-	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	-	-	-	*3%*	*2%*	-	-	*2%*	*2%*	*2%*
Yes - to someone else (please specify)	**18**	-	18	8	10	1	4	2	*	6	2	2	5	2	10	4	13	2	22
	3%	-	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	*	*8%*	*3%*	*4%*	*2%*	*1%*	*6%*	*4%*	*3%*	*2%*	*4%*
No	**347**	-	347	155	190	38	44	59	68	58	45	34	82	127	137	79	290	46	345
	56%	-	*56%*	*50%*	**62%c**	*32%*	*38%*	**53%e**	**78%efg**	**71%efg**	*82%*	*71%*	*35%*	**64%l**	**74%l**	**77%l**	*57%*	*52%*	*60%*
I don't know	**11**	-	11	4	7	4	2	1	2	1	-	1	6	3	2	1	9	1	13
	2%	-	*2%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*1%*	-	*2%*	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 257

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**576**	177	140	118	141	317	259	324	243	78	73	160	135	77	445	79	456
Weighted Base	**616**	191	164*	134*	127*	355	261	413	198	72*	71*	195	148*	82*	495	72*	502
Effective Base	**360**	102	88	81	94	191	173	213	158	53	46	102	82	50	279	54	283
Yes - over the counter at the Post Office	**141**	46	36	34	25	82	59	118	23	11	20	38	51	14	123	11	123
	23%	*24%*	*22%*	*25%*	*20%*	*23%*	*23%*	**28%h**	*12%*	*15%*	*29%*	*20%*	**34%ikm**	*17%*	*25%*	*15%*	*25%*
Yes - by phone/ letter/ email to the Post Office	**113**	43	33	26	11	75	37	91	18	9	18	33	33	13	97	9	97
	18%	**22%d**	**20%d**	**19%d**	*9%*	*21%*	*14%*	**22%h**	*9%*	*12%*	*26%*	*17%*	*22%*	*16%*	*20%*	*12%*	*19%*
Yes - to the regulator (Ofcom)	**34**	13	10	10	2	22	12	32	2	2	2	9	13	6	30	2	30
	6%	*7%*	*6%*	*8%*	*2%*	*6%*	*5%*	**8%h**	*1%*	*3%*	*3%*	*5%*	*8%*	*7%*	*6%*	*3%*	*6%*
Yes - to Citizens Advice Bureau	**11**	2	3	4	2	6	5	9	2	-	2	4	3	3	11	-	11
	2%	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*1%*	-	*2%*	*2%*	*2%*	*3%*	*2%*	-	*2%*
Yes - to someone else (please specify)	**18**	4	11	*	3	14	3	11	7	-	1	7	7	2	17	-	17
	3%	*2%*	**7%c**	*	*3%*	*4%*	*1%*	*3%*	*4%*	-	*2%*	*4%*	*4%*	*3%*	*3%*	-	*3%*
No	**347**	105	88	75	80	193	154	202	144	46	34	113	68	54	270	46	276
	56%	*55%*	*53%*	*56%*	*63%*	*54%*	*59%*	*49%*	**73%g**	*64%*	*48%*	*58%*	*46%*	**66%l**	*54%*	*64%*	*55%*
I don't know	**11**	2	-	1	7	2	8	2	8	5	2	1	-	*	4	5	4
	2%	*1%*	-	*1%*	**6%b**	*1%*	*3%*	*	**4%g**	**6%kln**	*2%*	*1%*	-	*	*1%*	**6%p**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 257

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**576**	433	143	66	335	94	83	64	23	41	23	37	52	26	60	45	28	16	78
Weighted Base	**616**	544	72*	35**	529	44*	27*	16*	17**	74*	35**	46*	76*	37**	121*	87*	37**	7**	37*
Effective Base	**360**	311	51	25	280	56	48	42	22	38	22	32	38	22	55	39	26	10	46
Yes - over the counter at the Post Office	**141**	126	15	7	134	3	3	2	7	16	13	10	15	9	44	15	3	*	3
	23%	*23%*	*21%*	*21%*	**25%ef**	*6%*	*10%*	*11%*	*44%*	*22%*	*38%*	*22%*	*20%*	*23%*	**37%or**	*18%*	*8%*	*2%*	*7%*
Yes - by phone/ letter/ email to the Post Office	**113**	103	9	3	98	8	4	3	3	17	2	10	11	5	37	9	3	2	6
	18%	*19%*	*13%*	*8%*	*18%*	*19%*	*16%*	*16%*	*17%*	*23%*	*7%*	*22%*	*15%*	*14%*	**30%o**	*10%*	*9%*	*29%*	*17%*
Yes - to the regulator (Ofcom)	**34**	32	3	*	32	1	1	*	2	9	1	2	3	-	13	3	-	-	1
	6%	*6%*	*4%*	*	*6%*	*3%*	*3%*	*2%*	*10%*	*12%*	*4%*	*5%*	*4%*	-	*11%*	*3%*	-	-	*3%*
Yes - to Citizens Advice Bureau	**11**	10	1	-	11	-	*	-	2	1	1	3	-	2	-	-	1	-	-
	2%	*2%*	*2%*	-	*2%*	-	*1%*	-	*14%*	*2%*	*4%*	**6%n**	-	*5%*	-	-	*3%*	-	-
Yes - to someone else (please specify)	**18**	15	3	3	13	3	1	1	-	-	1	-	-	2	2	5	3	2	2
	3%	*3%*	*4%*	*8%*	*2%*	**8%d**	*4%*	*4%*	-	-	*2%*	-	-	*6%*	*2%*	*5%*	*7%*	*24%*	*5%*
No	**347**	301	45	22	290	28	18	11	6	36	20	29	49	23	41	60	26	3	25
	56%	*55%*	*63%*	*63%*	*55%*	*63%*	*67%*	*67%*	*34%*	*49%*	*59%*	**62%n**	**65%n**	*60%*	*34%*	**69%n**	*70%*	*43%*	**67%n**
I don't know	**11**	8	2	*	8	2	*	-	-	1	-	2	-	-	3	1	1	*	2
	2%	*2%*	*3%*	*	*2%*	*5%*	*1%*	-	-	*2%*	-	*3%*	-	-	*3%*	*1%*	*3%*	*2%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**576**	201	208	81	56	24	409	80	216	228	68	36	23	444	59
Weighted Base	**616**	188	260	84*	59*	22**	448	81*	213	265	72*	40**	22**	478	62*
Effective Base	**360**	124	134	52	35	17	254	51	132	143	46	24	15	273	38
Yes - over the counter at the Post Office	**141**	55	54	9	20	3	109	23	43	69	16	11	2	112	13
	23%	***29%c***	*21%*	*10%*	***35%c***	*14%*	***24%c***	***29%c***	*20%*	*26%*	*22%*	*28%*	*8%*	*23%*	*21%*
Yes - by phone/ letter/ email to the Post Office	**113**	34	51	19	7	2	85	9	40	51	12	2	7	91	9
	18%	*18%*	*20%*	*22%*	*12%*	*8%*	*19%*	*11%*	*19%*	*19%*	*17%*	*4%*	*32%*	*19%*	*14%*
Yes - to the regulator (Ofcom)	**34**	14	14	5	2	*	28	2	10	15	7	2	-	25	2
	6%	*7%*	*5%*	*6%*	*3%*	*1%*	*6%*	*2%*	*5%*	*6%*	*10%*	*5%*	-	*5%*	*3%*
Yes - to Citizens Advice Bureau	**11**	6	1	3	1	-	7	1	3	5	-	3	-	8	3
	2%	*3%*	*	*4%*	*1%*	-	*2%*	*1%*	*1%*	*2%*	-	*8%*	-	*2%*	*5%*
Yes - to someone else (please specify)	**18**	7	6	2	2	-	13	2	10	6	-	2	*	16	2
	3%	*4%*	*2%*	*3%*	*4%*	-	*3%*	*3%*	*5%*	*2%*	-	*4%*	*1%*	*3%*	*3%*
No	**347**	98	155	44	31	16	252	47	128	145	38	20	13	273	33
	56%	*52%*	*60%*	*53%*	*52%*	*72%*	*56%*	*58%*	*60%*	*55%*	*53%*	*49%*	*62%*	*57%*	*54%*
I don't know	**11**	2	4	2	*	2	6	2	3	3	4	1	-	6	1
	2%	*1%*	*2%*	*3%*	*	*8%*	*1%*	*2%*	*1%*	*1%*	***5%m***	*3%*	-	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**576**	69	501	6	230	295	51	548	18	8	-	574	2
Weighted Base	**616**	62*	548	7**	237	333	47**	581	24**	8**	-**	614	2**
Effective Base	**360**	44	314	4	147	186	28	341	13	5	-	359	1
Yes - over the counter at the Post Office	**141**	20	120	1	61	66	14	128	13	-	-	141	-
	23%	*33%*	*22%*	*12%*	*26%*	*20%*	*30%*	*22%*	*54%*	-	-	*23%*	-
Yes - by phone/ letter/ email to the Post Office	**113**	16	93	3	52	46	14	98	10	2	-	110	2
	18%	*26%*	*17%*	*48%*	*22%*	*14%*	*29%*	*17%*	*43%*	*19%*	-	*18%*	*93%*
Yes - to the regulator (Ofcom)	**34**	5	29	-	17	15	2	26	5	3	-	34	-
	6%	*9%*	*5%*	-	*7%*	*5%*	*5%*	*5%*	*21%*	*35%*	-	*6%*	-
Yes - to Citizens Advice Bureau	**11**	2	9	-	5	4	2	8	3	1	-	11	-
	2%	*4%*	*2%*	-	*2%*	*1%*	*4%*	*1%*	*11%*	*10%*	-	*2%*	-
Yes - to someone else (please specify)	**18**	*	18	-	8	10	-	18	-	-	-	18	-
	3%	*	*3%*	-	*3%*	*3%*	-	*3%*	-	-	-	*3%*	-
No	**347**	27	317	3	117	212	18	344	-	2	-	347	*
	56%	*44%*	*58%*	*40%*	*50%*	**64%d**	*38%*	*59%*	-	*26%*	-	*56%*	*7%*
I don't know	**11**	1	9	-	4	5	1	10	-	1	-	11	-
	2%	*2%*	*2%*	-	*2%*	*2%*	*3%*	*2%*	-	*10%*	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QH9. And did you complain to anyone else about the service you received from Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**576**	151	125	149	151	53	48	50	50	38	37	57	46	46	53	40	58
Weighted Base	**616**	160*	130*	148*	178*	56*	57*	48*	47*	39**	44**	54**	44**	50**	56*	45**	77*
Effective Base	**360**	97	86	83	97	34	33	31	32	25	28	27	29	28	30	27	40
Yes - over the counter at the Post Office	**141**	24	32	45	40	9	6	9	7	12	14	12	15	18	12	12	16
	23%	*15%*	*25%*	**30%a**	*23%*	*17%*	*10%*	*18%*	*15%*	*30%*	*31%*	*22%*	*35%*	*36%*	*21%*	*27%*	*21%*
Yes - by phone/ letter/ email to the Post Office	**113**	25	32	20	37	10	9	5	13	9	10	8	7	5	12	10	15
	18%	*15%*	*24%*	*13%*	*21%*	*18%*	*16%*	*11%*	*28%*	*22%*	*22%*	*15%*	*15%*	*9%*	*21%*	*22%*	*19%*
Yes - to the regulator (Ofcom)	**34**	2	5	11	17	*	1	-	1	2	2	5	2	4	5	3	9
	6%	*1%*	*4%*	**7%a**	**10%a**	*1%*	*2%*	-	*3%*	*5%*	*4%*	*8%*	*6%*	*8%*	*10%*	*6%*	*12%*
Yes - to Citizens Advice Bureau	**11**	3	5	3	1	1	1	*	2	1	2	3	-	-	-	-	1
	2%	*2%*	*4%*	*2%*	*	*1%*	*2%*	*1%*	*4%*	*3%*	*4%*	*5%*	-	-	-	-	*1%*
Yes - to someone else (please specify)	**18**	6	6	1	5	3	3	1	2	1	3	*	1	-	-	2	2
	3%	*4%*	*5%*	*	*3%*	*5%*	*5%*	*2%*	*3%*	*3%*	*8%*	*	*1%*	-	-	*5%*	*3%*
No	**347**	112	65	77	93	37	42	34	26	18	21	30	23	24	27	26	40
	56%	**70%bcd**	*50%*	*52%*	*52%*	*67%*	*73%*	*70%*	*55%*	*46%*	*47%*	*56%*	*52%*	*48%*	*49%*	*57%*	*52%*
I don't know	**11**	1	1	5	4	*	*	*	-	-	1	1	-	4	2	-	2
	2%	*	*1%*	*3%*	*3%*	*	*1%*	*	-	-	*2%*	*2%*	-	*7%*	*4%*	-	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Royal Mail	**4852**	-	4852	2352	2491	624	646	899	691	863	615	507	1270	1590	1985	1122	4062	720	4852
	94%	-	*94%*	*94%*	*95%*	*91%*	*91%*	**95%ef**	*94%*	**95%ef**	**97%ef**	**97%ef**	*91%*	**95%l**	**98%l**	**97%lm**	*94%*	*93%*	*94%*
Citipost	**833**	-	833	499	334	64	82	160	152	165	126	84	146	313	375	210	699	122	832
	16%	-	*16%*	**20%d**	*13%*	*9%*	*11%*	**17%ef**	**21%ef**	**18%ef**	**20%ef**	**16%e**	*10%*	**19%l**	**18%l**	**18%l**	*16%*	*16%*	*16%*
Collect + (Collect Plus)	**1511**	-	1511	621	888	203	228	388	262	216	118	95	431	650	429	213	1215	280	1486
	29%	-	*29%*	*25%*	**34%c**	**30%ijk**	**32%ijk**	**41%efijk**	**36%ijk**	**24%k**	*19%*	*18%*	**31%no**	**39%lno**	*21%*	*18%*	*28%*	**36%p**	*29%*
DHL	**4278**	-	4278	2101	2172	405	506	787	638	843	595	499	911	1425	1937	1094	3614	602	4326
	83%	-	*83%*	*84%*	*83%*	*59%*	**71%e**	**83%ef**	**87%ef**	**93%efgh**	**94%efgh**	**95%efgh**	*65%*	**85%l**	**94%lm**	**95%lm**	**84%q**	*78%*	*84%*
FedEx	**4199**	-	4199	2048	2144	461	481	760	615	810	585	481	942	1375	1875	1065	3543	593	4234
	82%	-	*82%*	*82%*	*82%*	*67%*	*68%*	**80%ef**	**84%ef**	**90%efgh**	**92%efgh**	**92%efgh**	*67%*	**82%l**	**91%lm**	**92%lm**	**82%q**	*77%*	*82%*
Hermes	**4345**	-	4345	2018	2323	470	514	770	647	840	590	509	983	1417	1939	1099	3711	566	4440
	84%	-	*84%*	*80%*	**88%c**	*68%*	*72%*	**81%ef**	**88%efg**	**93%efgh**	**93%efgh**	**97%efghjl**	*70%*	**84%l**	**94%lm**	**95%lm**	**86%q**	*73%*	*86%*
Interlink	**1588**	-	1588	831	753	72	146	331	289	354	223	171	218	620	748	394	1368	198	1612
	31%	-	*31%*	**33%d**	*29%*	*10%*	**21%e**	**35%ef**	**40%ef**	**39%ef**	**35%ef**	**33%ef**	*16%*	**37%l**	**36%l**	**34%l**	**32%q**	*26%*	*31%*
DPD	**3848**	-	3848	1822	2020	402	475	706	579	741	536	403	878	1285	1680	939	3261	528	3927
	75%	-	*75%*	*73%*	**77%c**	*59%*	**67%e**	**74%ef**	**79%ef**	**82%efg**	**85%efgk**	**77%ef**	*63%*	**76%l**	**82%lm**	**81%lm**	**76%q**	*69%*	*76%*
Parcelforce	**4059**	-	4059	1956	2098	324	430	727	633	836	604	501	754	1360	1941	1104	3512	489	4131
	79%	-	*79%*	*78%*	*80%*	*47%*	**60%e**	**77%ef**	**86%efg**	**92%efgh**	**95%efgh**	**96%efghl**	*54%*	**81%l**	**94%lm**	**95%lm**	**82%q**	*63%*	*80%*
TNT Express	**2797**	-	2797	1480	1316	158	219	514	487	625	450	341	378	1001	1417	791	2392	362	2774
	54%	-	*54%*	**59%d**	*50%*	*23%*	**31%e**	**54%ef**	**66%efg**	**69%efg**	**71%efg**	**65%efg**	*27%*	**60%l**	**69%lm**	**68%lm**	**56%q**	*47%*	*54%*
TNT Post UK	**1318**	-	1318	727	587	106	140	241	210	266	203	150	246	451	620	354	1094	208	1275
	26%	-	*26%*	**29%d**	*22%*	*15%*	*20%*	**25%ef**	**29%ef**	**29%ef**	**32%efg**	**29%ef**	*18%*	**27%l**	**30%l**	**31%l**	*25%*	*27%*	*25%*
UPS	**3649**	-	3649	1792	1851	371	398	676	540	717	535	408	769	1216	1660	943	3099	497	3560
	71%	-	*71%*	*71%*	*70%*	*54%*	*56%*	**71%ef**	**74%ef**	**79%efgh**	**84%efghk**	**78%efg**	*55%*	**72%l**	**81%lm**	**82%lm**	**72%q**	*64%*	*69%*
UK Mail (not to be confused with Royal Mail)	**1464**	-	1464	819	644	122	146	268	230	307	205	183	269	498	695	388	1214	229	1396
	28%	-	*28%*	**33%d**	*24%*	*18%*	*21%*	**28%ef**	**31%ef**	**34%efg**	**32%ef**	**35%efg**	*19%*	**30%l**	**34%lm**	**34%l**	*28%*	*30%*	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 258

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
DX	**643**	-	643	375	268	51	70	168	130	123	67	34	121	298	224	101	519	111	633
	12%	-	*12%*	**15%d**	*10%*	*7%*	*10%*	**18%efjk**	**18%efjk**	**14%ek**	*11%*	*6%*	*9%*	**18%lno**	*11%*	*9%*	*12%*	*14%*	*12%*
Yodel	**3672**	-	3672	1719	1949	301	398	680	573	742	550	424	698	1253	1715	974	3151	468	3768
	71%	-	*71%*	*69%*	**74%c**	*44%*	**56%e**	**72%ef**	**78%efg**	**82%efg**	**87%efghk**	**81%efg**	*50%*	**75%l**	**83%lm**	**84%lm**	**73%q**	*61%*	*73%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2449**	-	2449	1172	1272	239	265	461	391	470	348	273	503	852	1091	621	2059	358	2349
	48%	-	*48%*	*47%*	*48%*	*35%*	*37%*	**49%ef**	**53%ef**	**52%ef**	**55%ef**	**52%ef**	*36%*	**51%l**	**53%l**	**54%l**	*48%*	*46%*	*46%*
Any other postal services company (please specify)	**23**	-	23	7	16	1	*	4	6	3	4	6	1	9	13	10	18	5	24
	*	-	*	*	*1%*	*	*	*	*1%*	*	*1%*	**1%f**	*	*1%*	**1%l**	**1%l**	*	*1%*	*
None of the above	**30**	-	30	15	15	4	8	7	9	1	*	-	12	16	2	*	25	5	36
	1%	-	*1%*	*1%*	*1%*	*1%*	**1%ijk**	*1%*	**1%ijk**	*	*	-	**1%no**	**1%no**	*	*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Royal Mail	**4852**	1114	1650	1007	1081	2764	2088	2884	1919	566	657	1292	1180	727	3856	575	3945
	94%	*94%*	*94%*	*94%*	*94%*	*94%*	*94%*	*94%*	**95%g**	*94%*	*94%*	*94%*	*94%*	*96%*	*94%*	*94%*	*94%*
Citipost	**833**	165	296	168	204	461	372	482	346	89	124	222	218	117	681	89	700
	16%	*14%*	*17%*	*16%*	**18%a**	*16%*	*17%*	*16%*	*17%*	*15%*	*18%*	*16%*	*17%*	*15%*	*17%*	*15%*	*17%*
Collect + (Collect Plus)	**1511**	292	514	338	367	806	706	995	510	161	199	392	410	243	1244	161	1268
	29%	*25%*	**29%a**	**32%a**	**32%a**	*27%*	**32%e**	**32%h**	*25%*	*27%*	*28%*	*29%*	**33%l**	*32%*	*30%*	*26%*	*30%*
DHL	**4278**	1010	1482	854	932	2491	1787	2484	1753	487	563	1154	1053	661	3431	495	3511
	83%	**85%c**	**85%c**	*80%*	*81%*	**85%f**	*81%*	*81%*	**87%g**	*81%*	*80%*	*84%*	*84%*	**88%l**	*84%*	*81%*	*84%*
FedEx	**4199**	982	1459	834	924	2441	1758	2412	1754	486	563	1114	1008	655	3339	490	3419
	82%	**83%c**	**83%c**	*78%*	*81%*	**83%f**	*79%*	*78%*	**87%g**	*81%*	*80%*	*81%*	*80%*	**87%ijkln**	*82%*	*80%*	*82%*
Hermes	**4345**	980	1517	891	958	2496	1849	2492	1811	506	572	1156	1070	638	3437	512	3522
	84%	*83%*	**87%a**	*83%*	*84%*	*85%*	*84%*	*81%*	**90%g**	*84%*	*82%*	*84%*	*85%*	*85%*	*84%*	*84%*	*84%*
Interlink	**1588**	359	562	297	369	921	666	940	634	191	195	405	424	267	1291	193	1319
	31%	*30%*	*32%*	*28%*	*32%*	*31%*	*30%*	*31%*	*32%*	*32%*	*28%*	*30%*	**34%j**	**35%jk**	*32%*	*32%*	*32%*
DPD	**3848**	863	1337	784	865	2200	1649	2257	1558	433	490	1046	927	604	3067	439	3137
	75%	*73%*	*76%*	*73%*	*76%*	*75%*	*75%*	*73%*	**77%g**	*72%*	*70%*	**76%j**	*74%*	**80%ijln**	**75%j**	*72%*	*75%*
Parcelforce	**4059**	931	1417	809	902	2348	1711	2312	1713	470	539	1103	971	627	3241	476	3319
	79%	*79%*	**81%c**	*76%*	*79%*	*80%*	*77%*	*75%*	**85%g**	*78%*	*77%*	*81%*	*77%*	**83%jl**	*79%*	*78%*	*79%*
TNT Express	**2797**	668	971	555	603	1639	1158	1616	1160	319	370	765	687	455	2277	321	2317
	54%	*56%*	*55%*	*52%*	*53%*	**56%f**	*52%*	*52%*	**58%g**	*53%*	*53%*	*56%*	*55%*	**60%jl**	*56%*	*53%*	*55%*
TNT Post UK	**1318**	299	436	301	282	735	582	771	535	161	169	322	353	207	1050	162	1069
	26%	*25%*	*25%*	*28%*	*25%*	*25%*	*26%*	*25%*	*27%*	*27%*	*24%*	*24%*	**28%k**	*27%*	*26%*	*27%*	*26%*
UPS	**3649**	866	1252	721	810	2118	1531	2100	1519	405	459	974	877	610	2920	408	2991
	71%	**73%c**	*72%*	*68%*	*71%*	*72%*	*69%*	*68%*	**75%g**	*67%*	*66%*	**71%j**	*70%*	**81%ijkln**	**71%j**	*67%*	*72%*
UK Mail (not to be confused with Royal Mail)	**1464**	352	525	282	306	877	588	852	599	164	230	376	359	239	1204	168	1225
	28%	*30%*	*30%*	*26%*	*27%*	**30%f**	*27%*	*28%*	*30%*	*27%*	**33%k**	*27%*	*28%*	*32%*	*29%*	*28%*	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 258

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
DX	**643**	157	229	128	128	387	256	446	194	76	65	145	189	136	536	76	545
	12%	*13%*	*13%*	*12%*	*11%*	*13%*	*12%*	**14%h**	*10%*	*13%*	*9%*	*11%*	**15%jk**	**18%ljkn**	**13%j**	*12%*	*13%*
Yodel	**3672**	821	1301	727	824	2122	1550	2103	1539	428	493	988	895	559	2935	431	3010
	71%	*69%*	**74%ac**	*68%*	*72%*	*72%*	*70%*	*68%*	**76%g**	*71%*	*70%*	*72%*	*71%*	*74%*	*72%*	*71%*	*72%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2449**	561	853	468	567	1414	1035	1387	1043	257	351	657	627	371	2006	259	2046
	48%	*47%*	*49%*	*44%*	**50%c**	*48%*	*47%*	*45%*	**52%g**	*43%*	**50%i**	*48%*	**50%i**	*49%*	**49%i**	*43%*	**49%o**
Any other postal services company (please specify)	**23**	3	11	2	7	14	9	8	15	4	3	5	10	-	18	4	18
	*	*	*1%*	*	*1%*	*	*	*	**1%g**	*1%*	*	*	*1%*	-	*	*1%*	*
None of the above	**30**	4	11	8	7	16	15	21	7	4	2	5	14	2	22	4	22
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Royal Mail	4852	4154	698	232	4058	419	238	136	194	525	398	348	415	453	637	671	418	75	344
	94%	94%	95%	96%	94%	95%	95%	94%	93%	93%	94%	94%	92%	95%	94%	96%	95%	98%	95%
Citipost	833	723	110	37	714	59	39	21	38	86	71	82	80	77	105	107	69	8	51
	16%	16%	15%	15%	17%	13%	16%	14%	18%	15%	17%	22%lnoqr	18%	16%	15%	15%	16%	11%	14%
Collect + (Collect Plus)	1511	1328	184	61	1286	117	69	39	71	145	113	119	148	139	210	234	107	22	96
	29%	30%b	25%	25%	30%	27%	28%	27%	34%lpr	26%	27%	32%p	33%p	29%	31%	33%ip	24%	28%	26%
DHL	4278	3653	625	204	3571	383	209	115	175	469	370	308	350	417	497	593	391	65	317
	83%	83%	85%	84%	83%	87%dg	84%	79%	84%n	83%n	88%ln	83%n	77%	88%ln	73%	84%ln	89%kln	84%n	88%ln
FedEx	4199	3569	630	205	3515	370	204	110	173	453	352	303	360	407	491	594	383	62	308
	82%	81%	86%a	84%	82%g	84%g	82%g	75%	83%n	81%n	83%n	81%n	80%n	85%n	73%	85%n	87%ln	80%	85%n
Hermes	4345	3703	642	209	3620	380	224	121	180	450	363	321	379	424	477	625	401	69	310
	84%	84%	87%a	86%	84%	86%	89%dg	83%	86%n	80%n	86%n	86%n	84%n	89%in	71%	89%in	91%ijlnr	89%n	86%n
Interlink	1588	1314	274	88	1332	120	99	37	70	141	113	140	135	184	148	236	165	10	110
	31%	30%	37%a	36%	31%g	27%	40%deg	25%	34%lnq	25%q	27%q	38%ijnq	30%nq	39%ijlnqr	22%	34%inq	38%ijnq	13%	30%nq
DPD	3848	3261	587	195	3208	338	197	105	160	423	309	284	330	382	432	534	355	46	292
	75%	74%	80%a	80%a	74%	77%	79%g	72%	77%nq	75%nq	73%nq	76%nq	73%nq	80%jlnq	64%	76%nq	81%ijnq	60%	81%ijnq
Parcelforce	4059	3430	629	207	3373	369	205	112	169	432	346	292	327	395	437	593	382	60	309
	79%	78%	86%a	85%a	78%	84%dg	82%	77%	81%ln	77%n	82%ln	78%n	72%n	83%ln	65%	84%iln	87%iklnq	78%n	85%ikln
TNT Express	2797	2357	440	136	2337	252	149	60	130	291	245	217	239	293	303	354	265	40	212
	54%	53%	60%a	56%	54%g	57%g	60%dg	41%	62%ilno	52%	58%n	58%n	53%n	62%ilnq	45%	50%	60%ino	52%	58%no
TNT Post UK	1318	1130	188	58	1109	127	56	25	57	162	99	97	117	114	160	196	107	20	108
	26%	26%	26%	24%	26%g	29%fg	23%	17%	27%	29%	23%	26%	26%	24%	24%	28%	24%	25%	30%
UPS	3649	3103	546	179	3077	313	180	78	142	402	292	276	302	367	429	525	341	47	266
	71%	70%	74%	74%	71%g	71%g	72%g	54%	68%	72%n	69%	74%nq	67%	77%hjlnq	63%	75%inq	78%hjlnq	61%	73%no
UK Mail (not to be confused with Royal Mail)	1464	1263	201	64	1273	101	69	22	66	173	107	128	135	145	176	220	124	12	89
	28%	29%	27%	26%	30%eg	23%g	28%g	15%	32%q	31%q	25%	34%jnqr	30%q	30%q	26%q	31%q	28%q	15%	24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
DX	**643**	546	97	27	558	48	26	11	44	61	69	49	60	65	90	66	54	3	46
	12%	*12%*	*13%*	*11%*	**13%g**	*11%*	*10%*	*8%*	**21%iklmnopqr**	**11%q**	**16%oq**	**13%q**	**13%q**	**14%q**	**13%q**	*9%*	**12%q**	*3%*	**13%q**
Yodel	**3672**	3083	588	185	3058	314	196	104	155	396	320	273	307	378	358	516	355	45	269
	71%	*70%*	**80%a**	*76%*	*71%*	*71%*	**78%deg**	*71%*	**75%nq**	**70%nq**	**76%lnq**	**73%nq**	**68%n**	**79%ilnq**	*53%*	**73%nq**	**81%iklnoq**	*58%*	**74%nq**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2449**	2099	349	113	2089	188	116	56	96	289	195	188	217	243	280	355	225	24	164
	48%	*48%*	*48%*	*47%*	**48%eg**	*43%*	**46%g**	*39%*	**46%q**	**51%nq**	**46%q**	**51%nq**	**48%q**	**51%nq**	*41%*	**51%nq**	**51%nq**	*31%*	**45%q**
Any other postal services company (please specify)	**23**	14	9	*	20	*	1	1	-	2	3	3	-	2	5	-	5	*	*
	*	*	**1%a**	*	*	*	*	*1%*	-	*	*1%*	*1%*	-	*1%*	*1%*	-	**1%o**	*	*
None of the above	**30**	26	4	2	25	2	2	2	2	-	5	3	6	-	-	4	5	-	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**1%imn**	-	**1%n**	*1%*	**1%in**	-	-	*1%*	**1%n**	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Royal Mail	4852	1806	1911	630	355	121	3717	476	1890	1928	663	252	88	3818	340
	94%	**96%cdeg**	**95%ceg**	*91%*	*92%*	*89%*	**95%cdeg**	*91%*	**96%ijkln**	**94%l**	*93%*	*92%*	*87%*	**95%ln**	*90%*
Citipost	833	343	292	106	65	23	635	88	329	311	114	55	22	640	77
	16%	**18%b**	*14%*	*15%*	*17%*	*17%*	*16%*	*17%*	*17%*	*15%*	*16%*	*20%*	*22%*	*16%*	**21%l**
Collect + (Collect Plus)	1511	551	589	193	123	45	1140	169	609	587	199	77	29	1196	107
	29%	*29%*	*29%*	*28%*	*32%*	*33%*	*29%*	*32%*	*31%*	*29%*	*28%*	*28%*	*29%*	*30%*	*28%*
DHL	4278	1660	1666	503	312	114	3327	426	1722	1692	551	214	76	3414	290
	83%	**88%bcdfg**	**83%c**	*73%*	**81%c**	**84%c**	**85%bc**	**82%c**	**88%ijklmn**	**82%j**	*77%*	*78%*	*75%*	**85%ijkln**	*77%*
FedEx	4199	1636	1652	489	298	107	3288	405	1680	1670	538	216	76	3350	292
	82%	**87%bcdefg**	**82%c**	*71%*	*77%*	*79%*	**84%cdg**	**78%c**	**86%ijkln**	**81%j**	*75%*	*79%*	*75%*	**83%jn**	*78%*
Hermes	4345	1671	1690	522	330	112	3361	442	1715	1728	569	224	85	3443	309
	84%	**89%bcfg**	**84%c**	*75%*	**85%c**	*82%*	**86%bc**	**85%c**	**87%ijkn**	**84%j**	*80%*	*82%*	*84%*	**86%j**	*82%*
Interlink	1588	641	584	189	124	43	1224	167	614	625	207	102	34	1239	136
	31%	**34%bc**	*29%*	*27%*	*32%*	*32%*	*31%*	*32%*	*31%*	*30%*	*29%*	*37%*	*33%*	*31%*	*36%*
DPD	3848	1463	1504	460	300	104	2967	404	1530	1495	525	209	69	3025	278
	75%	**78%c**	**75%c**	*66%*	**78%c**	*76%*	**76%c**	**77%c**	**78%l**	*73%*	*73%*	*76%*	*68%*	*75%*	*74%*
Parcelforce	4059	1630	1561	457	290	102	3190	392	1623	1611	528	198	76	3235	274
	79%	**87%bcdefg**	**77%c**	*66%*	**75%c**	*75%*	**82%bcdg**	**75%c**	**83%ijkn**	*78%*	*74%*	*72%*	*75%*	**80%jkn**	*73%*
TNT Express	2797	1147	1060	302	210	68	2208	278	1116	1095	375	150	50	2211	200
	54%	**61%bcefg**	**53%c**	*44%*	**54%c**	*50%*	**57%bc**	**53%c**	*57%*	*53%*	*52%*	*55%*	*49%*	*55%*	*53%*
TNT Post UK	1318	520	484	173	102	34	1004	136	547	477	206	67	17	1023	83
	26%	**28%b**	*24%*	*25%*	*26%*	*25%*	*26%*	*26%*	**28%il**	*23%*	**29%il**	*24%*	*17%*	*25%*	*22%*
UPS	3649	1430	1406	423	279	94	2836	374	1469	1428	478	195	64	2897	259
	71%	**76%bcf**	**70%c**	*61%*	**72%c**	*69%*	**73%c**	**72%c**	**75%ijl**	*69%*	*67%*	*71%*	*62%*	**72%j**	*69%*
UK Mail (not to be confused with Royal Mail)	1464	626	540	151	103	39	1166	142	632	517	193	85	28	1149	113
	28%	**33%bcdfg**	**27%c**	*22%*	*27%*	*29%*	**30%c**	*27%*	**32%ijm**	*25%*	*27%*	*31%*	*28%*	**29%l**	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
DX	**643**	227	267	85	48	14	495	62	247	260	83	39	11	508	50
	12%	*12%*	*13%*	*12%*	*12%*	*10%*	*13%*	*12%*	*13%*	*13%*	*12%*	*14%*	*11%*	*13%*	*13%*
Yodel	**3672**	1462	1428	406	264	94	2890	359	1494	1441	470	183	62	2935	245
	71%	**78%bcdfg**	**71%c**	*59%*	**68%c**	*69%*	**74%bcg**	**69%c**	**76%ijklmn**	*70%*	*66%*	*67%*	*61%*	**73%jln**	*65%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2449**	971	953	281	167	65	1923	232	1021	942	299	131	45	1964	176
	48%	**52%bcdg**	**47%c**	*41%*	*43%*	*48%*	**49%c**	*45%*	**52%ij**	*46%*	*42%*	*48%*	*44%*	**49%j**	*47%*
Any other postal services company (please specify)	**23**	11	6	1	4	-	18	4	8	10	3	2	*	18	2
	*	*1%*	*	*	*1%*	-	*	*1%*	*	*	*	*1%*	*	*	*1%*
None of the above	**30**	7	10	10	2	*	17	2	7	6	14	-	1	13	1
	1%	*	*	**1%abj**	*	*	*	*	*	*	**2%him**	-	*1%*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Royal Mail	4852	224	4543	84	1330	3248	274	4776	34	28	1	4838	12
	94%	*86%*	**95%a**	*91%*	*92%*	**96%df**	*89%*	**95%h**	*60%*	*78%*	*40%*	**94%h**	*53%*
Citipost	833	51	773	9	262	526	45	819	5	5	-	829	4
	16%	*20%*	*16%*	*10%*	*18%*	*15%*	*15%*	*16%*	*8%*	*15%*	-	*16%*	*19%*
Collect + (Collect Plus)	1511	86	1409	17	431	1000	81	1499	11	-	*	1510	2
	29%	**33%c**	*29%*	*18%*	*30%*	*29%*	*26%*	*30%*	*19%*	-	*3%*	*29%*	*7%*
DHL	4278	200	4011	67	1207	2866	205	4234	18	22	*	4274	4
	83%	*77%*	**84%ac**	*73%*	**84%f**	**84%f**	*67%*	**84%h**	*32%*	*61%*	*3%*	**83%h**	*18%*
FedEx	4199	187	3955	57	1193	2795	211	4157	14	25	*	4196	2
	82%	*72%*	**82%ac**	*62%*	**83%f**	**82%f**	*68%*	**83%h**	*25%*	*70%*	*7%*	**82%h**	*8%*
Hermes	4345	202	4081	61	1236	2890	219	4299	15	25	*	4338	7
	84%	*78%*	**85%ac**	*66%*	**86%f**	**85%f**	*71%*	**85%h**	*26%*	*69%*	*7%*	**85%h**	*30%*
Interlink	1588	86	1488	14	482	1033	73	1574	2	6	2	1582	3
	31%	**33%c**	**31%c**	*15%*	**33%f**	*30%*	*24%*	**31%h**	*4%*	*17%*	*60%*	**31%h**	*14%*
DPD	3848	182	3610	56	1079	2579	190	3819	11	15	1	3845	2
	75%	*70%*	**75%c**	*61%*	**75%f**	**76%f**	*62%*	**76%h**	*19%*	*43%*	*36%*	**75%h**	*9%*
Parcelforce	4059	187	3824	48	1169	2708	182	4019	12	26	*	4058	1
	79%	**72%c**	**80%ac**	*52%*	**81%f**	**80%f**	*59%*	**80%h**	*22%*	*73%*	*7%*	**79%h**	*5%*
TNT Express	2797	115	2655	28	792	1890	115	2778	7	10	-	2796	2
	54%	*44%*	**55%ac**	*30%*	**55%f**	**56%f**	*37%*	**55%h**	*13%*	*28%*	-	**55%h**	*8%*
TNT Post UK	1318	56	1242	19	380	871	67	1306	4	6	-	1316	2
	26%	*22%*	*26%*	*21%*	*26%*	*26%*	*22%*	**26%h**	*8%*	*15%*	-	**26%h**	*8%*
UPS	3649	159	3444	46	1010	2464	174	3622	11	13	-	3646	3
	71%	*61%*	**72%ac**	*50%*	**70%f**	**73%f**	*57%*	**72%h**	*19%*	*37%*	-	**71%h**	*12%*
UK Mail (not to be confused with Royal Mail)	1464	82	1363	20	439	946	80	1451	7	5	-	1463	2
	28%	*31%*	*28%*	*21%*	*30%*	*28%*	*26%*	**29%h**	*13%*	*13%*	-	**29%h**	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
DX	**643**	28	607	8	167	456	20	636	3	3	-	641	2
	12%	*11%*	*13%*	*8%*	**12%f**	**13%f**	*7%*	*13%*	*6%*	*7%*	-	*13%*	*7%*
Yodel	**3672**	171	3451	50	1034	2461	177	3647	5	13	1	3666	5
	71%	*66%*	**72%c**	*54%*	**72%f**	**73%f**	*57%*	**73%h**	*10%*	*35%*	*36%*	**72%h**	*23%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2449**	119	2301	28	748	1596	105	2431	4	13	-	2448	*
	48%	**46%c**	**48%c**	*31%*	**52%ef**	**47%f**	*34%*	**48%h**	*8%*	*37%*	-	**48%h**	*1%*
Any other postal services company (please specify)	**23**	3	20	-	12	11	-	21	-	2	-	23	-
	*	*1%*	*	-	*1%*	*	-	*	-	*6%*	-	*	-
None of the above	**30**	2	28	*	7	18	5	26	-	1	-	27	3
	1%	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	-	*3%*	-	*1%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Royal Mail	**4852**	1215	1215	1206	1216	410	420	384	402	380	433	399	402	405	400	396	420
	94%	*95%*	*94%*	*94%*	*94%*	**97%l**	*93%*	*94%*	*95%*	*94%*	*94%*	*95%*	*92%*	*95%*	*93%*	*95%*	*94%*
Citipost	**833**	201	212	192	229	65	68	67	74	65	74	53	62	77	92	78	59
	16%	*16%*	*16%*	*15%*	*18%*	*15%*	*15%*	*16%*	*17%*	*16%*	*16%*	*13%*	*14%*	*18%*	**21%klp**	*19%*	*13%*
Collect + (Collect Plus)	**1511**	421	373	361	356	135	135	151	127	113	134	130	133	99	132	107	117
	29%	**33%cd**	*29%*	*28%*	*28%*	**32%m**	*30%*	**37%ijmop**	*30%*	*28%*	*29%*	*31%*	*30%*	*23%*	*31%*	*26%*	*26%*
DHL	**4278**	1117	1083	1025	1053	364	399	354	354	351	377	344	340	341	369	344	340
	83%	**87%cd**	**84%c**	*80%*	*82%*	**86%lp**	**88%jklmp**	**87%lmp**	**83%p**	**87%lmp**	*82%*	*82%*	*78%*	*80%*	**86%lp**	*83%*	*76%*
FedEx	**4199**	1103	1064	979	1053	360	387	356	347	339	379	330	339	310	367	348	339
	82%	**86%bcd**	**83%c**	*76%*	**82%c**	**85%lmp**	**86%klmp**	**88%hklmp**	**81%m**	**84%mp**	**82%m**	*78%*	*78%*	*72%*	**85%lmp**	**84%mp**	*76%*
Hermes	**4345**	1106	1090	1077	1073	363	384	359	362	349	380	358	371	347	377	350	346
	84%	*86%*	*85%*	*84%*	*83%*	**85%p**	**85%p**	**88%jmp**	**85%p**	**87%p**	*82%*	**85%p**	**85%p**	*81%*	**88%p**	*84%*	*77%*
Interlink	**1588**	416	411	385	375	136	135	145	128	127	156	124	130	131	146	126	103
	31%	*32%*	*32%*	*30%*	*29%*	**32%p**	*30%*	**36%p**	*30%*	**32%p**	**34%p**	*29%*	*30%*	*31%*	**34%p**	*30%*	*23%*
DPD	**3848**	957	998	939	954	320	341	296	331	316	351	314	328	297	332	312	310
	75%	*75%*	**77%c**	*73%*	*74%*	*75%*	*76%*	*73%*	**78%mp**	**78%mp**	*76%*	*74%*	*75%*	*69%*	**77%p**	*75%*	*69%*
Parcelforce	**4059**	1052	1015	1002	990	342	377	333	329	321	365	330	349	322	356	327	307
	79%	**82%cd**	*79%*	*78%*	*77%*	**81%p**	**84%mp**	**82%p**	**77%p**	**80%p**	**79%p**	**78%p**	**80%p**	*75%*	**83%mp**	**79%p**	*69%*
TNT Express	**2797**	740	728	669	660	254	241	245	232	232	264	213	231	226	255	212	193
	54%	**58%cd**	**56%d**	*52%*	*51%*	**60%kop**	**53%p**	**60%kop**	**55%p**	**58%p**	**57%p**	*50%*	**53%p**	**53%p**	**59%p**	*51%*	*43%*
TNT Post UK	**1318**	341	376	292	309	96	127	118	113	133	130	91	101	100	125	106	77
	26%	*27%*	**29%cd**	*23%*	*24%*	*23%*	**28%p**	**29%p**	**27%p**	**33%eklmp**	**28%p**	*22%*	*23%*	*23%*	**29%p**	**26%p**	*17%*
UPS	**3649**	957	909	876	907	312	339	306	300	293	316	285	298	293	319	302	287
	71%	**75%c**	*71%*	*68%*	*70%*	**74%p**	**75%p**	**75%p**	*71%*	**73%p**	*69%*	*68%*	*68%*	*68%*	**74%p**	*73%*	*64%*
UK Mail (not to be confused with Royal Mail)	**1464**	411	374	342	337	127	163	121	111	115	147	116	110	116	116	120	101
	28%	**32%cd**	*29%*	*27%*	*26%*	*30%*	**36%hklmnp**	*30%*	*26%*	*29%*	**32%p**	*28%*	*25%*	*27%*	*27%*	*29%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
DX	**643**	153	169	163	159	51	42	59	57	51	61	36	72	55	61	58	40
	12%	*12%*	*13%*	*13%*	*12%*	*12%*	*9%*	**15%kp**	*13%*	*13%*	*13%*	*8%*	**17%fkp**	*13%*	*14%*	*14%*	*9%*
Yodel	**3672**	962	900	898	912	323	340	299	288	291	321	291	308	299	336	296	281
	71%	**75%bc**	*70%*	*70%*	*71%*	**76%hp**	**75%hp**	**73%p**	*68%*	**72%p**	*70%*	*69%*	*71%*	*70%*	**78%hjkmp**	*71%*	*63%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2449**	651	606	615	577	216	229	206	195	192	220	220	196	200	211	176	189
	48%	**51%d**	*47%*	*48%*	*45%*	*51%*	*51%*	*51%*	*46%*	*48%*	*48%*	**52%op**	*45%*	*47%*	*49%*	*42%*	*42%*
Any other postal services company (please specify)	**23**	6	3	5	9	2	3	1	1	-	2	2	3	*	2	7	1
	*	*	*	*	*1%*	*	*1%*	*	*	-	*	*	*1%*	*	*	**2%im**	*
None of the above	**30**	2	6	8	14	-	1	1	*	2	4	1	5	2	3	5	6
	1%	*	*	*1%*	**1%a**	-	*	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4852**	-	4852	2304	2533	609	620	865	663	924	680	475	1229	1528	2079	1155	4272	521	4852
Weighted Base	**4852**	-**	4852	2352	2491	624	646	899	691	863	615	507	1270	1590	1985	1122	4062	720	4852
Effective Base	**2927**	-	2927	1460	1462	406	401	586	386	522	314	328	806	966	1154	633	2485	405	4852
I've used them to send a letter, packet or parcel	**3936**	-	3936	1870	2059	480	500	755	566	720	510	404	980	1320	1634	914	3296	587	3947
	81%	-	*81%*	*80%*	**83%c**	*77%*	*77%*	**84%ef**	*82%*	**83%ef**	**83%e**	*80%*	*77%*	**83%l**	**82%l**	**81%l**	*81%*	*82%*	*81%*
They've delivered a letter, packet or parcel	**4028**	-	4028	1937	2082	494	528	760	557	737	521	428	1022	1317	1685	949	3404	566	4124
	83%	-	*83%*	*82%*	*84%*	*79%*	*82%*	**85%e**	*81%*	**85%e**	*85%*	*84%*	*80%*	*83%*	**85%l**	**85%l**	**84%q**	*79%*	*85%*
Not used	**163**	-	163	74	89	30	25	33	29	22	12	13	55	62	46	24	134	28	150
	3%	-	*3%*	*3%*	*4%*	**5%j**	*4%*	*4%*	*4%*	*3%*	*2%*	*3%*	**4%no**	**4%n**	*2%*	*2%*	*3%*	*4%*	*3%*
NET Any usage	**4734**	-	4734	2296	2429	608	634	878	665	844	605	494	1242	1543	1942	1099	3960	705	4753
	98%	-	*98%*	*98%*	*98%*	*97%*	*98%*	*98%*	*96%*	*98%*	*98%*	*97%*	*98%*	*97%*	*98%*	*98%*	*97%*	*98%*	*98%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**4852**	1170	1514	954	1214	2684	2168	2355	2424	638	679	1289	1139	657	3764	649	3862
Weighted Base	**4852**	1114	1650	1007	1081	2764	2088	2884	1919	566	657	1292	1180	727	3856	575	3945
Effective Base	**2927**	637	951	593	767	1588	1349	1548	1417	390	393	771	702	409	2275	395	2331
I've used them to send a letter, packet or parcel	**3936**	937	1366	812	822	2303	1633	2385	1517	431	517	1044	1006	613	3180	439	3254
	81%	**84%d**	**83%d**	**81%d**	*76%*	**83%f**	*78%*	**83%h**	*79%*	*76%*	*79%*	*81%*	**85%jk**	**84%j**	**82%l**	*76%*	**82%o**
They've delivered a letter, packet or parcel	**4028**	914	1382	825	907	2297	1731	2373	1623	472	551	1070	983	592	3195	478	3271
	83%	*82%*	*84%*	*82%*	*84%*	*83%*	*83%*	*82%*	*85%*	*83%*	*84%*	*83%*	*83%*	*81%*	*83%*	*83%*	*83%*
Not used	**163**	29	47	41	47	76	87	97	59	21	31	50	28	18	127	21	128
	3%	*3%*	*3%*	*4%*	*4%*	*3%*	**4%e**	*3%*	*3%*	*4%*	**5%l**	*4%*	*2%*	*3%*	*3%*	*4%*	*3%*
NET Any usage	**4734**	1094	1611	985	1044	2706	2028	2824	1869	549	636	1255	1161	714	3766	558	3855
	98%	**98%d**	*98%*	*98%*	*97%*	*98%*	*97%*	*98%*	*97%*	*97%*	*97%*	*97%*	*98%*	*98%*	*98%*	*97%*	*98%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 259

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**4852**	3479	1373	580	2707	905	726	514	255	298	291	278	313	299	338	336	299	180	725
Weighted Base	**4852**	4154	698	232	4058	419	238	136	194	525	398	348	415	453	637	671	418	75*	344
Effective Base	**2927**	2471	459	183	2225	412	386	282	229	265	247	241	252	253	294	300	257	84	329
I've used them to send a letter, packet or parcel	**3936**	3369	567	196	3288	339	197	112	160	434	311	277	347	367	482	571	340	62	276
	81%	*81%*	*81%*	*84%*	*81%*	*81%*	*83%*	*82%*	*82%*	**83%n**	*78%*	*80%*	**84%n**	*81%*	*76%*	**85%jn**	*81%*	*83%*	*80%*
They've delivered a letter, packet or parcel	**4028**	3465	563	194	3342	359	210	116	162	423	333	301	343	396	496	538	349	67	292
	83%	*83%*	*81%*	*83%*	*82%*	*86%*	**89%d**	*85%*	*84%*	*81%*	*84%*	**87%n**	*83%*	**87%ino**	*78%*	*80%*	*83%*	**89%n**	**85%n**
Not used	**163**	139	24	6	145	9	5	4	4	22	18	18	12	10	24	20	17	1	8
	3%	*3%*	*3%*	*3%*	*4%*	*2%*	*2%*	*3%*	*2%*	*4%*	*4%*	*5%*	*3%*	*2%*	*4%*	*3%*	*4%*	*2%*	*2%*
NET Any usage	**4734**	4053	681	227	3952	412	235	134	192	511	385	335	408	444	616	654	407	74	338
	98%	*98%*	*98%*	*98%*	*97%*	*98%*	*99%*	*99%*	*99%*	*97%*	*97%*	*96%*	*98%*	*98%*	*97%*	*98%*	*97%*	*98%*	*98%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4852**	1853	1893	596	352	127	3746	479	1965	1902	631	230	89	3867	319
Weighted Base	**4852**	1806	1911	630	355	121*	3717	476	1890	1928	663	252	88*	3818	340
Effective Base	**2927**	1085	1151	382	219	70	2236	289	1137	1149	410	154	56	2286	210
I've used them to send a letter, packet or parcel	**3936**	1554	1570	467	255	76	3124	332	1607	1593	489	173	57	3200	230
	81%	**86%bcdeg**	**82%cdeg**	*74%*	*72%*	*63%*	**84%cdeg**	*70%*	**85%jkln**	**83%jkln**	*74%*	*68%*	*65%*	**84%jkln**	*68%*
They've delivered a letter, packet or parcel	**4028**	1511	1631	489	282	92	3141	374	1593	1615	525	200	69	3208	268
	83%	**84%cg**	**85%cdeg**	*78%*	*80%*	*76%*	**85%cg**	*79%*	**84%j**	**84%j**	*79%*	*79%*	*78%*	**84%j**	*79%*
Not used	**163**	49	59	31	12	8	108	20	47	54	42	13	5	101	18
	3%	*3%*	*3%*	**5%af**	*3%*	**7%a**	*3%*	*4%*	*2%*	*3%*	**6%him**	*5%*	*5%*	*3%*	**5%hm**
NET Any usage	**4734**	1771	1879	601	345	113	3650	458	1855	1895	628	243	83	3750	327
	98%	**98%ce**	**98%ceg**	*95%*	*97%*	*93%*	**98%ceg**	*96%*	**98%jn**	**98%jn**	*95%*	*96%*	*95%*	**98%jn**	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4852**	292	4471	89	1508	3072	272	4772	30	33	3	4835	14
Weighted Base	**4852**	224	4543	84*	1330	3248	274	4776	34**	28**	1**	4838	12**
Effective Base	**2927**	156	2722	52	878	1900	157	2877	20	20	1	2917	9
I've used them to send a letter, packet or parcel	**3936**	183	3688	65	1048	2673	215	3894	18	19	1	3932	3
	81%	*82%*	*81%*	*77%*	*79%*	**82%d**	*79%*	*82%*	*54%*	*69%*	*92%*	*81%*	*29%*
They've delivered a letter, packet or parcel	**4028**	165	3812	51	1127	2701	201	3986	18	20	*	4023	5
	83%	*74%*	**84%ac**	*60%*	**85%f**	**83%f**	*73%*	*83%*	*52%*	*70%*	*18%*	*83%*	*38%*
Not used	**163**	14	144	5	44	102	17	151	2	4	-	157	6
	3%	**6%b**	*3%*	*6%*	*3%*	*3%*	**6%e**	*3%*	*7%*	*13%*	-	*3%*	*47%*
NET Any usage	**4734**	218	4436	80	1302	3173	259	4669	32	25	1	4726	7
	98%	*97%*	*98%*	*95%*	**98%f**	**98%f**	*95%*	*98%*	*94%*	*87%*	*100%*	*98%*	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Royal Mail

Base : Aware of Royal Mail

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**4852**	1220	1209	1208	1215	415	406	399	415	381	413	407	396	405	401	407	407
Weighted Base	**4852**	1215	1215	1206	1216	410	420	384	402	380	433	399	402	405	400	396	420
Effective Base	**2927**	788	829	660	676	255	272	262	271	260	298	214	225	222	224	228	225
I've used them to send a letter, packet or parcel	**3936**	1074	1040	894	929	366	371	336	341	328	371	314	288	292	316	296	317
	81%	**88%cd**	**86%cd**	*74%*	*76%*	**89%klmnop**	**88%klmnop**	**88%klmnop**	**85%lmop**	**86%klmnop**	**86%klmnop**	*79%*	*72%*	*72%*	*79%*	*75%*	*76%*
They've delivered a letter, packet or parcel	**4028**	1023	1043	995	967	337	357	329	334	337	372	337	315	343	303	333	331
	83%	**84%d**	**86%d**	*83%*	*80%*	*82%*	**85%n**	**86%ln**	**83%n**	**88%elnp**	**86%lnp**	**84%n**	*78%*	**85%n**	*76%*	**84%n**	*79%*
Not used	**163**	29	54	39	41	9	13	7	19	14	20	14	17	8	7	15	19
	3%	*2%*	**4%a**	*3%*	*3%*	*2%*	*3%*	*2%*	*5%*	*4%*	*5%*	*3%*	*4%*	*2%*	*2%*	*4%*	*4%*
NET Any usage	**4734**	1199	1193	1167	1175	405	414	380	392	373	428	385	384	397	392	382	401
	98%	**99%cd**	*98%*	*97%*	*97%*	*99%*	*99%*	**99%lop**	*98%*	*98%*	**99%lop**	*97%*	*96%*	*98%*	*98%*	*96%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**832**	-	832	506	325	52	70	153	138	186	153	79	122	291	418	232	736	86	832
Weighted Base	**833**	-**	833	499	334	64*	82*	160	152*	165	126*	84*	146*	313	375	210	699	122*	832
Effective Base	**502**	-	502	313	190	40	54	112	78	104	65	59	94	185	224	121	430	66	832
I've used them to send a letter, packet or parcel	**47**	-	47	28	18	9	14	11	7	4	2	-	23	18	6	2	29	15	34
	6%	-	*6%*	*6%*	*5%*	**14%ijk**	**17%ghijk**	**7%k**	*5%*	*2%*	*1%*	-	**16%mno**	**6%no**	*2%*	*1%*	*4%*	**12%p**	*4%*
They've delivered a letter, packet or parcel	**130**	-	130	86	44	22	20	25	24	22	8	9	42	48	39	17	102	27	117
	16%	-	*16%*	*17%*	*13%*	**35%ghijk**	**24%j**	*15%*	*16%*	*13%*	*6%*	*11%*	**29%mno**	*16%*	*10%*	*8%*	*15%*	*22%*	*14%*
Not used	**686**	-	686	402	284	47	54	129	124	139	118	75	101	253	332	193	588	88	703
	82%	-	*82%*	*80%*	*85%*	*73%*	*66%*	*80%*	**82%f**	**84%f**	**94%efgh**	**89%ef**	*69%*	**81%l**	**89%lm**	**92%lm**	**84%q**	*72%*	*84%*
NET Any usage	**159**	-	159	104	55	24	30	33	28	26	8	9	54	61	43	17	119	37	138
	19%	-	*19%*	*21%*	*16%*	**37%ghijk**	**37%ghijk**	**21%j**	**18%j**	*16%*	*6%*	*11%*	**37%mno**	**20%no**	*11%*	*8%*	*17%*	**30%p**	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	832	210	259	158	205	469	363	410	410	94	113	222	224	117	676	94	695
Weighted Base	833	165	296	168	204	461	372	482	346	89*	124*	222	218	117*	681	89*	700
Effective Base	502	106	159	101	140	264	241	261	246	61	66	135	134	71	404	61	414
I've used them to send a letter, packet or parcel	47	9	9	21	8	17	29	36	9	-	8	16	9	6	39	-	39
	6%	*5%*	*3%*	**13%bd**	*4%*	*4%*	**8%e**	**8%h**	*3%*	-	*6%*	**7%i**	*4%*	*5%*	*6%*	-	*6%*
They've delivered a letter, packet or parcel	130	40	37	28	25	76	53	89	37	4	15	54	27	23	118	4	118
	16%	**24%bd**	*12%*	*17%*	*12%*	*17%*	*14%*	**19%h**	*11%*	*5%*	*12%*	**24%ijl**	*12%*	**19%i**	**17%i**	*5%*	**17%o**
Not used	686	125	257	126	177	383	303	377	306	85	111	160	187	93	551	85	569
	82%	*76%*	**87%ac**	*75%*	**87%ac**	*83%*	*81%*	*78%*	**89%g**	**95%klmn**	**89%k**	*72%*	**86%k**	*79%*	**81%k**	**95%p**	*81%*
NET Any usage	159	42	42	45	30	84	75	113	42	4	20	64	33	26	142	4	142
	19%	**26%bd**	*14%*	**27%bd**	*15%*	*18%*	*20%*	**23%h**	*12%*	*5%*	**16%l**	**29%ijl**	**15%i**	**22%l**	**21%i**	*5%*	**20%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	832	582	250	105	477	144	132	79	49	49	54	61	53	53	54	55	49	20	124
Weighted Base	833	723	110*	37*	714	59*	39*	21*	38*	86*	71*	82*	80*	77*	105*	107*	69*	8**	51*
Effective Base	502	420	89	36	392	73	65	55	45	44	48	55	41	48	42	49	45	8	66
I've used them to send a letter, packet or parcel	47	42	5	2	46	1	-	-	4	6	6	6	10	1	9	4	1	-	1
	6%	*6%*	*5%*	*6%*	**6%f**	*2%*	-	-	**10%m**	*7%*	*8%*	*7%*	**12%m**	*1%*	*8%*	*4%*	*1%*	-	*2%*
They've delivered a letter, packet or parcel	130	107	23	6	119	5	3	2	10	13	9	11	17	19	18	15	8	1	4
	16%	*15%*	*20%*	*16%*	*17%*	*9%*	*7%*	*12%*	**27%pr**	*15%*	*13%*	*13%*	*22%*	**24%r**	*17%*	*14%*	*11%*	*10%*	*8%*
Not used	686	600	85	29	578	53	36	18	27	71	59	69	62	58	81	88	62	7	46
	82%	*83%*	*77%*	*78%*	*81%*	*90%*	**93%d**	*88%*	*71%*	*83%*	*84%*	*85%*	*77%*	*75%*	*78%*	*82%*	**91%h**	*90%*	**90%h**
NET Any usage	159	134	25	8	148	6	3	2	12	16	13	15	22	19	23	19	8	1	5
	19%	*18%*	*23%*	*22%*	**21%ef**	*10%*	*7%*	*12%*	**31%pr**	*19%*	*18%*	*19%*	**28%r**	*25%*	*22%*	*18%*	*11%*	*10%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**832**	364	289	92	55	28	653	83	353	294	109	50	23	647	73
Weighted Base	**833**	343	292	106*	65*	23**	635	88*	329	311	114*	55*	22**	640	77*
Effective Base	**502**	208	176	60	38	20	384	56	195	184	72	36	15	379	51
I've used them to send a letter, packet or parcel	**47**	16	18	10	2	1	34	3	18	18	3	5	2	36	8
	6%	*5%*	*6%*	*9%*	*3%*	*4%*	*5%*	*3%*	*5%*	*6%*	*3%*	*10%*	*10%*	*6%*	*10%*
They've delivered a letter, packet or parcel	**130**	54	53	12	5	5	107	10	64	43	10	8	5	107	12
	16%	*16%*	*18%*	*12%*	*7%*	*24%*	*17%*	*11%*	***19%***	*14%*	*9%*	*14%*	*20%*	*17%*	*16%*
Not used	**686**	283	232	91	59	17	515	76	265	253	102	48	16	518	64
	82%	*82%*	*80%*	*86%*	*90%*	*73%*	*81%*	*86%*	*81%*	*81%*	*89%*	*88%*	*69%*	*81%*	*82%*
NET Any usage	**159**	64	64	19	6	6	128	13	71	58	12	11	7	129	18
	19%	*19%*	*22%*	*17%*	*10%*	*27%*	*20%*	*14%*	***22%***	*19%*	*11%*	*20%*	*31%*	*20%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**832**	56	769	7	264	523	45	819	5	5	-	829	3
Weighted Base	**833**	51*	773	9**	262	526	45**	819	5**	5**	-**	829	4**
Effective Base	**502**	32	466	5	159	320	24	493	4	4	-	500	2
I've used them to send a letter, packet or parcel	**47**	9	37	-	18	24	5	42	2	-	-	44	3
	6%	***18%b***	*5%*	-	*7%*	*5%*	*11%*	*5%*	*40%*	-	-	*5%*	*68%*
They've delivered a letter, packet or parcel	**130**	11	118	1	47	75	7	123	2	2	-	127	2
	16%	*21%*	*15%*	*6%*	*18%*	*14%*	*16%*	*15%*	*39%*	*45%*	-	*15%*	*54%*
Not used	**686**	36	641	9	208	444	33	677	2	3	-	682	4
	82%	*70%*	*83%*	*94%*	*79%*	*85%*	*73%*	*83%*	*46%*	*55%*	-	*82%*	*86%*
NET Any usage	**159**	18	141	1	61	85	12	150	4	2	-	156	3
	19%	***34%b***	*18%*	*6%*	*23%*	*16%*	*27%*	*18%*	*79%*	*45%*	-	*19%*	*68%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Citipost

Base : Aware of Citipost

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**832**	193	204	196	239	65	68	60	73	61	70	73	63	60	86	89	64
Weighted Base	**833**	201	212	192*	229	65*	68*	67*	74*	65*	74*	53*	62*	77*	92*	78*	59*
Effective Base	**502**	132	148	98	132	45	45	42	49	45	54	34	33	34	49	48	35
I've used them to send a letter, packet or parcel	**47**	10	22	11	4	-	4	6	4	9	9	2	3	7	1	1	3
	6%	*5%*	**10%d**	*6%*	*2%*	-	*6%*	*9%*	*5%*	**13%eno**	**12%eno**	*3%*	*4%*	*9%*	*1%*	*1%*	*5%*
They've delivered a letter, packet or parcel	**130**	25	36	28	41	7	11	7	8	6	22	8	9	10	17	11	13
	16%	*12%*	*17%*	*14%*	*18%*	*10%*	*16%*	*11%*	*11%*	*9%*	**30%eghl**	*16%*	*15%*	*13%*	*19%*	*14%*	*22%*
Not used	**686**	174	175	153	184	59	57	57	69	53	53	43	50	60	74	67	43
	82%	*86%*	*82%*	*80%*	*81%*	**90%j**	*84%*	*85%*	**94%mp**	*81%*	*71%*	*81%*	*81%*	*78%*	*81%*	*85%*	*74%*
NET Any usage	**159**	31	45	39	45	7	12	12	8	13	24	10	12	17	18	11	15
	19%	*15%*	*21%*	*20%*	*19%*	*10%*	*18%*	*17%*	*11%*	*21%*	**32%eho**	*19%*	*19%*	*22%*	*19%*	*15%*	*26%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1486**	-	1486	576	905	179	219	374	258	231	137	83	398	632	451	220	1271	195	1486
Weighted Base	**1511**	-**	1511	621	888	203	228	388	262	216	118*	95*	431	650	429	213	1215	280	1486
Effective Base	**913**	-	913	388	524	131	144	251	147	127	57	60	275	396	242	116	744	158	1486
I've used them to send a letter, packet or parcel	**338**	-	338	141	196	57	43	90	54	43	28	22	100	144	92	50	271	62	360
	22%	-	*22%*	*23%*	*22%*	*28%*	*19%*	*23%*	*20%*	*20%*	*24%*	*23%*	*23%*	*22%*	*22%*	*23%*	*22%*	*22%*	*24%*
They've delivered a letter, packet or parcel	**445**	-	445	162	282	81	64	126	85	60	17	13	145	211	90	30	343	98	429
	29%	-	*29%*	*26%*	*32%*	**40%fijk**	**28%jk**	**32%jk**	**32%jk**	**28%jk**	*14%*	*14%*	**34%no**	**32%no**	*21%*	*14%*	*28%*	*35%*	*29%*
Not used	**876**	-	876	368	507	96	141	212	149	127	83	66	238	361	277	150	718	149	858
	58%	-	*58%*	*59%*	*57%*	*47%*	**62%e**	*55%*	*57%*	*59%*	**71%eg**	**70%eg**	*55%*	*56%*	**65%lm**	**70%lm**	*59%*	*53%*	*58%*
NET Any usage	**646**	-	646	258	388	111	90	176	115	88	36	29	201	291	153	65	505	133	640
	43%	-	*43%*	*41%*	*44%*	**55%fijk**	*39%*	**45%jk**	*44%*	*41%*	*31%*	*30%*	**47%no**	**45%no**	*36%*	*30%*	*42%*	*48%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1486**	300	490	299	397	790	696	821	645	187	205	396	367	221	1189	189	1213
Weighted Base	**1511**	292	514	338	367	806	706	995	510	161	199	392	410	243	1244	161	1268
Effective Base	**913**	162	311	189	259	472	442	533	408	117	127	227	244	138	735	117	747
I've used them to send a letter, packet or parcel	**338**	80	103	89	65	184	154	217	119	36	47	90	90	59	285	36	290
	22%	**28%d**	*20%*	**26%d**	*18%*	*23%*	*22%*	*22%*	*23%*	*22%*	*23%*	*23%*	*22%*	*24%*	*23%*	*22%*	*23%*
They've delivered a letter, packet or parcel	**445**	111	152	78	104	263	182	318	126	38	44	119	130	92	384	38	391
	29%	**38%cd**	*29%*	*23%*	*28%*	**33%f**	*26%*	**32%h**	*25%*	*24%*	*22%*	*30%*	*32%*	**38%ij**	**31%j**	*24%*	*31%*
Not used	**876**	136	306	209	226	441	435	555	317	103	134	214	222	130	700	104	714
	58%	*47%*	**59%a**	**62%a**	**61%a**	*55%*	**62%e**	*56%*	**62%g**	*64%*	**67%klmn**	*55%*	*54%*	*53%*	*56%*	*64%*	*56%*
NET Any usage	**646**	160	211	134	142	370	275	448	196	58	67	181	189	118	555	58	564
	43%	**55%bcd**	*41%*	*40%*	*39%*	**46%f**	*39%*	**45%h**	*38%*	*36%*	*34%*	**46%j**	**46%j**	**48%ij**	**45%j**	*36%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 261

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1486**	1100	386	157	858	266	210	152	89	85	87	97	110	89	113	113	75	51	215
Weighted Base	**1511**	1328	184	61*	1286	117	69	39*	71*	145*	113*	119*	148*	139*	210*	234	107*	22**	96
Effective Base	**913**	785	133	45	704	146	114	97	81	75	75	86	87	72	95	104	68	28	119
I've used them to send a letter, packet or parcel	**338**	308	30	10	280	30	15	13	17	21	24	26	31	28	50	56	27	7	23
	22%	*23%*	*16%*	*16%*	*22%*	*25%*	*22%*	**32%d**	*24%*	*14%*	*21%*	*22%*	*21%*	*20%*	*24%*	*24%*	*25%*	*30%*	*24%*
They've delivered a letter, packet or parcel	**445**	389	56	15	384	34	15	13	29	43	18	35	56	29	64	68	41	5	29
	29%	*29%*	*31%*	*24%*	*30%*	*29%*	*21%*	*33%*	**41%jm**	**30%j**	*16%*	**30%j**	**38%jm**	*21%*	**31%j**	**29%j**	**39%jm**	*22%*	**30%j**
Not used	**876**	766	110	39	747	63	44	22	32	91	78	73	80	92	113	132	55	12	51
	58%	*58%*	*60%*	*65%*	*58%*	*53%*	*64%*	*57%*	*44%*	**63%h**	**69%hpr**	**61%h**	*54%*	**67%h**	*54%*	*56%*	*52%*	*54%*	*53%*
NET Any usage	**646**	570	75	21	546	57	25	18	40	54	36	47	69	46	99	102	54	10	47
	43%	*43%*	*41%*	*35%*	*42%*	*48%*	*36%*	*45%*	**56%ijkm**	*37%*	*32%*	*40%*	*47%*	*33%*	*47%*	*44%*	**50%jm**	*46%*	**49%jm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1486**	557	583	170	118	46	1140	164	614	584	184	67	26	1198	93
Weighted Base	**1511**	551	589	193	123*	45*	1140	169	609	587	199	77*	29**	1196	107*
Effective Base	**913**	333	356	109	77	31	689	108	365	358	122	45	16	723	61
I've used them to send a letter, packet or parcel	**338**	129	142	30	28	8	270	36	155	126	33	17	6	280	23
	22%	*23%*	*24%*	*16%*	*23%*	*17%*	*24%*	*21%*	*25%*	*21%*	*17%*	*22%*	*19%*	*23%*	*21%*
They've delivered a letter, packet or parcel	**445**	141	191	50	41	19	332	60	170	189	53	21	12	358	33
	29%	*26%*	*32%*	*26%*	*33%*	*41%*	*29%*	**36%a**	*28%*	*32%*	*26%*	*27%*	*41%*	*30%*	*31%*
Not used	**876**	336	323	125	63	25	659	88	358	317	127	50	17	675	67
	58%	*61%*	*55%*	*65%*	*51%*	*55%*	*58%*	*52%*	*59%*	*54%*	*64%*	*64%*	*58%*	*56%*	*63%*
NET Any usage	**646**	220	272	68	61	20	492	81	254	273	73	30	12	528	42
	43%	*40%*	**46%c**	*35%*	*49%*	*45%*	*43%*	*48%*	*42%*	*47%*	*37%*	*39%*	*42%*	*44%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 261

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1486**	108	1358	20	462	943	81	1474	9	-	1	1483	2
Weighted Base	**1511**	86*	1409	17**	431	1000	81*	1499	11**	-**	***	1510	2**
Effective Base	**913**	59	845	11	284	584	48	907	5	-	1	912	1
I've used them to send a letter, packet or parcel	**338**	25	311	1	116	191	31	330	6	-	-	336	1
	22%	*30%*	*22%*	*8%*	**27%e**	*19%*	**39%e**	*22%*	*58%*	-	-	*22%*	*90%*
They've delivered a letter, packet or parcel	**445**	26	414	5	133	283	29	441	4	-	-	445	-
	29%	*31%*	*29%*	*29%*	*31%*	*28%*	*35%*	*29%*	*35%*	-	-	*29%*	-
Not used	**876**	41	824	11	231	610	35	871	4	-	*	876	*
	58%	*48%*	*58%*	*67%*	*54%*	**61%df**	*44%*	*58%*	*41%*	-	*100%*	*58%*	*10%*
NET Any usage	**646**	44	596	6	204	396	46	636	8	-	-	644	1
	43%	*52%*	*42%*	*33%*	**47%e**	*40%*	**56%e**	*42%*	*76%*	-	-	*43%*	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)

Base : Aware of Collect + (Collect Plus)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1486**	417	364	344	361	136	138	143	128	111	125	125	117	102	133	119	109
Weighted Base	**1511**	421	373	361	356	135*	135*	151*	127*	113*	134*	130*	133*	99*	132*	107*	117*
Effective Base	**913**	280	253	197	193	90	92	98	85	76	92	63	72	65	74	61	58
I've used them to send a letter, packet or parcel	**338**	91	72	75	100	29	34	28	31	13	27	26	31	18	38	24	37
	22%	*22%*	*19%*	*21%*	**28%b**	*22%*	**25%l**	*19%*	**25%l**	*12%*	*20%*	*20%*	*24%*	*18%*	**29%l**	*23%*	**32%l**
They've delivered a letter, packet or parcel	**445**	123	103	107	112	38	43	42	36	31	36	30	44	33	50	30	32
	29%	*29%*	*28%*	*30%*	*31%*	*28%*	*32%*	*28%*	*29%*	*27%*	*27%*	*23%*	*33%*	*34%*	*38%*	*28%*	*27%*
Not used	**876**	251	237	211	178	79	75	97	72	77	87	87	69	54	60	58	60
	58%	**60%d**	**63%d**	*58%*	*50%*	*59%*	*56%*	**64%n**	*57%*	**68%lnp**	**65%n**	**67%n**	*52%*	*55%*	*45%*	*54%*	*51%*
NET Any usage	**646**	173	144	150	178	58	61	55	56	37	51	43	63	44	72	49	57
	43%	*41%*	*39%*	*42%*	**50%b**	*43%*	*45%*	*36%*	*44%*	*33%*	*38%*	*33%*	*48%*	*45%*	**55%gijk**	*46%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4326**	-	4326	2110	2207	405	500	766	613	897	669	462	905	1379	2028	1131	3840	436	4326
Weighted Base	**4278**	-**	4278	2101	2172	405	506	787	638	843	595	499	911	1425	1937	1094	3614	602	4326
Effective Base	**2585**	-	2585	1320	1265	266	321	516	356	510	308	321	587	867	1131	622	2214	339	4326
I've used them to send a letter, packet or parcel	**398**	-	398	249	149	52	85	108	71	42	15	25	137	179	82	40	262	125	359
	9%	-	*9%*	**12%d**	*7%*	**13%ijk**	**17%hijk**	**14%ijk**	**11%ijk**	*5%*	*2%*	*5%*	**15%no**	**13%no**	*4%*	*4%*	*7%*	**21%p**	*8%*
They've delivered a letter, packet or parcel	**2172**	-	2172	1095	1072	210	254	403	350	439	285	228	464	752	952	513	1837	310	2315
	51%	-	*51%*	*52%*	*49%*	*52%*	*50%*	*51%*	**55%k**	*52%*	*48%*	*46%*	*51%*	**53%o**	*49%*	*47%*	*51%*	*52%*	*54%*
Not used	**1961**	-	1961	910	1051	177	220	339	266	387	308	262	397	604	958	570	1685	243	1918
	46%	-	*46%*	*43%*	**48%c**	*44%*	*43%*	*43%*	*42%*	*46%*	**52%fgh**	**53%efgh**	*44%*	*42%*	**49%lm**	**52%lm**	**47%q**	*40%*	*44%*
NET Any usage	**2355**	-	2355	1203	1147	233	295	457	380	457	292	237	528	837	987	530	1957	369	2462
	55%	-	*55%*	**57%d**	*53%*	**58%jk**	**58%jk**	**58%jk**	**60%jk**	*54%*	*49%*	*48%*	**58%no**	**59%no**	*51%*	*48%*	*54%*	**61%p**	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**4326**	1083	1387	815	1041	2470	1856	2064	2196	543	590	1159	1042	603	3394	552	3489
Weighted Base	**4278**	1010	1482	854	932	2491	1787	2484	1753	487	563	1154	1053	661	3431	495	3511
Effective Base	**2585**	571	867	505	660	1438	1156	1332	1284	334	336	690	635	369	2029	339	2080
I've used them to send a letter, packet or parcel	**398**	134	106	96	62	240	158	297	99	32	40	112	98	89	339	32	346
	9%	**13%bd**	*7%*	**11%bd**	*7%*	*10%*	*9%*	**12%h**	*6%*	*6%*	*7%*	*10%*	*9%*	**13%ijln**	**10%i**	*6%*	**10%o**
They've delivered a letter, packet or parcel	**2172**	606	767	396	403	1373	799	1327	826	190	232	592	596	402	1822	194	1870
	51%	**60%bcd**	**52%d**	*46%*	*43%*	**55%f**	*45%*	**53%h**	*47%*	*39%*	*41%*	**51%ij**	**57%ij**	**61%ijkn**	**53%ij**	*39%*	**53%o**
Not used	**1961**	348	678	423	511	1026	935	1047	893	282	317	534	409	230	1490	285	1519
	46%	*34%*	**46%a**	**50%a**	**55%ab**	*41%*	**52%e**	*42%*	**51%g**	**58%klmn**	**56%klmn**	**46%lm**	*39%*	*35%*	**43%lm**	**58%p**	*43%*
NET Any usage	**2355**	673	812	441	429	1485	870	1461	873	208	252	636	651	437	1976	212	2028
	55%	**67%bcd**	**55%d**	*52%*	*46%*	**60%f**	*49%*	**59%h**	*50%*	*43%*	*45%*	**55%ij**	**62%ijk**	**66%ijkn**	**58%ij**	*43%*	**58%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 262

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	4326	3058	1268	533	2379	844	657	446	227	265	267	250	259	274	265	294	278	164	680
Weighted Base	4278	3653	625	204	3571	383	209	115	175	469	370	308	350	417	497	593	391	65*	317
Effective Base	2585	2177	412	168	1958	375	348	266	205	235	227	215	208	232	228	264	244	73	303
I've used them to send a letter, packet or parcel	398	357	41	18	345	28	17	8	20	57	25	26	32	31	79	46	29	5	23
	9%	10%b	7%	9%	10%	7%	8%	7%	12%	12%j	7%	8%	9%	8%	16%jklmopr	8%	7%	8%	7%
They've delivered a letter, packet or parcel	2172	1826	346	110	1773	221	120	58	105	227	171	133	190	191	243	315	198	37	184
	51%	50%	55%a	54%	50%	58%d	57%d	50%	60%ijkmnp	48%	46%	43%	54%k	46%	49%	53%k	50%	57%k	58%ijkmn
Not used	1961	1699	262	85	1662	153	89	57	64	214	194	160	152	213	217	266	181	27	126
	46%	47%	42%	42%	47%e	40%	43%	50%e	37%	46%	52%hr	52%hr	44%	51%hr	44%	45%	46%h	42%	40%
NET Any usage	2355	1987	368	119	1938	232	124	61	113	259	181	151	202	205	283	331	212	38	194
	55%	54%	59%	58%	54%	61%dg	59%	53%	65%ijkmp	55%	49%	49%	58%	49%	57%	56%	54%	59%	61%jkm

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4326**	1704	1689	476	315	117	3393	432	1786	1693	536	205	80	3479	285
Weighted Base	**4278**	1660	1666	503	312	114*	3327	426	1722	1692	551	214	76*	3414	290
Effective Base	**2585**	991	1013	305	196	65	2004	260	1026	1011	348	135	49	2037	184
I've used them to send a letter, packet or parcel	**398**	151	135	55	52	3	286	54	157	160	56	20	6	317	25
	9%	*9%*	*8%*	**11%e**	**17%abef**	*2%*	*9%*	**13%bef**	*9%*	*9%*	*10%*	*9%*	*8%*	*9%*	*9%*
They've delivered a letter, packet or parcel	**2172**	824	862	239	174	60	1686	234	925	874	229	113	23	1799	135
	51%	*50%*	*52%*	*48%*	*56%*	*53%*	*51%*	*55%*	**54%jl**	**52%jl**	*42%*	**53%jl**	*30%*	**53%jl**	**47%l**
Not used	**1961**	778	760	238	121	54	1538	176	740	768	293	97	49	1508	146
	46%	**47%d**	*46%*	*47%*	*39%*	*48%*	**46%d**	*41%*	*43%*	*45%*	**53%him**	*45%*	**65%hikm**	*44%*	*50%*
NET Any usage	**2355**	900	923	268	192	60	1823	252	998	939	263	120	26	1937	147
	55%	*54%*	*55%*	*53%*	*61%*	*53%*	*55%*	*59%*	**58%jl**	**55%jl**	*48%*	**56%l**	*35%*	**57%jl**	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4326**	249	4006	71	1342	2768	216	4273	20	25	1	4318	7
Weighted Base	**4278**	200	4011	67*	1207	2866	205	4234	18**	22**	***	4274	4**
Effective Base	**2585**	136	2410	41	787	1685	119	2554	12	16	1	2582	4
I've used them to send a letter, packet or parcel	**398**	28	355	16	100	263	35	386	8	4	-	398	*
	9%	**14%b**	*9%*	**24%b**	*8%*	*9%*	**17%de**	*9%*	*43%*	*18%*	-	*9%*	*2%*
They've delivered a letter, packet or parcel	**2172**	96	2042	33	646	1429	96	2158	8	5	*	2170	1
	51%	*48%*	*51%*	*49%*	*54%*	*50%*	*47%*	*51%*	*42%*	*23%*	*100%*	*51%*	*33%*
Not used	**1961**	89	1845	27	527	1348	86	1940	5	13	-	1958	3
	46%	*45%*	*46%*	*40%*	*44%*	*47%*	*42%*	*46%*	*29%*	*59%*	-	*46%*	*69%*
NET Any usage	**2355**	111	2203	41	690	1544	121	2331	14	9	*	2354	1
	55%	*55%*	*55%*	*61%*	*57%*	*54%*	*59%*	*55%*	*75%*	*41%*	*100%*	*55%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DHL

Base : Aware of DHL

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**4326**	1112	1089	1040	1085	370	377	365	377	348	364	361	337	342	370	364	351
Weighted Base	**4278**	1117	1083	1025	1053	364	399	354	354	351	377	344	340	341	369	344	340
Effective Base	**2585**	718	747	559	586	226	255	237	242	238	266	180	190	190	203	199	184
I've used them to send a letter, packet or parcel	**398**	111	129	67	91	35	43	32	46	39	45	22	22	22	32	18	41
	9%	**10%c**	**12%cd**	*7%*	*9%*	*10%*	**11%o**	*9%*	**13%klmo**	**11%o**	**12%o**	*6%*	*7%*	*7%*	*9%*	*5%*	**12%o**
They've delivered a letter, packet or parcel	**2172**	540	537	569	526	168	209	163	193	175	169	182	192	195	217	167	142
	51%	*48%*	*50%*	**55%ab**	*50%*	*46%*	**52%p**	*46%*	**54%jp**	*50%*	*45%*	**53%p**	**57%egjp**	**57%egjp**	**59%egjop**	*48%*	*42%*
Not used	**1961**	551	517	414	479	186	178	186	154	168	196	146	136	133	135	169	175
	46%	**49%c**	**48%c**	*40%*	*46%*	**51%lmn**	*45%*	**53%hklmn**	*43%*	**48%n**	**52%lmn**	*42%*	*40%*	*39%*	*37%*	**49%mn**	**51%lmn**
NET Any usage	**2355**	585	585	611	574	181	228	176	206	191	188	198	204	208	234	175	165
	55%	*52%*	*54%*	**60%ab**	*54%*	*50%*	*57%*	*50%*	*58%*	*54%*	*50%*	*58%*	**60%egjp**	**61%egjop**	**63%egjop**	*51%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4234**	-	4234	2048	2175	475	486	735	591	850	638	444	961	1326	1932	1082	3749	435	4234
Weighted Base	**4199**	-**	4199	2048	2144	461	481	760	615	810	585	481	942	1375	1875	1065	3543	593	4234
Effective Base	**2536**	-	2536	1282	1252	308	307	496	346	488	298	306	615	838	1083	597	2169	334	4234
I've used them to send a letter, packet or parcel	**263**	-	263	171	92	52	62	67	42	21	9	8	114	109	38	17	169	91	231
	6%	-	*6%*	**8%d**	*4%*	**11%hijk**	**13%hijk**	**9%ijk**	**7%ijk**	*3%*	*1%*	*2%*	**12%mno**	**8%no**	*2%*	*2%*	*5%*	**15%p**	*5%*
They've delivered a letter, packet or parcel	**1373**	-	1373	759	609	204	173	266	211	244	146	125	378	477	515	271	1099	253	1420
	33%	-	*33%*	**37%d**	*28%*	**44%fghijk**	**36%ijk**	**35%ijk**	**34%ijk**	*30%*	*25%*	*26%*	**40%mno**	**35%no**	*27%*	*25%*	*31%*	**43%p**	*34%*
Not used	**2741**	-	2741	1236	1502	244	280	476	390	561	437	351	524	865	1350	788	2390	312	2759
	65%	-	*65%*	*60%*	**70%c**	*53%*	*58%*	**63%e**	**63%e**	**69%efg**	**75%efgh**	**73%efgh**	*56%*	**63%l**	**72%lm**	**74%lm**	**67%q**	*53%*	*65%*
NET Any usage	**1487**	-	1487	823	660	225	206	293	229	251	149	129	431	523	529	278	1171	294	1510
	35%	-	*35%*	**40%d**	*31%*	**49%ghijk**	**43%ijk**	**39%ijk**	**37%jk**	*31%*	*25%*	*27%*	**46%mno**	**38%no**	*28%*	*26%*	*33%*	**49%p**	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**4234**	1052	1355	798	1029	2407	1827	2003	2182	544	579	1113	1011	590	3293	551	3383
Weighted Base	**4199**	982	1459	834	924	2441	1758	2412	1754	486	563	1114	1008	655	3339	490	3419
Effective Base	**2536**	559	851	491	651	1410	1133	1294	1282	334	332	665	613	364	1972	337	2021
I've used them to send a letter, packet or parcel	**263**	94	58	67	43	152	110	216	46	19	30	62	65	56	214	19	223
	6%	**10%bd**	*4%*	**8%bd**	*5%*	*6%*	*6%*	**9%h**	*3%*	*4%*	*5%*	*6%*	*6%*	**9%i**	*6%*	*4%*	*7%*
They've delivered a letter, packet or parcel	**1373**	410	450	264	248	861	512	868	495	116	153	337	372	300	1161	116	1183
	33%	**42%bcd**	*31%*	*32%*	*27%*	**35%f**	*29%*	**36%h**	*28%*	*24%*	*27%*	**30%i**	**37%ijk**	**46%ijkln**	**35%ijk**	*24%*	**35%o**
Not used	**2741**	543	990	542	665	1533	1208	1469	1249	366	398	761	606	342	2106	370	2160
	65%	*55%*	**68%a**	**65%a**	**72%ac**	*63%*	**69%e**	*61%*	**71%g**	**75%klmn**	**71%lmn**	**68%lmn**	**60%m**	*52%*	**63%m**	**76%p**	*63%*
NET Any usage	**1487**	447	477	298	265	924	564	964	513	124	170	362	405	319	1255	124	1282
	35%	**45%bcd**	*33%*	**36%d**	*29%*	**38%f**	*32%*	**40%h**	*29%*	*25%*	*30%*	**32%i**	**40%ijk**	**49%ijkln**	**38%ijk**	*25%*	**38%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 263

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	4234	3001	1233	514	2354	818	642	420	227	258	258	246	267	266	264	296	272	158	660
Weighted Base	4199	3569	630	205	3515	370	204	110	173	453	352	303	360	407	491	594	383	62*	308
Effective Base	2536	2133	404	157	1931	361	339	235	206	228	218	212	212	224	226	266	239	69	293
I've used them to send a letter, packet or parcel	263	243	20	6	228	22	10	3	12	37	22	15	35	11	44	34	18	3	19
	6%	7%b	3%	3%	6%g	6%	5%	3%	7%m	8%m	6%	5%	10%mp	3%	9%m	6%	5%	5%	6%
They've delivered a letter, packet or parcel	1373	1162	211	71	1135	130	71	37	65	126	115	89	117	116	180	214	112	24	106
	33%	33%	33%	35%	32%	35%	35%	34%	38%im	28%	33%	30%	32%	29%	37%i	36%i	29%	39%	34%
Not used	2741	2329	412	131	2300	235	132	74	103	312	232	206	232	287	290	373	266	38	196
	65%	65%	65%	64%	65%	63%	65%	67%	60%	69%hn	66%	68%	64%	71%hn	59%	63%	69%hn	61%	64%
NET Any usage	1487	1266	221	74	1239	138	73	37	71	147	123	98	131	123	201	225	120	24	113
	35%	35%	35%	36%	35%	37%	36%	34%	41%mp	32%	35%	32%	36%	30%	41%mp	38%	31%	39%	37%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4234**	1660	1665	476	301	112	3325	413	1736	1677	523	200	77	3413	277
Weighted Base	**4199**	1636	1652	489	298	107*	3288	405	1680	1670	538	216	76*	3350	292
Effective Base	**2536**	974	1002	300	186	61	1977	246	999	1002	338	135	49	2002	184
I've used them to send a letter, packet or parcel	**263**	112	86	35	27	3	198	30	100	103	36	17	6	204	23
	6%	*7%*	*5%*	*7%*	**9%b**	*2%*	*6%*	*7%*	*6%*	*6%*	*7%*	*8%*	*8%*	*6%*	*8%*
They've delivered a letter, packet or parcel	**1373**	491	554	158	130	36	1045	166	554	564	153	79	21	1118	100
	33%	*30%*	*34%*	*32%*	**44%abcf**	*34%*	*32%*	**41%abcf**	*33%*	*34%*	*28%*	*37%*	*28%*	*33%*	*34%*
Not used	**2741**	1108	1080	313	159	69	2188	227	1092	1080	369	133	52	2171	184
	65%	**68%dg**	**65%dg**	**64%d**	*53%*	*64%*	**67%dg**	*56%*	*65%*	*65%*	*69%*	*61%*	*68%*	*65%*	*63%*
NET Any usage	**1487**	539	589	177	140	38	1128	178	596	604	172	88	24	1201	112
	35%	*33%*	*36%*	*36%*	**47%abcf**	*36%*	*34%*	**44%abf**	*35%*	*36%*	*32%*	*41%*	*32%*	*36%*	*38%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4234**	234	3936	64	1330	2694	210	4189	14	26	2	4229	3
Weighted Base	**4199**	187	3955	57*	1193	2795	211	4157	14**	25**	***	4196	2**
Effective Base	**2536**	125	2376	36	775	1648	118	2510	8	16	2	2534	2
I've used them to send a letter, packet or parcel	**263**	15	243	5	89	148	26	253	6	4	-	263	-
	6%	*8%*	*6%*	*8%*	**7%e**	*5%*	**12%e**	*6%*	*42%*	*15%*	-	*6%*	-
They've delivered a letter, packet or parcel	**1373**	72	1281	20	395	904	74	1360	8	4	-	1373	*
	33%	*38%*	*32%*	*35%*	*33%*	*32%*	*35%*	*33%*	*54%*	*17%*	-	*33%*	*9%*
Not used	**2741**	115	2589	37	762	1856	123	2717	5	17	*	2739	2
	65%	*62%*	*65%*	*65%*	*64%*	*66%*	*58%*	*65%*	*37%*	*68%*	*100%*	*65%*	*91%*
NET Any usage	**1487**	75	1391	21	440	958	89	1467	11	8	-	1487	*
	35%	*40%*	*35%*	*38%*	*37%*	*34%*	*42%*	*35%*	*79%*	*32%*	-	*35%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
FedEx

Base : Aware of FedEx

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**4234**	1096	1066	999	1073	367	365	364	365	339	362	349	328	322	362	361	350
Weighted Base	**4199**	1103	1064	979	1053	360	387	356	347	339	379	330	339	310	367	348	339
Effective Base	**2536**	706	734	536	584	222	245	239	238	234	262	176	187	173	202	200	183
I've used them to send a letter, packet or parcel	**263**	83	81	47	52	25	29	29	29	18	34	20	12	14	16	11	25
	6%	***7%c***	***8%cd***	*5%*	*5%*	*7%*	*7%*	***8%o***	***8%lo***	*5%*	***9%lo***	*6%*	*4%*	*5%*	*4%*	*3%*	*7%*
They've delivered a letter, packet or parcel	**1373**	377	331	325	340	115	146	116	117	97	118	94	110	121	134	115	90
	33%	*34%*	*31%*	*33%*	*32%*	*32%*	***38%ikp***	*33%*	*34%*	*29%*	*31%*	*28%*	*32%*	***39%ikp***	***37%p***	*33%*	*27%*
Not used	**2741**	702	725	624	690	237	234	231	222	242	261	222	220	182	226	226	238
	65%	*64%*	*68%*	*64%*	*66%*	*66%*	*60%*	*65%*	*64%*	***72%fmn***	***69%fm***	*67%*	*65%*	*59%*	*62%*	*65%*	***70%fm***
NET Any usage	**1487**	410	359	355	363	127	156	127	129	102	128	108	119	128	141	122	101
	35%	*37%*	*34%*	*36%*	*34%*	*35%*	***40%ip***	*36%*	*37%*	*30%*	*34%*	*33%*	*35%*	***41%ip***	*38%*	*35%*	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4440**	-	4440	2059	2372	483	515	763	626	903	668	467	998	1389	2038	1135	3977	411	4440
Weighted Base	**4345**	-**	4345	2018	2323	470	514	770	647	840	590	509	983	1417	1939	1099	3711	566	4440
Effective Base	**2646**	-	2646	1296	1352	335	324	507	363	510	301	326	656	865	1127	619	2289	322	4440
I've used them to send a letter, packet or parcel	**1016**	-	1016	434	582	165	145	199	157	154	109	87	309	357	350	195	821	184	1033
	23%	-	*23%*	*22%*	**25%c**	**35%ghijk**	**28%ijk**	**26%ijk**	**24%ik**	*18%*	*18%*	*17%*	**31%mno**	**25%no**	*18%*	*18%*	*22%*	**32%p**	*23%*
They've delivered a letter, packet or parcel	**3320**	-	3320	1438	1878	339	385	593	482	651	481	384	725	1075	1516	865	2852	410	3492
	76%	-	*76%*	*71%*	**81%c**	*72%*	*75%*	*77%*	*74%*	*78%*	**82%efh**	*75%*	*74%*	*76%*	**78%l**	**79%l**	*77%*	*72%*	*79%*
Not used	**859**	-	859	480	379	100	112	145	133	154	95	118	212	279	366	213	734	115	819
	20%	-	*20%*	**24%d**	*16%*	*21%*	*22%*	*19%*	*21%*	*18%*	*16%*	**23%j**	*22%*	*20%*	*19%*	*19%*	*20%*	*20%*	*18%*
NET Any usage	**3540**	-	3540	1554	1981	378	419	636	520	690	500	393	797	1156	1583	893	3017	465	3687
	81%	-	*81%*	*77%*	**85%c**	*80%*	*82%*	*83%*	*80%*	*82%*	**85%k**	*77%*	*81%*	*82%*	*82%*	*81%*	*81%*	*82%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**4440**	1074	1411	869	1086	2485	1955	2102	2275	567	613	1169	1073	597	3452	576	3551
Weighted Base	**4345**	980	1517	891	958	2496	1849	2492	1811	506	572	1156	1070	638	3437	512	3522
Effective Base	**2646**	574	874	532	685	1448	1207	1353	1318	343	359	687	649	361	2053	348	2109
I've used them to send a letter, packet or parcel	**1016**	245	330	231	210	575	441	659	350	114	127	270	262	160	819	118	844
	23%	*25%*	*22%*	*26%*	*22%*	*23%*	*24%*	**26%h**	*19%*	*23%*	*22%*	*23%*	*24%*	*25%*	*24%*	*23%*	*24%*
They've delivered a letter, packet or parcel	**3320**	758	1178	676	708	1935	1384	1889	1406	350	446	926	801	505	2680	356	2744
	76%	*77%*	*78%*	*76%*	*74%*	*78%*	*75%*	*76%*	*78%*	*69%*	**78%i**	**80%il**	*75%*	**79%i**	**78%l**	*70%*	**78%o**
Not used	**859**	175	297	172	215	472	386	485	358	134	113	184	219	109	626	135	643
	20%	*18%*	*20%*	*19%*	**22%a**	*19%*	*21%*	*19%*	*20%*	**26%jklmn**	*20%*	*16%*	**20%k**	*17%*	*18%*	**26%p**	*18%*
NET Any usage	**3540**	818	1240	731	751	2058	1482	2045	1469	374	468	984	860	543	2855	379	2925
	81%	**84%d**	*82%*	*82%*	*78%*	*82%*	*80%*	*82%*	*81%*	*74%*	**82%i**	**85%il**	**80%l**	**85%i**	**83%l**	*74%*	**83%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 264

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**4440**	3123	1317	554	2423	856	695	466	233	258	261	259	282	277	260	309	284	173	683
Weighted Base	**4345**	3703	642	209	3620	380	224	121	180	450	363	321	379	424	477	625	401	69*	310
Effective Base	**2646**	2209	444	174	1987	419	369	254	208	228	221	223	227	234	222	277	244	77	342
I've used them to send a letter, packet or parcel	**1016**	887	129	47	856	81	54	26	47	84	72	63	109	85	153	155	87	9	72
	23%	*24%*	*20%*	*23%*	*24%*	*21%*	*24%*	*21%*	**26%q**	*19%*	*20%*	*20%*	**29%ijkmq**	*20%*	**32%ijkmpqr**	**25%q**	*22%*	*13%*	*23%*
They've delivered a letter, packet or parcel	**3320**	2807	513	172	2736	310	181	93	137	315	279	246	278	348	343	467	323	61	250
	76%	*76%*	*80%*	*82%*	*76%*	**82%d**	**81%d**	*76%*	*76%*	*70%*	*77%*	*77%*	*73%*	**82%iln**	*72%*	*75%*	**81%ln**	**88%hiklno**	**80%iln**
Not used	**859**	745	113	32	732	59	41	26	36	112	79	63	73	65	94	138	71	9	50
	20%	*20%*	*18%*	*15%*	**20%e**	*16%*	*18%*	**22%e**	*20%*	**25%mqr**	*22%*	*20%*	*19%*	*15%*	*20%*	*22%*	*18%*	*13%*	*16%*
NET Any usage	**3540**	3005	535	180	2931	323	189	97	145	341	289	265	311	360	389	496	336	62	261
	81%	*81%*	*83%*	*86%*	*81%*	**85%d**	*84%*	*80%*	*81%*	*76%*	*80%*	*82%*	*82%*	**85%i**	*82%*	*79%*	**84%i**	**90%io**	**84%i**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4440**	1722	1736	504	332	121	3458	453	1804	1757	556	212	83	3561	295
Weighted Base	**4345**	1671	1690	522	330	112*	3361	442	1715	1728	569	224	85*	3443	309
Effective Base	**2646**	998	1033	315	206	79	2030	285	1030	1046	360	140	52	2077	192
I've used them to send a letter, packet or parcel	**1016**	369	419	113	92	20	788	112	404	415	115	55	25	819	79
	23%	*22%*	*25%*	*22%*	*28%*	*18%*	*23%*	*25%*	*24%*	*24%*	*20%*	*24%*	*29%*	*24%*	*26%*
They've delivered a letter, packet or parcel	**3320**	1304	1297	379	249	75	2601	324	1340	1325	410	179	49	2665	228
	76%	**78%ce**	**77%e**	*73%*	*76%*	*67%*	**77%e**	*73%*	**78%jl**	**77%l**	**72%l**	**80%l**	*58%*	**77%jl**	**74%l**
Not used	**859**	301	336	131	53	33	637	86	311	336	138	39	28	647	67
	20%	*18%*	*20%*	**25%adf**	*16%*	**29%abdf**	*19%*	*19%*	*18%*	*19%*	**24%hlm**	*17%*	**33%hlkm**	*19%*	*22%*
NET Any usage	**3540**	1383	1388	396	279	79	2771	358	1421	1420	436	189	57	2840	246
	81%	**83%ce**	**82%ce**	*76%*	**85%ce**	*71%*	**82%ce**	**81%e**	**83%jl**	**82%jl**	*77%*	**85%l**	*67%*	**82%jl**	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4440**	264	4105	71	1403	2815	222	4387	17	26	2	4430	8
Weighted Base	**4345**	202	4081	61*	1236	2890	219	4299	15**	25**	***	4338	7**
Effective Base	**2646**	141	2469	39	810	1717	125	2615	10	16	2	2641	5
I've used them to send a letter, packet or parcel	**1016**	65	939	13	294	666	57	1003	8	3	*	1014	2
	23%	***32%b***	*23%*	*21%*	*24%*	*23%*	*26%*	*23%*	*58%*	*12%*	*55%*	*23%*	*34%*
They've delivered a letter, packet or parcel	**3320**	160	3115	46	946	2217	157	3300	8	9	*	3317	3
	76%	*79%*	*76%*	*74%*	*77%*	*77%*	*72%*	*77%*	*56%*	*35%*	*45%*	*76%*	*42%*
Not used	**859**	30	815	13	251	563	45	839	4	13	*	857	2
	20%	*15%*	*20%*	*21%*	*20%*	*19%*	*21%*	*20%*	*30%*	*54%*	*55%*	*20%*	*25%*
NET Any usage	**3540**	174	3317	49	996	2368	175	3511	12	12	*	3535	5
	81%	*86%*	*81%*	*80%*	*81%*	*82%*	*80%*	*82%*	*83%*	*46%*	*100%*	*81%*	*75%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Hermes

Base : Aware of Hermes

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**4440**	1112	1108	1099	1121	376	366	370	388	348	372	383	362	354	384	374	363
Weighted Base	**4345**	1106	1090	1077	1073	363	384	359	362	349	380	358	371	347	377	350	346
Effective Base	**2646**	730	756	584	604	244	245	242	249	237	270	190	204	191	210	207	188
I've used them to send a letter, packet or parcel	**1016**	291	227	239	259	93	101	97	72	68	88	80	100	59	105	72	82
	23%	**26%b**	*21%*	*22%*	*24%*	**26%m**	**26%m**	**27%lm**	*20%*	*19%*	*23%*	*22%*	**27%m**	*17%*	**28%him**	*21%*	*24%*
They've delivered a letter, packet or parcel	**3320**	841	817	841	821	271	285	284	252	272	293	273	293	275	291	267	263
	76%	*76%*	*75%*	*78%*	*77%*	*75%*	*74%*	**79%h**	*70%*	**78%h**	*77%*	*76%*	**79%h**	**79%h**	*77%*	*76%*	*76%*
Not used	**859**	228	261	174	195	85	79	64	102	74	85	72	46	56	55	73	67
	20%	**21%c**	**24%cd**	*16%*	*18%*	**23%ln**	**21%l**	*18%*	**28%fgklmnp**	**21%l**	**23%ln**	**20%l**	*12%*	*16%*	*15%*	**21%l**	*19%*
NET Any usage	**3540**	902	858	902	878	288	312	302	267	281	309	287	325	290	321	277	279
	81%	*82%*	*79%*	**84%b**	*82%*	*79%*	*81%*	**84%h**	*74%*	*81%*	**81%h**	*80%*	**88%ehiko**	**84%h**	**85%h**	*79%*	*81%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1612**	-	1612	867	740	67	142	316	280	393	258	152	209	596	803	410	1456	137	1612
Weighted Base	**1588**	-**	1588	831	753	72*	146*	331	289	354	223	171	218	620	748	394	1368	198	1612
Effective Base	**969**	-	969	544	428	47	97	218	161	225	119	108	144	376	450	226	849	110	1612
I've used them to send a letter, packet or parcel	**47**	-	47	30	17	7	15	13	6	1	2	4	21	20	7	6	32	16	39
	3%	-	*3%*	*4%*	*2%*	**9%hijk**	**10%ghijk**	**4%i**	*2%*	*	*1%*	*2%*	**10%mno**	**3%n**	*1%*	*1%*	*2%*	**8%p**	*2%*
They've delivered a letter, packet or parcel	**265**	-	265	169	96	12	40	56	53	52	27	25	52	109	104	52	219	46	283
	17%	-	*17%*	**20%d**	*13%*	*16%*	**27%gijk**	*17%*	*18%*	*15%*	*12%*	*15%*	**24%no**	*18%*	*14%*	*13%*	*16%*	*23%*	*18%*
Not used	**1309**	-	1309	646	661	56	105	267	234	302	198	146	161	501	646	343	1138	150	1319
	82%	-	*82%*	*78%*	**88%c**	*78%*	*72%*	*81%*	*81%*	**85%f**	**89%f**	**85%f**	*74%*	*81%*	**86%lm**	**87%lm**	*83%*	*76%*	*82%*
NET Any usage	**287**	-	287	188	99	17	46	64	56	52	27	25	63	119	104	52	235	51	299
	18%	-	*18%*	**23%d**	*13%*	*24%*	**32%ghijk**	*19%*	*19%*	*15%*	*12%*	*15%*	**29%mno**	**19%n**	*14%*	*13%*	*17%*	**26%p**	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Interlink

Base : Aware of Interlink

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1612	385	536	291	400	921	691	795	793	201	211	422	412	241	1286	204	1320
Weighted Base	1588	359	562	297	369	921	666	940	634	191	195	405	424	267	1291	193	1319
Effective Base	969	201	331	179	266	532	442	509	474	129	124	244	256	149	772	131	790
I've used them to send a letter, packet or parcel	47	17	12	13	5	29	18	36	11	3	3	16	16	6	41	3	41
	3%	*5%d*	*2%*	*4%*	*1%*	*3%*	*3%*	*4%*	*2%*	*1%*	*1%*	*4%*	*4%*	*2%*	*3%*	*1%*	*3%*
They've delivered a letter, packet or parcel	265	80	92	54	40	172	93	167	94	19	20	67	82	63	233	19	237
	17%	*22%d*	*16%*	*18%d*	*11%*	*19%*	*14%*	*18%*	*15%*	*10%*	*10%*	*17%*	*19%ij*	*24%ij*	*18%ij*	*10%*	*18%o*
Not used	1309	275	470	238	326	745	565	762	537	172	177	333	331	203	1043	174	1067
	82%	*76%*	*84%a*	*80%*	*88%ac*	*81%*	*85%*	*81%*	*85%*	*90%klmn*	*90%klmn*	*82%*	*78%*	*76%*	*81%*	*90%p*	*81%*
NET Any usage	287	88	95	60	43	183	103	184	98	19	20	74	93	67	254	19	259
	18%	*25%bd*	*17%*	*20%d*	*12%*	*20%*	*16%*	*20%*	*16%*	*10%*	*10%*	*18%ij*	*22%ij*	*25%ij*	*20%ij*	*10%*	*20%o*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**1612**	1099	513	222	887	270	316	139	93	81	83	109	95	115	76	118	117	29	241
Weighted Base	**1588**	1314	274	88*	1332	120	99	37*	70*	141*	113*	140*	135*	184	148*	236	165	10**	110
Effective Base	**969**	789	182	68	734	132	165	90	86	71	73	97	71	102	66	107	105	14	119
I've used them to send a letter, packet or parcel	**47**	42	6	*	43	2	2	*	1	-	3	3	9	3	13	10	1	-	2
	3%	*3%*	*2%*	*	*3%*	*2%*	*2%*	*	*2%*	-	*3%*	*2%*	**7%lp**	*2%*	**9%lmp**	*4%*	*1%*	-	*2%*
They've delivered a letter, packet or parcel	**265**	212	53	25	227	14	17	8	12	26	10	22	28	30	28	44	28	2	12
	17%	*16%*	*20%*	**28%a**	*17%*	*12%*	*17%*	*21%*	*17%*	*18%*	*9%*	*16%*	*20%*	*16%*	*19%*	*19%*	*17%*	*19%*	*11%*
Not used	**1309**	1091	218	63	1094	105	81	29	58	115	101	117	105	151	112	195	140	8	96
	82%	**83%c**	*80%*	*71%*	*82%*	*87%*	*82%*	*79%*	*83%*	*82%*	**89%n**	*84%*	*77%*	*82%*	*76%*	*82%*	*85%*	*81%*	**88%n**
NET Any usage	**287**	231	55	25	246	15	18	8	12	26	12	23	31	33	36	46	28	2	13
	18%	*18%*	*20%*	**29%a**	*18%*	*13%*	*18%*	*21%*	*17%*	*18%*	*11%*	*17%*	*23%*	*18%*	**24%j**	*19%*	*17%*	*19%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Interlink

Base : Aware of Interlink

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1612**	683	587	167	119	47	1270	166	668	615	196	88	37	1283	125
Weighted Base	**1588**	641	584	189	124*	43*	1224	167	614	625	207	102*	34**	1239	136*
Effective Base	**969**	396	354	107	75	33	751	107	380	373	131	60	21	753	81
I've used them to send a letter, packet or parcel	**47**	20	17	6	3	2	37	5	17	23	2	4	2	40	5
	3%	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*1%*	*3%*	*5%*	*3%*	*4%*
They've delivered a letter, packet or parcel	**265**	105	103	25	24	7	208	31	103	101	31	23	5	204	28
	17%	*16%*	*18%*	*13%*	*20%*	*16%*	*17%*	*19%*	*17%*	*16%*	*15%*	*23%*	*14%*	*16%*	*21%*
Not used	**1309**	529	479	163	96	36	1008	132	505	516	176	80	29	1022	109
	82%	*83%*	*82%*	*86%*	*78%*	*84%*	*82%*	*79%*	*82%*	*83%*	*85%*	*78%*	*86%*	*82%*	*80%*
NET Any usage	**287**	115	109	26	28	7	224	35	112	110	32	25	5	223	30
	18%	*18%*	*19%*	*14%*	*22%*	*16%*	*18%*	*21%*	*18%*	*18%*	*15%*	*24%*	*14%*	*18%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Interlink

Base : Aware of Interlink

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1612**	106	1489	17	514	1015	83	1594	4	10	1	1608	3
Weighted Base	**1588**	86*	1488	14**	482	1033	73*	1574	2**	6**	2**	1582	3**
Effective Base	**969**	56	904	10	308	616	47	960	2	6	1	966	2
I've used them to send a letter, packet or parcel	**47**	6	42	-	13	27	7	44	2	-	-	46	1
	3%	*7%*	*3%*	-	*3%*	*3%*	**10%de**	*3%*	*83%*	-	-	*3%*	*46%*
They've delivered a letter, packet or parcel	**265**	12	250	3	82	165	18	262	*	1	-	264	2
	17%	*14%*	*17%*	*25%*	*17%*	*16%*	*24%*	*17%*	*10%*	*24%*	-	*17%*	*54%*
Not used	**1309**	68	1231	10	393	865	52	1302	*	5	2	1307	-
	82%	*80%*	*83%*	*75%*	*82%*	**84%f**	*71%*	*83%*	*12%*	*76%*	*100%*	*83%*	-
NET Any usage	**287**	18	266	3	90	175	21	280	2	1	-	283	3
	18%	*20%*	*18%*	*25%*	*19%*	*17%*	**29%e**	*18%*	*88%*	*24%*	-	*18%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
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Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Interlink

Base : Aware of Interlink

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1612**	411	401	393	407	141	129	141	132	128	141	136	129	128	151	143	113
Weighted Base	**1588**	416	411	385	375	136*	135*	145*	128*	127*	156	124*	130*	131*	146*	126*	103*
Effective Base	**969**	276	284	199	223	93	88	95	86	89	109	61	70	69	88	73	61
I've used them to send a letter, packet or parcel	**47**	13	19	2	13	2	7	4	7	*	12	*	2	-	5	1	7
	3%	**3%c**	**5%c**	*1%*	**3%c**	*2%*	**5%lm**	*3%*	**6%lm**	*	**7%lkmo**	*	*2%*	-	*3%*	*1%*	**7%lkmo**
They've delivered a letter, packet or parcel	**265**	64	70	78	53	16	20	29	20	15	35	19	31	27	25	19	9
	17%	*16%*	*17%*	*20%*	*14%*	*11%*	*14%*	*20%*	*15%*	*12%*	**22%ep**	*16%*	**24%ep**	*21%*	*17%*	*15%*	*9%*
Not used	**1309**	347	340	306	316	120	109	118	108	112	120	104	98	104	121	108	87
	82%	*83%*	*83%*	*79%*	*84%*	**89%jl**	*81%*	*81%*	*84%*	**88%jl**	*77%*	*84%*	*75%*	*79%*	*83%*	*85%*	*85%*
NET Any usage	**287**	71	77	79	60	16	26	29	21	15	40	19	32	27	25	19	16
	18%	*17%*	*19%*	*21%*	*16%*	*11%*	*19%*	*20%*	*17%*	*12%*	**26%ei**	*16%*	**25%ei**	*21%*	*17%*	*15%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3927**	-	3927	1827	2092	411	482	706	561	802	582	371	893	1267	1755	953	3506	375	3927
Weighted Base	**3848**	-**	3848	1822	2020	402	475	706	579	741	536	403	878	1285	1680	939	3261	528	3927
Effective Base	**2320**	-	2320	1143	1176	266	300	469	329	446	265	262	566	793	962	518	1995	295	3927
I've used them to send a letter, packet or parcel	**335**	-	335	185	150	58	66	79	62	39	14	17	124	141	70	31	244	85	336
	9%	-	*9%*	**10%d**	*7%*	**14%ijk**	**14%ijk**	**11%ijk**	**11%ijk**	*5%*	*3%*	*4%*	**14%no**	**11%no**	*4%*	*3%*	*7%*	**16%p**	*9%*
They've delivered a letter, packet or parcel	**2416**	-	2416	1159	1254	275	341	477	376	455	297	192	616	853	943	488	2024	356	2596
	63%	-	*63%*	*64%*	*62%*	**68%jk**	**72%ijk**	**68%jk**	**65%jk**	**61%k**	*55%*	*48%*	**70%no**	**66%no**	*56%*	*52%*	*62%*	*67%*	*66%*
Not used	**1349**	-	1349	611	735	109	123	205	187	278	237	208	232	392	723	445	1179	150	1274
	35%	-	*35%*	*34%*	*36%*	*27%*	*26%*	*29%*	*32%*	**38%efg**	**44%efgh**	**52%efghi**	*26%*	*31%*	**43%lm**	**47%lm**	**36%q**	*28%*	*32%*
NET Any usage	**2535**	-	2535	1221	1310	296	360	507	398	471	302	199	656	904	971	500	2106	388	2699
	66%	-	*66%*	*67%*	*65%*	**74%ijk**	**76%ijk**	**72%ijk**	**69%jk**	**64%k**	*56%*	*49%*	**75%no**	**70%no**	*58%*	*53%*	*65%*	**74%p**	*69%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3927**	941	1244	768	974	2185	1742	1895	1979	489	532	1054	933	559	3078	497	3161
Weighted Base	**3848**	863	1337	784	865	2200	1649	2257	1558	433	490	1046	927	604	3067	439	3137
Effective Base	**2320**	486	771	470	611	1256	1073	1214	1133	295	293	617	565	343	1816	299	1860
I've used them to send a letter, packet or parcel	**335**	94	97	82	62	191	144	232	98	29	34	92	87	64	277	30	285
	9%	**11%bd**	*7%*	**10%b**	*7%*	*9%*	*9%*	**10%h**	*6%*	*7%*	*7%*	*9%*	*9%*	*11%*	*9%*	*7%*	*9%*
They've delivered a letter, packet or parcel	**2416**	601	828	467	520	1429	987	1532	867	207	277	652	612	444	1986	211	2041
	63%	**70%bcd**	*62%*	*60%*	*60%*	**65%f**	*60%*	**68%h**	*56%*	*48%*	**57%i**	**62%i**	**66%ij**	**74%ijkln**	**65%ij**	*48%*	**65%o**
Not used	**1349**	242	493	291	323	735	614	674	662	216	206	373	284	150	1014	219	1026
	35%	*28%*	**37%a**	**37%a**	**37%a**	*33%*	*37%*	*30%*	**42%g**	**50%klmn**	**42%lmn**	**36%m**	*31%*	*25%*	**33%m**	**50%p**	*33%*
NET Any usage	**2535**	628	861	500	546	1489	1046	1609	906	221	286	682	645	463	2076	224	2135
	66%	**73%bcd**	*64%*	*64%*	*63%*	**68%f**	*63%*	**71%h**	*58%*	*51%*	*58%*	**65%i**	**70%ij**	**77%ijkln**	**68%ij**	*51%*	**68%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3927	2734	1193	505	2137	757	626	407	207	240	222	229	243	248	229	269	250	125	632
Weighted Base	3848	3261	587	195	3208	338	197	105	160	423	309	284	330	382	432	534	355	46*	292
Effective Base	2320	1943	379	150	1755	329	324	219	186	213	188	198	193	209	198	242	214	56	275
I've used them to send a letter, packet or parcel	335	302	33	18	282	29	15	10	13	37	23	16	44	28	66	37	19	4	25
	9%	9%b	6%	9%	9%	8%	7%	9%	8%	9%	7%	5%	13%kmop	7%	15%hijkmopr	7%	5%	8%	9%
They've delivered a letter, packet or parcel	2416	2024	392	140	1978	225	142	71	98	234	177	187	205	213	282	351	231	26	199
	63%	62%	67%	71%a	62%	67%	72%d	68%	61%	55%	57%	66%im	62%	56%	65%i	66%im	65%im	56%	68%ijm
Not used	1349	1161	188	53	1149	111	56	34	61	170	129	95	104	163	121	184	121	19	92
	35%	36%c	32%	27%	36%f	33%	28%	32%	38%n	40%nr	42%lnr	33%	32%	43%lnr	28%	34%	34%	41%	31%
NET Any usage	2535	2129	405	147	2086	231	145	73	100	255	183	193	227	225	311	357	236	28	203
	66%	65%	69%	75%a	65%	68%	74%d	70%	63%	60%	59%	68%	69%jm	59%	72%ijm	67%	67%	59%	70%ijm

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3927**	1515	1535	447	304	104	3050	408	1606	1533	498	194	74	3139	268
Weighted Base	**3848**	1463	1504	460	300	104*	2967	404	1530	1495	525	209	69*	3025	278
Effective Base	**2320**	872	910	281	186	58	1781	243	915	893	322	129	46	1808	175
I've used them to send a letter, packet or parcel	**335**	130	130	35	32	7	260	39	144	127	45	13	4	271	17
	9%	*9%*	*9%*	*8%*	*11%*	*7%*	*9%*	*10%*	*9%*	*8%*	*9%*	*6%*	*6%*	*9%*	*6%*
They've delivered a letter, packet or parcel	**2416**	857	971	295	213	69	1828	282	962	958	329	126	30	1920	157
	63%	*59%*	**65%a**	*64%*	**71%af**	*67%*	*62%*	**70%af**	**63%l**	**64%l**	**63%l**	**60%l**	*44%*	**63%l**	*56%*
Not used	**1349**	571	509	155	76	34	1080	109	526	520	182	76	36	1046	112
	35%	**39%bdg**	**34%dg**	**34%d**	*25%*	*32%*	**36%dg**	*27%*	*34%*	*35%*	*35%*	*36%*	**52%hijm**	*35%*	*40%*
NET Any usage	**2535**	909	1011	306	225	70	1921	295	1018	991	345	136	33	2009	169
	66%	*62%*	**67%a**	*67%*	**75%abl**	*68%*	*65%*	**73%af**	**67%l**	**66%l**	**66%l**	**65%l**	*48%*	**66%l**	*61%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3927**	233	3630	64	1224	2506	197	3890	13	18	2	3921	4
Weighted Base	**3848**	182	3610	56*	1079	2579	190	3819	11**	15**	1**	3845	2**
Effective Base	**2320**	124	2161	36	711	1508	108	2300	8	10	1	2317	2
I've used them to send a letter, packet or parcel	**335**	19	308	8	94	209	33	331	3	*	-	334	2
	9%	*11%*	*9%*	*14%*	*9%*	*8%*	***17%de***	*9%*	*26%*	*	-	*9%*	*89%*
They've delivered a letter, packet or parcel	**2416**	124	2259	33	692	1610	115	2401	4	11	*	2416	*
	63%	*68%*	*63%*	*59%*	*64%*	*62%*	*60%*	*63%*	*35%*	*74%*	*9%*	*63%*	*11%*
Not used	**1349**	55	1271	23	367	918	64	1339	5	4	1	1348	-
	35%	*30%*	*35%*	*40%*	*34%*	*36%*	*33%*	*35%*	*49%*	*25%*	*91%*	*35%*	-
NET Any usage	**2535**	128	2371	35	722	1684	129	2516	5	12	*	2533	2
	66%	*71%*	*66%*	*63%*	*67%*	*65%*	*68%*	*66%*	*51%*	*75%*	*9%*	*66%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DPD

Base : Aware of DPD

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3927**	953	995	976	1003	322	326	305	348	309	338	341	321	314	341	341	321
Weighted Base	**3848**	957	998	939	954	320	341	296	331	316	351	314	328	297	332	312	310
Effective Base	**2320**	614	684	506	538	197	220	198	227	211	246	165	180	161	183	188	167
I've used them to send a letter, packet or parcel	**335**	101	93	73	69	32	37	31	34	34	25	18	30	25	21	21	27
	9%	*11%*	*9%*	*8%*	*7%*	*10%*	*11%*	*11%*	*10%*	*11%*	*7%*	*6%*	*9%*	*8%*	*6%*	*7%*	*9%*
They've delivered a letter, packet or parcel	**2416**	594	656	588	579	200	209	185	238	203	214	205	213	170	217	191	171
	63%	*62%*	*66%*	*63%*	*61%*	*62%*	*61%*	*63%*	**72%efgjmop**	*64%*	*61%*	*65%*	*65%*	*57%*	*65%*	*61%*	*55%*
Not used	**1349**	342	338	319	350	117	120	105	89	106	142	99	104	115	105	112	132
	35%	*36%*	*34%*	*34%*	*37%*	**37%h**	*35%*	*35%*	*27%*	*34%*	**41%h**	*32%*	*32%*	**39%h**	*32%*	*36%*	**43%hkln**
NET Any usage	**2535**	626	684	620	604	208	224	194	248	214	222	214	224	182	227	200	177
	66%	*65%*	*69%*	*66%*	*63%*	*65%*	*66%*	*66%*	**75%efgjmop**	**68%p**	*63%*	**68%p**	**68%p**	*61%*	**68%p**	*64%*	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**4131**	-	4131	1998	2124	329	430	720	615	893	665	466	759	1335	2024	1131	3737	347	4131
Weighted Base	**4059**	-**	4059	1956	2098	324	430	727	633	836	604	501	754	1360	1941	1104	3512	489	4131
Effective Base	**2440**	-	2440	1237	1205	213	271	479	358	503	307	324	484	832	1124	622	2137	273	4131
I've used them to send a letter, packet or parcel	**622**	-	622	341	281	44	74	124	117	133	69	61	118	241	263	130	499	116	658
	15%	-	*15%*	**17%d**	*13%*	*14%*	*17%*	**17%j**	**18%jk**	*16%*	*11%*	*12%*	*16%*	**18%no**	*14%*	*12%*	*14%*	**24%p**	*16%*
They've delivered a letter, packet or parcel	**2100**	-	2100	1039	1059	147	196	372	351	488	320	223	343	723	1031	543	1786	278	2290
	52%	-	*52%*	*53%*	*50%*	*45%*	*46%*	*51%*	**55%efk**	**58%efgk**	**53%k**	*45%*	*45%*	**53%l**	**53%l**	*49%*	*51%*	*57%*	*55%*
Not used	**1791**	-	1791	819	969	162	224	321	249	312	267	256	385	570	835	522	1583	187	1689
	44%	-	*44%*	*42%*	**46%c**	**50%hi**	**52%ghi**	**44%i**	*39%*	*37%*	*44%*	**51%hi**	**51%mn**	*42%*	*43%*	**47%m**	**45%q**	*38%*	*41%*
NET Any usage	**2296**	-	2296	1144	1150	167	216	410	386	527	341	245	383	797	1113	586	1951	309	2483
	57%	-	*57%*	*59%*	*55%*	*51%*	*50%*	**56%k**	**61%efk**	**63%efgk**	*56%*	*49%*	*51%*	**59%lo**	**57%l**	*53%*	*56%*	**63%p**	*60%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**4131**	1017	1318	784	1012	2335	1796	1945	2132	525	576	1100	993	571	3240	533	3328
Weighted Base	**4059**	931	1417	809	902	2348	1711	2312	1713	470	539	1103	971	627	3241	476	3319
Effective Base	**2440**	528	813	479	639	1341	1109	1236	1235	319	321	654	588	348	1910	322	1958
I've used them to send a letter, packet or parcel	**622**	204	174	129	115	377	245	419	193	45	64	157	183	125	529	45	547
	15%	**22%bcd**	*12%*	*16%*	*13%*	*16%*	*14%*	**18%h**	*11%*	*10%*	*12%*	**14%i**	**19%ijk**	**20%ijk**	**16%ij**	*10%*	**16%o**
They've delivered a letter, packet or parcel	**2100**	549	734	383	434	1283	817	1244	832	204	252	564	543	382	1742	206	1779
	52%	**59%bcd**	*52%*	*47%*	*48%*	**55%f**	*48%*	**54%h**	*49%*	*43%*	*47%*	**51%i**	**56%ij**	**61%ijkn**	**54%ij**	*43%*	**54%o**
Not used	**1791**	331	640	396	425	971	821	962	819	252	267	495	379	219	1359	255	1393
	44%	*36%*	**45%a**	**49%a**	**47%a**	*41%*	**48%e**	*42%*	**48%g**	**54%klmn**	**49%lmn**	**45%lm**	*39%*	*35%*	**42%m**	**54%p**	*42%*
NET Any usage	**2296**	605	786	421	485	1391	906	1365	906	220	277	615	596	414	1902	223	1948
	57%	**65%bcd**	*55%*	*52%*	*54%*	**59%f**	*53%*	**59%h**	*53%*	*47%*	*51%*	**56%i**	**61%ijk**	**66%ijkn**	**59%ij**	*47%*	**59%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 267

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**4131**	2877	1254	528	2234	817	650	430	219	246	247	232	240	258	230	294	268	162	655
Weighted Base	**4059**	3430	629	207	3373	369	205	112	169	432	346	292	327	395	437	593	382	60*	309
Effective Base	**2440**	2032	412	166	1834	360	347	250	197	219	209	201	191	217	198	265	229	74	289
I've used them to send a letter, packet or parcel	**622**	538	84	38	506	67	28	22	29	62	30	25	56	50	87	104	64	10	56
	15%	*16%*	*13%*	*18%*	*15%*	*18%*	*14%*	*19%*	**17%jk**	*14%*	*9%*	*8%*	**17%jk**	*13%*	**20%jkm**	**18%jk**	**17%jk**	**17%jk**	**18%jk**
They've delivered a letter, packet or parcel	**2100**	1745	355	129	1707	209	115	69	89	200	176	143	156	204	227	305	206	34	175
	52%	*51%*	**56%a**	**63%a**	*51%*	**57%d**	*56%*	**62%d**	*53%*	*46%*	*51%*	*49%*	*48%*	*52%*	*52%*	*51%*	*54%*	*56%*	**57%i**
Not used	**1791**	1552	239	67	1525	145	82	39	73	212	160	143	156	179	187	263	152	24	122
	44%	**45%bc**	*38%*	*32%*	**45%eg**	*39%*	*40%*	*35%*	*43%*	**49%pr**	*46%*	**49%r**	*48%*	*45%*	*43%*	*44%*	*40%*	*40%*	*39%*
NET Any usage	**2296**	1902	394	141	1870	227	125	75	100	222	187	150	171	218	252	335	235	37	190
	57%	*55%*	**63%a**	**68%a**	*55%*	**61%d**	*61%*	**67%d**	*59%*	*51%*	*54%*	*51%*	*52%*	*55%*	*58%*	*57%*	**61%ik**	*61%*	**62%ikl**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**4131**	1677	1594	442	294	103	3271	397	1710	1621	513	185	77	3331	262
Weighted Base	**4059**	1630	1561	457	290	102*	3190	392	1623	1611	528	198	76*	3235	274
Effective Base	**2440**	966	948	275	183	56	1914	238	970	955	330	123	48	1925	170
I've used them to send a letter, packet or parcel	**622**	290	221	59	43	7	511	50	276	256	61	24	5	532	29
	15%	***18%be***	*14%*	*13%*	*15%*	*7%*	*16%*	*13%*	***17%jn***	*16%*	*12%*	*12%*	*7%*	***16%jn***	*11%*
They've delivered a letter, packet or parcel	**2100**	839	847	213	141	47	1686	188	862	881	233	90	26	1743	116
	52%	*52%*	***54%c***	*47%*	*48%*	*46%*	*53%*	*48%*	***53%jln***	***55%jkln***	*44%*	*45%*	*34%*	***54%jln***	*42%*
Not used	**1791**	699	676	220	137	52	1376	189	682	666	275	106	47	1348	154
	44%	*43%*	*43%*	*48%*	*47%*	*51%*	*43%*	*48%*	*42%*	*41%*	***52%him***	***54%him***	***63%him***	*42%*	***56%him***
NET Any usage	**2296**	938	904	238	154	49	1842	203	950	959	255	97	28	1908	125
	57%	*58%*	*58%*	*52%*	*53%*	*49%*	*58%*	*52%*	***58%jkln***	***59%jkln***	*48%*	*49%*	*37%*	***59%jkln***	*46%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Parcelforce

Base : Aware of Parcelforce

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**4131**	244	3828	59	1313	2628	190	4085	13	27	2	4125	4
Weighted Base	**4059**	187	3824	48*	1169	2708	182	4019	12**	26**	***	4058	1**
Effective Base	**2440**	130	2280	34	759	1583	104	2415	8	16	2	2439	2
I've used them to send a letter, packet or parcel	**622**	37	576	10	190	394	38	617	3	2	*	622	*
	15%	*20%*	*15%*	*20%*	*16%*	*15%*	*21%*	*15%*	*21%*	*7%*	*55%*	*15%*	*16%*
They've delivered a letter, packet or parcel	**2100**	106	1965	29	643	1361	96	2082	7	10	*	2100	*
	52%	*57%*	*51%*	*61%*	**55%c**	*50%*	*53%*	*52%*	*56%*	*40%*	*45%*	*52%*	*20%*
Not used	**1791**	66	1708	17	474	1238	80	1769	5	16	*	1791	1
	44%	*35%*	**45%a**	*35%*	*41%*	**46%d**	*44%*	*44%*	*45%*	*60%*	*55%*	*44%*	*64%*
NET Any usage	**2296**	121	2144	31	700	1494	103	2276	9	10	*	2296	*
	57%	**65%b**	*56%*	*65%*	**60%c**	*55%*	*57%*	*57%*	*76%*	*40%*	*100%*	*57%*	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Parcelforce

Base : Aware of Parcelforce

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**4131**	1048	1037	1007	1039	342	362	344	357	324	356	351	334	322	358	350	331
Weighted Base	**4059**	1052	1015	1002	990	342	377	333	329	321	365	330	349	322	356	327	307
Effective Base	**2440**	673	709	531	556	209	243	222	227	222	260	172	190	169	196	192	168
I've used them to send a letter, packet or parcel	**622**	171	159	143	149	61	61	49	37	55	68	47	54	42	61	41	47
	15%	*16%*	*16%*	*14%*	*15%*	*18%*	*16%*	*15%*	*11%*	*17%*	**19%h**	*14%*	*15%*	*13%*	*17%*	*12%*	*15%*
They've delivered a letter, packet or parcel	**2100**	538	508	546	507	174	191	174	159	174	176	174	177	195	197	172	139
	52%	*51%*	*50%*	*54%*	*51%*	*51%*	*51%*	*52%*	*48%*	*54%*	*48%*	*53%*	*51%*	**61%fhjp**	*55%*	*53%*	*45%*
Not used	**1791**	483	483	409	417	158	175	150	168	138	177	142	151	116	137	138	142
	44%	*46%*	**48%cd**	*41%*	*42%*	**46%m**	**46%m**	*45%*	**51%mn**	*43%*	**49%mn**	*43%*	*43%*	*36%*	*38%*	*42%*	*46%*
NET Any usage	**2296**	582	548	593	573	188	206	187	167	185	196	189	199	206	219	189	165
	57%	*55%*	*54%*	*59%*	*58%*	*55%*	*55%*	*56%*	*51%*	*58%*	*54%*	*57%*	*57%*	**64%hj**	**62%h**	*58%*	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2774**	-	2774	1518	1252	145	212	483	455	645	494	333	357	938	1472	827	2491	250	2774
Weighted Base	**2797**	-**	2797	1480	1316	158*	219	514	487	625	450	341	378	1001	1417	791	2392	362	2774
Effective Base	**1660**	-	1660	937	729	93	146	338	271	374	224	229	238	605	817	444	1443	196	2774
I've used them to send a letter, packet or parcel	**81**	-	81	55	25	11	14	25	19	7	4	2	24	44	12	5	58	21	72
	3%	-	*3%*	**4%d**	*2%*	**7%ijk**	**6%ijk**	**5%ijk**	**4%ijk**	*1%*	*1%*	*1%*	**6%no**	**4%no**	*1%*	*1%*	*2%*	**6%p**	*3%*
They've delivered a letter, packet or parcel	**527**	-	527	293	234	27	48	131	111	115	48	47	75	242	210	95	408	104	518
	19%	-	*19%*	*20%*	*18%*	*17%*	**22%jk**	**25%ijk**	**23%jk**	**18%j**	*11%*	*14%*	**20%o**	**24%no**	*15%*	*12%*	*17%*	**29%p**	*19%*
Not used	**2247**	-	2247	1163	1083	123	175	377	369	507	402	292	297	746	1201	694	1961	256	2238
	80%	-	*80%*	*79%*	*82%*	*78%*	*80%*	*73%*	*76%*	**81%g**	**89%efghi**	**86%gh**	*79%*	*75%*	**85%lm**	**88%lm**	**82%q**	*71%*	*81%*
NET Any usage	**565**	-	565	321	244	36	51	141	121	118	50	49	86	261	217	99	438	113	551
	20%	-	*20%*	*22%*	*19%*	**23%j**	**23%jk**	**27%ijk**	**25%jk**	**19%j**	*11%*	*14%*	**23%no**	**26%no**	*15%*	*12%*	*18%*	**31%p**	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2774	710	896	525	643	1606	1168	1315	1424	329	378	770	686	397	2231	333	2281
Weighted Base	2797	668	971	555	603	1639	1158	1616	1160	319	370	765	687	455	2277	321	2317
Effective Base	1660	369	561	322	420	929	736	850	833	208	212	451	420	247	1327	209	1354
I've used them to send a letter, packet or parcel	81	34	18	18	11	53	28	66	15	3	7	20	27	17	71	3	71
	3%	**5%bd**	*2%*	*3%*	*2%*	*3%*	*2%*	**4%h**	*1%*	*1%*	*2%*	*3%*	*4%*	*4%*	*3%*	*1%*	*3%*
They've delivered a letter, packet or parcel	527	147	197	91	92	344	183	347	174	41	53	141	148	121	463	41	467
	19%	**22%d**	**20%d**	*16%*	*15%*	**21%f**	*16%*	**22%h**	*15%*	*13%*	*14%*	*18%*	**22%lj**	**27%ijkn**	**20%lj**	*13%*	**20%o**
Not used	2247	504	768	464	510	1272	974	1248	982	278	318	624	524	327	1793	281	1829
	80%	*75%*	*79%*	**84%a**	**85%ab**	*78%*	**84%e**	*77%*	**85%g**	**87%lmn**	**86%lmn**	**82%m**	*76%*	*72%*	**79%m**	**87%p**	*79%*
NET Any usage	565	170	208	93	94	378	187	379	181	41	54	147	166	132	498	41	501
	20%	**25%cd**	**21%d**	*17%*	*16%*	**23%f**	*16%*	**23%h**	*16%*	*13%*	*14%*	**19%i**	**24%lj**	**29%ijkn**	**22%lj**	*13%*	**22%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2774	1947	827	350	1544	552	447	231	167	165	171	170	167	187	158	176	183	106	446
Weighted Base	2797	2357	440	136	2337	252	149	60	130	291	245	217	239	293	303	354	265	40*	212
Effective Base	1660	1389	272	111	1264	230	236	149	153	146	146	149	130	156	135	157	160	51	184
I've used them to send a letter, packet or parcel	81	70	10	9	72	6	3	*	6	15	7	5	15	1	11	5	8	*	5
	3%	3%	2%	6%	3%	2%	2%	1%	5%m	5%m	3%	2%	6%mo	*	4%	1%	3%	*	3%
They've delivered a letter, packet or parcel	527	452	75	27	442	43	34	9	25	48	30	34	52	58	64	96	35	9	34
	19%	19%	17%	20%	19%	17%	23%	14%	19%	17%	12%	16%	22%j	20%	21%j	27%ijkpr	13%	22%	16%
Not used	2247	1888	359	104	1873	207	115	51	103	237	212	182	182	236	234	261	226	31	176
	80%	80%	81%	76%	80%	82%	77%	86%f	80%	81%	87%lno	84%o	76%	81%	77%	74%	85%lo	78%	83%o
NET Any usage	565	483	82	33	476	46	34	9	27	56	35	37	59	58	69	96	40	9	37
	20%	21%	19%	24%	20%	18%	23%g	15%	21%	19%	14%	17%	25%jp	20%	23%	27%jkpr	15%	22%	18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2774**	1159	1062	277	196	68	2221	264	1139	1079	357	132	54	2218	186
Weighted Base	**2797**	1147	1060	302	210	68*	2208	278	1116	1095	375	150*	50*	2211	200
Effective Base	**1660**	681	633	179	127	35	1313	161	655	641	234	91	32	1296	122
I've used them to send a letter, packet or parcel	**81**	40	30	9	2	*	70	2	35	35	11	-	*	70	*
	3%	*3%*	*3%*	*3%*	*1%*	*	*3%*	*1%*	*3%*	**3%n**	*3%*	-	*	**3%n**	*
They've delivered a letter, packet or parcel	**527**	206	220	43	43	9	427	52	224	212	49	36	2	435	38
	19%	*18%*	**21%c**	*14%*	*21%*	*13%*	*19%*	*19%*	**20%jl**	**19%jl**	*13%*	**24%jl**	*4%*	**20%jl**	**19%l**
Not used	**2247**	924	836	258	165	59	1760	224	880	875	321	115	48	1755	163
	80%	*81%*	*79%*	*85%*	*79%*	*87%*	*80%*	*81%*	*79%*	*80%*	**86%hm**	*77%*	**96%hikm**	*79%*	*82%*
NET Any usage	**565**	226	235	44	45	9	461	54	242	226	55	36	2	468	38
	20%	*20%*	**22%c**	*15%*	*21%*	*13%*	*21%*	*19%*	**22%jl**	**21%jl**	*15%*	**24%jl**	*4%*	**21%jl**	**19%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? TNT Express

Base : Aware of TNT Express

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2774**	149	2595	30	853	1803	118	2754	7	11	-	2772	2
Weighted Base	**2797**	115*	2655	28**	792	1890	115*	2778	7**	10**	-**	2796	2**
Effective Base	**1660**	79	1564	20	508	1095	62	1647	5	8	-	1659	1
I've used them to send a letter, packet or parcel	**81**	6	74	1	22	55	4	79	2	-	-	81	-
	3%	*5%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*22%*	-	-	*3%*	-
They've delivered a letter, packet or parcel	**527**	26	494	7	151	351	25	524	-	1	-	526	2
	19%	*23%*	*19%*	*26%*	*19%*	*19%*	*22%*	*19%*	-	*13%*	-	*19%*	*100%*
Not used	**2247**	85	2140	21	638	1519	89	2232	6	9	-	2247	-
	80%	*74%*	*81%*	*75%*	*81%*	*80%*	*78%*	*80%*	*78%*	*87%*	-	*80%*	-
NET Any usage	**565**	29	529	7	161	379	26	561	2	1	-	564	2
	20%	*26%*	*20%*	*26%*	*20%*	*20%*	*23%*	*20%*	*22%*	*13%*	-	*20%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Express

Base : Aware of TNT Express

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2774**	718	709	654	693	248	227	243	245	220	244	230	219	205	256	235	202
Weighted Base	**2797**	740	728	669	660	254	241	245	232	232	264	213	231	226	255	212	193
Effective Base	**1660**	462	504	340	376	147	156	161	161	157	186	104	122	115	145	130	102
I've used them to send a letter, packet or parcel	**81**	30	28	11	11	11	11	8	9	8	11	3	5	3	-	8	3
	3%	***4%cd***	*4%*	*2%*	*2%*	***4%n***	***5%n***	***3%n***	***4%n***	***3%n***	***4%n***	*1%*	*2%*	*1%*	-	***4%n***	*2%*
They've delivered a letter, packet or parcel	**527**	134	125	145	122	41	47	46	36	43	46	42	57	46	51	45	26
	19%	*18%*	*17%*	*22%*	*19%*	*16%*	*20%*	*19%*	*16%*	*19%*	*17%*	*20%*	***25%p***	*20%*	*20%*	*21%*	*13%*
Not used	**2247**	606	598	514	530	214	193	199	194	190	214	168	168	178	203	162	164
	80%	*82%*	*82%*	*77%*	*80%*	***84%l***	*80%*	*81%*	***83%l***	*82%*	*81%*	*79%*	*73%*	*79%*	*80%*	*77%*	***85%l***
NET Any usage	**565**	141	138	155	130	44	51	47	40	46	51	45	62	48	51	49	29
	20%	*19%*	*19%*	*23%*	*20%*	*17%*	*21%*	*19%*	*17%*	*20%*	*19%*	*21%*	***27%p***	*21%*	*20%*	*23%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1275**	-	1275	715	556	88	123	227	188	289	214	142	211	415	645	356	1119	143	1275
Weighted Base	**1318**	-**	1318	727	587	106*	140*	241	210	266	203	150	246	451	620	354	1094	208	1275
Effective Base	**783**	-	783	450	332	69	88	151	114	162	103	102	157	264	362	201	660	115	1275
I've used them to send a letter, packet or parcel	**43**	-	43	33	10	5	10	12	13	1	2	-	14	25	3	2	28	14	35
	3%	-	*3%*	**5%d**	*2%*	**4%ik**	**7%ijk**	**5%ik**	**6%ijk**	*1%*	*1%*	-	**6%no**	**6%no**	*1%*	*	*3%*	**7%p**	*3%*
They've delivered a letter, packet or parcel	**206**	-	206	125	79	14	24	49	36	43	21	19	38	85	82	39	151	52	207
	16%	-	*16%*	*17%*	*13%*	*13%*	*17%*	**20%j**	*17%*	*16%*	*10%*	*12%*	*15%*	**19%o**	*13%*	*11%*	*14%*	**25%p**	*16%*
Not used	**1095**	-	1095	585	510	89	114	187	167	223	183	132	203	354	538	314	930	153	1055
	83%	-	*83%*	*80%*	**87%c**	*84%*	*81%*	*78%*	*79%*	*84%*	**90%gh**	**88%g**	*83%*	*78%*	**87%m**	**89%m**	**85%q**	*74%*	*83%*
NET Any usage	**228**	-	228	144	81	17	27	58	43	43	21	19	44	101	82	39	167	57	224
	17%	-	*17%*	**20%d**	*14%*	*16%*	*20%*	**24%jk**	**21%j**	*16%*	*10%*	*12%*	*18%*	**22%no**	*13%*	*11%*	*15%*	**27%p**	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1275	309	375	276	315	684	591	608	647	155	182	329	320	175	1006	157	1029
Weighted Base	1318	299	436	301	282	735	582	771	535	161	169*	322	353	207	1050	162	1069
Effective Base	783	172	239	178	202	410	377	405	387	102	97	203	208	107	613	103	624
I've used them to send a letter, packet or parcel	43	17	9	11	5	26	16	37	5	3	1	12	14	11	38	3	38
	3%	**6%d**	*2%*	*4%*	*2%*	*4%*	*3%*	**5%h**	*1%*	*2%*	*1%*	*4%*	*4%*	*5%*	*4%*	*2%*	*4%*
They've delivered a letter, packet or parcel	206	65	69	42	29	134	71	134	66	17	19	49	60	52	179	17	181
	16%	**22%d**	*16%*	*14%*	*10%*	**18%f**	*12%*	*17%*	*12%*	*10%*	*11%*	*15%*	*17%*	**25%ijkn**	*17%*	*10%*	*17%*
Not used	1095	225	363	255	253	587	508	620	468	145	149	270	281	153	854	145	872
	83%	*75%*	**83%a**	**85%a**	**90%a**	*80%*	**87%e**	*80%*	**88%g**	**90%lmn**	**89%m**	**84%m**	*80%*	*74%*	*81%*	**90%p**	*82%*
NET Any usage	228	77	73	47	30	150	77	154	68	17	19	54	71	57	201	17	202
	17%	**26%bcd**	*17%*	*16%*	*11%*	**20%f**	*13%*	**20%h**	*13%*	*10%*	*11%*	*17%*	**20%l**	**28%ijkn**	**19%l**	*10%*	**19%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 269

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1275	918	357	136	733	254	187	101	73	87	76	78	86	76	83	98	76	44	210
Weighted Base	1318	1130	188	58*	1109	127	56*	25*	57*	162*	99*	97*	117*	114*	160*	196*	107*	20**	108
Effective Base	783	657	128	47	600	127	98	74	65	77	68	69	71	64	69	87	68	21	106
I've used them to send a letter, packet or parcel	43	39	3	3	38	2	2	*	3	-	-	3	7	4	15	7	1	-	2
	3%	*3%*	*2%*	*4%*	*3%*	*2%*	*3%*	*1%*	**5%l**	-	-	*3%*	**6%l**	*3%*	**10%ijp**	*3%*	*1%*	-	*2%*
They've delivered a letter, packet or parcel	206	167	39	15	172	22	10	1	11	19	6	13	20	25	28	33	18	4	18
	16%	*15%*	*21%*	**26%a**	**16%g**	**17%g**	**18%g**	*5%*	**19%j**	*11%*	*6%*	*13%*	**17%j**	**22%j**	*17%*	**17%j**	*17%*	*20%*	**17%j**
Not used	1095	949	146	40	922	104	46	23	45	145	93	85	95	87	122	163	88	16	88
	83%	**84%c**	*78%*	*70%*	*83%*	*82%*	*81%*	**94%def**	*79%*	**89%mn**	**94%hlmnpr**	*87%*	*82%*	*76%*	*76%*	*83%*	*82%*	*80%*	*82%*
NET Any usage	228	186	42	17	192	23	11	1	12	19	6	14	22	27	38	35	19	4	20
	17%	*16%*	*22%*	**30%a**	**17%g**	**18%g**	**19%g**	*6%*	**21%j**	*11%*	*6%*	*14%*	**18%j**	**24%j**	**24%ij**	**18%j**	**18%j**	*20%*	**18%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1275**	513	484	139	94	39	997	133	527	487	180	55	21	1014	76
Weighted Base	**1318**	520	484	173*	102*	34**	1004	136*	547	477	206	67*	17**	1023	83*
Effective Base	**783**	300	296	98	61	28	595	87	302	301	127	40	13	600	53
I've used them to send a letter, packet or parcel	**43**	24	11	7	*	*	35	*	22	18	2	*	*	40	1
	3%	*5%*	*2%*	*4%*	*	*	*3%*	*	*4%*	*4%*	*1%*	*1%*	*1%*	*4%*	*1%*
They've delivered a letter, packet or parcel	**206**	76	85	21	17	6	161	23	93	76	27	8	1	169	9
	16%	*15%*	*18%*	*12%*	*16%*	*17%*	*16%*	*17%*	*17%*	*16%*	*13%*	*12%*	*7%*	*17%*	*11%*
Not used	**1095**	435	394	149	85	28	829	114	444	393	179	58	16	838	74
	83%	*84%*	*81%*	*86%*	*84%*	*83%*	*83%*	*83%*	*81%*	*82%*	*87%*	*87%*	*93%*	*82%*	*88%*
NET Any usage	**228**	87	92	25	17	6	180	23	105	86	27	9	1	191	10
	17%	*17%*	*19%*	*14%*	*17%*	*17%*	*18%*	*17%*	*19%*	*18%*	*13%*	*13%*	*7%*	*19%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1275**	76	1176	23	401	812	62	1262	5	6	-	1273	2
Weighted Base	**1318**	56*	1242	19**	380	871	67*	1306	4**	6**	-**	1316	2**
Effective Base	**783**	43	728	14	243	508	34	775	3	5	-	781	1
I've used them to send a letter, packet or parcel	**43**	5	38	-	11	29	3	43	-	-	-	43	-
	3%	*8%*	*3%*	-	*3%*	*3%*	*4%*	*3%*	-	-	-	*3%*	-
They've delivered a letter, packet or parcel	**206**	14	189	3	59	136	11	204	-	1	-	205	*
	16%	*24%*	*15%*	*16%*	*16%*	*16%*	*16%*	*16%*	-	*21%*	-	*16%*	*10%*
Not used	**1095**	41	1038	16	317	722	56	1085	4	4	-	1094	2
	83%	*73%*	*84%*	*84%*	*84%*	*83%*	*84%*	*83%*	*100%*	*79%*	-	*83%*	*90%*
NET Any usage	**228**	15	209	3	65	151	11	226	-	1	-	227	*
	17%	*27%*	*17%*	*16%*	*17%*	*17%*	*16%*	*17%*	-	*21%*	-	*17%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
TNT Post UK

Base : Aware of TNT Post UK

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1275**	327	362	285	301	104	121	102	120	122	120	100	100	85	110	116	75
Weighted Base	**1318**	341	376	292	309	96*	127*	118*	113*	133*	130*	91*	101*	100*	125*	106*	77*
Effective Base	**783**	219	257	146	172	64	83	72	81	87	90	48	54	46	67	64	42
I've used them to send a letter, packet or parcel	**43**	13	17	8	4	3	6	4	5	2	10	*	4	3	*	4	*
	3%	*4%*	*5%*	*3%*	*1%*	*4%*	*5%*	*3%*	*5%*	*2%*	**7%n**	*1%*	*4%*	*3%*	*	*4%*	*
They've delivered a letter, packet or parcel	**206**	36	50	55	65	6	14	15	11	21	18	11	24	21	24	28	13
	16%	*10%*	*13%*	**19%a**	**21%ab**	*7%*	*11%*	*13%*	*9%*	*16%*	*14%*	*12%*	**23%eh**	**21%e**	**19%e**	**26%efgh**	*16%*
Not used	**1095**	303	319	230	243	90	111	103	102	111	106	79	74	77	101	77	65
	83%	**89%cd**	*85%*	*79%*	*79%*	**94%jlmno**	**87%o**	**87%o**	**91%lmo**	*83%*	*82%*	*88%*	*73%*	*76%*	*81%*	*72%*	*83%*
NET Any usage	**228**	40	59	62	66	8	17	15	12	24	23	11	27	24	24	29	13
	17%	*12%*	*16%*	**21%a**	**21%a**	*9%*	*13%*	*13%*	*11%*	*18%*	*18%*	*12%*	**27%eh**	**24%e**	*19%*	**28%efgh**	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3560**	-	3560	1765	1787	367	389	631	510	738	556	357	756	1141	1651	913	3161	356	3560
Weighted Base	**3649**	-**	3649	1792	1851	371	398	676	540	717	535	408	769	1216	1660	943	3099	497	3560
Effective Base	**2163**	-	2163	1113	1049	241	253	438	302	428	262	254	495	736	935	509	1855	278	3560
I've used them to send a letter, packet or parcel	**219**	-	219	131	87	32	38	66	31	19	18	14	71	97	51	32	152	65	200
	6%	-	*6%*	**7%d**	*5%*	**9%ijk**	**10%ijk**	**10%ijk**	**6%i**	*3%*	*3%*	*3%*	**9%no**	**8%no**	*3%*	*3%*	*5%*	**13%p**	*6%*
They've delivered a letter, packet or parcel	**1247**	-	1247	660	586	138	159	259	212	235	142	101	297	471	478	242	998	221	1264
	34%	-	*34%*	**37%d**	*32%*	**37%jk**	**40%ijk**	**38%ijk**	**39%jk**	**33%k**	*26%*	*25%*	**39%no**	**39%no**	*29%*	*26%*	*32%*	**45%p**	*36%*
Not used	**2334**	-	2334	1091	1239	222	231	394	324	477	385	300	453	718	1162	685	2045	264	2243
	64%	-	*64%*	*61%*	**67%c**	*60%*	*58%*	*58%*	*60%*	**67%fg**	**72%efgh**	**74%efgh**	*59%*	*59%*	**70%lm**	**73%lm**	**66%q**	*53%*	*63%*
NET Any usage	**1337**	-	1337	709	625	153	172	290	218	242	152	108	325	508	501	260	1069	239	1346
	37%	-	*37%*	**40%d**	*34%*	**41%jk**	**43%ijk**	**43%ijk**	**40%jk**	**34%k**	*28%*	*26%*	**42%no**	**42%no**	*30%*	*28%*	*35%*	**48%p**	*38%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3560**	904	1125	668	863	2029	1531	1697	1817	433	461	945	853	539	2798	438	2873
Weighted Base	**3649**	866	1252	721	810	2118	1531	2100	1519	405	459	974	877	610	2920	408	2991
Effective Base	**2163**	482	712	419	565	1194	976	1111	1079	276	262	567	525	338	1692	279	1735
I've used them to send a letter, packet or parcel	**219**	64	68	58	28	132	87	161	57	12	21	61	71	41	194	12	198
	6%	**7%d**	*5%*	**8%d**	*4%*	*6%*	*6%*	**8%h**	*4%*	*3%*	*5%*	**6%i**	**8%i**	**7%i**	**7%i**	*3%*	**7%o**
They've delivered a letter, packet or parcel	**1247**	359	425	217	246	784	464	784	452	107	124	329	319	274	1046	107	1064
	34%	**41%bcd**	*34%*	*30%*	*30%*	**37%f**	*30%*	**37%h**	*30%*	*26%*	*27%*	**34%ij**	**36%ij**	**45%ijkln**	**36%ij**	*26%*	**36%o**
Not used	**2334**	485	804	485	560	1289	1045	1271	1044	295	330	626	530	328	1814	298	1867
	64%	*56%*	**64%a**	**67%a**	**69%a**	*61%*	**68%e**	*61%*	**69%g**	**73%klmn**	**72%klmn**	**64%m**	*60%*	*54%*	**62%m**	**73%p**	*62%*
NET Any usage	**1337**	390	454	239	254	844	494	845	480	111	133	355	348	290	1126	111	1145
	37%	**45%bcd**	*36%*	*33%*	*31%*	**40%f**	*32%*	**40%h**	*32%*	*27%*	*29%*	**36%ij**	**40%ij**	**48%ijkln**	**39%ij**	*27%*	**38%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**3560**	2542	1018	421	2032	681	549	298	183	230	214	220	219	239	229	261	237	121	560
Weighted Base	**3649**	3103	546	179	3077	313	180	78	142	402	292	276	302	367	429	525	341	47*	266
Effective Base	**2163**	1824	340	132	1667	298	285	190	164	203	180	191	173	200	196	236	203	56	245
I've used them to send a letter, packet or parcel	**219**	187	32	9	188	19	8	4	4	25	15	10	29	21	41	27	16	1	18
	6%	*6%*	*6%*	*5%*	*6%*	*6%*	*4%*	*5%*	*3%*	*6%*	*5%*	*4%*	**10%hk**	*6%*	**10%hk**	*5%*	*5%*	*3%*	*7%*
They've delivered a letter, packet or parcel	**1247**	1075	173	64	1031	119	68	29	52	119	74	76	109	121	181	182	118	17	102
	34%	*35%*	*32%*	*36%*	*34%*	*38%*	*38%*	*37%*	**37%j**	*30%*	*25%*	*27%*	**36%j**	*33%*	**42%ijk**	**35%j**	**35%j**	*36%*	**38%jk**
Not used	**2334**	1976	358	111	1984	190	111	49	90	270	207	200	181	244	236	340	216	31	159
	64%	*64%*	*66%*	*62%*	*64%*	*61%*	*62%*	*63%*	*63%*	**67%n**	**71%lnr**	**72%lnr**	*60%*	**67%n**	*55%*	**65%n**	*63%*	*65%*	*60%*
NET Any usage	**1337**	1149	188	68	1110	126	71	30	54	135	86	80	121	123	197	188	128	17	109
	37%	*37%*	*34%*	*38%*	*36%*	*40%*	*39%*	*39%*	*38%*	*34%*	*29%*	*29%*	**40%jk**	*33%*	**46%ijkmo**	*36%*	*37%*	*36%*	**41%jk**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3560**	1409	1376	389	274	94	2785	368	1471	1379	448	179	65	2850	244
Weighted Base	**3649**	1430	1406	423	279	94*	2836	374	1469	1428	478	195	64*	2897	259
Effective Base	**2163**	832	849	250	170	51	1680	220	863	835	294	119	41	1698	160
I've used them to send a letter, packet or parcel	**219**	84	77	27	25	6	162	30	93	77	29	15	5	170	20
	6%	*6%*	*6%*	*6%*	*9%*	*6%*	*6%*	*8%*	*6%*	*5%*	*6%*	*8%*	*8%*	*6%*	*8%*
They've delivered a letter, packet or parcel	**1247**	447	511	143	107	33	958	139	495	521	132	81	15	1015	96
	34%	*31%*	**36%a**	*34%*	*38%*	*35%*	*34%*	*37%*	*34%*	**36%j**	*28%*	**42%jl**	*23%*	**35%j**	**37%j**
Not used	**2334**	954	879	270	162	59	1833	222	946	885	330	113	49	1831	162
	64%	**67%dg**	*63%*	*64%*	*58%*	*63%*	*65%*	*59%*	*64%*	*62%*	**69%ik**	*58%*	**77%ik**	*63%*	*63%*
NET Any usage	**1337**	485	537	154	119	35	1023	154	532	550	152	84	15	1082	98
	37%	*34%*	*38%*	*37%*	**42%a**	*37%*	*36%*	**41%a**	*36%*	**39%jl**	*32%*	**43%jl**	*23%*	*37%*	*38%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3560**	192	3319	49	1090	2299	171	3532	9	15	-	3556	4
Weighted Base	**3649**	159	3444	46**	1010	2464	174*	3622	11**	13**	-**	3646	3**
Effective Base	**2163**	105	2031	27	647	1424	97	2144	6	11	-	2161	2
I've used them to send a letter, packet or parcel	**219**	11	207	2	53	151	15	217	2	-	-	219	-
	6%	*7%*	*6%*	*4%*	*5%*	*6%*	*9%*	*6%*	*19%*	-	-	*6%*	-
They've delivered a letter, packet or parcel	**1247**	61	1168	19	354	812	81	1236	7	3	-	1246	2
	34%	*38%*	*34%*	*42%*	*35%*	*33%*	**46%de**	*34%*	*63%*	*21%*	-	*34%*	*62%*
Not used	**2334**	91	2216	26	645	1600	89	2318	4	11	-	2333	1
	64%	*58%*	*64%*	*57%*	**64%f**	**65%f**	*51%*	*64%*	*37%*	*85%*	-	*64%*	*38%*
NET Any usage	**1337**	67	1250	20	374	876	87	1326	7	3	-	1335	2
	37%	*42%*	*36%*	*43%*	*37%*	*36%*	**50%de**	*37%*	*63%*	*21%*	-	*37%*	*62%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UPS

Base : Aware of UPS

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3560**	927	896	849	888	304	318	305	313	280	303	292	279	278	305	300	283
Weighted Base	**3649**	957	909	876	907	312	339	306	300	293	316	285	298	293	319	302	287
Effective Base	**2163**	601	631	459	499	186	215	200	207	198	226	144	161	154	175	172	152
I've used them to send a letter, packet or parcel	**219**	66	58	46	49	25	13	28	19	23	16	18	15	13	16	17	16
	6%	*7%*	*6%*	*5%*	*5%*	*8%*	*4%*	**9%f**	*6%*	*8%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*5%*
They've delivered a letter, packet or parcel	**1247**	294	290	316	348	92	108	95	96	96	98	89	115	111	137	116	95
	34%	*31%*	*32%*	*36%*	**38%ab**	*29%*	*32%*	*31%*	*32%*	*33%*	*31%*	*31%*	*39%*	*38%*	**43%efghijk**	*39%*	*33%*
Not used	**2334**	652	616	536	530	217	230	205	203	191	222	187	173	176	175	171	184
	64%	**68%cd**	**68%cd**	*61%*	*58%*	**69%lno**	**68%no**	**67%no**	**68%no**	**65%n**	**70%lmno**	*66%*	*58%*	*60%*	*55%*	*57%*	*64%*
NET Any usage	**1337**	315	305	340	378	100	111	103	100	105	100	98	125	117	144	130	103
	37%	*33%*	*34%*	**39%a**	**42%ab**	*32%*	*33%*	*34%*	*33%*	*36%*	*32%*	*34%*	**42%j**	*40%*	**45%efghj**	**43%efhj**	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1396**	-	1396	804	588	108	135	234	202	310	235	168	243	436	713	403	1215	161	1396
Weighted Base	**1464**	-**	1464	819	644	122*	146*	268	230	307	205	183	269	498	695	388	1214	229	1396
Effective Base	**870**	-	870	525	349	77	99	170	129	184	100	118	175	298	397	214	732	127	1396
I've used them to send a letter, packet or parcel	**123**	-	123	75	48	19	17	34	21	13	7	13	36	54	34	20	81	42	105
	8%	-	*8%*	*9%*	*7%*	**15%ij**	**12%ij**	**12%ij**	*9%*	*4%*	*4%*	*7%*	**13%no**	**11%no**	*5%*	*5%*	*7%*	**18%p**	*8%*
They've delivered a letter, packet or parcel	**536**	-	536	324	212	44	54	107	89	116	69	55	99	196	241	124	427	101	533
	37%	-	*37%*	**40%d**	*33%*	*36%*	*37%*	*40%*	*39%*	*38%*	*34%*	*30%*	*37%*	*39%*	*35%*	*32%*	*35%*	*44%*	*38%*
Not used	**877**	-	877	457	419	70	90	151	129	184	134	118	160	280	435	252	756	107	830
	60%	-	*60%*	*56%*	**65%c**	*57%*	*61%*	*56%*	*56%*	*60%*	*65%*	*64%*	*59%*	*56%*	*63%*	*65%*	**62%q**	*47%*	*59%*
NET Any usage	**594**	-	594	363	231	55	59	118	101	124	73	65	114	218	261	138	463	124	576
	41%	-	*41%*	**44%d**	*36%*	*45%*	*41%*	*44%*	*44%*	*40%*	*35%*	*36%*	*42%*	*44%*	*38%*	*35%*	*38%*	**54%p**	*41%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1396**	361	432	271	332	793	603	653	719	166	218	379	331	203	1131	169	1156
Weighted Base	**1464**	352	525	282	306	877	588	852	599	164	230	376	359	239	1204	168	1225
Effective Base	**870**	198	291	166	225	489	386	446	440	119	130	218	214	134	695	120	709
I've used them to send a letter, packet or parcel	**123**	36	36	32	19	72	51	87	36	11	22	32	31	20	105	11	107
	8%	*10%*	*7%*	*12%*	*6%*	*8%*	*9%*	**10%h**	*6%*	*7%*	*10%*	*9%*	*9%*	*8%*	*9%*	*7%*	*9%*
They've delivered a letter, packet or parcel	**536**	162	178	102	94	340	196	325	202	45	85	128	145	114	472	45	476
	37%	**46%bd**	*34%*	*36%*	*31%*	*39%*	*33%*	*38%*	*34%*	*27%*	*37%*	*34%*	**41%l**	**47%ik**	**39%l**	*27%*	**39%o**
Not used	**877**	173	326	169	209	499	378	494	378	113	136	232	203	119	691	117	706
	60%	*49%*	**62%a**	**60%a**	**68%a**	*57%*	**64%o**	*58%*	*63%*	**69%lmn**	*59%*	**62%m**	*57%*	*50%*	*57%*	**70%p**	*58%*
NET Any usage	**594**	181	200	117	97	380	214	363	223	51	96	145	156	123	520	51	525
	41%	**51%bd**	*38%*	*41%*	*32%*	**43%f**	*36%*	*43%*	*37%*	*31%*	*41%*	*39%*	**43%l**	**52%ik**	**43%l**	*31%*	**43%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1396	1017	379	158	862	251	210	73	86	96	81	106	95	100	95	114	89	31	220
Weighted Base	1464	1263	201	64*	1273	101	69	22*	66*	173*	107*	128*	135*	145*	176*	220	124*	12**	89
Effective Base	870	735	137	52	696	122	113	46	80	85	64	92	69	88	78	101	82	13	109
I've used them to send a letter, packet or parcel	123	107	16	7	115	4	4	1	6	14	8	5	23	7	20	25	7	*	3
	8%	*8%*	*8%*	*11%*	*9%*	*4%*	*5%*	*6%*	*9%*	*8%*	*8%*	*4%*	*17%kmpr*	*5%*	*11%*	*11%*	*5%*	*4%*	*4%*
They've delivered a letter, packet or parcel	536	465	71	23	469	33	28	5	21	50	35	59	57	52	59	85	51	3	31
	37%	*37%*	*35%*	*35%*	*37%*	*33%*	*40%*	*25%*	*32%*	*29%*	*32%*	*46%l*	*42%*	*36%*	*34%*	*39%*	*41%*	*22%*	*35%*
Not used	877	757	120	36	755	66	41	15	41	115	71	72	70	91	98	122	74	9	57
	60%	*60%*	*60%*	*57%*	*59%*	*66%*	*59%*	*72%*	*62%*	*67%*	*66%*	*56%*	*52%*	*63%*	*56%*	*55%*	*60%*	*78%*	*64%*
NET Any usage	594	512	82	27	524	35	29	6	25	57	37	59	65	54	77	98	52	3	32
	41%	*41%*	*41%*	*43%*	*41%*	*35%*	*42%*	*28%*	*38%*	*33%*	*34%*	*46%*	*48%*	*37%*	*44%*	*45%*	*42%*	*22%*	*36%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1396**	628	504	126	92	39	1132	131	608	507	175	70	27	1115	97
Weighted Base	**1464**	626	540	151*	103*	39**	1166	142*	632	517	193	85*	28**	1149	113*
Effective Base	**870**	383	311	84	61	28	693	89	374	310	114	48	17	684	66
I've used them to send a letter, packet or parcel	**123**	64	46	4	6	2	111	8	55	54	9	3	*	109	4
	8%	***10%c***	*9%*	*3%*	*6%*	*5%*	***9%c***	*5%*	*9%*	*10%*	*5%*	*4%*	*1%*	*10%*	*3%*
They've delivered a letter, packet or parcel	**536**	222	202	44	46	16	424	62	252	175	59	35	9	427	44
	37%	*35%*	*37%*	*29%*	*45%*	*41%*	*36%*	***44%c***	*40%*	*34%*	*31%*	*41%*	*31%*	*37%*	*39%*
Not used	**877**	372	321	106	55	23	694	77	359	314	132	50	19	673	69
	60%	*59%*	*59%*	***70%dg***	*53%*	*59%*	*59%*	*55%*	*57%*	*61%*	***68%hm***	*59%*	*69%*	*59%*	*61%*
NET Any usage	**594**	255	224	45	48	16	478	64	277	203	62	37	9	480	46
	41%	*41%*	*41%*	*30%*	***47%c***	*41%*	*41%*	***45%c***	***44%j***	*39%*	*32%*	*44%*	*31%*	***42%j***	*41%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1396**	90	1285	21	443	875	78	1382	6	5	-	1393	3
Weighted Base	**1464**	82*	1363	20**	439	946	80*	1451	7**	5**	-**	1463	2**
Effective Base	**870**	52	805	12	267	560	44	862	3	4	-	868	1
I've used them to send a letter, packet or parcel	**123**	11	110	2	37	81	5	122	2	-	-	123	-
	8%	*14%*	*8%*	*12%*	*8%*	*9%*	*7%*	*8%*	*24%*	-	-	*8%*	-
They've delivered a letter, packet or parcel	**536**	31	500	5	163	345	27	529	3	2	-	534	2
	37%	*38%*	*37%*	*24%*	*37%*	*37%*	*34%*	*36%*	*41%*	*43%*	-	*37%*	*91%*
Not used	**877**	43	821	13	259	568	49	871	3	3	-	877	*
	60%	*53%*	*60%*	*64%*	*59%*	*60%*	*61%*	*60%*	*37%*	*57%*	-	*60%*	*9%*
NET Any usage	**594**	39	548	7	182	381	31	586	5	2	-	592	2
	41%	*47%*	*40%*	*36%*	*41%*	*40%*	*39%*	*40%*	*63%*	*43%*	-	*41%*	*91%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
UK Mail (not to be confused with Royal Mail)

Base : Aware of UK Mail (not to be confused with Royal Mail)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1396**	390	363	325	318	124	152	114	117	111	135	118	104	103	101	113	104
Weighted Base	**1464**	411	374	342	337	127*	163	121*	111*	115*	147	116*	110*	116*	116*	120*	101*
Effective Base	**870**	262	264	170	188	81	105	76	77	84	103	58	53	59	64	66	58
I've used them to send a letter, packet or parcel	**123**	38	41	19	26	15	16	8	14	15	12	4	7	8	12	9	6
	8%	*9%*	**11%c**	*5%*	*8%*	*12%*	*9%*	*6%*	*13%*	*13%*	*8%*	*4%*	*6%*	*7%*	*10%*	*7%*	*6%*
They've delivered a letter, packet or parcel	**536**	150	144	101	141	48	58	45	41	54	49	43	27	31	66	56	20
	37%	*36%*	*38%*	*30%*	**42%c**	**37%p**	**35%p**	**37%p**	**37%p**	**47%ilmp**	*33%*	**37%p**	*25%*	*27%*	**57%efghjklmp**	**46%lmp**	*20%*
Not used	**877**	246	214	233	185	73	100	72	64	55	95	70	81	82	47	61	76
	60%	*60%*	*57%*	**68%bd**	*55%*	**58%n**	**61%n**	**60%n**	**58%n**	*48%*	**64%ino**	**60%n**	**74%ino**	**71%ino**	*41%*	*51%*	**76%ehino**
NET Any usage	**594**	167	165	109	153	54	65	48	49	60	56	46	29	34	69	59	25
	41%	*41%*	**44%c**	*32%*	**45%c**	**42%p**	**40%p**	*40%*	**44%jp**	**52%jlmp**	*38%*	*40%*	*26%*	*29%*	**59%efgjklmp**	**49%lmp**	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**633**	-	633	367	265	48	70	152	116	131	80	36	118	268	247	116	539	83	633
Weighted Base	**643**	-**	643	375	268	51*	70*	168	130*	123*	67*	34**	121*	298	224	101*	519	111*	633
Effective Base	**399**	-	399	239	160	31	50	110	71	77	40	22	81	179	139	62	330	62	633
I've used them to send a letter, packet or parcel	**38**	-	38	28	10	3	10	11	11	-	1	2	13	22	3	3	22	15	33
	6%	-	*6%*	*7%*	*4%*	**6%i**	**14%ij**	**7%i**	**8%i**	-	*1%*	*5%*	**11%n**	**7%n**	*1%*	*3%*	*4%*	**14%p**	*5%*
They've delivered a letter, packet or parcel	**170**	-	170	108	62	6	21	50	36	39	11	8	27	86	57	19	127	37	168
	26%	-	*26%*	*29%*	*23%*	*12%*	*30%*	**30%e**	*27%*	**31%e**	*17%*	*23%*	*22%*	*29%*	*26%*	*19%*	*24%*	*33%*	*27%*
Not used	**461**	-	461	252	209	44	44	115	91	84	56	26	89	206	166	82	389	65	454
	72%	-	*72%*	*67%*	**78%c**	**87%fg**	*63%*	*68%*	*70%*	*69%*	**83%f**	*77%*	*73%*	*69%*	*74%*	*81%*	**75%q**	*59%*	*72%*
NET Any usage	**187**	-	187	123	64	8	27	56	39	39	11	8	35	95	57	19	133	48	183
	29%	-	*29%*	*33%*	*24%*	*15%*	**39%ej**	**33%ej**	*30%*	*31%*	*17%*	*23%*	*29%*	**32%o**	*26%*	*19%*	*26%*	**43%p**	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**633**	154	212	122	145	366	267	364	259	80	75	147	169	124	515	81	527
Weighted Base	**643**	157*	229	128*	128*	387	256	446	194	76*	65*	145*	189	136*	536	76*	545
Effective Base	**399**	91	135	81	96	226	176	247	165	55	42	93	112	78	324	55	330
I've used them to send a letter, packet or parcel	**38**	15	3	15	5	18	20	31	7	1	3	7	11	13	34	1	34
	6%	**9%b**	*1%*	**12%b**	*4%*	*5%*	*8%*	*7%*	*4%*	*2%*	*4%*	*5%*	*6%*	*9%*	*6%*	*2%*	*6%*
They've delivered a letter, packet or parcel	**170**	44	53	42	31	97	73	120	49	11	12	46	45	49	152	11	156
	26%	*28%*	*23%*	*33%*	*24%*	*25%*	*28%*	*27%*	*25%*	*15%*	*18%*	**32%i**	*24%*	**36%ij**	**28%i**	*15%*	**29%o**
Not used	**461**	108	175	83	95	283	178	317	143	63	53	99	138	86	376	63	381
	72%	*69%*	*76%*	*65%*	*74%*	*73%*	*69%*	*71%*	*74%*	**83%kmn**	*80%*	*68%*	*73%*	*63%*	*70%*	**83%p**	*70%*
NET Any usage	**187**	52	55	47	33	107	80	134	52	13	14	47	51	54	165	13	169
	29%	*33%*	*24%*	**37%b**	*26%*	*28%*	*31%*	*30%*	*27%*	*17%*	*21%*	**32%i**	*27%*	**39%ij**	**31%i**	*17%*	**31%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**633**	447	186	77	386	108	98	41	56	34	51	38	44	45	48	31	39	9	99
Weighted Base	**643**	546	97*	27**	558	48*	26*	11**	44*	61*	69*	49*	60*	65*	90*	66**	54*	3**	46*
Effective Base	**399**	329	72	24	319	51	52	28	51	31	43	34	34	40	43	28	36	5	48
I've used them to send a letter, packet or parcel	**38**	32	5	2	36	1	1	*	4	2	6	2	5	4	9	3	1	-	1
	6%	*6%*	*6%*	*8%*	*6%*	*1%*	*2%*	*4%*	*9%*	*3%*	*9%*	*4%*	*8%*	*7%*	*10%*	*5%*	*2%*	-	*1%*
They've delivered a letter, packet or parcel	**170**	142	28	7	150	12	6	3	9	20	17	14	15	13	25	18	18	-	12
	26%	*26%*	*29%*	*27%*	*27%*	*25%*	*22%*	*24%*	*21%*	*33%*	*25%*	*28%*	*25%*	*20%*	*28%*	*28%*	*34%*	-	*26%*
Not used	**461**	396	65	18	396	36	20	8	32	39	47	36	43	51	62	50	36	3	34
	72%	*72%*	*67%*	*65%*	*71%*	*76%*	*78%*	*73%*	*73%*	*64%*	*67%*	*75%*	*72%*	*78%*	*68%*	*76%*	*67%*	*100%*	*74%*
NET Any usage	**187**	155	32	9	166	12	6	3	12	22	22	14	17	14	29	18	18	-	12
	29%	*28%*	*33%*	*35%*	*30%*	*25%*	*22%*	*27%*	*27%*	*36%*	*33%*	*28%*	*28%*	*22%*	*32%*	*28%*	*34%*	-	*26%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**633**	234	262	76	42	17	496	59	252	253	80	29	14	505	43
Weighted Base	**643**	227	267	85*	48**	14**	495	62*	247	260	83*	39**	11**	508	50**
Effective Base	**399**	145	166	49	28	12	310	39	158	157	53	22	8	315	29
I've used them to send a letter, packet or parcel	**38**	17	17	3	1	-	33	1	18	14	2	3	-	32	3
	6%	*7%*	*6%*	*4%*	*2%*	-	*7%*	*2%*	*7%*	*5%*	*3%*	*7%*	-	*6%*	*5%*
They've delivered a letter, packet or parcel	**170**	53	84	14	15	4	137	19	64	76	18	10	3	139	13
	26%	*23%*	**32%c**	*17%*	*31%*	*25%*	*28%*	*30%*	*26%*	*29%*	*22%*	*25%*	*28%*	*27%*	*26%*
Not used	**461**	168	180	69	32	11	348	42	178	181	64	28	8	359	36
	72%	*74%*	*67%*	*82%*	*66%*	*75%*	*70%*	*68%*	*72%*	*69%*	*77%*	*74%*	*72%*	*71%*	*73%*
NET Any usage	**187**	61	91	16	16	4	152	20	71	82	19	11	3	153	14
	29%	*27%*	**34%c**	*18%*	*34%*	*25%*	*31%*	*32%*	*29%*	*31%*	*23%*	*29%*	*28%*	*30%*	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DX

Base : Aware of DX

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**633**	37	589	7	179	430	24	625	3	3	-	631	2
Weighted Base	**643**	28**	607	8**	167	456	20**	636	3**	3**	-**	641	2**
Effective Base	**399**	20	374	5	103	282	14	394	2	2	-	398	1
I've used them to send a letter, packet or parcel	**38**	5	33	-	8	28	1	36	-	-	-	36	1
	6%	*17%*	*5%*	-	*5%*	*6%*	*7%*	*6%*	-	-	-	*6%*	*90%*
They've delivered a letter, packet or parcel	**170**	13	155	3	50	116	4	168	1	1	-	170	-
	26%	*45%*	*25%*	*33%*	*30%*	*26%*	*21%*	*26%*	*20%*	*48%*	-	*27%*	-
Not used	**461**	11	445	5	117	329	14	457	3	1	-	461	*
	72%	*38%*	*73%*	*67%*	*70%*	*72%*	*72%*	*72%*	*80%*	*52%*	-	*72%*	*10%*
NET Any usage	**187**	18	167	3	51	130	6	184	1	1	-	185	1
	29%	*62%*	*27%*	*33%*	*31%*	*29%*	*28%*	*29%*	*20%*	*48%*	-	*29%*	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
DX

Base : Aware of DX

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**633**	156	153	155	169	50	48	58	55	43	55	47	56	52	61	58	50
Weighted Base	**643**	153	169	163*	159*	51*	42*	59*	57*	51*	61*	36**	72*	55*	61*	58*	40**
Effective Base	**399**	101	116	92	93	32	32	38	40	33	43	25	37	31	38	32	24
I've used them to send a letter, packet or parcel	**38**	6	9	14	9	*	2	4	2	2	5	-	7	7	3	1	5
	6%	*4%*	*5%*	*8%*	*6%*	*	*5%*	*6%*	*3%*	*4%*	*8%*	-	*10%*	*12%*	*6%*	*1%*	*13%*
They've delivered a letter, packet or parcel	**170**	32	43	48	47	14	4	15	18	9	16	10	20	18	16	22	9
	26%	*21%*	*26%*	*29%*	*30%*	*27%*	*8%*	*25%*	**32%f**	*17%*	**27%f**	*27%*	**28%f**	**32%f**	*26%*	**38%f**	*22%*
Not used	**461**	123	124	107	107	40	39	44	40	41	43	26	47	34	45	36	27
	72%	**81%cd**	*73%*	*66%*	*68%*	*77%*	**92%hjlmo**	*75%*	*71%*	*81%*	*70%*	*73%*	*65%*	*62%*	*73%*	*62%*	*68%*
NET Any usage	**187**	32	48	56	51	14	4	15	18	10	19	10	25	21	16	22	13
	29%	*21%*	*28%*	**34%a**	*32%*	*27%*	*8%*	*25%*	**32%f**	*20%*	**32%f**	*27%*	**35%f**	**38%f**	*27%*	**38%f**	*32%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3768**	-	3768	1775	1984	311	408	679	561	799	599	401	719	1240	1799	1000	3397	329	3768
Weighted Base	**3672**	-**	3672	1719	1949	301	398	680	573	742	550	424	698	1253	1715	974	3151	468	3768
Effective Base	**2210**	-	2210	1091	1120	199	256	453	325	448	272	277	454	772	984	539	1924	259	3768
I've used them to send a letter, packet or parcel	**239**	-	239	114	124	18	31	66	48	37	21	17	50	114	75	38	166	68	246
	7%	-	*7%*	*7%*	*6%*	*6%*	**8%j**	**10%ijk**	**8%jk**	*5%*	*4%*	*4%*	**7%no**	**9%no**	*4%*	*4%*	*5%*	**15%p**	*7%*
They've delivered a letter, packet or parcel	**2174**	-	2174	1034	1136	167	236	425	344	435	312	252	403	768	998	563	1884	257	2373
	59%	-	*59%*	*60%*	*58%*	*55%*	*59%*	*62%*	*60%*	*59%*	*57%*	*59%*	*58%*	*61%*	*58%*	*58%*	*60%*	*55%*	*63%*
Not used	**1451**	-	1451	658	793	129	154	250	216	299	234	168	283	466	701	402	1245	191	1359
	40%	-	*40%*	*38%*	*41%*	*43%*	*39%*	*37%*	*38%*	*40%*	*43%*	*40%*	*41%*	*37%*	*41%*	*41%*	*40%*	*41%*	*36%*
NET Any usage	**2248**	-	2248	1068	1176	174	247	439	360	448	320	257	421	799	1025	577	1925	286	2446
	61%	-	*61%*	*62%*	*60%*	*58%*	*62%*	*65%*	*63%*	*60%*	*58%*	*61%*	*60%*	*64%*	*60%*	*59%*	*61%*	*61%*	*65%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	3768	911	1212	717	928	2123	1645	1782	1938	475	527	996	918	519	2960	482	3047
Weighted Base	3672	821	1301	727	824	2122	1550	2103	1539	428	493	988	895	559	2935	431	3010
Effective Base	2210	462	747	433	585	1209	1010	1131	1099	288	290	581	548	314	1731	291	1779
I've used them to send a letter, packet or parcel	239	53	68	52	65	121	118	155	82	23	28	59	71	38	197	23	202
	7%	*6%*	*5%*	*7%*	**8%b**	*6%*	*8%*	**7%h**	*5%*	*5%*	*6%*	*6%*	*8%*	*7%*	*7%*	*5%*	*7%*
They've delivered a letter, packet or parcel	2174	513	796	391	474	1308	865	1233	925	225	296	579	555	355	1785	228	1833
	59%	**62%c**	**61%c**	*54%*	*58%*	**62%f**	*56%*	*59%*	*60%*	*53%*	*60%*	*59%*	**62%l**	**64%l**	**61%l**	*53%*	**61%o**
Not used	1451	288	497	324	343	784	667	840	598	195	195	406	321	193	1116	195	1141
	40%	*35%*	*38%*	**45%ab**	**42%a**	*37%*	**43%e**	*40%*	*39%*	**45%lmn**	*40%*	*41%*	*36%*	*35%*	*38%*	**45%p**	*38%*
NET Any usage	2248	540	810	408	491	1350	898	1280	951	234	303	591	578	371	1843	237	1894
	61%	**66%cd**	**62%c**	*56%*	*60%*	**64%f**	*58%*	*61%*	*62%*	*55%*	*62%*	*60%*	**65%l**	**66%l**	**63%l**	*55%*	**63%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3768	2596	1172	486	2026	726	624	392	202	223	228	215	221	247	190	254	246	129	597
Weighted Base	3672	3083	588	185	3058	314	196	104	155	396	320	273	307	378	358	516	355	45*	269
Effective Base	2210	1832	380	151	1664	310	335	229	184	199	193	187	175	208	162	230	211	60	254
I've used them to send a letter, packet or parcel	239	209	30	12	201	16	14	7	12	32	7	13	34	15	35	38	13	2	14
	7%	7%	5%	6%	7%	5%	7%	7%	8%jp	8%j	2%	5%	11%jkmpr	4%	10%jmp	7%j	4%	4%	5%
They've delivered a letter, packet or parcel	2174	1801	373	128	1774	197	138	64	96	210	165	170	176	219	206	315	217	23	174
	59%	58%	63%	69%a	58%	63%	70%deg	62%	62%j	53%	51%	62%j	57%	58%	57%	61%j	61%	51%	65%ijq
Not used	1451	1244	208	53	1240	114	58	40	60	172	156	102	120	158	144	192	136	22	92
	40%	40%c	35%	29%	41%f	36%	29%	39%f	38%	44%r	49%hkopr	37%	39%	42%	40%	37%	38%	49%r	34%
NET Any usage	2248	1861	387	134	1840	201	141	66	98	226	167	173	189	223	215	329	220	23	178
	61%	60%	66%a	73%a	60%	64%	72%deg	63%	63%j	57%	52%	64%j	61%	59%	60%	64%j	62%j	52%	66%ijq

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3768**	1506	1475	400	272	96	2981	368	1576	1468	465	168	69	3044	237
Weighted Base	**3672**	1462	1428	406	264	94*	2890	359	1494	1441	470	183	62*	2935	245
Effective Base	**2210**	869	864	247	166	52	1733	217	896	853	291	112	44	1748	156
I've used them to send a letter, packet or parcel	**239**	102	93	20	20	4	195	24	115	88	27	4	2	204	6
	7%	*7%*	*7%*	*5%*	*7%*	*5%*	*7%*	*7%*	***8%kn***	*6%*	*6%*	*2%*	*3%*	***7%n***	*2%*
They've delivered a letter, packet or parcel	**2174**	846	873	235	156	53	1719	208	890	870	260	113	30	1760	143
	59%	*58%*	*61%*	*58%*	*59%*	*56%*	*59%*	*58%*	*60%*	*60%*	*55%*	*61%*	*48%*	*60%*	*58%*
Not used	**1451**	592	539	170	102	42	1131	144	584	552	204	70	32	1135	102
	40%	*41%*	*38%*	*42%*	*39%*	*44%*	*39%*	*40%*	*39%*	*38%*	*43%*	*38%*	*52%*	*39%*	*42%*
NET Any usage	**2248**	882	903	238	162	53	1784	215	923	900	268	115	30	1824	145
	61%	*60%*	*63%*	*59%*	*61%*	*56%*	*62%*	*60%*	*62%*	*62%*	*57%*	*63%*	*48%*	*62%*	*59%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Yodel

Base : Aware of Yodel

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3768**	228	3481	59	1186	2396	186	3736	9	15	2	3760	6
Weighted Base	**3672**	171	3451	50*	1034	2461	177	3647	5**	13**	1**	3666	5**
Effective Base	**2210**	120	2060	32	681	1435	101	2192	4	11	1	2205	4
I've used them to send a letter, packet or parcel	**239**	17	217	5	56	162	20	236	*	2	-	238	*
	7%	*10%*	*6%*	*10%*	*5%*	*7%*	**12%d**	*6%*	*2%*	*17%*	-	*7%*	*5%*
They've delivered a letter, packet or parcel	**2174**	118	2028	28	635	1432	106	2165	1	4	1	2171	2
	59%	**69%b**	*59%*	*56%*	*61%*	*58%*	*60%*	*59%*	*18%*	*34%*	*100%*	*59%*	*33%*
Not used	**1451**	46	1386	19	383	1002	66	1436	4	7	-	1448	3
	40%	*27%*	**40%a**	*38%*	*37%*	*41%*	*38%*	*39%*	*82%*	*56%*	-	*40%*	*65%*
NET Any usage	**2248**	125	2092	32	657	1480	111	2238	1	6	1	2245	2
	61%	**73%b**	*61%*	*63%*	*64%*	*60%*	*63%*	*61%*	*18%*	*51%*	*100%*	*61%*	*37%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 273

QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Yodel

Base : Aware of Yodel

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3768**	969	913	924	962	331	326	312	313	292	308	314	303	307	337	325	300
Weighted Base	**3672**	962	900	898	912	323	340	299	288	291	321	291	308	299	336	296	281
Effective Base	**2210**	617	624	477	515	199	218	202	199	199	226	149	169	160	186	177	153
I've used them to send a letter, packet or parcel	**239**	76	69	48	46	27	29	21	24	25	20	9	23	16	19	18	9
	7%	*8%*	*8%*	*5%*	*5%*	**8%kp**	**9%kp**	*7%*	**8%kp**	**8%kp**	*6%*	*3%*	*7%*	*5%*	*6%*	*6%*	*3%*
They've delivered a letter, packet or parcel	**2174**	547	495	563	568	183	186	178	152	161	182	191	179	193	218	180	170
	59%	*57%*	*55%*	**63%b**	**62%b**	*57%*	*55%*	*60%*	*53%*	*55%*	*57%*	**66%fh**	*58%*	**65%h**	**65%fh**	*61%*	*61%*
Not used	**1451**	405	399	317	330	134	154	117	136	127	137	99	114	104	109	112	109
	40%	**42%cd**	**44%cd**	*35%*	*36%*	*41%*	**45%kmn**	*39%*	**47%kmn**	**43%n**	**43%n**	*34%*	*37%*	*35%*	*32%*	*38%*	*39%*
NET Any usage	**2248**	573	512	581	582	194	196	183	157	166	190	192	194	195	227	183	172
	61%	*60%*	*57%*	**65%b**	**64%b**	*60%*	*58%*	*61%*	*54%*	*57%*	*59%*	**66%h**	*63%*	**65%h**	**68%fhi**	*62%*	*61%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2349**	-	2349	1144	1197	227	264	434	354	474	348	240	491	788	1062	588	2084	240	2349
Weighted Base	**2449**	-**	2449	1172	1272	239	265	461	391	470	348	273	503	852	1091	621	2059	358	2349
Effective Base	**1476**	-	1476	749	728	164	172	300	217	282	177	175	335	514	628	347	1271	192	2349
I've used them to send a letter, packet or parcel	**216**	-	216	114	102	29	38	53	37	23	18	19	67	90	59	37	164	48	211
	9%	-	*9%*	*10%*	*8%*	**12%ij**	**15%ijk**	**12%ij**	**9%i**	*5%*	*5%*	*7%*	**13%no**	**11%no**	*5%*	*6%*	*8%*	**13%p**	*9%*
They've delivered a letter, packet or parcel	**1890**	-	1890	887	998	173	214	355	308	347	268	222	388	663	837	490	1593	273	1806
	77%	-	*77%*	*76%*	*78%*	*73%*	*81%*	*77%*	*79%*	*74%*	*77%*	*81%*	*77%*	*78%*	*77%*	*79%*	*77%*	*76%*	*77%*
Not used	**502**	-	502	248	254	62	40	90	74	113	74	48	102	164	235	123	418	78	507
	21%	-	*21%*	*21%*	*20%*	**26%f**	*15%*	*20%*	*19%*	**24%f**	*21%*	*18%*	*20%*	*19%*	*22%*	*20%*	*20%*	*22%*	*22%*
NET Any usage	**1970**	-	1970	931	1034	181	228	379	320	358	276	225	410	699	859	501	1658	287	1871
	80%	-	*80%*	*79%*	*81%*	*76%*	**86%gi**	*82%*	*82%*	*76%*	*79%*	*82%*	*81%*	*82%*	*79%*	*81%*	*81%*	*80%*	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2349**	560	744	437	608	1304	1045	1086	1230	281	336	631	572	335	1874	285	1920
Weighted Base	**2449**	561	853	468	567	1414	1035	1387	1043	257	351	657	627	371	2006	259	2046
Effective Base	**1476**	308	491	287	403	799	686	733	767	177	216	395	373	206	1188	178	1212
I've used them to send a letter, packet or parcel	**216**	52	53	61	50	105	111	135	79	18	37	56	64	23	181	21	181
	9%	*9%*	*6%*	**13%b**	*9%*	*7%*	**11%e**	*10%*	*8%*	*7%*	*11%*	*9%*	*10%*	*6%*	*9%*	*8%*	*9%*
They've delivered a letter, packet or parcel	**1890**	445	686	338	420	1131	758	1075	803	194	258	516	480	297	1551	194	1588
	77%	**79%c**	**80%cd**	*72%*	*74%*	**80%f**	*73%*	*77%*	*77%*	*76%*	*74%*	*79%*	*77%*	*80%*	*77%*	*75%*	*78%*
Not used	**502**	109	157	107	129	266	236	277	221	59	87	123	122	75	407	59	410
	21%	*19%*	*18%*	*23%*	*23%*	*19%*	*23%*	*20%*	*21%*	*23%*	*25%*	*19%*	*19%*	*20%*	*20%*	*23%*	*20%*
NET Any usage	**1970**	461	703	364	442	1164	805	1125	830	199	270	541	508	302	1620	201	1658
	80%	*82%*	*82%*	*78%*	*78%*	**82%f**	*78%*	*81%*	*80%*	*77%*	*77%*	*82%*	*81%*	*81%*	*81%*	*78%*	*81%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2349**	1751	598	239	1398	401	327	223	126	166	142	154	157	161	152	181	159	67	334
Weighted Base	**2449**	2099	349	113*	2089	188	116	56	96	289	195	188	217	243	280	355	225	24*	164
Effective Base	**1476**	1255	221	85	1150	207	174	155	117	149	124	133	120	135	131	162	137	35	174
I've used them to send a letter, packet or parcel	**216**	196	21	9	185	16	11	5	10	26	12	11	31	20	35	29	10	3	13
	9%	*9%*	*6%*	*8%*	*9%*	*8%*	*9%*	*9%*	**11%p**	*9%*	*6%*	*6%*	**14%jkp**	*8%*	**13%p**	*8%*	*5%*	*12%*	*8%*
They've delivered a letter, packet or parcel	**1890**	1613	276	87	1616	149	78	47	79	206	138	142	167	201	205	287	190	16	132
	77%	*77%*	*79%*	*77%*	**77%f**	**79%f**	*67%*	**83%f**	**82%jl**	*71%*	*71%*	*76%*	*77%*	**83%jl**	*73%*	**81%jl**	**84%jlnq**	*68%*	**81%**
Not used	**502**	435	67	23	419	35	38	10	15	68	57	42	42	40	58	64	33	7	28
	21%	*21%*	*19%*	*21%*	*20%*	*18%*	**33%deg**	*18%*	*16%*	*23%*	**29%hmopr**	*22%*	*19%*	*16%*	*21%*	*18%*	*15%*	*28%*	*17%*
NET Any usage	**1970**	1685	284	90	1688	154	80	48	82	225	140	148	179	203	223	295	193	17	137
	80%	*80%*	*81%*	*79%*	**81%f**	**82%f**	*69%*	**85%f**	**85%j**	*78%*	*72%*	*79%*	**83%j**	**84%j**	*80%*	**83%j**	**86%j**	*73%*	**83%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2349**	952	893	265	165	61	1845	226	997	891	290	112	47	1888	159
Weighted Base	**2449**	971	953	281	167	65*	1923	232	1021	942	299	131*	45*	1964	176
Effective Base	**1476**	586	559	171	106	46	1144	152	613	549	199	78	32	1162	109
I've used them to send a letter, packet or parcel	**216**	76	97	25	13	5	173	18	77	95	22	19	3	172	22
	9%	*8%*	*10%*	*9%*	*8%*	*8%*	*9%*	*8%*	*8%*	*10%*	*7%*	**15%h**	*6%*	*9%*	*12%*
They've delivered a letter, packet or parcel	**1890**	750	745	209	128	50	1495	179	812	710	231	103	27	1522	130
	77%	*77%*	*78%*	*74%*	*77%*	*78%*	*78%*	*77%*	**79%l**	*75%*	*77%*	*78%*	*61%*	**77%l**	*74%*
Not used	**502**	208	187	57	34	12	394	46	196	209	58	20	15	406	35
	21%	*21%*	*20%*	*20%*	*20%*	*19%*	*21%*	*20%*	*19%*	*22%*	*20%*	*15%*	**34%hk**	*21%*	*20%*
NET Any usage	**1970**	775	776	225	134	53	1551	187	837	741	242	112	30	1578	142
	80%	*80%*	*81%*	*80%*	*80%*	*81%*	*81%*	*80%*	**82%l**	*79%*	*81%*	**85%l**	*67%*	*80%*	*81%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2349**	153	2164	32	781	1456	112	2329	4	15	-	2348	1
Weighted Base	**2449**	119*	2301	28**	748	1596	105*	2431	4**	13**	-**	2448	***
Effective Base	**1476**	82	1376	19	477	935	67	1463	2	11	-	1475	1
I've used them to send a letter, packet or parcel	**216**	13	202	2	67	132	17	211	4	2	-	216	-
	9%	*11%*	*9%*	*5%*	*9%*	*8%*	***16%e***	*9%*	*98%*	*12%*	-	*9%*	-
They've delivered a letter, packet or parcel	**1890**	94	1770	25	586	1232	71	1878	4	7	-	1889	*
	77%	*79%*	*77%*	*90%*	*78%*	*77%*	*68%*	*77%*	*100%*	*53%*	-	*77%*	*100%*
Not used	**502**	19	480	3	151	324	27	493	2	7	-	502	-
	21%	*16%*	*21%*	*9%*	*20%*	*20%*	*25%*	*20%*	*41%*	*53%*	-	*21%*	-
NET Any usage	**1970**	100	1845	26	606	1284	79	1958	4	7	-	1970	*
	80%	*84%*	*80%*	*91%*	*81%*	*80%*	*76%*	*81%*	*100%*	*53%*	-	*80%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2349**	619	609	552	569	209	209	201	210	191	208	190	173	189	197	196	176
Weighted Base	**2449**	651	606	615	577	216	229	206	195	192	220	220	196	200	211	176	189
Effective Base	**1476**	416	422	326	327	139	142	137	138	130	155	105	110	114	117	106	105
I've used them to send a letter, packet or parcel	**216**	74	57	42	44	33	15	26	18	14	24	6	18	17	24	7	13
	9%	**11%c**	*9%*	*7%*	*8%*	**15%fkc**	*7%*	**13%ko**	**9%k**	*7%*	**11%ko**	*3%*	*9%*	*9%*	**11%kc**	*4%*	*7%*
They've delivered a letter, packet or parcel	**1890**	465	472	498	454	157	158	151	141	162	169	183	157	158	165	138	151
	77%	*71%*	**78%a**	**81%a**	**79%a**	*73%*	*69%*	*73%*	*73%*	**85%efgh**	*77%*	**83%efh**	*80%*	*79%*	*78%*	*78%*	*80%*
Not used	**502**	168	135	100	100	54	67	47	55	31	49	33	32	35	32	35	33
	21%	**26%cd**	**22%c**	*16%*	*17%*	**25%n**	**29%iklmnp**	*23%*	**28%ikln**	*16%*	*22%*	*15%*	*16%*	*18%*	*15%*	*20%*	*18%*
NET Any usage	**1970**	492	486	515	477	165	167	160	146	165	175	187	165	164	180	141	156
	80%	*76%*	*80%*	**84%a**	**83%a**	*77%*	*73%*	*78%*	*75%*	**86%fh**	*80%*	**85%f**	**84%f**	*82%*	**85%f**	*80%*	*82%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**24**	-	24	7	17	1	1	4	4	4	6	4	2	8	14	10	19	4	24
Weighted Base	**23***	-**	23**	7**	16**	1**	***	4**	6**	3**	4**	6**	1**	9**	13**	10**	18**	5**	24*
Effective Base	**15**	-	15	5	10	1	1	3	3	2	3	4	1	5	9	7	11	4	24
I've used them to send a letter, packet or parcel	**10**	-	10	3	6	1	*	-	4	2	1	2	1	4	5	2	8	2	9
	42%	-	*42%*	*47%*	*39%*	*100%*	*100%*	-	*75%*	*83%*	*17%*	*28%*	*100%*	*45%*	*36%*	*23%*	*42%*	*40%*	*38%*
They've delivered a letter, packet or parcel	**16**	-	16	4	12	-	-	1	4	1	4	6	-	5	11	10	15	1	18
	72%	-	*72%*	*58%*	*77%*	-	-	*26%*	*76%*	*41%*	*100%*	*100%*	-	*56%*	*88%*	*100%*	*83%*	*25%*	*75%*
Not used	**5**	-	5	1	4	-	-	4	1	-	-	-	-	5	-	-	2	3	4
	22%	-	*22%*	*19%*	*23%*	-	-	*96%*	*24%*	-	-	-	-	*53%*	-	-	*12%*	*60%*	*17%*
NET Any usage	**19**	-	19	6	13	1	*	1	4	3	4	6	1	5	13	10	17	2	21
	82%	-	*82%*	*81%*	*83%*	*100%*	*100%*	*26%*	*76%*	*100%*	*100%*	*100%*	*100%*	*56%*	*100%*	*100%*	*93%*	*40%*	*88%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	24	6	8	2	8	14	10	7	17	4	1	8	9	-	18	4	19
Weighted Base	23*	3**	11**	2**	7**	14**	9**	8**	15**	4**	3**	5**	10**	-**	18**	4**	18**
Effective Base	15	4	6	1	6	8	7	4	12	3	1	4	7	-	11	3	11
I've used them to send a letter, packet or parcel	10 *42%*	1 *50%*	6 *53%*	2 *95%*	* *6%*	7 *53%*	2 *24%*	5 *61%*	5 *32%*	3 *68%*	3 *100%*	1 *12%*	2 *23%*	- -	6 *33%*	3 *68%*	6 *33%*
They've delivered a letter, packet or parcel	16 *72%*	2 *75%*	10 *85%*	2 *100%*	3 *41%*	12 *83%*	5 *53%*	3 *44%*	13 *86%*	4 *100%*	3 *100%*	4 *73%*	6 *56%*	- -	12 *68%*	4 *100%*	12 *68%*
Not used	5 *22%*	- -	- -	- -	5 *71%*	- -	5 *57%*	3 *36%*	2 *14%*	1 *20%*	- -	1 *27%*	3 *28%*	- -	4 *23%*	1 *20%*	4 *23%*
NET Any usage	19 *82%*	3 *100%*	11 *100%*	2 *100%*	3 *41%*	14 *100%*	5 *53%*	5 *64%*	14 *91%*	4 *100%*	3 *100%*	4 *73%*	7 *72%*	- -	14 *77%*	4 *100%*	14 *77%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 275

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**24**	12	12	1	14	3	4	3	-	1	3	2	-	2	3	-	3	2	1
Weighted Base	**23***	14**	9**	***	20**	***	1**	1**	-**	2**	3**	3**	-**	2**	5**	-**	5**	***	***
Effective Base	**15**	9	6	1	12	3	3	2	-	1	3	2	-	2	2	-	3	2	1
I've used them to send a letter, packet or parcel	**10**	6	3	-	8	-	1	1	-	2	2	-	-	-	5	-	-	-	-
	42%	*43%*	*39%*	-	*40%*	-	*52%*	*86%*	-	*100%*	*47%*	-	-	-	*100%*	-	-	-	-
They've delivered a letter, packet or parcel	**16**	9	7	*	14	*	1	1	-	2	2	-	-	1	4	-	5	*	*
	72%	*65%*	*81%*	*100%*	*69%*	*100%*	*100%*	*88%*	-	*100%*	*53%*	-	-	*44%*	*86%*	-	*100%*	*100%*	*100%*
Not used	**5**	5	-	-	5	-	-	-	-	-	1	3	-	1	-	-	-	-	-
	22%	*35%*	-	-	*24%*	-	-	-	-	-	*25%*	*100%*	-	*56%*	-	-	-	-	-
NET Any usage	**19**	10	9	*	16	*	1	1	-	2	3	-	-	1	5	-	5	*	*
	82%	*70%*	*100%*	*100%*	*80%*	*100%*	*100%*	*100%*	-	*100%*	*100%*	-	-	*44%*	*100%*	-	*100%*	*100%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**24**	11	6	1	6	-	17	6	7	9	4	3	1	16	4
Weighted Base	**23***	11**	6**	1**	4**	-**	18**	4**	8**	10**	3**	2**	***	18**	2**
Effective Base	**15**	7	4	1	4	-	11	4	4	7	2	3	1	10	3
I've used them to send a letter, packet or parcel	**10**	6	1	-	3	-	7	3	5	3	-	1	-	8	1
	42%	*52%*	*14%*	-	*64%*	-	*38%*	*64%*	*68%*	*33%*	-	*52%*	-	*48%*	*50%*
They've delivered a letter, packet or parcel	**16**	8	5	1	2	-	13	2	8	5	2	2	*	13	2
	72%	*74%*	*76%*	*100%*	*53%*	-	*75%*	*53%*	*98%*	*55%*	*58%*	*68%*	*100%*	*74%*	*70%*
Not used	**5**	2	2	-	1	-	4	1	1	3	1	-	-	4	-
	22%	*19%*	*24%*	-	*31%*	-	*21%*	*31%*	*11%*	*29%*	*42%*	-	-	*21%*	-
NET Any usage	**19**	10	5	1	3	-	15	3	8	7	2	2	*	15	2
	82%	*89%*	*76%*	*100%*	*69%*	-	*84%*	*69%*	*100%*	*71%*	*58%*	*100%*	*100%*	*84%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Other

Base : Aware of Other

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**24**	5	19	-	11	13	-	22	-	2	-	24	-
Weighted Base	**23***	3**	20**	-**	12**	11**	-**	21**	-**	2**	-**	23**	-**
Effective Base	**15**	3	12	-	7	8	-	13	-	2	-	15	-
I've used them to send a letter, packet or parcel	**10**	1	8	-	8	2	-	10	-	-	-	10	-
	42%	*38%*	*42%*	-	*63%*	*18%*	-	*46%*	-	-	-	*42%*	-
They've delivered a letter, packet or parcel	**16**	3	13	-	9	8	-	16	-	1	-	16	-
	72%	*96%*	*67%*	-	*75%*	*68%*	-	*75%*	-	*38%*	-	*72%*	-
Not used	**5**	-	5	-	2	3	-	3	-	2	-	5	-
	22%	-	*25%*	-	*18%*	*25%*	-	*14%*	-	*100%*	-	*22%*	-
NET Any usage	**19**	3	16	-	11	8	-	18	-	1	-	19	-
	82%	*100%*	*79%*	-	*89%*	*75%*	-	*86%*	-	*38%*	-	*82%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you?
Other

Base : Aware of Other

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**24**	7	4	5	8	2	4	1	2	-	2	1	3	1	1	5	2
Weighted Base	**23***	6**	3**	5**	9**	2**	3**	1**	1**	-**	2**	2**	3**	***	2**	7**	1**
Effective Base	**15**	4	3	4	5	1	2	1	1	-	2	1	2	1	1	3	1
I've used them to send a letter, packet or parcel	**10**	*	2	2	5	-	*	-	1	-	1	2	*	-	-	5	-
	42%	*3%*	*60%*	*42%*	*59%*	-	*5%*	-	*100%*	-	*35%*	*100%*	*14%*	-	-	*79%*	-
They've delivered a letter, packet or parcel	**16**	4	1	3	8	*	3	1	1	-	-	-	3	*	2	6	1
	72%	*74%*	*35%*	*67%*	*85%*	*9%*	*100%*	*100%*	*91%*	-	-	-	*100%*	*100%*	*100%*	*81%*	*100%*
Not used	**5**	2	1	-	1	2	1	-	-	-	1	-	-	-	-	1	-
	22%	*40%*	*40%*	-	*15%*	*91%*	*26%*	-	-	-	*65%*	-	-	-	-	*19%*	-
NET Any usage	**19**	4	2	5	8	*	3	1	1	-	1	2	3	*	2	6	1
	82%	*74%*	*60%*	*100%*	*85%*	*9%*	*100%*	*100%*	*100%*	-	*35%*	*100%*	*100%*	*100%*	*100%*	*81%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Royal Mail	**3936**	-	3936	1870	2059	480	500	755	566	720	510	404	980	1320	1634	914	3296	587	3947
	76%	-	*76%*	*75%*	**78%c**	*70%*	*70%*	**80%ef**	**77%ef**	**80%ef**	**80%ef**	**77%ef**	*70%*	**79%l**	**79%l**	**79%l**	*77%*	*76%*	*77%*
Citipost	**47**	-	47	28	18	9	14	11	7	4	2	-	23	18	6	2	29	15	34
	1%	-	*1%*	*1%*	*1%*	**1%k**	**2%ijk**	*1%*	*1%*	*	*	-	**2%no**	**1%no**	*	*	*1%*	**2%p**	*1%*
Collect + (Collect Plus)	**338**	-	338	141	196	57	43	90	54	43	28	22	100	144	92	50	271	62	360
	7%	-	*7%*	*6%*	**7%c**	**8%ijk**	*6%*	**10%fijk**	*7%*	*5%*	*4%*	*4%*	**7%no**	**9%no**	*4%*	*4%*	*6%*	*8%*	*7%*
DHL	**398**	-	398	249	149	52	85	108	71	42	15	25	137	179	82	40	262	125	359
	8%	-	*8%*	**10%d**	*6%*	**8%j**	**12%eijk**	**11%eijk**	**10%ijk**	*5%*	*2%*	*5%*	**10%no**	**11%no**	*4%*	*3%*	*6%*	**16%p**	*7%*
FedEx	**263**	-	263	171	92	52	62	67	42	21	9	8	114	109	38	17	169	91	231
	5%	-	*5%*	**7%d**	*3%*	**8%ijk**	**9%ijk**	**7%ijk**	**6%ijk**	*2%*	*1%*	*2%*	**8%no**	**6%no**	*2%*	*1%*	*4%*	**12%p**	*4%*
Hermes	**1016**	-	1016	434	582	165	145	199	157	154	109	87	309	357	350	195	821	184	1033
	20%	-	*20%*	*17%*	**22%c**	**24%ijk**	*20%*	*21%*	*21%*	*17%*	*17%*	*17%*	**22%no**	**21%no**	*17%*	*17%*	*19%*	**24%p**	*20%*
Interlink	**47**	-	47	30	17	7	15	13	6	1	2	4	21	20	7	6	32	16	39
	1%	-	*1%*	*1%*	*1%*	**1%l**	**2%lj**	**1%l**	*1%*	*	*	*1%*	**2%n**	**1%n**	*	*1%*	*1%*	**2%p**	*1%*
DPD	**335**	-	335	185	150	58	66	79	62	39	14	17	124	141	70	31	244	85	336
	7%	-	*7%*	*7%*	*6%*	**8%ijk**	**9%ijk**	**8%ijk**	**8%ijk**	*4%*	*2%*	*3%*	**9%no**	**8%no**	*3%*	*3%*	*6%*	**11%p**	*7%*
Parcelforce	**622**	-	622	341	281	44	74	124	117	133	69	61	118	241	263	130	499	116	658
	12%	-	*12%*	**14%d**	*11%*	*6%*	**10%e**	**13%e**	**16%efj**	**15%ef**	**11%e**	**12%e**	*8%*	**14%l**	**13%l**	*11%*	*12%*	**15%p**	*13%*
TNT Express	**81**	-	81	55	25	11	14	25	19	7	4	2	24	44	12	5	58	21	72
	2%	-	*2%*	**2%d**	*1%*	*2%*	*2%*	**3%ijk**	**3%ijk**	*1%*	*1%*	*	**2%no**	**3%no**	*1%*	*	*1%*	**3%p**	*1%*
TNT Post UK	**43**	-	43	33	10	5	10	12	13	1	2	-	14	25	3	2	28	14	35
	1%	-	*1%*	**1%d**	*	*1%*	**1%ik**	**1%ik**	**2%ik**	*	*	-	**1%no**	**1%no**	*	*	*1%*	**2%p**	*1%*
UPS	**219**	-	219	131	87	32	38	66	31	19	18	14	71	97	51	32	152	65	200
	4%	-	*4%*	**5%d**	*3%*	**5%l**	**5%l**	**7%ijk**	*4%*	*2%*	*3%*	*3%*	**5%no**	**6%no**	*2%*	*3%*	*4%*	**8%p**	*4%*
UK Mail (not to be confused with Royal Mail)	**123**	-	123	75	48	19	17	34	21	13	7	13	36	54	34	20	81	42	105
	2%	-	*2%*	**3%d**	*2%*	*3%*	*2%*	**4%lj**	*3%*	*1%*	*1%*	*2%*	*3%*	**3%n**	*2%*	*2%*	*2%*	**5%p**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
DX	**38**	-	38	28	10	3	10	11	11	-	1	2	13	22	3	3	22	15	33
	1%	-	*1%*	1%d	*	*	1%l	1%l	1%l	-	*	*	1%n	1%no	*	*	*1%*	2%p	*1%*
Yodel	**239**	-	239	114	124	18	31	66	48	37	21	17	50	114	75	38	166	68	246
	5%	-	*5%*	*5%*	*5%*	*3%*	*4%*	7%eijk	7%ejk	*4%*	*3%*	*3%*	*4%*	7%lno	*4%*	*3%*	*4%*	9%p	*5%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**216**	-	216	114	102	29	38	53	37	23	18	19	67	90	59	37	164	48	211
	4%	-	*4%*	*5%*	*4%*	*4%*	5%l	6%lj	5%l	*2%*	*3%*	*4%*	5%n	5%no	*3%*	*3%*	*4%*	6%p	*4%*
Other	**10**	-	10	3	6	1	*	-	4	2	1	2	1	4	5	2	8	2	9
	*	-	*	*	*	*	*	-	*1%*	*	*	*	*	*	*	*	*	*	*
None of the above	**867**	-	867	435	431	137	136	127	127	143	101	93	273	254	337	194	746	107	901
	17%	-	*17%*	*17%*	*16%*	20%g	19%g	*13%*	*17%*	*16%*	*16%*	*18%*	20%m	*15%*	*16%*	*17%*	*17%*	*14%*	*18%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1705**	-	1705	839	866	285	264	381	259	237	153	124	549	640	514	277	1307	369	1688
	33%	-	*33%*	*33%*	*33%*	42%ijk	37%ijk	40%ijk	35%ijk	*26%*	*24%*	*24%*	39%no	38%no	*25%*	*24%*	*30%*	48%p	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Royal Mail	**3936**	937	1366	812	822	2303	1633	2385	1517	431	517	1044	1006	613	3180	439	3254
	76%	*79%d*	*78%d*	*76%*	*72%*	*78%f*	*74%*	*77%*	*75%*	*72%*	*74%*	*76%*	*80%ij*	*81%ijk*	*78%i*	*72%*	*78%o*
Citipost	**47**	9	9	21	8	17	29	36	9	-	8	16	9	6	39	-	39
	1%	*1%*	*	*2%abd*	*1%*	*1%*	*1%e*	*1%h*	*	-	*1%i*	*1%i*	*1%*	*1%*	*1%i*	-	*1%o*
Collect + (Collect Plus)	**338**	80	103	89	65	184	154	217	119	36	47	90	90	59	285	36	290
	7%	*7%*	*6%*	*8%d*	*6%*	*6%*	*7%*	*7%*	*6%*	*6%*	*7%*	*7%*	*7%*	*8%*	*7%*	*6%*	*7%*
DHL	**398**	134	106	96	62	240	158	297	99	32	40	112	98	89	339	32	346
	8%	*11%bd*	*6%*	*9%bd*	*5%*	*8%*	*7%*	*10%h*	*5%*	*5%*	*6%*	*8%*	*8%*	*12%ijkln*	*8%i*	*5%*	*8%o*
FedEx	**263**	94	58	67	43	152	110	216	46	19	30	62	65	56	214	19	223
	5%	*8%bd*	*3%*	*6%bd*	*4%*	*5%*	*5%*	*7%h*	*2%*	*3%*	*4%*	*5%*	*5%*	*7%ik*	*5%*	*3%*	*5%*
Hermes	**1016**	245	330	231	210	575	441	659	350	114	127	270	262	160	819	118	844
	20%	*21%*	*19%*	*22%*	*18%*	*20%*	*20%*	*21%h*	*17%*	*19%*	*18%*	*20%*	*21%*	*21%*	*20%*	*19%*	*20%*
Interlink	**47**	17	12	13	5	29	18	36	11	3	3	16	16	6	41	3	41
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
DPD	**335**	94	97	82	62	191	144	232	98	29	34	92	87	64	277	30	285
	7%	*8%*	*6%*	*8%*	*5%*	*7%*	*7%*	*8%h*	*5%*	*5%*	*5%*	*7%*	*7%*	*8%ij*	*7%*	*5%*	*7%*
Parcelforce	**622**	204	174	129	115	377	245	419	193	45	64	157	183	125	529	45	547
	12%	*17%bcd*	*10%*	*12%*	*10%*	*13%*	*11%*	*14%h*	*10%*	*7%*	*9%*	*11%i*	*15%ij*	*16%ijkn*	*13%ij*	*7%*	*13%o*
TNT Express	**81**	34	18	18	11	53	28	66	15	3	7	20	27	17	71	3	71
	2%	*3%bd*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%h*	*1%*	*1%*	*1%*	*1%*	*2%i*	*2%i*	*2%*	*1%*	*2%*
TNT Post UK	**43**	17	9	11	5	26	16	37	5	3	1	12	14	11	38	3	38
	1%	*1%d*	*1%*	*1%*	*	*1%*	*1%*	*1%h*	*	*	*	*1%*	*1%*	*1%j*	*1%*	*	*1%*
UPS	**219**	64	68	58	28	132	87	161	57	12	21	61	71	41	194	12	198
	4%	*5%d*	*4%*	*5%d*	*2%*	*5%*	*4%*	*5%h*	*3%*	*2%*	*3%*	*4%i*	*6%ij*	*5%i*	*5%i*	*2%*	*5%o*
UK Mail (not to be confused with Royal Mail)	**123**	36	36	32	19	72	51	87	36	11	22	32	31	20	105	11	107
	2%	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
DX	**38**	15	3	15	5	18	20	31	7	1	3	7	11	13	34	1	34
	1%	**1%b**	*	**1%b**	*	*1%*	*1%*	**1%h**	*	*	*	*1%*	*1%*	**2%ik**	*1%*	*	*1%*
Yodel	**239**	53	68	52	65	121	118	155	82	23	28	59	71	38	197	23	202
	5%	*4%*	*4%*	*5%*	*6%*	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*	*4%*	*6%*	*5%*	*5%*	*4%*	*5%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**216**	52	53	61	50	105	111	135	79	18	37	56	64	23	181	21	181
	4%	*4%*	*3%*	**6%b**	*4%*	*4%*	**5%e**	*4%*	*4%*	*3%*	*5%*	*4%*	*5%*	*3%*	*4%*	*3%*	*4%*
Other	**10**	1	6	2	*	7	2	5	5	3	3	1	2	-	6	3	6
	*	*	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*
None of the above	**867**	160	291	160	256	451	416	456	397	148	114	237	180	84	615	149	628
	17%	*14%*	*17%*	*15%*	**22%abc**	*15%*	**19%e**	*15%*	**20%g**	**25%jklmn**	**16%m**	**17%m**	*14%*	*11%*	**15%m**	**24%p**	*15%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1705**	468	526	390	322	994	712	1145	550	157	222	460	446	295	1423	160	1455
	33%	**39%bd**	*30%*	**37%bd**	*28%*	*34%*	*32%*	**37%h**	*27%*	*26%*	*32%*	**34%l**	**35%l**	**39%ilj**	**35%l**	*26%*	**35%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Royal Mail	3936	3369	567	196	3288	339	197	112	160	434	311	277	347	367	482	571	340	62	276
	76%	76%	77%	81%	76%	77%	79%	77%	77%	77%	74%	74%	77%	77%	71%	81%jkn	77%	81%	76%
Citipost	47	42	5	2	46	1	-	-	4	6	6	6	10	1	9	4	1	-	1
	1%	1%	1%	1%	1%f	*	-	-	2%mpr	1%	1%	2%	2%mpr	*	1%	1%	*	-	*
Collect + (Collect Plus)	338	308	30	10	280	30	15	13	17	21	24	26	31	28	50	56	27	7	23
	7%	7%b	4%	4%	6%	7%	6%	9%	8%l	4%	6%	7%	7%	6%	7%	8%l	6%	8%	6%
DHL	398	357	41	18	345	28	17	8	20	57	25	26	32	31	79	46	29	5	23
	8%	8%	6%	7%	8%	6%	7%	5%	10%	10%	6%	7%	7%	7%	12%jmopr	7%	7%	7%	6%
FedEx	263	243	20	6	228	22	10	3	12	37	22	15	35	11	44	34	18	3	19
	5%	5%b	3%	3%	5%g	5%	4%	2%	6%m	7%m	5%	4%	8%m	2%	6%m	5%	4%	4%	5%
Hermes	1016	887	129	47	856	81	54	26	47	84	72	63	109	85	153	155	87	9	72
	20%	20%	18%	20%	20%	18%	22%	18%	22%klq	15%	17%	17%	24%ijkq	18%	23%iq	22%iq	20%	12%	20%
Interlink	47	42	6	*	43	2	2	*	1	-	3	3	9	3	13	10	1	-	2
	1%	1%	1%	*	1%	1%	1%	*	1%	-	1%	1%	2%i	1%	2%i	1%	*	-	1%
DPD	335	302	33	18	282	29	15	10	13	37	23	16	44	28	66	37	19	4	25
	7%	7%	5%	8%	7%	7%	6%	7%	6%	6%	5%	4%	10%kop	6%	10%kop	5%	4%	5%	7%
Parcelforce	622	538	84	38	506	67	28	22	29	62	30	25	56	50	87	104	64	10	56
	12%	12%	11%	16%	12%	15%d	11%	15%	14%jk	11%	7%	7%	12%jk	10%	13%jk	15%jk	15%jk	13%k	16%jk
TNT Express	81	70	10	9	72	6	3	*	6	15	7	5	15	1	11	5	8	*	5
	2%	2%	1%	4%a	2%	1%	1%	*	3%mo	3%m	2%	1%	3%mo	*	2%	1%	2%	*	1%
TNT Post UK	43	39	3	3	38	2	2	*	3	-	-	3	7	4	15	7	1	-	2
	1%	1%	*	1%	1%	1%	1%	*	1%lj	-	-	1%	1%l	1%	2%ijp	1%	*	-	1%
UPS	219	187	32	9	188	19	8	4	4	25	15	10	29	21	41	27	16	1	18
	4%	4%	4%	4%	4%	4%	3%	3%	2%	4%	4%	3%	6%hk	4%	6%h	4%	4%	2%	5%
UK Mail (not to be confused with Royal Mail)	123	107	16	7	115	4	4	1	6	14	8	5	23	7	20	25	7	*	3
	2%	2%	2%	3%	3%e	1%	1%	1%	3%	3%	2%	1%	5%kmpr	1%	3%	4%r	2%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 276

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
DX	38	32	5	2	36	1	1	*	4	2	6	2	5	4	9	3	1	-	1
	1%	1%	1%	1%	1%	*	*	*	2%lopr	*	1%	1%	1%	1%	1%	*	*	-	*
Yodel	239	209	30	12	201	16	14	7	12	32	7	13	34	15	35	38	13	2	14
	5%	5%	4%	5%	5%	4%	6%	5%	6%j	6%j	2%	4%	8%jkmp	3%	5%j	5%j	3%	2%	4%
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	216	196	21	9	185	16	11	5	10	26	12	11	31	20	35	29	10	3	13
	4%	4%	3%	4%	4%	4%	4%	4%	5%	5%	3%	3%	7%jkp	4%	5%	4%	2%	4%	4%
Other	10	6	3	-	8	-	1	1	-	2	2	-	-	-	5	-	-	-	-
	*	*	*	-	*	-	*	1%e	-	*	*	-	-	-	1%	-	-	-	-
None of the above	867	737	130	38	720	79	40	27	37	84	76	71	64	87	129	90	82	11	69
	17%	17%	18%	16%	17%	18%	16%	19%	18%	15%	18%	19%o	14%	18%	19%o	13%	19%o	14%	19%o
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	1705	1505	200	70	1450	130	80	45	75	167	135	108	169	136	279	252	127	18	113
	33%	34%b	27%	29%	34%	30%	32%	31%	36%q	30%	32%	29%	37%kmpq	29%	41%ijkmpqr	36%q	29%	23%	31%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Royal Mail	**3936**	1554	1570	467	255	76	3124	332	1607	1593	489	173	57	3200	230
	76%	**83%bcdeg**	**78%cdeg**	**67%e**	*66%*	*56%*	**80%cdeg**	*63%*	**82%ijkln**	**77%jkln**	*68%*	*63%*	*56%*	**80%jkln**	*61%*
Citipost	**47**	16	18	10	2	1	34	3	18	18	3	5	2	36	8
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*1%*	**2%j**
Collect + (Collect Plus)	**338**	129	142	30	28	8	270	36	155	126	33	17	6	280	23
	7%	*7%*	*7%*	*4%*	*7%*	*6%*	**7%c**	*7%*	**8%j**	*6%*	*5%*	*6%*	*5%*	*7%*	*6%*
DHL	**398**	151	135	55	52	3	286	54	157	160	56	20	6	317	25
	8%	*8%*	*7%*	*8%*	**13%abcef**	*2%*	*7%*	**10%be**	*8%*	*8%*	*8%*	*7%*	*6%*	*8%*	*7%*
FedEx	**263**	112	86	35	27	3	198	30	100	103	36	17	6	204	23
	5%	*6%*	*4%*	*5%*	*7%*	*2%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*6%*	*5%*	*6%*
Hermes	**1016**	369	419	113	92	20	788	112	404	415	115	55	25	819	79
	20%	*20%*	*21%*	*16%*	**24%c**	*15%*	*20%*	*22%*	**21%j**	*20%*	*16%*	*20%*	*24%*	**20%j**	*21%*
Interlink	**47**	20	17	6	3	2	37	5	17	23	2	4	2	40	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*
DPD	**335**	130	130	35	32	7	260	39	144	127	45	13	4	271	17
	7%	*7%*	*6%*	*5%*	*8%*	*5%*	*7%*	*7%*	*7%*	*6%*	*6%*	*5%*	*4%*	*7%*	*5%*
Parcelforce	**622**	290	221	59	43	7	511	50	276	256	61	24	5	532	29
	12%	**15%bceg**	*11%*	*9%*	*11%*	*5%*	**13%ce**	*10%*	**14%jln**	**12%jn**	*9%*	*9%*	*5%*	**13%jn**	*8%*
TNT Express	**81**	40	30	9	2	*	70	2	35	35	11	-	*	70	*
	2%	**2%g**	*1%*	*1%*	*	*	*2%*	*	**2%n**	**2%n**	*1%*	-	*	**2%n**	*
TNT Post UK	**43**	24	11	7	*	*	35	*	22	18	2	*	*	40	1
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*	*	*	*1%*	*
UPS	**219**	84	77	27	25	6	162	30	93	77	29	15	5	170	20
	4%	*4%*	*4%*	*4%*	*6%*	*4%*	*4%*	*6%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	*5%*
UK Mail (not to be confused with Royal Mail)	**123**	64	46	4	6	2	111	8	55	54	9	3	*	109	4
	2%	**3%c**	**2%c**	*1%*	*1%*	*1%*	**3%c**	*1%*	*3%*	*3%*	*1%*	*1%*	*	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
DX	**38**	17	17	3	1	-	33	1	18	14	2	3	-	32	3
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*
Yodel	**239**	102	93	20	20	4	195	24	115	88	27	4	2	204	6
	5%	**5%c**	*5%*	*3%*	*5%*	*3%*	*5%*	*5%*	**6%kn**	*4%*	*4%*	*1%*	*2%*	**5%kn**	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**216**	76	97	25	13	5	173	18	77	95	22	19	3	172	22
	4%	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*5%*	*3%*	**7%j**	*3%*	*4%*	*6%*
Other	**10**	6	1	-	3	-	7	3	5	3	-	1	-	8	1
	*	*	*	-	**1%b**	-	*	**1%b**	*	*	-	*	-	*	*
None of the above	**867**	232	327	159	85	48	559	132	267	315	175	65	31	582	96
	17%	*12%*	**16%a**	**23%abf**	**22%abf**	**35%abcdf**	*14%*	**25%abf**	*14%*	*15%*	**25%him**	**24%him**	**30%him**	*14%*	**25%him**
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1705**	612	701	193	159	33	1312	192	637	730	202	97	33	1366	130
	33%	*33%*	**35%c**	*28%*	**41%acef**	*25%*	**34%c**	**37%ce**	*32%*	**35%j**	*28%*	*35%*	*33%*	**34%j**	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Royal Mail	3936	183	3688	65	1048	2673	215	3894	18	19	1	3932	3
	76%	*70%*	*77%a*	*71%*	*73%*	*79%df*	*70%*	*77%h*	*33%*	*54%*	*37%*	*77%h*	*16%*
Citipost	47	9	37	-	18	24	5	42	2	-	-	44	3
	1%	*4%b*	*1%*	-	*1%*	*1%*	*2%*	*1%*	*3%*	-	-	*1%*	*13%*
Collect + (Collect Plus)	338	25	311	1	116	191	31	330	6	-	-	336	1
	7%	*10%c*	*6%*	*1%*	*8%e*	*6%*	*10%e*	*7%*	*11%*	-	-	*7%*	*7%*
DHL	398	28	355	16	100	263	35	386	8	4	-	398	*
	8%	*11%*	*7%*	*17%b*	*7%*	*8%*	*12%d*	*8%*	*14%*	*11%*	-	*8%*	*
FedEx	263	15	243	5	89	148	26	253	6	4	-	263	-
	5%	*6%*	*5%*	*5%*	*6%e*	*4%*	*8%e*	*5%*	*11%*	*10%*	-	*5%*	-
Hermes	1016	65	939	13	294	666	57	1003	8	3	*	1014	2
	20%	*25%*	*20%*	*14%*	*20%*	*20%*	*18%*	*20%*	*15%*	*8%*	*4%*	*20%*	*10%*
Interlink	47	6	42	-	13	27	7	44	2	-	-	46	1
	1%	*2%*	*1%*	-	*1%*	*1%*	*2%e*	*1%*	*3%*	-	-	*1%*	*7%*
DPD	335	19	308	8	94	209	33	331	3	*	-	334	2
	7%	*7%*	*6%*	*8%*	*7%*	*6%*	*11%e*	*7%*	*5%*	*	-	*7%*	*8%*
Parcelforce	622	37	576	10	190	394	38	617	3	2	*	622	*
	12%	*14%*	*12%*	*11%*	*13%*	*12%*	*12%*	*12%*	*5%*	*5%*	*4%*	*12%*	*1%*
TNT Express	81	6	74	1	22	55	4	79	2	-	-	81	-
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	-	-	*2%*	-
TNT Post UK	43	5	38	-	11	29	3	43	-	-	-	43	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
UPS	219	11	207	2	53	151	15	217	2	-	-	219	-
	4%	*4%*	*4%*	*2%*	*4%*	*4%*	*5%*	*4%*	*4%*	-	-	*4%*	-
UK Mail (not to be confused with Royal Mail)	123	11	110	2	37	81	5	122	2	-	-	123	-
	2%	*4%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
DX	**38**	5	33	-	8	28	1	36	-	-	-	36	1
	1%	*2%*	*1%*	-	*1%*	*1%*	*	*1%*	-	-	-	*1%*	*7%*
Yodel	**239**	17	217	5	56	162	20	236	*	2	-	238	*
	5%	*6%*	*5%*	*5%*	*4%*	*5%*	*7%*	*5%*	*	*6%*	-	*5%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**216**	13	202	2	67	132	17	211	4	2	-	216	-
	4%	*5%*	*4%*	*2%*	*5%*	*4%*	*5%*	*4%*	*7%*	*4%*	-	*4%*	-
Other	**10**	1	8	-	8	2	-	10	-	-	-	10	-
	*	*	*	-	1%e	*	-	*	-	-	-	*	-
None of the above	**867**	41	808	18	264	548	55	830	11	11	2	852	13
	17%	*16%*	*17%*	*19%*	*18%*	*16%*	*18%*	*16%*	*20%*	*32%*	*63%*	*17%*	*58%*
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1705**	111	1565	29	502	1077	126	1659	31	8	*	1697	8
	33%	43%b	*33%*	*31%*	*35%*	*32%*	41%e	*33%*	54%gk	*21%*	*4%*	*33%*	*37%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Royal Mail	3936	1074	1040	894	929	366	371	336	341	328	371	314	288	292	316	296	317
	76%	84%cd	81%cd	70%	72%	86%klmnop	82%klmnop	83%klmnop	80%lmop	81%lmnop	81%lmnop	75%l	66%	68%	73%	71%	71%
Citipost	47	10	22	11	4	-	4	6	4	9	9	2	3	7	1	1	3
	1%	1%	2%d	1%	*	-	1%	1%e	1%	2%eno	2%en	*	1%	2%e	*	*	1%
Collect + (Collect Plus)	338	91	72	75	100	29	34	28	31	13	27	26	31	18	38	24	37
	7%	7%	6%	6%	8%	7%	7%i	7%	7%i	3%	6%	6%	7%i	4%	9%im	6%	8%i
DHL	398	111	129	67	91	35	43	32	46	39	45	22	22	22	32	18	41
	8%	9%c	10%cd	5%	7%	8%	10%lo	8%	11%klmo	10%o	10%lmo	5%	5%	5%	7%	4%	9%o
FedEx	263	83	81	47	52	25	29	29	29	18	34	20	12	14	16	11	25
	5%	6%cd	6%cd	4%	4%	6%	6%o	7%lo	7%lo	5%	7%lmo	5%	3%	3%	4%	3%	6%
Hermes	1016	291	227	239	259	93	101	97	72	68	88	80	100	59	105	72	82
	20%	23%bc	18%	19%	20%	22%m	22%m	24%him	17%	17%	19%	19%	23%m	14%	24%him	17%	18%
Interlink	47	13	19	2	13	2	7	4	7	*	12	*	2	-	5	1	7
	1%	1%c	1%c	*	1%c	1%	2%m	1%	2%ikm	*	3%ikmo	*	1%	-	1%	*	2%
DPD	335	101	93	73	69	32	37	31	34	34	25	18	30	25	21	21	27
	7%	8%d	7%	6%	5%	8%	8%	8%	8%	8%	5%	4%	7%	6%	5%	5%	6%
Parcelforce	622	171	159	143	149	61	61	49	37	55	68	47	54	42	61	41	47
	12%	13%	12%	11%	12%	14%h	14%	12%	9%	14%	15%h	11%	12%	10%	14%h	10%	11%
TNT Express	81	30	28	11	11	11	11	8	9	8	11	3	5	3	-	8	3
	2%	2%cd	2%cd	1%	1%	3%n	2%n	2%n	2%n	2%n	2%n	1%	1%	1%	-	2%n	1%
TNT Post UK	43	13	17	8	4	3	6	4	5	2	10	*	4	3	*	4	*
	1%	1%	1%d	1%	*	1%	1%	1%	1%	1%	2%knp	*	1%	1%	*	1%	*
UPS	219	66	58	46	49	25	13	28	19	23	16	18	15	13	16	17	16
	4%	5%	4%	4%	4%	6%	3%	7%fm	4%	6%	4%	4%	3%	3%	4%	4%	4%
UK Mail (not to be confused with Royal Mail)	123	38	41	19	26	15	16	8	14	15	12	4	7	8	12	9	6
	2%	3%c	3%c	1%	2%	4%	3%	2%	3%	4%	3%	1%	2%	2%	3%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
DX	**38**	6	9	14	9	*	2	4	2	2	5	-	7	7	3	1	5
	1%	*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	-	**2%ek**	*2%*	*1%*	*	*1%*
Yodel	**239**	76	69	48	46	27	29	21	24	25	20	9	23	16	19	18	9
	5%	**6%cd**	*5%*	*4%*	*4%*	**6%kp**	**6%kp**	*5%*	**6%kp**	**6%kp**	*4%*	*2%*	*5%*	*4%*	*4%*	*4%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**216**	74	57	42	44	33	15	26	18	14	24	6	18	17	24	7	13
	4%	**6%cd**	*4%*	*3%*	*3%*	**8%fikop**	*3%*	**6%ko**	*4%*	*4%*	**5%ko**	*2%*	*4%*	*4%*	**6%ko**	*2%*	*3%*
Other	**10**	*	2	2	5	-	*	-	1	-	1	2	*	-	-	5	-
	*	*	*	*	*	-	*	-	*	-	*	*	*	-	-	*1%*	-
None of the above	**867**	145	177	288	258	37	54	53	55	59	63	77	113	98	81	89	87
	17%	*11%*	*14%*	**22%ab**	**20%ab**	*9%*	*12%*	*13%*	*13%*	**15%e**	*14%*	**18%e**	**26%efghijk**	**23%efghij**	**19%ef**	**21%efghij**	**20%efgh**
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	**1705**	450	424	398	433	158	154	138	138	128	158	134	141	123	156	128	149
	33%	*35%*	*33%*	*31%*	*34%*	**37%m**	*34%*	*34%*	*32%*	*32%*	*34%*	*32%*	*32%*	*29%*	*36%*	*31%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_D. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Royal Mail	**4028**	-	4028	1937	2082	494	528	760	557	737	521	428	1022	1317	1685	949	3404	566	4124
	78%	-	*78%*	*77%*	*79%*	*72%*	*74%*	**80%ef**	*76%*	**81%efh**	**82%efh**	**82%ef**	*73%*	**78%l**	**82%lm**	**82%l**	**79%q**	*73%*	*80%*
Citipost	**130**	-	130	86	44	22	20	25	24	22	8	9	42	48	39	17	102	27	117
	3%	-	*3%*	**3%d**	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*1%*	*2%*	**3%o**	*3%*	*2%*	*1%*	*2%*	*4%*	*2%*
Collect + (Collect Plus)	**445**	-	445	162	282	81	64	126	85	60	17	13	145	211	90	30	343	98	429
	9%	-	*9%*	*6%*	**11%c**	**12%ijk**	**9%jk**	**13%fijk**	**12%ijk**	**7%jk**	*3%*	*2%*	**10%no**	**13%no**	*4%*	*3%*	*8%*	**13%p**	*8%*
DHL	**2172**	-	2172	1095	1072	210	254	403	350	439	285	228	464	752	952	513	1837	310	2315
	42%	-	*42%*	*44%*	*41%*	*31%*	*36%*	**42%ef**	**48%ef**	**49%efg**	**45%ef**	**44%ef**	*33%*	**45%l**	**46%l**	**44%l**	*43%*	*40%*	*45%*
FedEx	**1373**	-	1373	759	609	204	173	266	211	244	146	125	378	477	515	271	1099	253	1420
	27%	-	*27%*	**30%d**	*23%*	**30%j**	*24%*	*28%*	*29%*	*27%*	*23%*	*24%*	*27%*	**28%o**	*25%*	*23%*	*26%*	**33%p**	*28%*
Hermes	**3320**	-	3320	1438	1878	339	385	593	482	651	481	384	725	1075	1516	865	2852	410	3492
	65%	-	*65%*	*57%*	**71%c**	*49%*	*54%*	**63%ef**	**66%ef**	**72%efgh**	**76%efgh**	**73%efgh**	*52%*	**64%l**	**74%lm**	**75%lm**	**66%q**	*53%*	*68%*
Interlink	**265**	-	265	169	96	12	40	56	53	52	27	25	52	109	104	52	219	46	283
	5%	-	*5%*	**7%d**	*4%*	*2%*	**6%e**	**6%e**	**7%e**	**6%e**	**4%e**	**5%e**	*4%*	**7%l**	*5%*	*4%*	*5%*	*6%*	*5%*
DPD	**2416**	-	2416	1159	1254	275	341	477	376	455	297	192	616	853	943	488	2024	356	2596
	47%	-	*47%*	*46%*	*48%*	*40%*	**48%ek**	**50%ek**	**51%ek**	**50%ek**	**47%k**	*37%*	*44%*	**51%lno**	*46%*	*42%*	*47%*	*46%*	*50%*
Parcelforce	**2100**	-	2100	1039	1059	147	196	372	351	488	320	223	343	723	1031	543	1786	278	2290
	41%	-	*41%*	*41%*	*40%*	*21%*	**28%e**	**39%ef**	**48%efg**	**54%efgk**	**50%efgk**	**43%ef**	*25%*	**43%l**	**50%lm**	**47%l**	**42%q**	*36%*	*44%*
TNT Express	**527**	-	527	293	234	27	48	131	111	115	48	47	75	242	210	95	408	104	518
	10%	-	*10%*	**12%d**	*9%*	*4%*	*7%*	**14%efjk**	**15%efjk**	**13%efj**	**8%e**	**9%e**	*5%*	**14%lno**	**10%l**	**8%l**	*9%*	**14%p**	*10%*
TNT Post UK	**206**	-	206	125	79	14	24	49	36	43	21	19	38	85	82	39	151	52	207
	4%	-	*4%*	**5%d**	*3%*	*2%*	*3%*	**5%e**	**5%e**	**5%e**	*3%*	*4%*	*3%*	**5%l**	*4%*	*3%*	*4%*	**7%p**	*4%*
UPS	**1247**	-	1247	660	586	138	159	259	212	235	142	101	297	471	478	242	998	221	1264
	24%	-	*24%*	**26%d**	*22%*	*20%*	*22%*	**27%ek**	**29%efjk**	**26%ek**	*22%*	*19%*	*21%*	**28%lno**	*23%*	*21%*	*23%*	**29%p**	*25%*
UK Mail (not to be confused with Royal Mail)	**536**	-	536	324	212	44	54	107	89	116	69	55	99	196	241	124	427	101	533
	10%	-	*10%*	**13%d**	*8%*	*6%*	*8%*	**11%ef**	**12%ef**	**13%ef**	**11%e**	**11%e**	*7%*	**12%l**	**12%l**	**11%l**	*10%*	**13%p**	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_D. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
DX	**170**	-	170	108	62	6	21	50	36	39	11	8	27	86	57	19	127	37	168
	3%	-	*3%*	**4%d**	*2%*	*1%*	**3%e**	**5%ejk**	**5%ejk**	**4%ejk**	*2%*	*1%*	*2%*	**5%lno**	*3%*	*2%*	*3%*	**5%p**	*3%*
Yodel	**2174**	-	2174	1034	1136	167	236	425	344	435	312	252	403	768	998	563	1884	257	2373
	42%	-	*42%*	*41%*	*43%*	*24%*	**33%e**	**45%ef**	**47%ef**	**48%ef**	**49%ef**	**48%ef**	*29%*	**46%l**	**48%l**	**49%l**	**44%q**	*33%*	*46%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1890**	-	1890	887	998	173	214	355	308	347	268	222	388	663	837	490	1593	273	1806
	37%	-	*37%*	*35%*	*38%*	*25%*	*30%*	**37%ef**	**42%ef**	**38%ef**	**42%ef**	**42%ef**	*28%*	**39%l**	**41%l**	**42%l**	*37%*	*35%*	*35%*
Other	**16**	-	16	4	12	-	-	1	4	1	4	6	-	5	11	10	15	1	18
	*	-	*	*	*	-	-	*	*1%*	*	*1%*	**1%efgi**	-	*	**1%l**	**1%l**	*	*	*
None of the above	**381**	-	381	192	189	79	85	78	42	52	28	17	164	120	97	45	314	64	342
	7%	-	*7%*	*8%*	*7%*	**12%hijk**	**12%ghijk**	**8%jk**	*6%*	*6%*	*4%*	*3%*	**12%mno**	**7%no**	*5%*	*4%*	*7%*	*8%*	*7%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4247**	-	4247	2028	2212	517	548	770	615	777	558	455	1065	1386	1790	1012	3547	634	4306
	83%	-	*83%*	*81%*	**84%c**	*75%*	*77%*	**81%e**	**84%ef**	**86%efg**	**88%efg**	**87%efg**	*76%*	**82%l**	**87%lm**	**88%lm**	*82%*	*82%*	*84%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

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QI2_NET_D. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Royal Mail	**4028**	914	1382	825	907	2297	1731	2373	1623	472	551	1070	983	592	3195	478	3271
	78%	*77%*	*79%*	*77%*	*79%*	*78%*	*78%*	*77%*	**81%g**	*79%*	*79%*	*78%*	*78%*	*78%*	*78%*	*78%*	*78%*
Citipost	**130**	40	37	28	25	76	53	89	37	4	15	54	27	23	118	4	118
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*2%*	**4%il**	*2%*	**3%i**	**3%i**	*1%*	**3%o**
Collect + (Collect Plus)	**445**	111	152	78	104	263	182	318	126	38	44	119	130	92	384	38	391
	9%	*9%*	*9%*	*7%*	*9%*	*9%*	*8%*	**10%h**	*6%*	*6%*	*6%*	*9%*	**10%ij**	**12%ij**	**9%ij**	*6%*	**9%o**
DHL	**2172**	606	767	396	403	1373	799	1327	826	190	232	592	596	402	1822	194	1870
	42%	**51%bcd**	**44%cd**	*37%*	*35%*	**47%f**	*36%*	*43%*	*41%*	*32%*	*33%*	**43%ij**	**47%ij**	**53%ijkln**	**45%ij**	*32%*	**45%o**
FedEx	**1373**	410	450	264	248	861	512	868	495	116	153	337	372	300	1161	116	1183
	27%	**35%bcd**	**26%d**	*25%*	*22%*	**29%f**	*23%*	**28%h**	*25%*	*19%*	*22%*	**25%i**	**29%ijk**	**40%ijkln**	**28%ijk**	*19%*	**28%o**
Hermes	**3320**	758	1178	676	708	1935	1384	1889	1406	350	446	926	801	505	2680	356	2744
	65%	*64%*	**67%d**	*63%*	*62%*	*66%*	*63%*	*61%*	**70%g**	*58%*	*64%*	**68%i**	*64%*	**67%i**	**66%i**	*58%*	**66%o**
Interlink	**265**	80	92	54	40	172	93	167	94	19	20	67	82	63	233	19	237
	5%	**7%d**	*5%*	*5%*	*3%*	**6%f**	*4%*	*5%*	*5%*	*3%*	*3%*	*5%*	**7%ij**	**8%ijkn**	**6%ij**	*3%*	**6%o**
DPD	**2416**	601	828	467	520	1429	987	1532	867	207	277	652	612	444	1986	211	2041
	47%	**51%cd**	*47%*	*44%*	*45%*	**49%f**	*45%*	**50%h**	*43%*	*35%*	*40%*	**48%ij**	**49%ij**	**59%ijkln**	**49%ij**	*35%*	**49%o**
Parcelforce	**2100**	549	734	383	434	1283	817	1244	832	204	252	564	543	382	1742	206	1779
	41%	**46%cd**	**42%c**	*36%*	*38%*	**44%f**	*37%*	*40%*	*41%*	*34%*	*36%*	**41%i**	**43%ij**	**51%ijkln**	**43%ij**	*34%*	**43%o**
TNT Express	**527**	147	197	91	92	344	183	347	174	41	53	141	148	121	463	41	467
	10%	**12%cd**	**11%d**	*9%*	*8%*	**12%f**	*8%*	**11%h**	*9%*	*7%*	*8%*	**10%i**	**12%ij**	**16%ijkln**	**11%ij**	*7%*	**11%o**
TNT Post UK	**206**	65	69	42	29	134	71	134	66	17	19	49	60	52	179	17	181
	4%	**5%d**	*4%*	*4%*	*3%*	*5%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*5%*	**7%ijkn**	*4%*	*3%*	*4%*
UPS	**1247**	359	425	217	246	784	464	784	452	107	124	329	319	274	1046	107	1064
	24%	**30%bcd**	*24%*	*20%*	*22%*	**27%f**	*21%*	*25%*	*22%*	*18%*	*18%*	**24%ij**	**25%ij**	**36%ijkln**	**26%ij**	*18%*	**25%o**
UK Mail (not to be confused with Royal Mail)	**536**	162	178	102	94	340	196	325	202	45	85	128	145	114	472	45	476
	10%	**14%bcd**	*10%*	*10%*	*8%*	**12%f**	*9%*	*11%*	*10%*	*7%*	**12%i**	*9%*	**12%i**	**15%ikn**	**12%i**	*7%*	**11%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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QI2_NET_D. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
DX	**170**	44	53	42	31	97	73	120	49	11	12	46	45	49	152	11	156
	3%	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*	**4%h**	*2%*	*2%*	*2%*	*3%*	*4%*	**7%ijkln**	**4%j**	*2%*	*4%*
Yodel	**2174**	513	796	391	474	1308	865	1233	925	225	296	579	555	355	1785	228	1833
	42%	**43%c**	**45%c**	*37%*	*41%*	**45%f**	*39%*	*40%*	**46%g**	*37%*	*42%*	*42%*	**44%i**	**47%i**	**44%i**	*37%*	**44%o**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1890**	445	686	338	420	1131	758	1075	803	194	258	516	480	297	1551	194	1588
	37%	**38%c**	**39%c**	*32%*	**37%c**	**39%f**	*34%*	*35%*	**40%g**	*32%*	*37%*	*38%*	*38%*	**39%i**	**38%i**	*32%*	**38%o**
Other	**16**	2	10	2	3	12	5	3	13	4	3	4	6	-	12	4	12
	*	*	*1%*	*	*	*	*	*	**1%g**	*1%*	*	*	*	-	*	*1%*	*
None of the above	**381**	72	112	93	104	184	197	259	111	56	60	96	92	39	287	56	289
	7%	*6%*	*6%*	*9%*	**9%ab**	*6%*	**9%o**	**8%h**	*6%*	**9%m**	*9%*	*7%*	*7%*	*5%*	*7%*	*9%*	*7%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4247**	1008	1460	868	912	2467	1780	2510	1700	464	561	1160	1035	651	3407	473	3487
	83%	**85%d**	**83%d**	*81%*	*80%*	**84%f**	*80%*	*82%*	**85%g**	*77%*	*80%*	**85%ij**	**82%i**	**86%ij**	**83%i**	*78%*	**83%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

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Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Royal Mail	4028	3465	563	194	3342	359	210	116	162	423	333	301	343	396	496	538	349	67	292
	78%	*79%*	*77%*	*80%*	*78%*	*82%*	**84%d**	*80%*	*78%*	*75%*	*79%*	**81%n**	*76%*	**83%lln**	*73%*	*77%*	*79%*	**87%lno**	**81%n**
Citipost	130	107	23	6	119	5	3	2	10	13	9	11	17	19	18	15	8	1	4
	3%	*2%*	*3%*	*2%*	*3%*	*1%*	*1%*	*2%*	**5%opr**	*2%*	*2%*	*3%*	**4%r**	**4%r**	*3%*	*2%*	*2%*	*1%*	*1%*
Collect + (Collect Plus)	445	389	56	15	384	34	15	13	29	43	18	35	56	29	64	68	41	5	29
	9%	*9%*	*8%*	*6%*	**9%f**	*8%*	*6%*	*9%*	**14%ijmr**	*8%*	*4%*	**10%j**	**12%jm**	*6%*	**9%j**	**10%j**	**9%j**	*6%*	*8%*
DHL	2172	1826	346	110	1773	221	120	58	105	227	171	133	190	191	243	315	198	37	184
	42%	*41%*	**47%a**	*45%*	*41%*	**50%dg**	**48%dg**	*40%*	**51%ijklmn**	*40%*	*40%*	*36%*	*42%*	*40%*	*36%*	**45%kn**	**45%kn**	**48%kn**	**51%ijklmn**
FedEx	1373	1162	211	71	1135	130	71	37	65	126	115	89	117	116	180	214	112	24	106
	27%	*26%*	*29%*	*29%*	*26%*	*30%*	*28%*	*25%*	**31%l**	*22%*	*27%*	*24%*	*26%*	*24%*	*27%*	**31%l**	*25%*	*32%*	**29%l**
Hermes	3320	2807	513	172	2736	310	181	93	137	315	279	246	278	348	343	467	323	61	250
	65%	*64%*	**70%a**	**71%a**	*63%*	**71%d**	**72%dg**	*64%*	**66%ln**	*56%*	**66%ln**	**66%ln**	**61%n**	**73%lln**	*51%*	**66%ln**	**73%lln**	**78%hijklno**	**69%ln**
Interlink	265	212	53	25	227	14	17	8	12	26	10	22	28	30	28	44	28	2	12
	5%	*5%*	**7%a**	**10%a**	*5%*	*3%*	**7%e**	*5%*	*6%*	*5%*	*2%*	**6%j**	**6%j**	**6%j**	*4%*	**6%j**	**6%j**	*3%*	*3%*
DPD	2416	2024	392	140	1978	225	142	71	98	234	177	187	205	213	282	351	231	26	199
	47%	*46%*	**53%a**	**57%a**	*46%*	**51%d**	**57%dg**	*49%*	**47%q**	*42%*	*42%*	**50%inq**	*45%*	*45%*	*42%*	**50%inq**	**53%ijnq**	*33%*	**55%ijlmnq**
Parcelforce	2100	1745	355	129	1707	209	115	69	89	200	176	143	156	204	227	305	206	34	175
	41%	*40%*	**48%a**	**53%a**	*40%*	**48%d**	**46%d**	**48%d**	**43%ln**	*36%*	**42%n**	*38%*	*34%*	**43%ln**	*34%*	**43%ln**	**47%lkln**	*44%*	**48%ikln**
TNT Express	527	452	75	27	442	43	34	9	25	48	30	34	52	58	64	96	35	9	34
	10%	*10%*	*10%*	*11%*	**10%g**	*10%*	**13%g**	*6%*	*12%*	*9%*	*7%*	*9%*	*12%*	**12%j**	*9%*	**14%jp**	*8%*	*11%*	*10%*
TNT Post UK	206	167	39	15	172	22	10	1	11	19	6	13	20	25	28	33	18	4	18
	4%	*4%*	*5%*	*6%*	**4%g**	**5%g**	**4%g**	*1%*	**5%j**	*3%*	*1%*	*3%*	**4%j**	**5%j**	*4%*	**5%j**	*4%*	**5%j**	**5%j**
UPS	1247	1075	173	64	1031	119	68	29	52	119	74	76	109	121	181	182	118	17	102
	24%	*24%*	*24%*	*26%*	*24%*	**27%g**	**27%g**	*20%*	**25%j**	*21%*	*17%*	*20%*	*24%*	**25%j**	**27%j**	**26%j**	**27%j**	*22%*	**28%ijk**
UK Mail (not to be confused with Royal Mail)	536	465	71	23	469	33	28	5	21	50	35	59	57	52	59	85	51	3	31
	10%	*11%*	*10%*	*9%*	**11%eg**	**8%g**	**11%g**	*4%*	**10%q**	*9%*	*8%*	**16%ijnqr**	**13%q**	**11%q**	*9%*	**12%q**	**11%q**	*3%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

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Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
DX	**170**	142	28	7	150	12	6	3	9	20	17	14	15	13	25	18	18	-	12
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*2%*	**5%q**	*4%*	*4%*	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	-	*3%*
Yodel	**2174**	1801	373	128	1774	197	138	64	96	210	165	170	176	219	206	315	217	23	174
	42%	*41%*	**51%a**	**53%a**	*41%*	*45%*	**55%deq**	*44%*	**46%lnq**	*37%*	**39%n**	**46%lnq**	**39%n**	**46%lnq**	*30%*	**45%nq**	**49%ijlnq**	29%	**48%ijlnq**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1890**	1613	276	87	1616	149	78	47	79	206	138	142	167	201	205	287	190	16	132
	37%	*37%*	*38%*	*36%*	**37%f**	*34%*	*31%*	*32%*	**38%q**	**37%q**	**33%q**	**38%nq**	**37%q**	**42%jnq**	*30%*	**41%jnq**	**43%jnq**	*21%*	**37%q**
Other	**16**	9	7	*	14	*	1	1	-	2	2	-	-	1	4	-	5	*	*
	*	*	**1%a**	*	*	*	*	*1%*	-	*	*	-	-	*	*1%*	-	**1%o**	*	*
None of the above	**381**	328	54	19	340	18	12	11	14	37	32	29	38	31	78	55	28	2	16
	7%	*7%*	*7%*	*8%*	**8%ef**	*4%*	*5%*	**8%e**	*7%*	*7%*	*7%*	*8%*	*8%*	*6%*	**12%lmpqr**	*8%*	*6%*	*3%*	*4%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4247**	3627	619	199	3532	382	214	119	172	450	353	315	364	399	504	591	385	69	313
	83%	*82%*	*84%*	*82%*	*82%*	**87%dg**	*86%*	*81%*	**83%n**	*80%*	**83%n**	**85%n**	*80%*	**84%n**	*74%*	**84%n**	**87%lln**	**90%lln**	**86%lln**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_D. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Royal Mail	4028	1511	1631	489	282	92	3141	374	1593	1615	525	200	69	3208	268
	78%	**80%cdeg**	**81%cdeg**	*71%*	*73%*	*68%*	**81%cdeg**	*72%*	**81%jkln**	**78%jln**	*73%*	*73%*	*68%*	**80%jkln**	*71%*
Citipost	130	54	53	12	5	5	107	10	64	43	10	8	5	107	12
	3%	*3%*	*3%*	*2%*	*1%*	*4%*	*3%*	*2%*	**3%j**	*2%*	*1%*	*3%*	*4%*	*3%*	*3%*
Collect + (Collect Plus)	445	141	191	50	41	19	332	60	170	189	53	21	12	358	33
	9%	*8%*	*9%*	*7%*	*11%*	**14%a**	*9%*	**11%ac**	*9%*	*9%*	*7%*	*8%*	*12%*	*9%*	*9%*
DHL	2172	824	862	239	174	60	1686	234	925	874	229	113	23	1799	135
	42%	**44%c**	**43%c**	*35%*	**45%c**	*44%*	**43%c**	**45%c**	**47%jln**	**42%jl**	*32%*	**41%jl**	*22%*	**45%jln**	**36%l**
FedEx	1373	491	554	158	130	36	1045	166	554	564	153	79	21	1118	100
	27%	*26%*	*27%*	*23%*	**34%acf**	*26%*	*27%*	**32%ac**	**28%j**	**27%j**	*21%*	*29%*	*21%*	**28%j**	*27%*
Hermes	3320	1304	1297	379	249	75	2601	324	1340	1325	410	179	49	2665	228
	65%	**69%bceg**	**64%c**	*55%*	**65%c**	*55%*	**67%ce**	**62%c**	**68%jln**	**64%jl**	*57%*	**65%l**	*48%*	**66%jl**	*61%*
Interlink	265	105	103	25	24	7	208	31	103	101	31	23	5	204	28
	5%	*6%*	*5%*	*4%*	*6%*	*5%*	*5%*	*6%*	*5%*	*5%*	*4%*	**8%j**	*5%*	*5%*	*7%*
DPD	2416	857	971	295	213	69	1828	282	962	958	329	126	30	1920	157
	47%	*46%*	*48%*	*43%*	**55%abcf**	*51%*	*47%*	**54%acf**	**49%ln**	**47%l**	**46%l**	**46%l**	*30%*	**48%l**	*42%*
Parcelforce	2100	839	847	213	141	47	1686	188	862	881	233	90	26	1743	116
	41%	**45%cdg**	**42%c**	*31%*	*36%*	*34%*	**43%cdg**	*36%*	**44%jkln**	**43%jkln**	*33%*	*33%*	*25%*	**43%jkln**	*31%*
TNT Express	527	206	220	43	43	9	427	52	224	212	49	36	2	435	38
	10%	**11%c**	**11%c**	*6%*	**11%c**	*6%*	**11%c**	*10%*	**11%jl**	**10%jl**	*7%*	**13%jl**	*2%*	**11%jl**	**10%l**
TNT Post UK	206	76	85	21	17	6	161	23	93	76	27	8	1	169	9
	4%	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*3%*	*1%*	*4%*	*2%*
UPS	1247	447	511	143	107	33	958	139	495	521	132	81	15	1015	96
	24%	*24%*	*25%*	*21%*	**28%c**	*24%*	*25%*	*27%*	**25%j**	**25%jl**	*18%*	**30%jl**	*14%*	**25%jl**	**25%j**
UK Mail (not to be confused with Royal Mail)	536	222	202	44	46	16	424	62	252	175	59	35	9	427	44
	10%	**12%c**	**10%c**	*6%*	**12%c**	*12%*	**11%c**	**12%c**	**13%jm**	*9%*	*8%*	*13%*	*9%*	**11%l**	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
DX	**170**	53	84	14	15	4	137	19	64	76	18	10	3	139	13
	3%	*3%*	**4%c**	*2%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*
Yodel	**2174**	846	873	235	156	53	1719	208	890	870	260	113	30	1760	143
	42%	**45%c**	**43%c**	*34%*	*40%*	*39%*	**44%c**	*40%*	**45%jln**	**42%jl**	*36%*	*41%*	*30%*	**44%jl**	*38%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1890**	750	745	209	128	50	1495	179	812	710	231	103	27	1522	130
	37%	**40%c**	**37%c**	*30%*	*33%*	*37%*	**38%c**	*34%*	**41%ijlm**	*34%*	*32%*	*37%*	*27%*	**38%ij**	*35%*
Other	**16**	8	5	1	2	-	13	2	8	5	2	2	*	13	2
	*	*	*	*	*1%*	-	*	*	*	*	*	*1%*	*	*	*
None of the above	**381**	113	115	100	37	10	227	47	122	124	88	32	10	246	42
	7%	*6%*	*6%*	**14%abfg**	**10%abf**	*8%*	*6%*	**9%bf**	*6%*	*6%*	**12%him**	**12%him**	*10%*	*6%*	**11%him**
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4247**	1590	1689	517	319	112	3279	431	1669	1715	544	224	76	3384	300
	83%	**85%c**	**84%c**	*75%*	**83%c**	*82%*	**84%c**	**83%c**	**85%jln**	**83%j**	*76%*	*82%*	*75%*	**84%jl**	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

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QI2_NET_D. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Royal Mail	4028	165	3812	51	1127	2701	201	3986	18	20	*	4023	5
	78%	*64%*	**80%ac**	*55%*	**78%f**	**80%f**	*65%*	**79%h**	*31%*	*55%*	*7%*	**79%h**	*20%*
Citipost	130	11	118	1	47	75	7	123	2	2	-	127	2
	3%	*4%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*7%*	-	*2%*	*10%*
Collect + (Collect Plus)	445	26	414	5	133	283	29	441	4	-	-	445	-
	9%	*10%*	*9%*	*5%*	*9%*	*8%*	*9%*	*9%*	*7%*	-	-	*9%*	-
DHL	2172	96	2042	33	646	1429	96	2158	8	5	*	2170	1
	42%	*37%*	*43%*	*36%*	**45%f**	**42%f**	*31%*	**43%h**	*14%*	*14%*	*3%*	**42%h**	*6%*
FedEx	1373	72	1281	20	395	904	74	1360	8	4	-	1373	*
	27%	*28%*	*27%*	*22%*	*27%*	*27%*	*24%*	*27%*	*14%*	*12%*	-	*27%*	*1%*
Hermes	3320	160	3115	46	946	2217	157	3300	8	9	*	3317	3
	65%	*62%*	**65%c**	*49%*	**65%f**	**65%f**	*51%*	**66%h**	*14%*	*24%*	*3%*	**65%h**	*13%*
Interlink	265	12	250	3	82	165	18	262	*	1	-	264	2
	5%	*5%*	*5%*	*4%*	*6%*	*5%*	*6%*	*5%*	*	*4%*	-	*5%*	*8%*
DPD	2416	124	2259	33	692	1610	115	2401	4	11	*	2416	*
	47%	*48%*	*47%*	*36%*	**48%f**	**47%f**	*37%*	**48%h**	*6%*	*32%*	*3%*	**47%h**	*1%*
Parcelforce	2100	106	1965	29	643	1361	96	2082	7	10	*	2100	*
	41%	*41%*	*41%*	*31%*	**45%ef**	**40%f**	*31%*	**41%h**	*12%*	*29%*	*3%*	**41%h**	*1%*
TNT Express	527	26	494	7	151	351	25	524	-	1	-	526	2
	10%	*10%*	*10%*	*8%*	*10%*	*10%*	*8%*	**10%h**	-	*4%*	-	**10%h**	*8%*
TNT Post UK	206	14	189	3	59	136	11	204	-	1	-	205	*
	4%	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	-	*3%*	-	*4%*	*1%*
UPS	1247	61	1168	19	354	812	81	1236	7	3	-	1246	2
	24%	*23%*	*24%*	*21%*	*25%*	*24%*	*26%*	*25%*	*12%*	*8%*	-	*24%*	*7%*
UK Mail (not to be confused with Royal Mail)	536	31	500	5	163	345	27	529	3	2	-	534	2
	10%	*12%*	*10%*	*5%*	*11%*	*10%*	*9%*	*11%*	*5%*	*5%*	-	*10%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
DX	170	13	155	3	50	116	4	168	1	1	-	170	-
	3%	*5%*	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*1%*	*3%*	-	*3%*	-
Yodel	2174	118	2028	28	635	1432	106	2165	1	4	1	2171	2
	42%	**45%c**	*42%*	*30%*	**44%f**	**42%f**	*34%*	**43%h**	*2%*	*12%*	*36%*	**42%h**	*8%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	1890	94	1770	25	586	1232	71	1878	4	7	-	1889	*
	37%	*36%*	*37%*	*27%*	**41%ef**	**36%f**	*23%*	**37%h**	*8%*	*20%*	-	**37%h**	*1%*
Other	16	3	13	-	9	8	-	16	-	1	-	16	-
	*	**1%b**	*	-	*1%*	*	-	*	-	*2%*	-	*	-
None of the above	381	38	320	23	105	228	48	346	14	7	2	367	12
	7%	**15%b**	*7%*	**25%b**	*7%*	*7%*	**16%de**	*7%*	**25%gk**	*20%*	*60%*	*7%*	*56%*
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	4247	199	3988	59	1219	2813	215	4181	34	23	1	4239	7
	83%	*77%*	**83%ac**	*64%*	**84%f**	**83%f**	*70%*	**83%h**	*60%*	*65%*	*36%*	**83%h**	*30%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

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Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Royal Mail	4028	1023	1043	995	967	337	357	329	334	337	372	337	315	343	303	333	331
	78%	80%d	81%d	*77%*	*75%*	79%n	79%n	81%ln	79%n	84%lnp	81%ln	80%n	*72%*	80%n	*70%*	80%ln	*74%*
Citipost	130	25	36	28	41	7	11	7	8	6	22	8	9	10	17	11	13
	3%	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	5%eghl	*2%*	*2%*	*2%*	*4%*	*3%*	*3%*
Collect + (Collect Plus)	445	123	103	107	112	38	43	42	36	31	36	30	44	33	50	30	32
	9%	*10%*	*8%*	*8%*	*9%*	*9%*	*10%*	*10%*	*9%*	*8%*	*8%*	*7%*	*10%*	*8%*	*12%*	*7%*	*7%*
DHL	2172	540	537	569	526	168	209	163	193	175	169	182	192	195	217	167	142
	42%	*42%*	*42%*	*44%*	*41%*	*40%*	46%jp	*40%*	45%jp	43%p	*37%*	43%p	44%p	45%jp	51%egjop	*40%*	*32%*
FedEx	1373	377	331	325	340	115	146	116	117	97	118	94	110	121	134	115	90
	27%	*29%*	*26%*	*25%*	*26%*	*27%*	32%ikp	29%p	*27%*	*24%*	*26%*	*22%*	*25%*	28%p	31%kp	*28%*	*20%*
Hermes	3320	841	817	841	821	271	285	284	252	272	293	273	293	275	291	267	263
	65%	*66%*	*63%*	*66%*	*64%*	*64%*	*63%*	70%hp	*59%*	68%hp	*64%*	*65%*	*67%*	*64%*	68%hp	*64%*	*59%*
Interlink	265	64	70	78	53	16	20	29	20	15	35	19	31	27	25	19	9
	5%	*5%*	*5%*	*6%*	*4%*	*4%*	*4%*	7%p	*5%*	*4%*	8%elp	*5%*	7%p	6%p	6%p	*4%*	*2%*
DPD	2416	594	656	588	579	200	209	185	238	203	214	205	213	170	217	191	171
	47%	*46%*	51%cd	*46%*	*45%*	47%p	*46%*	*45%*	56%efgjmop	50%mp	*46%*	49%mp	49%mp	*40%*	51%mp	*46%*	*38%*
Parcelforce	2100	538	508	546	507	174	191	174	159	174	176	174	177	195	197	172	139
	41%	*42%*	*39%*	*43%*	*39%*	41%p	42%p	43%p	*37%*	43%p	*38%*	41%p	41%p	46%p	46%hp	41%p	*31%*
TNT Express	527	134	125	145	122	41	47	46	36	43	46	42	57	46	51	45	26
	10%	*10%*	*10%*	*11%*	*9%*	*10%*	*11%*	11%p	*8%*	11%p	*10%*	*10%*	13%p	*11%*	12%p	11%p	*6%*
TNT Post UK	206	36	50	55	65	6	14	15	11	21	18	11	24	21	24	28	13
	4%	*3%*	*4%*	*4%*	5%a	*2%*	*3%*	*4%*	*2%*	5%e	*4%*	*3%*	5%e	5%e	6%e	7%ehkp	*3%*
UPS	1247	294	290	316	348	92	108	95	96	96	98	89	115	111	137	116	95
	24%	*23%*	*22%*	*25%*	27%b	*22%*	*24%*	*23%*	*23%*	*24%*	*21%*	*21%*	*26%*	*26%*	32%efghijkp	*28%*	*21%*
UK Mail (not to be confused with Royal Mail)	536	150	144	101	141	48	58	45	41	54	49	43	27	31	66	56	20
	10%	12%c	11%c	*8%*	11%c	11%lp	13%lmp	11%p	10%p	13%lmp	11%p	10%p	*6%*	*7%*	15%hlmp	13%lmp	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_D. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
DX	**170**	32	43	48	47	14	4	15	18	9	16	10	20	18	16	22	9
	3%	*3%*	*3%*	*4%*	*4%*	**3%f**	*1%*	**4%f**	**4%f**	*2%*	**4%f**	*2%*	**5%f**	**4%f**	**4%f**	**5%fp**	*2%*
Yodel	**2174**	547	495	563	568	183	186	178	152	161	182	191	179	193	218	180	170
	42%	*43%*	*38%*	**44%b**	**44%b**	*43%*	*41%*	**44%h**	*36%*	*40%*	*39%*	**45%h**	*41%*	**45%h**	**51%fhijlp**	*43%*	*38%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1890**	465	472	498	454	157	158	151	141	162	169	183	157	158	165	138	151
	37%	*36%*	*37%*	*39%*	*35%*	*37%*	*35%*	*37%*	*33%*	*40%*	*37%*	**43%hop**	*36%*	*37%*	*38%*	*33%*	*34%*
Other	**16**	4	1	3	8	*	3	1	1	-	-	-	3	*	2	6	1
	*	*	*	*	*1%*	*	*1%*	*	*	-	-	-	*1%*	*	*	**1%j**	*
None of the above	**381**	57	57	128	139	22	20	14	19	11	27	39	54	36	45	33	62
	7%	*4%*	*4%*	**10%ab**	**11%ab**	*5%*	*4%*	*4%*	*4%*	*3%*	*6%*	**9%fghi**	**12%efghij**	**8%gi**	**10%efghi**	**8%gi**	**14%efghijo**
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	**4247**	1092	1088	1039	1028	357	385	349	364	350	374	350	354	335	355	335	338
	83%	**85%cd**	**84%d**	*81%*	*80%*	**84%p**	**85%mp**	**86%mp**	**86%mp**	**87%mp**	*81%*	*83%*	*81%*	*78%*	*83%*	*81%*	*76%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Royal Mail	**4734**	-	4734	2296	2429	608	634	878	665	844	605	494	1242	1543	1942	1099	3960	705	4753
	92%	-	*92%*	*92%*	*92%*	*88%*	*89%*	**93%e**	*91%*	**93%ef**	**95%efh**	**94%ef**	*89%*	**92%l**	**94%lm**	**95%lm**	*92%*	*91%*	*92%*
Citipost	**159**	-	159	104	55	24	30	33	28	26	8	9	54	61	43	17	119	37	138
	3%	-	*3%*	**4%d**	*2%*	**3%j**	**4%jk**	**4%j**	**4%j**	*3%*	*1%*	*2%*	**4%no**	**4%no**	*2%*	*1%*	*3%*	**5%p**	*3%*
Collect + (Collect Plus)	**646**	-	646	258	388	111	90	176	115	88	36	29	201	291	153	65	505	133	640
	13%	-	*13%*	*10%*	**15%c**	**16%ijk**	**13%jk**	**19%fijk**	**16%ijk**	**10%jk**	*6%*	*5%*	**14%no**	**17%no**	*7%*	*6%*	*12%*	**17%p**	*12%*
DHL	**2355**	-	2355	1203	1147	233	295	457	380	457	292	237	528	837	987	530	1957	369	2462
	46%	-	*46%*	**48%d**	*44%*	*34%*	**41%e**	**48%ef**	**52%ef**	**51%ef**	**46%e**	**45%e**	*38%*	**50%l**	**48%l**	**46%l**	*46%*	*48%*	*48%*
FedEx	**1487**	-	1487	823	660	225	206	293	229	251	149	129	431	523	529	278	1171	294	1510
	29%	-	*29%*	**33%d**	*25%*	**33%jk**	*29%*	**31%jk**	**31%jk**	*28%*	*24%*	*25%*	**31%no**	**31%no**	*26%*	*24%*	*27%*	**38%p**	*29%*
Hermes	**3540**	-	3540	1554	1981	378	419	636	520	690	500	393	797	1156	1583	893	3017	465	3687
	69%	-	*69%*	*62%*	**75%c**	*55%*	*59%*	**67%ef**	**71%ef**	**76%efg**	**79%efgh**	**75%efg**	*57%*	**69%l**	**77%lm**	**77%lm**	**70%q**	*60%*	*72%*
Interlink	**287**	-	287	188	99	17	46	64	56	52	27	25	63	119	104	52	235	51	299
	6%	-	*6%*	**7%d**	*4%*	*2%*	**6%e**	**7%e**	**8%e**	**6%e**	*4%*	*5%*	*5%*	**7%lno**	*5%*	*4%*	*5%*	*7%*	*6%*
DPD	**2535**	-	2535	1221	1310	296	360	507	398	471	302	199	656	904	971	500	2106	388	2699
	49%	-	*49%*	*49%*	*50%*	*43%*	**51%ek**	**53%ek**	**54%ek**	**52%ek**	**48%k**	*38%*	*47%*	**54%lno**	*47%*	*43%*	*49%*	*50%*	*52%*
Parcelforce	**2296**	-	2296	1144	1150	167	216	410	386	527	341	245	383	797	1113	586	1951	309	2483
	45%	-	*45%*	*46%*	*44%*	*24%*	**30%e**	**43%ef**	**53%efg**	**58%efgk**	**54%efg**	**47%ef**	*27%*	**47%l**	**54%lm**	**51%l**	**45%q**	*40%*	*48%*
TNT Express	**565**	-	565	321	244	36	51	141	121	118	50	49	86	261	217	99	438	113	551
	11%	-	*11%*	**13%d**	*9%*	*5%*	*7%*	**15%efjk**	**16%efjk**	**13%efj**	*8%*	**9%e**	*6%*	**16%lno**	**11%l**	*9%*	*10%*	**15%p**	*11%*
TNT Post UK	**228**	-	228	144	81	17	27	58	43	43	21	19	44	101	82	39	167	57	224
	4%	-	*4%*	**6%d**	*3%*	*2%*	*4%*	**6%e**	**6%e**	*5%*	*3%*	*4%*	*3%*	**6%lno**	*4%*	*3%*	*4%*	**7%p**	*4%*
UPS	**1337**	-	1337	709	625	153	172	290	218	242	152	108	325	508	501	260	1069	239	1346
	26%	-	*26%*	**28%d**	*24%*	*22%*	*24%*	**31%efjk**	**30%ek**	**27%k**	*24%*	*21%*	*23%*	**30%lno**	*24%*	*22%*	*25%*	**31%p**	*26%*
UK Mail (not to be confused with Royal Mail)	**594**	-	594	363	231	55	59	118	101	124	73	65	114	218	261	138	463	124	576
	12%	-	*12%*	**14%d**	*9%*	*8%*	*8%*	**12%ef**	**14%ef**	**14%ef**	*11%*	**12%e**	*8%*	**13%l**	**13%l**	**12%l**	*11%*	**16%p**	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
DX	**187**	-	187	123	64	8	27	56	39	39	11	8	35	95	57	19	133	48	183
	4%	-	*4%*	**5%d**	*2%*	*1%*	**4%ek**	**6%ejk**	**5%ejk**	**4%ejk**	*2%*	*1%*	*2%*	**6%lno**	*3%*	*2%*	*3%*	**6%p**	*4%*
Yodel	**2248**	-	2248	1068	1176	174	247	439	360	448	320	257	421	799	1025	577	1925	286	2446
	44%	-	*44%*	*43%*	*45%*	*25%*	**35%e**	**46%ef**	**49%ef**	**50%ef**	**51%ef**	**49%ef**	*30%*	**48%l**	**50%l**	**50%l**	**45%q**	*37%*	*48%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	-	1970	931	1034	181	228	379	320	358	276	225	410	699	859	501	1658	287	1871
	38%	-	*38%*	*37%*	*39%*	*26%*	*32%*	**40%ef**	**44%ef**	**40%ef**	**44%ef**	**43%ef**	*29%*	**42%l**	**42%l**	**43%l**	*39%*	*37%*	*36%*
Other	**19**	-	19	6	13	1	*	1	4	3	4	6	1	5	13	10	17	2	21
	*	-	*	*	*1%*	*	*	*	*1%*	*	*1%*	**1%fg**	*	*	**1%l**	**1%l**	*	*	*
None of the above	**117**	-	117	57	60	19	26	20	22	16	6	8	45	42	30	14	103	12	116
	2%	-	*2%*	*2%*	*2%*	*3%*	**4%l**	*2%*	*3%*	*2%*	*1%*	*2%*	**3%no**	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4422**	-	4422	2128	2287	556	580	808	638	803	570	462	1136	1446	1834	1032	3683	673	4464
	86%	-	*86%*	*85%*	*87%*	*81%*	*82%*	*85%*	**87%ef**	**89%ef**	**90%efg**	**88%ef**	*81%*	**86%l**	**89%lm**	**89%l**	*86%*	*87%*	*87%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Royal Mail	**4734**	1094	1611	985	1044	2706	2028	2824	1869	549	636	1255	1161	714	3766	558	3855
	92%	*92%*	*92%*	*92%*	*91%*	*92%*	*92%*	*92%*	*93%*	*91%*	*91%*	*92%*	*92%*	**95%j**	*92%*	*92%*	*92%*
Citipost	**159**	42	42	45	30	84	75	113	42	4	20	64	33	26	142	4	142
	3%	*4%*	*2%*	**4%b**	*3%*	*3%*	*3%*	**4%h**	*2%*	*1%*	**3%i**	**5%il**	**3%i**	**3%i**	**3%i**	*1%*	**3%o**
Collect + (Collect Plus)	**646**	160	211	134	142	370	275	448	196	58	67	181	189	118	555	58	564
	13%	*13%*	*12%*	*13%*	*12%*	*13%*	*12%*	**15%h**	*10%*	*10%*	*10%*	*13%*	**15%ij**	**16%ij**	**14%ij**	*9%*	**14%o**
DHL	**2355**	673	812	441	429	1485	870	1461	873	208	252	636	651	437	1976	212	2028
	46%	**57%bcd**	**46%cd**	*41%*	*38%*	**51%f**	*39%*	**47%h**	*43%*	*35%*	*36%*	**46%ij**	**52%ijk**	**58%ijkln**	**48%ij**	*35%*	**49%o**
FedEx	**1487**	447	477	298	265	924	564	964	513	124	170	362	405	319	1255	124	1282
	29%	**38%bcd**	**27%d**	**28%d**	*23%*	**31%f**	*25%*	**31%h**	*26%*	*21%*	*24%*	**26%i**	**32%ijk**	**42%ijkln**	**31%ijk**	*20%*	**31%o**
Hermes	**3540**	818	1240	731	751	2058	1482	2045	1469	374	468	984	860	543	2855	379	2925
	69%	*69%*	**71%d**	*68%*	*66%*	*70%*	*67%*	*66%*	**73%g**	*62%*	*67%*	**72%i**	**68%i**	**72%i**	**70%i**	*62%*	**70%o**
Interlink	**287**	88	95	60	43	183	103	184	98	19	20	74	93	67	254	19	259
	6%	**7%d**	*5%*	*6%*	*4%*	*6%*	*5%*	*6%*	*5%*	*3%*	*3%*	**5%j**	**7%ij**	**9%ijkn**	**6%ij**	*3%*	**6%o**
DPD	**2535**	628	861	500	546	1489	1046	1609	906	221	286	682	645	463	2076	224	2135
	49%	**53%cd**	*49%*	*47%*	*48%*	*51%*	*47%*	**52%h**	*45%*	*37%*	*41%*	**50%ij**	**51%ij**	**61%ijkln**	**51%ij**	*37%*	**51%o**
Parcelforce	**2296**	605	786	421	485	1391	906	1365	906	220	277	615	596	414	1902	223	1948
	45%	**51%bcd**	**45%c**	*39%*	*42%*	**47%f**	*41%*	*44%*	*45%*	*37%*	*40%*	**45%i**	**47%ij**	**55%ijkln**	**47%ij**	*37%*	**47%o**
TNT Express	**565**	170	208	93	94	378	187	379	181	41	54	147	166	132	498	41	501
	11%	**14%cd**	**12%cd**	*9%*	*8%*	**13%f**	*8%*	**12%h**	*9%*	*7%*	*8%*	**11%i**	**13%ij**	**17%ijkln**	**12%ij**	*7%*	**12%o**
TNT Post UK	**228**	77	73	47	30	150	77	154	68	17	19	54	71	57	201	17	202
	4%	**6%bd**	*4%*	*4%*	*3%*	**5%f**	*3%*	**5%h**	*3%*	*3%*	*3%*	*4%*	**6%ij**	**8%ijkn**	**5%ij**	*3%*	*5%*
UPS	**1337**	390	454	239	254	844	494	845	480	111	133	355	348	290	1126	111	1145
	26%	**33%bcd**	*26%*	*22%*	*22%*	**29%f**	*22%*	**27%h**	*24%*	*19%*	*19%*	**26%ij**	**28%ij**	**38%ijkln**	**28%ij**	*18%*	**27%o**
UK Mail (not to be confused with Royal Mail)	**594**	181	200	117	97	380	214	363	223	51	96	145	156	123	520	51	525
	12%	**15%bcd**	**11%d**	*11%*	*8%*	**13%f**	*10%*	*12%*	*11%*	*9%*	**14%i**	*11%*	**12%i**	**16%ikn**	**13%i**	*8%*	**13%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 278

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
DX	**187**	52	55	47	33	107	80	134	52	13	14	47	51	54	165	13	169
	4%	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	**4%h**	*3%*	*2%*	*2%*	*3%*	*4%*	**7%ijkln**	**4%j**	*2%*	*4%*
Yodel	**2248**	540	810	408	491	1350	898	1280	951	234	303	591	578	371	1843	237	1894
	44%	**46%c**	**46%c**	*38%*	*43%*	**46%f**	*41%*	*42%*	**47%g**	*39%*	*43%*	*43%*	**46%i**	**49%ik**	**45%i**	*39%*	**45%o**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	461	703	364	442	1164	805	1125	830	199	270	541	508	302	1620	201	1658
	38%	*39%*	**40%c**	*34%*	*39%*	*40%*	*36%*	*37%*	**41%g**	*33%*	*39%*	**39%i**	**40%i**	**40%i**	**40%i**	*33%*	**40%o**
Other	**19**	3	11	2	3	14	5	5	14	4	3	4	7	-	14	4	14
	*	*	*1%*	*	*	*	*	*	**1%g**	*1%*	*	*	*1%*	-	*	*1%*	*
None of the above	**117**	19	45	21	32	65	52	69	41	19	17	26	36	4	84	19	84
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	**3%m**	**2%m**	*2%*	**3%m**	*1%*	**2%m**	*3%*	*2%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4422**	1058	1499	921	944	2557	1865	2629	1755	479	582	1208	1084	676	3550	488	3632
	86%	**89%bd**	*86%*	*86%*	*83%*	**87%f**	*84%*	*85%*	*87%*	*80%*	*83%*	**88%ij**	**86%i**	**90%ij**	**87%ij**	*80%*	**87%o**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 278

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Royal Mail	4734	4053	681	227	3952	412	235	134	192	511	385	335	408	444	616	654	407	74	338
	92%	92%	93%	94%	92%	94%	94%	92%	92%	91%	91%	90%	90%	93%	91%	93%	93%	96%	93%
Citipost	159	134	25	8	148	6	3	2	12	16	13	15	22	19	23	19	8	1	5
	3%	3%	3%	3%	3%ef	1%	1%	2%	6%pr	3%	3%	4%r	5%pr	4%	3%	3%	2%	1%	1%
Collect + (Collect Plus)	646	570	75	21	546	57	25	18	40	54	36	47	69	46	99	102	54	10	47
	13%	13%	10%	9%	13%	13%	10%	12%	19%ijkmpr	10%	9%	13%	15%ij	10%	15%j	15%j	12%	13%	13%
DHL	2355	1987	368	119	1938	232	124	61	113	259	181	151	202	205	283	331	212	38	194
	46%	45%	50%a	49%	45%	53%dg	50%g	42%	55%jklmn	46%	43%	41%	45%	43%	42%	47%	48%	50%	54%jklmn
FedEx	1487	1266	221	74	1239	138	73	37	71	147	123	98	131	123	201	225	120	24	113
	29%	29%	30%	30%	29%	31%	29%	25%	34%lkm	26%	29%	26%	29%	26%	30%	32%	27%	32%	31%
Hermes	3540	3005	535	180	2931	323	189	97	145	341	289	265	311	360	389	496	336	62	261
	69%	68%	73%a	74%	68%	73%dg	76%dg	67%	70%ln	61%	68%n	71%ln	69%ln	76%ln	58%	71%ln	76%ijln	80%ijln	72%ln
Interlink	287	231	55	25	246	15	18	8	12	26	12	23	31	33	36	46	28	2	13
	6%	5%	8%a	10%a	6%	3%	7%e	5%	6%	5%	3%	6%	7%j	7%j	5%	7%	6%	3%	4%
DPD	2535	2129	405	147	2086	231	145	73	100	255	183	193	227	225	311	357	236	28	203
	49%	48%	55%a	60%a	48%	52%	58%dg	50%	48%q	45%	43%	52%jq	50%q	47%	46%	51%q	54%ijq	36%	56%ijmnq
Parcelforce	2296	1902	394	141	1870	227	125	75	100	222	187	150	171	218	252	335	235	37	190
	45%	43%	54%a	58%a	43%	52%d	50%d	51%d	48%iln	39%	44%	40%	38%	46%n	37%	48%iln	53%ijkln	48%	52%ijkln
TNT Express	565	483	82	33	476	46	34	9	27	56	35	37	59	58	69	96	40	9	37
	11%	11%	11%	14%	11%g	10%g	14%g	6%	13%	10%	8%	10%	13%	12%	10%	14%j	9%	11%	10%
TNT Post UK	228	186	42	17	192	23	11	1	12	19	6	14	22	27	38	35	19	4	20
	4%	4%	6%	7%	4%g	5%g	4%g	1%	6%j	3%	1%	4%	5%j	6%j	6%j	5%j	4%j	5%j	5%j
UPS	1337	1149	188	68	1110	126	71	30	54	135	86	80	121	123	197	188	128	17	109
	26%	26%	26%	28%	26%	29%g	28%g	21%	26%	24%	20%	21%	27%	26%	29%jk	27%	29%jk	22%	30%jk
UK Mail (not to be confused with Royal Mail)	594	512	82	27	524	35	29	6	25	57	37	59	65	54	77	98	52	3	32
	12%	12%	11%	11%	12%eg	8%	11%g	4%	12%q	10%	9%	16%ijqr	14%jqr	11%q	11%q	14%jqr	12%q	3%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 278

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
DX	**187**	155	32	9	166	12	6	3	12	22	22	14	17	14	29	18	18	-	12
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*2%*	*2%*	**6%oq**	*4%*	**5%q**	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	-	*3%*
Yodel	**2248**	1861	387	134	1840	201	141	66	98	226	167	173	189	223	215	329	220	23	178
	44%	*42%*	**53%a**	**55%a**	*43%*	*46%*	**56%deg**	*45%*	**47%nq**	**40%n**	*39%*	**47%nq**	**42%n**	**47%nq**	*32%*	**47%nq**	**50%ijnq**	*30%*	**49%ijnq**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	1685	284	90	1688	154	80	48	82	225	140	148	179	203	223	295	193	17	137
	38%	*38%*	*39%*	*37%*	**39%fg**	*35%*	*32%*	*33%*	**39%q**	**40%q**	*33%*	**40%q**	**40%q**	**43%jnq**	*33%*	**42%jnq**	**44%jnq**	*23%*	**38%q**
Other	**19**	10	9	*	16	*	1	1	-	2	3	-	-	1	5	-	5	*	*
	*	*	**1%a**	*	*	*	*	*1%*	-	*	*1%*	-	-	*	*1%*	-	**1%o**	*	*
None of the above	**117**	101	16	7	101	9	4	3	5	7	14	10	7	13	17	15	13	-	9
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	-	*3%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4422**	3790	633	202	3691	389	219	123	177	474	365	331	380	411	553	608	392	69	320
	86%	*86%*	*86%*	*83%*	*86%*	*88%*	*88%*	*85%*	*85%*	*84%*	*86%*	**89%n**	*84%*	*86%*	*82%*	*87%*	**89%n**	*90%*	**88%n**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Royal Mail	4734	1771	1879	601	345	113	3650	458	1855	1895	628	243	83	3750	327
	92%	94%cdeg	93%cdeg	*87%*	*89%*	*83%*	94%cdeg	*88%*	94%ijkln	92%ijln	*88%*	*89%*	*82%*	93%jkln	*87%*
Citipost	159	64	64	19	6	6	128	13	71	58	12	11	7	129	18
	3%	*3%*	*3%*	*3%*	*2%*	*5%*	*3%*	*2%*	4%j	*3%*	*2%*	*4%*	7%j	*3%*	5%j
Collect + (Collect Plus)	646	220	272	68	61	20	492	81	254	273	73	30	12	528	42
	13%	*12%*	*13%*	*10%*	16%c	*15%*	*13%*	16%c	*13%*	*13%*	*10%*	*11%*	*12%*	*13%*	*11%*
DHL	2355	900	923	268	192	60	1823	252	998	939	263	120	26	1937	147
	46%	48%c	46%c	*39%*	50%c	*44%*	47%c	48%c	51%ijln	46%jl	*37%*	44%l	*26%*	48%jln	*39%*
FedEx	1487	539	589	177	140	38	1128	178	596	604	172	88	24	1201	112
	29%	*29%*	*29%*	*26%*	36%abcf	*28%*	*29%*	34%c	30%j	29%j	*24%*	32%j	*24%*	30%j	*30%*
Hermes	3540	1383	1388	396	279	79	2771	358	1421	1420	436	189	57	2840	246
	69%	74%bce	69%ce	*57%*	72%ce	*58%*	71%ce	69%c	72%ijln	69%jl	*61%*	*69%*	*56%*	71%jl	*65%*
Interlink	287	115	109	26	28	7	224	35	112	110	32	25	5	223	30
	6%	*6%*	*5%*	*4%*	*7%*	*5%*	*6%*	*7%*	*6%*	*5%*	*4%*	9%j	*5%*	*6%*	*8%*
DPD	2535	909	1011	306	225	70	1921	295	1018	991	345	136	33	2009	169
	49%	*48%*	50%c	*44%*	58%abcf	*52%*	*49%*	57%abcf	52%l	48%l	48%l	49%l	*32%*	50%l	*45%*
Parcelforce	2296	938	904	238	154	49	1842	203	950	959	255	97	28	1908	125
	45%	50%bcdeg	45%c	*34%*	*40%*	*36%*	47%cdg	*39%*	48%jkln	47%jkln	*36%*	*35%*	*28%*	47%jkln	*33%*
TNT Express	565	226	235	44	45	9	461	54	242	226	55	36	2	468	38
	11%	12%c	12%c	*6%*	12%c	*6%*	12%c	*10%*	12%jl	11%jl	*8%*	13%jl	*2%*	12%jl	10%l
TNT Post UK	228	87	92	25	17	6	180	23	105	86	27	9	1	191	10
	4%	*5%*	*5%*	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*3%*	*1%*	*5%*	*3%*
UPS	1337	485	537	154	119	35	1023	154	532	550	152	84	15	1082	98
	26%	*26%*	*27%*	*22%*	31%c	*26%*	*26%*	29%c	27%jl	27%jl	*21%*	31%jl	*14%*	27%jl	*26%*
UK Mail (not to be confused with Royal Mail)	594	255	224	45	48	16	478	64	277	203	62	37	9	480	46
	12%	14%c	11%c	*7%*	13%c	*12%*	12%c	12%c	14%j	*10%*	*9%*	*14%*	*9%*	12%j	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
DX	**187**	61	91	16	16	4	152	20	71	82	19	11	3	153	14
	4%	*3%*	**5%c**	*2%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*
Yodel	**2248**	882	903	238	162	53	1784	215	923	900	268	115	30	1824	145
	44%	**47%c**	**45%c**	*34%*	*42%*	*39%*	**46%c**	*41%*	**47%jln**	**44%jl**	*38%*	*42%*	*30%*	**45%jln**	*39%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	775	776	225	134	53	1551	187	837	741	242	112	30	1578	142
	38%	**41%c**	**38%c**	*33%*	*35%*	*39%*	**40%c**	*36%*	**43%jl**	*36%*	*34%*	*41%*	*29%*	**39%j**	*38%*
Other	**19**	10	5	1	3	-	15	3	8	7	2	2	*	15	2
	*	*1%*	*	*	*1%*	-	*	*1%*	*	*	*	*1%*	*	*	*1%*
None of the above	**117**	23	41	33	10	4	64	15	29	37	38	6	3	66	10
	2%	*1%*	*2%*	**5%abf**	*3%*	*3%*	*2%*	**3%a**	*1%*	*2%*	**5%him**	*2%*	*3%*	*2%*	*3%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4422**	1654	1755	534	340	118	3410	459	1731	1780	576	235	82	3511	316
	86%	**88%c**	**87%c**	*77%*	**88%c**	*87%*	**87%c**	**88%c**	**88%j**	**86%j**	*81%*	*85%*	*80%*	**87%j**	*84%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Royal Mail	4734 92%	218 84%	4436 93%a	80 86%	1302 90%f	3173 93%df	259 84%	4669 93%h	32 57%	25 68%	1 40%	4726 92%h	7 30%
Citipost	159 3%	18 7%b	141 3%	1 1%	61 4%e	85 3%	12 4%	150 3%	4 6%	2 7%	- -	156 3%	3 13%
Collect + (Collect Plus)	646 13%	44 17%c	596 12%	6 6%	204 14%	396 12%	46 15%	636 13%	8 14%	- -	- -	644 13%	1 7%
DHL	2355 46%	111 43%	2203 46%	41 45%	690 48%f	1544 45%	121 39%	2331 46%h	14 24%	9 25%	* 3%	2354 46%h	1 6%
FedEx	1487 29%	75 29%	1391 29%	21 23%	440 30%	958 28%	89 29%	1467 29%	11 20%	8 23%	- -	1487 29%	* 1%
Hermes	3540 69%	174 67%	3317 69%c	49 53%	996 69%f	2368 70%f	175 57%	3511 70%h	12 22%	12 32%	* 7%	3535 69%h	5 23%
Interlink	287 6%	18 7%	266 6%	3 4%	90 6%	175 5%	21 7%	280 6%	2 4%	1 4%	- -	283 6%	3 14%
DPD	2535 49%	128 49%	2371 49%	35 38%	722 50%	1684 50%	129 42%	2516 50%h	5 9%	12 32%	* 3%	2533 49%h	2 9%
Parcelforce	2296 45%	121 47%	2144 45%	31 34%	700 48%ef	1494 44%f	103 34%	2276 45%h	9 16%	10 29%	* 7%	2296 45%h	* 2%
TNT Express	565 11%	29 11%	529 11%	7 8%	161 11%	379 11%	26 8%	561 11%	2 3%	1 4%	- -	564 11%	2 8%
TNT Post UK	228 4%	15 6%	209 4%	3 3%	65 5%	151 4%	11 4%	226 4%	- -	1 3%	- -	227 4%	* 1%
UPS	1337 26%	67 26%	1250 26%	20 22%	374 26%	876 26%	87 28%	1326 26%	7 12%	3 8%	- -	1335 26%	2 7%
UK Mail (not to be confused with Royal Mail)	594 12%	39 15%	548 11%	7 8%	182 13%	381 11%	31 10%	586 12%	5 8%	2 5%	- -	592 12%	2 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
DX	**187**	18	167	3	51	130	6	184	1	1	-	185	1
	4%	**7%b**	*3%*	*3%*	*4%*	*4%*	*2%*	*4%*	*1%*	*3%*	-	*4%*	*7%*
Yodel	**2248**	125	2092	32	657	1480	111	2238	1	6	1	2245	2
	44%	*48%*	*44%*	*34%*	**45%f**	*44%*	*36%*	**44%h**	*2%*	*18%*	*36%*	**44%h**	*8%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	100	1845	26	606	1284	79	1958	4	7	-	1970	*
	38%	*38%*	*38%*	*28%*	**42%ef**	**38%f**	*26%*	**39%h**	*8%*	*20%*	-	**38%h**	*1%*
Other	**19**	3	16	-	11	8	-	18	-	1	-	19	-
	*	**1%b**	*	-	**1%e**	*	-	*	-	*2%*	-	*	-
None of the above	**117**	10	99	8	28	75	14	99	1	5	2	105	10
	2%	*4%*	*2%*	**8%b**	*2%*	*2%*	**4%d**	*2%*	*2%*	*13%*	*60%*	*2%*	*43%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4422**	212	4144	66	1267	2922	233	4345	40	26	1	4412	9
	86%	*82%*	**86%c**	*71%*	**88%f**	**86%f**	*76%*	**86%h**	*71%*	*73%*	*40%*	**86%h**	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Royal Mail	**4734**	1199	1193	1167	1175	405	414	380	392	373	428	385	384	397	392	382	401
	92%	*94%*	*93%*	*91%*	*91%*	**95%lp**	*92%*	**94%l**	*92%*	*92%*	*93%*	*91%*	*88%*	*93%*	*91%*	*92%*	*90%*
Citipost	**159**	31	45	39	45	7	12	12	8	13	24	10	12	17	18	11	15
	3%	*2%*	*4%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	**5%eh**	*2%*	*3%*	*4%*	*4%*	*3%*	*3%*
Collect + (Collect Plus)	**646**	173	144	150	178	58	61	55	56	37	51	43	63	44	72	49	57
	13%	*14%*	*11%*	*12%*	*14%*	*14%*	*14%*	*13%*	*13%*	*9%*	*11%*	*10%*	*15%*	*10%*	**17%ikm**	*12%*	*13%*
DHL	**2355**	585	585	611	574	181	228	176	206	191	188	198	204	208	234	175	165
	46%	*46%*	*45%*	*48%*	*44%*	*43%*	**51%jp**	*43%*	**48%p**	**47%p**	*41%*	**47%p**	**47%p**	**49%p**	**54%egjop**	*42%*	*37%*
FedEx	**1487**	410	359	355	363	127	156	127	129	102	128	108	119	128	141	122	101
	29%	*32%*	*28%*	*28%*	*28%*	*30%*	**35%ikp**	**31%p**	**30%p**	*25%*	*28%*	*26%*	*27%*	*30%*	**33%p**	*29%*	*23%*
Hermes	**3540**	902	858	902	878	288	312	302	267	281	309	287	325	290	321	277	279
	69%	*70%*	*67%*	*70%*	*68%*	*68%*	*69%*	**74%hp**	*63%*	*70%*	*67%*	*68%*	**75%hp**	*68%*	**75%hp**	*67%*	*63%*
Interlink	**287**	71	77	79	60	16	26	29	21	15	40	19	32	27	25	19	16
	6%	*6%*	*6%*	*6%*	*5%*	*4%*	*6%*	*7%*	*5%*	*4%*	**9%eiop**	*5%*	*7%*	*6%*	*6%*	*4%*	*4%*
DPD	**2535**	626	684	620	604	208	224	194	248	214	222	214	224	182	227	200	177
	49%	*49%*	**53%d**	*48%*	*47%*	**49%p**	**50%p**	*48%*	**58%efgjmop**	**53%mp**	**48%p**	**51%p**	**52%p**	*43%*	**53%mp**	*48%*	*40%*
Parcelforce	**2296**	582	548	593	573	188	206	187	167	185	196	189	199	206	219	189	165
	45%	*45%*	*43%*	*46%*	*44%*	*44%*	**46%p**	**46%p**	*39%*	**46%p**	*43%*	*45%*	*46%*	**48%hp**	**51%hjp**	*45%*	*37%*
TNT Express	**565**	141	138	155	130	44	51	47	40	46	51	45	62	48	51	49	29
	11%	*11%*	*11%*	*12%*	*10%*	*10%*	*11%*	*12%*	*10%*	*11%*	*11%*	*11%*	**14%p**	*11%*	**12%p**	**12%p**	*7%*
TNT Post UK	**228**	40	59	62	66	8	17	15	12	24	23	11	27	24	24	29	13
	4%	*3%*	*5%*	*5%*	**5%a**	*2%*	*4%*	*4%*	*3%*	**6%e**	**5%e**	*3%*	**6%e**	**6%e**	**6%e**	**7%ehkp**	*3%*
UPS	**1337**	315	305	340	378	100	111	103	100	105	100	98	125	117	144	130	103
	26%	*25%*	*24%*	*26%*	**29%ab**	*24%*	*25%*	*25%*	*23%*	*26%*	*22%*	*23%*	*29%*	*27%*	**34%efghjkp**	**31%ehjp**	*23%*
UK Mail (not to be confused with Royal Mail)	**594**	167	165	109	153	54	65	48	49	60	56	46	29	34	69	59	25
	12%	**13%c**	**13%c**	*9%*	**12%c**	**13%lp**	**14%lmp**	**12%lp**	**12%p**	**15%lmp**	**12%lp**	**11%p**	*7%*	*8%*	**16%lmp**	**14%lmp**	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
DX	**187**	32	48	56	51	14	4	15	18	10	19	10	25	21	16	22	13
	4%	*3%*	*4%*	**4%a**	*4%*	**3%f**	*1%*	**4%f**	**4%f**	*3%*	**4%f**	*2%*	**6%f**	**5%f**	**4%f**	**5%f**	*3%*
Yodel	**2248**	573	512	581	582	194	196	183	157	166	190	192	194	195	227	183	172
	44%	**45%b**	*40%*	**45%b**	**45%b**	**46%h**	*43%*	**45%h**	*37%*	*41%*	*41%*	**46%h**	*45%*	**46%h**	**53%hijp**	*44%*	*39%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**1970**	492	486	515	477	165	167	160	146	165	175	187	165	164	180	141	156
	38%	*38%*	*38%*	*40%*	*37%*	*39%*	*37%*	*39%*	*34%*	*41%*	*38%*	**44%hop**	*38%*	*38%*	*42%*	*34%*	*35%*
Other	**19**	4	2	5	8	*	3	1	1	-	1	2	3	*	2	6	1
	*	*	*	*	*1%*	*	*1%*	*	*	-	*	*	*1%*	*	*	*1%*	*
None of the above	**117**	14	24	43	35	5	5	3	9	6	9	7	25	11	8	12	15
	2%	*1%*	*2%*	**3%a**	**3%a**	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	**6%efghijkn**	*2%*	*2%*	*3%*	*3%*
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	**4422**	1132	1120	1092	1079	370	401	361	375	358	387	368	369	354	379	344	357
	86%	**88%d**	*87%*	*85%*	*83%*	**87%p**	**89%mop**	**89%op**	**88%p**	**89%mop**	*84%*	**87%p**	*85%*	*83%*	**88%p**	*83%*	*80%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**138**	-	138	91	47	19	22	26	22	29	11	9	41	48	49	20	108	27	138
Weighted Base	**159***	-**	159*	104*	55*	24**	30**	33**	28**	26**	8**	9**	54*	61*	43**	17**	119*	37**	138
Effective Base	**97**	-	97	66	32	15	19	22	14	15	6	7	34	36	27	13	72	23	138
Lost mail	**18**	-	18	11	7	7	9	1	2	-	-	-	16	2	-	-	14	5	13
	12%	-	*12%*	*11%*	*13%*	*30%*	*29%*	*2%*	*6%*	-	-	-	**29%m**	*4%*	-	-	*12%*	*13%*	*9%*
Damaged mail	**9**	-	9	6	3	2	7	-	*	-	-	-	9	*	-	-	9	-	7
	6%	-	*6%*	*6%*	*5%*	*9%*	*22%*	-	*	-	-	-	**16%m**	*	-	-	*7%*	-	*5%*
Delayed mail	**11**	-	11	7	4	4	5	2	-	-	-	-	9	2	-	-	10	1	10
	7%	-	*7%*	*7%*	*7%*	*16%*	*18%*	*5%*	-	-	-	-	**17%m**	*3%*	-	-	*9%*	*2%*	*7%*
Mis-delivered mail	**11**	-	11	6	5	5	2	3	-	-	-	-	8	3	-	-	11	-	8
	7%	-	*7%*	*6%*	*9%*	*22%*	*7%*	*10%*	-	-	-	-	*14%*	*5%*	-	-	*9%*	-	*6%*
Mail that has been tampered with	**8**	-	8	4	5	4	3	1	1	-	-	-	7	1	-	-	6	2	8
	5%	-	*5%*	*4%*	*8%*	*16%*	*10%*	*2%*	*2%*	-	-	-	*13%*	*2%*	-	-	*5%*	*7%*	*6%*
Other problems	**6**	-	6	5	1	4	1	1	-	-	-	-	5	1	-	-	5	1	4
	4%	-	*4%*	*5%*	*2%*	*16%*	*3%*	*2%*	-	-	-	-	*9%*	*1%*	-	-	*4%*	*2%*	*3%*
No - there have been no problems	**125**	-	125	81	44	13	14	30	26	26	8	9	27	56	43	17	93	29	110
	79%	-	*79%*	*78%*	*81%*	*53%*	*46%*	*90%*	*92%*	*100%*	*100%*	*100%*	*49%*	**91%l**	*100%*	*100%*	*78%*	*80%*	*80%*
NET Any problem experienced	**33**	-	33	23	11	11	17	3	2	-	-	-	28	6	-	-	26	7	28
	21%	-	*21%*	*22%*	*19%*	*47%*	*54%*	*10%*	*8%*	-	-	-	**51%m**	*9%*	-	-	*22%*	*20%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**138**	37	41	33	27	78	60	86	47	4	19	51	31	23	124	4	125
Weighted Base	**159***	42**	42**	45**	30**	84*	75*	113*	42*	4**	20**	64*	33**	26**	142*	4**	142*
Effective Base	**97**	22	28	27	20	50	47	62	36	3	14	38	22	14	86	3	86
Lost mail	**18**	6	2	10	1	7	11	15	3	2	4	6	2	3	15	2	15
	12%	*13%*	*4%*	*22%*	*4%*	*9%*	*15%*	*13%*	*8%*	*44%*	*19%*	*9%*	*7%*	*12%*	*11%*	*44%*	*11%*
Damaged mail	**9**	5	*	4	-	5	4	9	-	-	3	2	1	3	9	-	9
	6%	*11%*	*	*9%*	-	*6%*	*6%*	*8%*	-	-	*14%*	*3%*	*4%*	*10%*	*6%*	-	*6%*
Delayed mail	**11**	3	2	5	1	5	6	10	1	-	1	8	1	1	11	-	11
	7%	*8%*	*4%*	*12%*	*3%*	*6%*	*8%*	*9%*	*2%*	-	*5%*	*12%*	*3%*	*5%*	*8%*	-	*8%*
Mis-delivered mail	**11**	4	1	4	1	5	5	10	1	-	3	6	-	1	11	-	11
	7%	*10%*	*2%*	*10%*	*3%*	*6%*	*7%*	*9%*	*2%*	-	*17%*	*10%*	-	*5%*	*8%*	-	*8%*
Mail that has been tampered with	**8**	3	3	1	1	6	2	6	2	-	1	4	1	2	8	-	8
	5%	*7%*	*8%*	*3%*	*3%*	*7%*	*3%*	*5%*	*5%*	-	*5%*	*6%*	*4%*	*9%*	*6%*	-	*6%*
Other problems	**6**	3	-	2	1	3	3	5	1	-	-	5	1	-	6	-	6
	4%	*7%*	-	*4%*	*3%*	*3%*	*4%*	*4%*	*2%*	-	-	*7%*	*3%*	-	*4%*	-	*4%*
No - there have been no problems	**125**	30	38	29	28	69	57	86	37	2	12	52	26	21	112	2	112
	79%	*72%*	*92%*	*64%*	*93%*	*82%*	*76%*	*76%*	*87%*	*56%*	*63%*	*82%*	*79%*	*83%*	*79%*	*56%*	*79%*
NET Any problem experienced	**33**	12	3	16	2	15	18	28	6	2	7	12	7	4	30	2	30
	21%	*28%*	*8%*	*36%*	*7%*	*18%*	*24%*	*24%*	*13%*	*44%*	*37%*	*18%*	*21%*	*17%*	*21%*	*44%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**138**	104	34	13	102	14	14	8	14	9	9	12	16	13	13	9	7	3	11
Weighted Base	**159***	134*	25**	8**	148*	6**	3**	2**	12**	16**	13**	15**	22**	19**	23**	19**	8**	1**	5**
Effective Base	**97**	82	16	6	86	8	9	5	12	8	8	11	15	12	11	8	7	2	7
Lost mail	**18**	18	-	-	18	-	-	-	1	2	1	5	3	1	2	2	1	-	-
	12%	*14%*	-	-	*12%*	-	-	-	*12%*	*15%*	*10%*	*32%*	*12%*	*3%*	*8%*	*12%*	*13%*	-	-
Damaged mail	**9**	9	*	-	9	-	*	-	1	-	1	5	1	-	-	-	-	-	-
	6%	*6%*	*	-	*6%*	-	*4%*	-	*10%*	-	*10%*	*32%*	*6%*	-	-	-	-	-	-
Delayed mail	**11**	11	-	-	11	-	-	-	3	2	-	3	1	-	-	*	1	-	-
	7%	*8%*	-	-	*7%*	-	-	-	*28%*	*15%*	-	*22%*	*4%*	-	-	*1%*	*13%*	-	-
Mis-delivered mail	**11**	11	-	-	11	-	-	-	2	-	-	5	3	-	-	-	1	-	-
	7%	*8%*	-	-	*7%*	-	-	-	*14%*	-	-	*32%*	*14%*	-	-	-	*13%*	-	-
Mail that has been tampered with	**8**	8	-	-	8	-	-	-	1	-	2	3	1	1	-	-	1	-	-
	5%	*6%*	-	-	*6%*	-	-	-	*5%*	-	*15%*	*22%*	*4%*	*3%*	-	-	*13%*	-	-
Other problems	**6**	4	2	-	6	-	-	-	3	-	-	2	1	-	-	-	-	-	-
	4%	*3%*	*7%*	-	*4%*	-	-	-	*23%*	-	-	*14%*	*4%*	-	-	-	-	-	-
No - there have been no problems	**125**	102	23	8	114	6	3	2	4	14	10	9	15	18	22	17	7	1	5
	79%	*76%*	*92%*	*100%*	*77%*	*100%*	*96%*	*100%*	*33%*	*85%*	*75%*	*58%*	*68%*	*94%*	*92%*	*87%*	*87%*	*100%*	*100%*
NET Any problem experienced	**33**	32	2	-	33	-	*	-	8	2	3	6	7	1	2	2	1	-	-
	21%	*24%*	*8%*	-	*23%*	-	*4%*	-	*67%*	*15%*	*25%*	*42%*	*32%*	*6%*	*8%*	*13%*	*13%*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**138**	57	55	12	7	7	112	14	58	48	15	12	5	106	17
Weighted Base	**159***	64*	64*	19**	6**	6**	128*	13**	71*	58*	12**	11**	7**	129*	18**
Effective Base	**97**	41	36	11	6	5	77	10	40	35	11	10	4	75	13
Lost mail	**18**	6	5	6	-	2	11	2	7	4	1	3	4	10	7
	12%	*9%*	*8%*	*32%*	-	*28%*	*8%*	*14%*	*9%*	*6%*	*11%*	*23%*	*60%*	*8%*	*38%*
Damaged mail	**9**	7	*	2	-	-	7	-	3	5	-	2	-	7	2
	6%	**11%b**	*	*8%*	-	-	*6%*	-	*4%*	*8%*	-	*14%*	-	*6%*	*9%*
Delayed mail	**11**	6	5	-	*	-	11	*	6	3	1	1	-	9	1
	7%	*10%*	*7%*	-	*2%*	-	*9%*	*1%*	*8%*	*6%*	*7%*	*11%*	-	*7%*	*6%*
Mis-delivered mail	**11**	6	3	2	-	-	8	-	5	4	1	1	-	9	1
	7%	*9%*	*4%*	*12%*	-	-	*7%*	-	*7%*	*6%*	*7%*	*9%*	-	*7%*	*6%*
Mail that has been tampered with	**8**	4	2	1	2	-	6	2	3	3	1	2	-	6	2
	5%	*7%*	*3%*	*4%*	*28%*	-	*5%*	*14%*	*4%*	*5%*	*9%*	*16%*	-	*4%*	*10%*
Other problems	**6**	4	2	-	-	-	6	-	3	3	-	-	-	6	-
	4%	*6%*	*3%*	-	-	-	*4%*	-	*4%*	*5%*	-	-	-	*4%*	-
No - there have been no problems	**125**	52	55	10	4	4	107	9	58	48	10	7	3	106	10
	79%	*82%*	*86%*	*51%*	*70%*	*72%*	*84%*	*71%*	*81%*	*82%*	*80%*	*68%*	*40%*	*82%*	*57%*
NET Any problem experienced	**33**	12	9	9	2	2	21	4	13	10	2	3	4	24	8
	21%	*18%*	*14%*	*49%*	*30%*	*28%*	*16%*	*29%*	*19%*	*18%*	*20%*	*32%*	*60%*	*18%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**138**	13	124	1	54	73	11	130	3	3	-	136	2
Weighted Base	**159***	18**	141*	1**	61*	85*	12**	150*	4**	2**	-**	156*	3**
Effective Base	**97**	9	88	1	36	52	9	91	3	2	-	96	1
Lost mail	**18**	1	17	1	11	4	3	15	3	-	-	18	-
	12%	*5%*	*12%*	*100%*	**19%e**	*4%*	*27%*	*10%*	*81%*	-	-	*12%*	-
Damaged mail	**9**	-	9	-	7	1	-	9	-	-	-	9	-
	6%	-	*6%*	-	**12%e**	*2%*	-	*6%*	-	-	-	*6%*	-
Delayed mail	**11**	1	10	-	7	4	-	11	-	-	-	11	-
	7%	*5%*	*7%*	-	*12%*	*4%*	-	*7%*	-	-	-	*7%*	-
Mis-delivered mail	**11**	3	8	-	7	3	2	8	-	-	-	8	2
	7%	*18%*	*5%*	-	*11%*	*3%*	*12%*	*6%*	-	-	-	*5%*	*79%*
Mail that has been tampered with	**8**	1	8	-	5	2	1	8	1	-	-	8	-
	5%	*4%*	*5%*	-	*8%*	*2%*	*11%*	*5%*	*19%*	-	-	*5%*	-
Other problems	**6**	1	5	-	4	2	-	6	-	-	-	6	-
	4%	*5%*	*3%*	-	*6%*	*2%*	-	*4%*	-	-	-	*4%*	-
No - there have been no problems	**125**	13	112	-	43	76	6	122	-	2	-	125	1
	79%	*74%*	*80%*	-	*71%*	**89%d**	*49%*	*82%*	-	*100%*	-	*80%*	*21%*
NET Any problem experienced	**33**	5	28	1	18	9	6	28	4	-	-	31	2
	21%	*26%*	*20%*	*100%*	**29%e**	*11%*	*51%*	*18%*	*100%*	-	-	*20%*	*79%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : Used Citipost

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**138**	24	38	35	41	6	9	9	8	10	20	11	13	11	17	12	12
Weighted Base	**159***	31**	45**	39**	45**	7**	12**	12**	8**	13**	24**	10**	12**	17**	18**	11**	15**
Effective Base	**97**	20	30	23	25	5	8	8	5	8	17	8	8	8	10	7	8
Lost mail	**18**	5	6	4	3	-	1	4	1	2	3	2	-	2	-	-	3
	12%	*16%*	*14%*	*10%*	*7%*	-	*11%*	*31%*	*16%*	*17%*	*12%*	*16%*	-	*14%*	-	-	*21%*
Damaged mail	**9**	6	2	*	-	-	1	5	2	-	-	*	-	-	-	-	-
	6%	*20%*	*5%*	*	-	-	*11%*	*43%*	*30%*	-	-	*1%*	-	-	-	-	-
Delayed mail	**11**	3	4	1	3	-	-	3	1	-	3	-	-	1	-	-	3
	7%	*10%*	*9%*	*2%*	*7%*	-	-	*26%*	*18%*	-	*11%*	-	-	*4%*	-	-	*21%*
Mis-delivered mail	**11**	3	5	2	2	-	-	3	4	-	1	-	-	2	-	1	1
	7%	*10%*	*10%*	*4%*	*4%*	-	-	*26%*	*45%*	-	*4%*	-	-	*9%*	-	*7%*	*5%*
Mail that has been tampered with	**8**	3	4	1	-	-	-	3	1	1	2	-	1	-	-	-	-
	5%	*10%*	*10%*	*3%*	-	-	-	*26%*	*16%*	*6%*	*10%*	-	*9%*	-	-	-	-
Other problems	**6**	3	2	-	1	-	-	3	-	-	2	-	-	-	-	-	1
	4%	*10%*	*4%*	-	*2%*	-	-	*26%*	-	-	*8%*	-	-	-	-	-	*5%*
No - there have been no problems	**125**	23	31	31	40	7	11	6	3	10	17	8	11	12	18	11	11
	79%	*77%*	*69%*	*81%*	*89%*	*100%*	*89%*	*50%*	*39%*	*77%*	*73%*	*83%*	*91%*	*73%*	*100%*	*93%*	*74%*
NET Any problem experienced	**33**	7	14	7	5	-	1	6	5	3	6	2	1	5	-	1	4
	21%	*23%*	*31%*	*19%*	*11%*	-	*11%*	*50%*	*61%*	*23%*	*27%*	*17%*	*9%*	*27%*	-	*7%*	*26%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**640**	-	640	244	394	92	92	166	114	97	52	26	184	280	175	78	539	92	640
Weighted Base	**646**	-**	646	258	388	111*	90*	176	115*	88*	36**	29**	201	291	153*	65*	505	133*	640
Effective Base	**402**	-	402	161	241	68	58	114	66	51	28	18	126	179	96	46	322	75	640
Lost mail	**18**	-	18	8	10	7	5	5	1	-	-	-	12	5	-	-	15	3	18
	3%	-	*3%*	*3%*	*3%*	*6%*	*6%*	*3%*	*1%*	-	-	-	**6%n**	*2%*	-	-	*3%*	*2%*	*3%*
Damaged mail	**22**	-	22	13	9	12	3	4	2	-	*	-	15	6	*	*	15	6	17
	3%	-	*3%*	*5%*	*2%*	**11%ghi**	*4%*	*2%*	*2%*	-	*1%*	-	**8%mn**	*2%*	*	*1%*	*3%*	*5%*	*3%*
Delayed mail	**32**	-	32	16	15	14	4	11	2	*	*	-	18	13	1	*	22	10	29
	5%	-	*5%*	*6%*	*4%*	**13%hi**	*5%*	*6%*	*2%*	*	*1%*	-	**9%n**	*4%*	*	*1%*	*4%*	*7%*	*5%*
Mis-delivered mail	**9**	-	9	5	4	6	3	-	*	-	-	-	9	*	-	-	6	3	9
	1%	-	*1%*	*2%*	*1%*	**6%g**	*3%*	-	*	-	-	-	**5%mn**	*	-	-	*1%*	*2%*	*1%*
Mail that has been tampered with	**23**	-	23	15	8	11	10	1	*	-	-	-	22	1	-	-	19	4	19
	4%	-	*4%*	*6%*	*2%*	**10%ghi**	**12%ghi**	*	*	-	-	-	**11%mno**	*	-	-	*4%*	*3%*	*3%*
Other problems	**11**	-	11	6	5	2	3	4	*	-	1	-	5	4	1	1	6	5	10
	2%	-	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*	*	-	*4%*	-	*3%*	*1%*	*1%*	*2%*	*1%*	*4%*	*2%*
No - there have been no problems	**569**	-	569	215	354	76	70	160	110	88	34	29	146	271	151	63	452	110	576
	88%	-	*88%*	*84%*	**91%c**	*69%*	*78%*	**91%ef**	**96%ef**	**100%efg**	*95%*	*100%*	*73%*	**93%l**	**99%lm**	**97%l**	*90%*	*82%*	*90%*
NET Any problem experienced	**77**	-	77	42	34	34	20	16	5	*	2	-	54	20	2	2	53	24	64
	12%	-	*12%*	**16%d**	*9%*	**31%ghi**	**22%ghi**	**9%l**	*4%*	*	*5%*	-	**27%mno**	**7%n**	*1%*	*3%*	*10%*	*18%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	640	156	210	125	149	366	274	386	247	67	75	179	174	111	539	68	550
Weighted Base	646	160*	211	134*	142	370	275	448	196	58*	67*	181	189	118*	555	58*	564
Effective Base	402	90	129	84	102	218	185	249	165	43	48	114	114	65	339	43	344
Lost mail	18	4	4	5	5	8	10	13	5	2	3	3	6	4	16	2	16
	3%	*2%*	*2%*	*4%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*
Damaged mail	22	4	8	6	3	12	9	17	5	1	7	5	3	5	20	1	20
	3%	*2%*	*4%*	*5%*	*2%*	*3%*	*3%*	*4%*	*2%*	*3%*	**11%klm**	*3%*	*2%*	*4%*	*4%*	*3%*	*4%*
Delayed mail	32	6	13	5	9	19	13	24	8	3	3	7	13	6	28	3	28
	5%	*4%*	*6%*	*3%*	*6%*	*5%*	*5%*	*5%*	*4%*	*6%*	*4%*	*4%*	*7%*	*5%*	*5%*	*6%*	*5%*
Mis-delivered mail	9	2	3	5	-	5	5	6	3	*	3	1	1	3	9	*	9
	1%	*1%*	*1%*	*3%*	-	*1%*	*2%*	*1%*	*2%*	*1%*	*5%*	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*
Mail that has been tampered with	23	11	7	6	-	17	6	18	5	2	4	5	6	6	21	2	21
	4%	**7%d**	*3%*	**4%d**	-	*5%*	*2%*	*4%*	*3%*	*3%*	*6%*	*3%*	*3%*	*5%*	*4%*	*3%*	*4%*
Other problems	11	*	5	*	6	5	6	5	6	*	2	6	2	*	10	*	10
	2%	*	*2%*	*	*4%*	*1%*	*2%*	*1%*	*3%*	*1%*	*3%*	*3%*	*1%*	*	*2%*	*1%*	*2%*
No - there have been no problems	569	138	187	119	124	326	244	390	177	50	54	165	164	103	485	51	495
	88%	*86%*	*89%*	*89%*	*88%*	*88%*	*89%*	*87%*	*90%*	*88%*	*80%*	**91%j**	*87%*	*88%*	*87%*	*88%*	*88%*
NET Any problem experienced	77	22	23	14	17	45	32	57	19	7	14	16	25	15	69	7	69
	12%	*14%*	*11%*	*11%*	*12%*	*12%*	*11%*	*13%*	*10%*	*12%*	**20%k**	*9%*	*13%*	*12%*	*13%*	*12%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	640	471	169	64	367	122	79	72	49	30	30	37	54	32	52	46	37	26	96
Weighted Base	646	570	75*	21**	546	57*	25*	18*	40*	54**	36**	47*	69*	46**	99*	102*	54*	10**	47*
Effective Base	402	347	56	18	307	70	41	55	47	28	26	33	49	27	46	43	33	16	54
Lost mail	18	17	*	*	15	2	*	*	1	-	-	3	1	2	7	-	1	*	2
	3%	3%	1%	1%	3%	4%	1%	1%	3%	-	-	6%	1%	5%	7%	-	3%	5%	3%
Damaged mail	22	20	2	*	19	2	1	*	-	1	-	5	2	-	2	5	3	1	1
	3%	3%	3%	*	3%	3%	3%	1%	-	3%	-	11%	3%	-	3%	5%	5%	8%	2%
Delayed mail	32	29	3	1	29	1	1	1	-	-	-	6	2	1	7	11	1	*	1
	5%	5%	4%	5%	5%	2%	2%	6%	-	-	-	12%h	3%	3%	7%	11%	3%	3%	2%
Mis-delivered mail	9	7	2	*	8	2	*	*	-	2	-	5	-	-	-	-	1	-	2
	1%	1%	3%	1%	1%	3%	1%	1%	-	4%	-	10%lno	-	-	-	-	2%	-	3%
Mail that has been tampered with	23	21	2	*	21	1	*	*	3	2	-	4	3	-	7	2	1	1	*
	4%	4%	3%	1%	4%	2%	1%	1%	8%	3%	-	8%	4%	-	7%	2%	2%	10%	1%
Other problems	11	9	2	-	9	*	2	*	-	-	-	1	-	2	4	2	-	*	-
	2%	2%	2%	-	2%	*	7%de	2%	-	-	-	2%	-	4%	4%	2%	-	*	-
No - there have been no problems	569	502	67	20	480	51	22	16	35	49	36	36	65	41	80	88	49	9	42
	88%	88%	89%	95%	88%	90%	88%	94%	89%	91%	100%	76%	94%k	88%	82%	87%	92%	87%	91%
NET Any problem experienced	77	68	8	1	67	6	3	1	4	5	-	11	4	5	18	14	4	1	4
	12%	12%	11%	5%	12%	10%	12%	6%	11%	9%	-	24%l	6%	12%	18%	13%	8%	13%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**640**	223	267	65	59	20	490	79	254	272	73	26	12	526	38
Weighted Base	**646**	220	272	68*	61*	20**	492	81*	254	273	73*	30**	12**	528	42**
Effective Base	**402**	136	168	43	39	13	303	52	155	172	48	18	7	327	25
Lost mail	**18**	6	8	2	2	-	14	2	9	5	2	2	*	14	2
	3%	*3%*	*3%*	*2%*	*4%*	-	*3%*	*3%*	*4%*	*2%*	*3%*	*5%*	*1%*	*3%*	*4%*
Damaged mail	**22**	4	14	2	2	-	18	2	3	9	7	1	2	12	3
	3%	*2%*	*5%*	*3%*	*3%*	-	*4%*	*2%*	*1%*	*3%*	**9%hm**	*3%*	*17%*	*2%*	*7%*
Delayed mail	**32**	13	13	4	2	*	26	2	14	14	-	1	2	28	4
	5%	*6%*	*5%*	*5%*	*3%*	*1%*	*5%*	*2%*	*6%*	*5%*	-	*5%*	*18%*	*5%*	*9%*
Mis-delivered mail	**9**	5	5	-	*	-	9	*	3	4	1	1	*	7	1
	1%	*2%*	*2%*	-	*	-	*2%*	*	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*3%*
Mail that has been tampered with	**23**	7	12	3	*	-	19	*	7	9	2	3	2	16	5
	4%	*3%*	*4%*	*5%*	*	-	*4%*	*	*3%*	*3%*	*3%*	*8%*	*17%*	*3%*	*11%*
Other problems	**11**	5	*	4	1	-	5	1	5	2	*	1	2	7	4
	2%	*2%*	*	**6%bf**	**2%b**	-	*1%*	*2%*	*2%*	*1%*	*	*5%*	*17%*	*1%*	*9%*
No - there have been no problems	**569**	193	235	62	54	20	428	74	227	241	63	26	10	468	36
	88%	*88%*	*86%*	*92%*	*89%*	*99%*	*87%*	*91%*	*89%*	*88%*	*86%*	*87%*	*82%*	*89%*	*85%*
NET Any problem experienced	**77**	27	37	6	7	*	64	7	28	32	10	4	2	60	6
	12%	*12%*	*14%*	*8%*	*11%*	*1%*	*13%*	*9%*	*11%*	*12%*	*14%*	*13%*	*18%*	*11%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	640	44	590	6	209	391	40	632	7	-	-	639	1
Weighted Base	646	44**	596	6**	204	396	46**	636	8**	-**	-**	644	1**
Effective Base	402	28	370	3	132	243	26	397	4	-	-	401	1
Lost mail	18	*	17	-	11	5	2	16	2	-	-	18	-
	3%	1%	3%	-	5%e	1%	5%	3%	22%	-	-	3%	-
Damaged mail	22	-	22	-	16	5	-	19	3	-	-	22	-
	3%	-	4%	-	8%e	1%	-	3%	35%	-	-	3%	-
Delayed mail	32	4	28	-	16	8	8	29	2	-	-	30	1
	5%	10%	5%	-	8%e	2%	17%	5%	18%	-	-	5%	100%
Mis-delivered mail	9	1	8	-	5	4	-	9	-	-	-	9	-
	1%	2%	1%	-	2%	1%	-	1%	-	-	-	1%	-
Mail that has been tampered with	23	4	17	3	13	7	3	21	2	-	-	23	-
	4%	9%	3%	48%	6%e	2%	6%	3%	22%	-	-	4%	-
Other problems	11	1	9	-	6	*	4	9	-	-	-	9	1
	2%	3%	2%	-	3%e	*	9%	1%	-	-	-	1%	100%
No - there have been no problems	569	37	530	3	163	374	33	567	2	-	-	569	-
	88%	83%	89%	52%	80%	94%d	72%	89%	24%	-	-	88%	-
NET Any problem experienced	77	7	66	3	41	23	13	69	6	-	-	75	1
	12%	17%	11%	48%	20%e	6%	28%	11%	76%	-	-	12%	100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : Used Collect + (Collect Plus)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**640**	176	139	151	174	59	60	57	57	36	46	49	61	41	65	55	54
Weighted Base	**646**	173	144*	150*	178*	58*	61*	55*	56*	37**	51*	43**	63*	44**	72*	49**	57*
Effective Base	**402**	116	98	91	100	37	41	38	40	25	34	26	39	26	41	28	30
Lost mail	**18**	5	6	*	6	1	1	3	1	2	3	-	*	*	4	-	2
	3%	*3%*	*4%*	*	*4%*	*2%*	*1%*	*6%*	*2%*	*5%*	*5%*	-	*	*	*5%*	-	*4%*
Damaged mail	**22**	9	8	2	2	1	3	4	3	3	1	1	2	*	2	-	-
	3%	*5%*	*6%*	*2%*	*1%*	*2%*	*5%*	*8%*	*6%*	*9%*	*3%*	*2%*	*2%*	*	*3%*	-	-
Delayed mail	**32**	9	6	7	9	1	4	4	6	-	1	4	*	3	3	2	4
	5%	*5%*	*4%*	*5%*	*5%*	*2%*	*6%*	*7%*	*10%*	-	*1%*	*8%*	*1%*	*8%*	*5%*	*4%*	*7%*
Mis-delivered mail	**9**	2	4	2	1	-	-	2	3	-	1	-	1	*	-	-	1
	1%	*1%*	*3%*	*1%*	*1%*	-	-	*4%*	*6%*	-	*2%*	-	*2%*	*	-	-	*2%*
Mail that has been tampered with	**23**	5	8	1	9	1	-	4	2	1	4	-	1	*	4	2	4
	4%	*3%*	*5%*	*1%*	*5%*	*2%*	-	*7%*	*4%*	*3%*	*8%*	-	*2%*	*	*6%*	*3%*	*6%*
Other problems	**11**	2	2	5	2	-	-	2	2	-	-	*	1	3	-	*	1
	2%	*1%*	*2%*	*3%*	*1%*	-	-	*4%*	*4%*	-	-	*	*2%*	*8%*	-	*1%*	*3%*
No - there have been no problems	**569**	154	125	136	155	55	54	45	47	32	46	39	59	37	62	47	46
	88%	*89%*	*87%*	*90%*	*87%*	*95%*	*88%*	*83%*	*84%*	*86%*	*90%*	*90%*	*94%*	*85%*	*86%*	*96%*	*81%*
NET Any problem experienced	**77**	19	19	15	23	3	7	9	9	5	5	4	4	7	10	2	11
	12%	*11%*	*13%*	*10%*	*13%*	*5%*	*12%*	*17%*	*16%*	*14%*	*10%*	*10%*	*6%*	*15%*	*14%*	*4%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2462**	-	2462	1228	1225	230	301	449	373	511	357	232	531	822	1100	589	2169	264	2462
Weighted Base	**2355**	-**	2355	1203	1147	233	295	457	380	457	292	237	528	837	987	530	1957	369	2462
Effective Base	**1432**	-	1432	744	685	145	189	301	211	288	150	157	333	508	589	303	1211	206	2462
Lost mail	**31**	-	31	18	13	4	5	11	4	*	*	6	9	15	7	6	23	7	32
	1%	-	*1%*	*1%*	*1%*	**2%i**	**2%i**	**2%i**	*1%*	*	*	**3%ij**	*2%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Damaged mail	**40**	-	40	20	20	3	9	7	7	9	3	3	12	14	15	6	33	7	57
	2%	-	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*
Delayed mail	**81**	-	81	48	32	19	9	15	16	15	2	5	28	31	22	7	61	17	90
	3%	-	*3%*	*4%*	*3%*	**8%fgjjk**	*3%*	*3%*	**4%j**	*3%*	*1%*	*2%*	**5%no**	*4%*	*2%*	*1%*	*3%*	*4%*	*4%*
Mis-delivered mail	**39**	-	39	21	18	9	9	5	1	5	10	*	18	6	15	10	28	9	40
	2%	-	*2%*	*2%*	*2%*	**4%hk**	**3%hk**	*1%*	*	*1%*	**3%hk**	*	**3%m**	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*
Mail that has been tampered with	**22**	-	22	16	6	4	8	3	2	5	-	-	13	5	5	-	15	7	21
	1%	-	*1%*	*1%*	*1%*	*2%*	**3%gjk**	*1%*	*1%*	*1%*	-	-	**2%mno**	*1%*	*	-	*1%*	*2%*	*1%*
Other problems	**28**	-	28	20	8	11	3	1	2	6	*	4	14	4	11	4	26	2	32
	1%	-	*1%*	*2%*	*1%*	**5%fghjj**	*1%*	*	*1%*	*1%*	*	*2%*	**3%m**	*	*1%*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	**2162**	-	2162	1087	1070	189	266	422	352	428	279	223	455	774	930	502	1806	330	2258
	92%	-	*92%*	*90%*	**93%c**	*81%*	**90%e**	**92%e**	**93%e**	**94%e**	**95%e**	**94%e**	*86%*	**92%l**	**94%l**	**95%l**	*92%*	*89%*	*92%*
NET Any problem experienced	**193**	-	193	116	77	44	29	35	28	29	14	14	73	63	57	28	151	39	204
	8%	-	*8%*	**10%d**	*7%*	**19%fghijk**	*10%*	*8%*	*7%*	*6%*	*5%*	*6%*	**14%mno**	*8%*	*6%*	*5%*	*8%*	*11%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2462	714	791	441	516	1505	957	1247	1176	252	287	662	655	398	2002	256	2068
Weighted Base	2355	673	812	441	429	1485	870	1461	873	208	252	636	651	437	1976	212	2028
Effective Base	1432	371	480	271	328	850	592	791	662	155	153	393	394	238	1174	157	1208
Lost mail	31	14	5	9	3	19	11	25	6	3	*	11	9	8	27	3	27
	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	*	2%	1%	2%	1%	1%	1%
Damaged mail	40	8	14	12	7	21	19	26	14	7	5	13	10	2	30	7	33
	2%	1%	2%	3%	2%	1%	2%	2%	2%	3%m	2%	2%	2%	*	2%	3%	2%
Delayed mail	81	30	21	16	13	52	29	60	20	7	13	17	18	24	72	7	72
	3%	5%	3%	4%	3%	3%	3%	4%	2%	4%	5%	3%	3%	5%	4%	3%	4%
Mis-delivered mail	39	11	10	12	5	21	17	19	18	5	2	15	7	8	32	5	32
	2%	2%	1%	3%	1%	1%	2%	1%	2%	2%	1%	2%	1%	2%	2%	2%	2%
Mail that has been tampered with	22	3	5	9	4	9	14	14	8	4	4	10	*	3	18	4	18
	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%l	2%l	2%l	*	1%	1%	2%	1%
Other problems	28	15	5	6	3	19	9	23	5	3	11	4	8	2	25	3	25
	1%	2%b	1%	1%	1%	1%	1%	2%	1%	2%	4%klmn	1%	1%	*	1%	2%	1%
No - there have been no problems	2162	605	762	394	401	1366	795	1327	816	184	224	585	605	400	1813	189	1861
	92%	90%	94%ac	89%	93%	92%	91%	91%	94%	89%	89%	92%	93%	91%	92%	89%	92%
NET Any problem experienced	193	68	50	47	28	118	75	135	57	24	29	51	46	38	163	24	166
	8%	10%b	6%	11%b	7%	8%	9%	9%	6%	11%	11%	8%	7%	9%	8%	11%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2462	1674	788	341	1296	502	406	258	144	146	130	129	146	134	153	161	153	89	413
Weighted Base	2355	1987	368	119*	1938	232	124	61	113	259	181	151	202	205	283	331	212	38*	194
Effective Base	1432	1197	236	97	1067	211	206	177	133	129	114	113	116	114	132	145	138	37	174
Lost mail	31	26	5	4	28	1	*	1	2	2	3	3	2	-	16	-	-	*	1
	1%	1%	1%	4%	1%	1%	*	2%	2%o	1%	2%	2%o	1%	-	6%lmopr	-	-	*	1%
Damaged mail	40	36	4	3	30	5	3	2	3	-	3	6	-	6	2	8	3	1	4
	2%	2%	1%	2%	2%	2%	3%	3%	2%il	-	1%	4%il	-	3%l	1%	2%	2%	2%il	2%
Delayed mail	81	68	13	3	69	5	2	4	3	6	15	4	1	4	14	17	4	2	4
	3%	3%	3%	3%	4%	2%	2%	7%def	3%	2%	8%ilmpr	3%	*	2%	5%l	5%l	2%	4%	2%
Mis-delivered mail	39	34	5	2	35	2	1	1	3	8	3	3	3	4	6	3	4	-	2
	2%	2%	1%	2%	2%	1%	1%	2%	3%	3%	2%	2%	1%	2%	2%	1%	2%	-	1%
Mail that has been tampered with	22	20	2	*	19	1	-	2	-	4	1	1	3	1	4	3	1	-	1
	1%	1%	1%	*	1%	1%	-	3%def	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
Other problems	28	18	11	1	15	11	1	1	1	-	5	-	3	-	5	1	-	1	10
	1%	1%	3%a	1%	1%	5%df	1%	1%	1%	-	3%	-	1%	-	2%	*	-	2%ip	5%hikmop
No - there have been no problems	2162	1827	334	107	1778	213	117	54	105	241	157	140	190	193	244	309	201	36	176
	92%	92%	91%	90%	92%	91%	95%g	88%	93%	93%	87%	93%	94%n	94%n	86%	93%	94%jn	95%	91%
NET Any problem experienced	193	159	34	12	160	20	7	7	8	18	24	11	12	12	39	23	12	2	18
	8%	8%	9%	10%	8%	9%	5%	12%f	7%	7%	13%p	7%	6%	6%	14%lmp	7%	6%	5%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2462**	954	980	258	192	63	1934	255	1037	990	271	115	38	2027	153
Weighted Base	**2355**	900	923	268	192	60**	1823	252	998	939	263	120*	26**	1937	147*
Effective Base	**1432**	542	567	167	122	29	1109	148	592	564	177	75	20	1156	95
Lost mail	**31**	14	10	4	1	2	24	3	11	13	4	1	2	23	3
	1%	*2%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*8%*	*1%*	*2%*
Damaged mail	**40**	18	17	4	2	*	34	2	13	20	5	2	-	33	2
	2%	*2%*	*2%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	-	*2%*	*1%*
Delayed mail	**81**	18	43	7	12	-	62	12	20	40	15	5	-	60	5
	3%	*2%*	**5%a**	*3%*	**6%a**	-	*3%*	*5%*	*2%*	**4%h**	**6%h**	*4%*	-	*3%*	*3%*
Mis-delivered mail	**39**	14	17	1	6	-	31	6	21	14	2	*	2	35	2
	2%	*2%*	*2%*	*	*3%*	-	*2%*	*3%*	*2%*	*2%*	*1%*	*	*6%*	*2%*	*1%*
Mail that has been tampered with	**22**	9	9	1	3	-	18	3	9	5	7	1	-	14	1
	1%	*1%*	*1%*	*	*2%*	-	*1%*	*1%*	*1%*	*1%*	**3%hlm**	*1%*	-	*1%*	*1%*
Other problems	**28**	13	1	4	*	7	14	8	6	14	6	2	*	20	2
	1%	**1%b**	*	**2%b**	*	*12%*	*1%*	**3%bf**	*1%*	*1%*	**2%h**	*2%*	*1%*	*1%*	*2%*
No - there have been no problems	**2162**	834	843	254	171	51	1677	222	941	845	234	111	23	1786	134
	92%	*93%*	*91%*	**95%g**	*89%*	*85%*	*92%*	*88%*	**94%ij**	*90%*	*89%*	*92%*	*86%*	*92%*	*91%*
NET Any problem experienced	**193**	66	80	14	21	9	146	30	57	94	29	10	4	151	13
	8%	*7%*	*9%*	*5%*	*11%*	*15%*	*8%*	**12%c**	*6%*	**10%h**	**11%h**	*8%*	*14%*	*8%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2462**	147	2273	42	789	1546	127	2429	15	13	1	2457	4
Weighted Base	**2355**	111*	2203	41**	690	1544	121*	2331	14**	9**	***	2354	1**
Effective Base	**1432**	85	1326	25	461	912	65	1416	9	6	1	1431	2
Lost mail	**31**	1	30	-	17	11	3	26	1	4	-	31	*
	1%	*1%*	*1%*	-	**2%e**	*1%*	*2%*	*1%*	*6%*	*42%*	-	*1%*	*7%*
Damaged mail	**40**	7	33	1	18	16	6	34	4	1	-	40	-
	2%	**6%b**	*1%*	*2%*	**3%e**	*1%*	**5%e**	*1%*	*32%*	*14%*	-	*2%*	-
Delayed mail	**81**	11	65	5	25	50	5	77	3	1	-	81	-
	3%	**10%b**	*3%*	*13%*	*4%*	*3%*	*4%*	*3%*	*19%*	*9%*	-	*3%*	-
Mis-delivered mail	**39**	5	31	3	11	22	5	36	2	-	-	39	-
	2%	**4%b**	*1%*	*7%*	*2%*	*1%*	*4%*	*2%*	*16%*	-	-	*2%*	-
Mail that has been tampered with	**22**	3	18	1	12	7	3	20	2	-	-	22	-
	1%	*3%*	*1%*	*3%*	**2%e**	*	*2%*	*1%*	*13%*	-	-	*1%*	-
Other problems	**28**	1	27	1	16	12	*	28	-	-	-	28	-
	1%	*1%*	*1%*	*2%*	**2%e**	*1%*	*	*1%*	-	-	-	*1%*	-
No - there have been no problems	**2162**	91	2038	33	616	1440	105	2151	4	5	*	2161	1
	92%	*82%*	**92%a**	*81%*	*89%*	**93%d**	*87%*	*92%*	*32%*	*53%*	*100%*	*92%*	*93%*
NET Any problem experienced	**193**	20	165	8	74	104	15	179	9	4	-	193	*
	8%	**18%b**	*8%*	*19%*	**11%e**	*7%*	*13%*	*8%*	*68%*	*47%*	-	*8%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : Used DHL

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2462**	589	592	641	640	187	218	184	221	182	189	220	217	204	237	207	196
Weighted Base	**2355**	585	585	611	574	181	228	176	206	191	188	198	204	208	234	175	165*
Effective Base	**1432**	369	403	340	331	105	146	119	141	128	134	104	123	114	129	103	99
Lost mail	**31**	2	13	9	6	1	2	-	8	4	1	1	*	7	5	1	1
	1%	*	**2%a**	*2%*	*1%*	*	*1%*	-	**4%gl**	*2%*	*	*1%*	*	*4%*	*2%*	*1%*	*
Damaged mail	**40**	7	19	8	7	2	2	3	9	6	4	2	2	4	4	-	3
	2%	*1%*	**3%a**	*1%*	*1%*	*1%*	*1%*	*2%*	**4%fo**	*3%*	*2%*	*1%*	*1%*	*2%*	*2%*	-	*2%*
Delayed mail	**81**	21	25	20	14	11	6	4	9	12	4	7	6	7	10	3	2
	3%	*4%*	*4%*	*3%*	*2%*	*6%*	*3%*	*2%*	*4%*	*6%*	*2%*	*4%*	*3%*	*4%*	*4%*	*1%*	*1%*
Mis-delivered mail	**39**	5	15	9	9	1	4	1	7	1	7	2	*	7	2	2	5
	2%	*1%*	*3%*	*2%*	*2%*	*1%*	*2%*	*	*3%*	*	**4%l**	*1%*	*	*3%*	*1%*	*1%*	*3%*
Mail that has been tampered with	**22**	3	8	3	9	1	2	-	4	3	1	1	2	*	1	3	4
	1%	*	*1%*	*	*2%*	*1%*	*1%*	-	*2%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*3%*
Other problems	**28**	16	4	4	4	10	6	*	2	2	-	*	*	4	*	*	3
	1%	**3%bcd**	*1%*	*1%*	*1%*	**6%ghjklno**	*2%*	*	*1%*	*1%*	-	*	*	*2%*	*	*	*2%*
No - there have been no problems	**2162**	541	524	567	530	160	212	169	184	167	172	186	196	185	215	167	148
	92%	*92%*	*90%*	*93%*	*92%*	*89%*	*93%*	**96%ei**	*90%*	*87%*	*92%*	*94%*	**96%ei**	*89%*	*92%*	**95%i**	*90%*
NET Any problem experienced	**193**	44	61	44	44	21	16	8	21	24	16	12	9	23	19	8	17
	8%	*8%*	*10%*	*7%*	*8%*	**11%gl**	*7%*	*4%*	*10%*	**13%glo**	*8%*	*6%*	*4%*	*11%*	*8%*	*5%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1510**	-	1510	793	710	234	205	275	210	267	192	120	439	485	579	312	1282	209	1510
Weighted Base	**1487**	-**	1487	823	660	225	206	293	229	251	149*	129*	431	523	529	278	1171	294	1510
Effective Base	**905**	-	905	492	410	141	134	188	124	149	85	84	275	310	318	169	730	165	1510
Lost mail	**28**	-	28	17	11	12	9	1	4	*	-	2	20	5	2	2	20	8	28
	2%	-	*2%*	*2%*	*2%*	**5%gij**	**4%gij**	*	*2%*	*	-	*1%*	**5%mno**	*1%*	*	*1%*	*2%*	*3%*	*2%*
Damaged mail	**37**	-	37	24	13	17	7	6	3	*	*	3	24	9	3	3	27	10	28
	2%	-	*2%*	*3%*	*2%*	**7%ghij**	**4%l**	*2%*	*1%*	*	*	*2%*	**6%mno**	*2%*	*1%*	*1%*	*2%*	*4%*	*2%*
Delayed mail	**52**	-	52	25	28	22	8	11	2	6	3	1	30	12	11	4	42	10	54
	4%	-	*4%*	*3%*	*4%*	**10%fghijk**	*4%*	*4%*	*1%*	*3%*	*2%*	*1%*	**7%mno**	*2%*	*2%*	*1%*	*4%*	*3%*	*4%*
Mis-delivered mail	**27**	-	27	22	6	16	3	*	4	1	-	3	19	4	4	3	25	2	20
	2%	-	*2%*	**3%d**	*1%*	**7%fghij**	*2%*	*	*2%*	*1%*	-	*2%*	**4%mno**	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
Mail that has been tampered with	**27**	-	27	22	6	16	5	7	-	-	-	-	21	7	-	-	19	8	16
	2%	-	*2%*	**3%d**	*1%*	**7%ghijk**	*2%*	*2%*	-	-	-	-	**5%mno**	**1%n**	-	-	*2%*	*3%*	*1%*
Other problems	**17**	-	17	14	4	4	1	5	2	3	-	3	5	6	6	3	14	3	17
	1%	-	*1%*	*2%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	-	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	**1356**	-	1356	740	611	177	183	268	217	242	146	121	360	485	508	266	1075	258	1395
	91%	-	*91%*	*90%*	*93%*	*79%*	**89%e**	**91%e**	**95%e**	**96%ef**	**98%efg**	**93%e**	*83%*	**93%l**	**96%l**	**96%l**	*92%*	*88%*	*92%*
NET Any problem experienced	**131**	-	131	82	49	48	23	26	12	9	3	9	71	38	21	12	96	35	115
	9%	-	*9%*	*10%*	*7%*	**21%fghijk**	**11%ij**	**9%j**	*5%*	*4%*	*2%*	*7%*	**17%mno**	*7%*	*4%*	*4%*	*8%*	*12%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1510	466	463	269	312	929	581	788	698	152	180	378	395	277	1230	153	1263
Weighted Base	1487	447	477	298	265	924	564	964	513	124*	170	362	405	319	1255	124*	1282
Effective Base	905	246	295	177	197	539	369	518	412	94	101	240	246	169	750	95	765
Lost mail	28	9	2	11	6	11	16	23	5	2	6	4	7	7	24	2	24
	2%	2%	*	4%b	2%	1%	3%	2%	1%	2%	3%	1%	2%	2%	2%	2%	2%
Damaged mail	37	19	5	10	4	23	14	33	4	2	8	7	10	9	34	2	34
	2%	4%b	1%	3%	1%	3%	2%	3%h	1%	1%	5%	2%	3%	3%	3%	1%	3%
Delayed mail	52	12	16	17	7	28	24	39	13	8	10	14	14	5	43	8	43
	4%	3%	3%	6%	3%	3%	4%	4%	3%	7%m	6%	4%	3%	2%	3%	7%	3%
Mis-delivered mail	27	16	*	6	5	17	11	25	2	3	11	2	4	6	23	3	23
	2%	4%b	*	2%b	2%b	2%	2%	3%h	*	2%	6%klmn	1%	1%	2%	2%	2%	2%
Mail that has been tampered with	27	12	*	13	3	12	15	27	1	2	12	2	7	4	26	2	26
	2%	3%b	*	4%b	1%	1%	3%	3%h	*	1%	7%klmn	1%	2%	1%	2%	1%	2%
Other problems	17	6	2	5	4	9	9	14	3	2	3	3	4	4	14	2	14
	1%	1%	*	2%	2%	1%	2%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%
No - there have been no problems	1356	398	453	260	245	851	505	855	491	110	147	334	366	295	1141	110	1168
	91%	89%	95%ac	87%	92%	92%	90%	89%	96%g	89%	87%	92%	90%	93%	91%	89%	91%
NET Any problem experienced	131	49	24	38	20	73	59	109	22	14	22	28	39	24	114	14	114
	9%	11%b	5%	13%b	8%	8%	10%	11%h	4%	11%	13%	8%	10%	7%	9%	11%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1510	1056	454	201	845	294	235	136	91	83	89	87	101	79	112	110	93	50	244
Weighted Base	1487	1266	221	74*	1239	138	73	37*	71*	147*	123*	98*	131*	123*	201*	225*	120*	24**	113*
Effective Base	905	771	134	61	697	108	124	66	83	73	77	75	88	65	97	99	84	21	87
Lost mail	28	25	3	*	26	*	*	1	4	6	2	1	5	1	3	3	2	-	*
	2%	2%	1%	1%	2%	*	*	3%e	5%r	4%	2%	1%	4%	1%	1%	1%	1%	-	*
Damaged mail	37	28	9	1	28	8	*	1	2	4	4	1	4	1	4	4	3	-	8
	2%	2%	4%	1%	2%	6%df	*	3%	2%	3%	3%	1%	3%	1%	2%	2%	3%	-	7%m
Delayed mail	52	48	5	2	47	3	1	2	1	3	7	7	4	-	8	12	5	*	3
	4%	4%	2%	3%	4%	2%	1%	5%	1%	2%	6%m	7%m	3%	-	4%	5%	4%	1%	3%
Mis-delivered mail	27	18	10	*	19	7	*	1	-	3	1	1	3	-	6	3	2	-	7
	2%	1%	4%a	1%	2%	5%df	*	3%	-	2%	1%	1%	3%	-	3%	1%	1%	-	7%hmo
Mail that has been tampered with	27	15	13	2	19	8	-	*	1	2	-	1	4	-	4	5	2	-	8
	2%	1%	6%a	3%	2%	6%df	-	1%	1%	1%	-	1%	3%	-	2%	2%	2%	-	7%jm
Other problems	17	16	1	1	17	*	-	*	3	4	3	-	1	1	2	3	-	*	*
	1%	1%	1%	1%	1%	*	-	1%	4%p	3%	3%	-	1%	1%	1%	1%	-	*	*
No - there have been no problems	1356	1158	198	68	1125	125	72	34	65	129	108	91	112	120	182	209	109	24	101
	91%	91%	90%	92%	91%	91%	98%de	93%	91%	88%	88%	93%	85%	98%ijlr	91%	93%	91%	99%	89%
NET Any problem experienced	131	108	23	6	115	13	1	3	7	18	15	7	19	3	19	16	11	*	13
	9%	9%	10%	8%	9%f	9%f	2%	7%	9%	12%m	12%m	7%	15%m	2%	9%	7%	9%	1%	11%m

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1510**	566	591	181	133	33	1157	166	621	601	180	77	28	1222	105
Weighted Base	**1487**	539	589	177	140*	38**	1128	178*	596	604	172	88*	24**	1201	112*
Effective Base	**905**	338	360	110	85	15	698	97	361	360	116	53	14	721	68
Lost mail	**28**	7	14	1	2	4	21	6	2	17	2	4	3	19	7
	2%	*1%*	*2%*	*1%*	*1%*	*12%*	*2%*	*3%*	*	**3%h**	*1%*	**5%h**	*11%*	*2%*	**6%hm**
Damaged mail	**37**	10	8	11	1	7	18	8	8	20	4	1	3	29	4
	2%	*2%*	*1%*	**6%abdf**	*1%*	*19%*	*2%*	**5%b**	*1%*	*3%*	*2%*	*2%*	*13%*	*2%*	*4%*
Delayed mail	**52**	16	26	7	4	*	42	4	20	21	10	2	-	41	2
	4%	*3%*	*4%*	*4%*	*3%*	*1%*	*4%*	*2%*	*3%*	*3%*	*6%*	*3%*	-	*3%*	*2%*
Mis-delivered mail	**27**	7	8	3	2	8	14	10	3	17	7	-	-	20	-
	2%	*1%*	*1%*	*2%*	*1%*	*22%*	*1%*	**6%abf**	*	**3%h**	**4%h**	-	-	*2%*	-
Mail that has been tampered with	**27**	6	9	3	2	7	15	9	5	18	2	1	2	23	3
	2%	*1%*	*2%*	*2%*	*1%*	*19%*	*1%*	**5%abf**	*1%*	**3%h**	*1%*	*1%*	*10%*	*2%*	*3%*
Other problems	**17**	3	9	4	2	-	11	2	1	8	5	-	3	9	3
	1%	*	*1%*	*2%*	*1%*	-	*1%*	*1%*	*	*1%*	**3%hm**	-	*13%*	*1%*	**3%h**
No - there have been no problems	**1356**	506	537	156	128	26	1043	154	569	538	151	80	16	1106	97
	91%	**94%cn**	*91%*	*88%*	*92%*	*67%*	**92%g**	*86%*	**95%ijmn**	*89%*	*88%*	*91%*	*67%*	*92%*	*86%*
NET Any problem experienced	**131**	33	52	22	12	13	86	24	28	67	21	8	8	95	16
	9%	*6%*	*9%*	**12%a**	*8%*	*33%*	*8%*	**14%af**	*5%*	**11%h**	**12%h**	*9%*	*33%*	**8%h**	**14%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1510**	91	1390	29	493	924	93	1489	10	10	-	1509	1
Weighted Base	**1487**	75*	1391	21**	440	958	89*	1467	11**	8**	-**	1487	***
Effective Base	**905**	54	837	17	290	564	54	894	6	5	-	905	1
Lost mail	**28**	2	25	1	14	11	3	24	3	1	-	28	-
	2%	*3%*	*2%*	*5%*	***3%e***	*1%*	*3%*	*2%*	*25%*	*13%*	-	*2%*	-
Damaged mail	**37**	4	33	-	22	13	2	36	1	-	-	37	-
	2%	*6%*	*2%*	-	***5%e***	*1%*	*2%*	*2%*	*8%*	-	-	*3%*	-
Delayed mail	**52**	5	45	2	20	29	3	50	3	-	-	52	-
	4%	*7%*	*3%*	*12%*	*5%*	*3%*	*4%*	*3%*	*25%*	-	-	*4%*	-
Mis-delivered mail	**27**	2	25	1	16	10	*	21	3	4	-	27	-
	2%	*2%*	*2%*	*5%*	***4%e***	*1%*	*1%*	*1%*	*25%*	*48%*	-	*2%*	-
Mail that has been tampered with	**27**	2	25	-	14	11	3	24	3	1	-	27	-
	2%	*3%*	*2%*	-	***3%e***	*1%*	*3%*	*2%*	*25%*	*8%*	-	*2%*	-
Other problems	**17**	2	15	1	11	6	-	13	3	1	-	17	-
	1%	*2%*	*1%*	*5%*	***3%e***	*1%*	-	*1%*	*25%*	*13%*	-	*1%*	-
No - there have been no problems	**1356**	64	1274	18	379	896	81	1345	8	4	-	1356	*
	91%	*85%*	*92%*	*84%*	*86%*	***94%d***	*91%*	*92%*	*67%*	*44%*	-	*91%*	*100%*
NET Any problem experienced	**131**	11	117	4	62	62	8	123	4	5	-	131	-
	9%	*15%*	*8%*	*16%*	***14%e***	*6%*	*9%*	*8%*	*33%*	*56%*	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : Used FedEx

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1510**	384	354	390	382	123	136	125	134	95	125	126	133	131	137	124	121
Weighted Base	**1487**	410	359	355	363	127*	156*	127*	129*	102*	128*	108*	119*	128*	141*	122*	101*
Effective Base	**905**	240	239	218	211	68	93	80	84	68	87	65	75	79	81	69	61
Lost mail	**28**	5	8	3	12	-	5	-	3	3	2	1	1	1	2	1	9
	2%	*1%*	*2%*	*1%*	*3%*	-	*3%*	-	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**9%egklmno**
Damaged mail	**37**	10	9	10	9	7	1	2	4	2	2	3	*	6	2	3	4
	2%	*2%*	*2%*	*3%*	*3%*	**6%f**	*	*2%*	*3%*	*2%*	*2%*	*3%*	*	*5%*	*1%*	*3%*	*4%*
Delayed mail	**52**	10	9	11	23	1	7	2	5	2	2	4	4	3	10	6	6
	4%	*2%*	*2%*	*3%*	**6%ab**	*1%*	*5%*	*1%*	*4%*	*2%*	*1%*	*4%*	*4%*	*2%*	*7%*	*5%*	*6%*
Mis-delivered mail	**27**	11	2	3	10	7	4	-	1	-	1	*	*	3	5	3	3
	2%	*3%*	*1%*	*1%*	*3%*	**6%g**	*3%*	-	*1%*	-	*1%*	*	*	*2%*	*3%*	*2%*	*3%*
Mail that has been tampered with	**27**	11	5	5	6	8	3	-	1	4	-	2	*	3	1	2	4
	2%	*3%*	*2%*	*1%*	*2%*	**6%gjl**	*2%*	-	*1%*	*4%*	-	*2%*	*	*2%*	*1%*	*1%*	*4%*
Other problems	**17**	3	3	3	8	*	3	-	3	-	-	1	*	2	-	3	5
	1%	*1%*	*1%*	*1%*	*2%*	*	*2%*	-	*2%*	-	-	*1%*	*	*2%*	-	*3%*	**5%jn**
No - there have been no problems	**1356**	387	331	327	311	117	145	124	120	90	121	97	114	117	126	109	77
	91%	**94%d**	**92%d**	**92%d**	*86%*	**93%p**	**93%p**	**97%lnp**	**93%p**	*89%*	**95%p**	**90%p**	**96%p**	**91%p**	**89%p**	*89%*	*76%*
NET Any problem experienced	**131**	24	28	27	52	9	11	4	9	12	7	11	5	11	15	13	24
	9%	*6%*	*8%*	*8%*	**14%abc**	*7%*	*7%*	*3%*	*7%*	**11%g**	*5%*	*10%*	*4%*	*9%*	**11%g**	*11%*	**24%efghjklmn**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**3687**	-	3687	1612	2066	407	429	643	515	749	565	368	836	1158	1682	933	3305	339	3687
Weighted Base	**3540**	-**	3540	1554	1981	378	419	636	520	690	500	393	797	1156	1583	893	3017	465	3687
Effective Base	**2162**	-	2162	1004	1159	280	264	422	294	417	251	256	540	711	915	499	1869	264	3687
Lost mail	**198**	-	198	91	107	36	32	37	24	30	27	11	69	61	69	38	168	30	212
	6%	-	*6%*	*6%*	*5%*	**10%hik**	**8%k**	*6%*	*5%*	*4%*	*5%*	*3%*	**9%mno**	*5%*	*4%*	*4%*	*6%*	*6%*	*6%*
Damaged mail	**245**	-	245	90	155	42	31	60	32	31	31	17	73	92	80	48	203	40	267
	7%	-	*7%*	*6%*	*8%*	**11%hijk**	*7%*	**9%ik**	*6%*	*5%*	*6%*	*4%*	**9%no**	**8%n**	*5%*	*5%*	*7%*	*9%*	*7%*
Delayed mail	**381**	-	381	155	227	81	56	75	58	54	34	23	137	133	111	57	307	72	427
	11%	-	*11%*	*10%*	*11%*	**21%fghijk**	**13%ijk**	**12%jk**	**11%k**	*8%*	*7%*	*6%*	**17%mno**	**11%no**	*7%*	*6%*	*10%*	**16%p**	*12%*
Mis-delivered mail	**153**	-	153	66	87	19	23	29	32	29	14	8	43	60	50	21	117	37	163
	4%	-	*4%*	*4%*	*4%*	**5%k**	**6%k**	*4%*	**6%k**	*4%*	*3%*	*2%*	**5%no**	**5%no**	*3%*	*2%*	*4%*	**8%p**	*4%*
Mail that has been tampered with	**69**	-	69	21	48	13	16	11	14	7	3	5	29	25	15	8	52	14	68
	2%	-	*2%*	*1%*	*2%*	**4%ij**	**4%ij**	*2%*	*3%*	*1%*	*1%*	*1%*	**4%no**	**2%n**	*1%*	*1%*	*2%*	*3%*	*2%*
Other problems	**111**	-	111	48	63	8	6	23	20	27	13	14	15	43	53	27	92	17	125
	3%	-	*3%*	*3%*	*3%*	*2%*	*1%*	*4%*	*4%*	*4%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*
No - there have been no problems	**2757**	-	2757	1248	1505	232	307	489	405	568	414	339	539	894	1321	753	2367	338	2846
	78%	-	*78%*	**80%d**	*76%*	*62%*	**73%e**	**77%e**	**78%e**	**82%efg**	**83%ef**	**86%efgh**	*68%*	**77%l**	**83%lm**	**84%lm**	**78%q**	*73%*	*77%*
NET Any problem experienced	**783**	-	783	306	476	145	112	147	115	122	86	54	258	262	262	140	651	127	841
	22%	-	*22%*	*20%*	**24%c**	**38%fghijk**	**27%ijk**	**23%ik**	**22%k**	*18%*	*17%*	*14%*	**32%mno**	**23%no**	*17%*	*16%*	*22%*	**27%p**	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**3687**	916	1178	718	875	2094	1593	1752	1886	433	507	1003	895	519	2924	440	3009
Weighted Base	**3540**	818	1240	731	751	2058	1482	2045	1469	374	468	984	860	543	2855	379	2925
Effective Base	**2162**	483	715	435	546	1198	972	1121	1058	254	295	584	532	313	1722	257	1767
Lost mail	**198**	45	54	53	46	99	99	116	80	21	27	52	51	30	160	21	167
	6%	*5%*	*4%*	**7%b**	*6%*	*5%*	*7%*	*6%*	*5%*	*6%*	*6%*	*5%*	*6%*	*6%*	*6%*	*5%*	*6%*
Damaged mail	**245**	54	70	62	60	123	122	152	90	30	28	83	60	27	198	30	206
	7%	*7%*	*6%*	*8%*	*8%*	*6%*	**8%e**	*7%*	*6%*	*8%*	*6%*	*8%*	*7%*	*5%*	*7%*	*8%*	*7%*
Delayed mail	**381**	82	133	80	87	215	166	240	137	40	41	93	122	60	316	41	322
	11%	*10%*	*11%*	*11%*	*12%*	*10%*	*11%*	*12%*	*9%*	*11%*	*9%*	*9%*	**14%jkn**	*11%*	*11%*	*11%*	*11%*
Mis-delivered mail	**153**	51	39	30	34	89	64	102	51	23	18	41	25	34	118	23	121
	4%	**6%b**	*3%*	*4%*	*5%*	*4%*	*4%*	*5%*	*3%*	**6%l**	*4%*	*4%*	*3%*	**6%l**	*4%*	*6%*	*4%*
Mail that has been tampered with	**69**	25	16	17	12	40	28	48	19	10	8	23	9	15	55	10	55
	2%	**3%b**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*
Other problems	**111**	24	38	25	24	62	50	69	40	11	19	22	33	14	88	11	90
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*
No - there have been no problems	**2757**	641	984	557	575	1625	1132	1556	1183	291	361	770	656	437	2223	297	2273
	78%	*78%*	*79%*	*76%*	*77%*	*79%*	*76%*	*76%*	**81%g**	*78%*	*77%*	*78%*	*76%*	*80%*	*78%*	*78%*	*78%*
NET Any problem experienced	**783**	177	256	174	175	433	350	488	285	83	107	214	205	107	632	83	652
	22%	*22%*	*21%*	*24%*	*23%*	*21%*	*24%*	**24%h**	*19%*	*22%*	*23%*	*22%*	*24%*	*20%*	*22%*	*22%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3687	2551	1136	483	1960	729	609	389	193	192	207	213	228	234	213	246	234	149	580
Weighted Base	3540	3005	535	180	2931	323	189	97	145	341	289	265	311	360	389	496	336	62*	261
Effective Base	2162	1791	379	146	1607	350	326	218	176	170	174	185	180	200	184	221	200	66	284
Lost mail	198	164	34	16	168	16	12	3	12	14	11	17	19	20	25	31	20	4	13
	6%	*5%*	*6%*	*9%*	*6%*	*5%*	*6%*	*3%*	*8%*	*4%*	*4%*	*6%*	*6%*	*5%*	*6%*	*6%*	*6%*	*6%*	*5%*
Damaged mail	245	208	37	16	207	14	20	4	10	12	19	18	44	17	21	47	19	3	11
	7%	*7%*	*7%*	*9%*	*7%*	*4%*	**11%deg**	*4%*	*7%*	*3%*	*6%*	*7%*	**14%hijkmnpqr**	*5%*	*6%*	**9%ir**	*6%*	*4%*	*4%*
Delayed mail	381	321	60	20	306	38	28	11	24	25	40	26	30	34	48	53	26	3	34
	11%	*11%*	*11%*	*11%*	*10%*	*12%*	**15%d**	*11%*	**16%lmpq**	*7%*	*14%*	*10%*	*10%*	*10%*	*12%*	*11%*	*8%*	*5%*	**13%p**
Mis-delivered mail	153	132	21	9	133	10	9	2	6	10	11	12	21	4	27	25	18	1	9
	4%	*4%*	*4%*	*5%*	*5%*	*3%*	*5%*	*2%*	**4%m**	*3%*	*4%*	**5%m**	**7%m**	*1%*	**7%m**	**5%m**	**5%m**	*1%*	*3%*
Mail that has been tampered with	69	56	13	5	64	3	2	*	5	4	6	5	4	1	13	16	9	1	1
	2%	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*	**3%mr**	*1%*	*2%*	*2%*	*1%*	*	**3%mr**	**3%mr**	*3%*	*2%*	*1%*
Other problems	111	94	17	4	87	10	9	5	6	13	10	6	6	13	16	17	1	2	8
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*5%*	*5%*	**4%p**	**4%p**	**3%p**	*2%*	*2%*	**4%p**	**4%p**	**3%p**	*	**3%p**	**3%p**
No - there have been no problems	2757	2332	425	140	2284	257	137	80	108	285	223	204	223	302	293	377	269	54	203
	78%	*78%*	*79%*	*78%*	**78%f**	**79%f**	*72%*	**83%f**	*75%*	**84%hl**	*77%*	*77%*	*72%*	**84%hlno**	*75%*	*76%*	*80%*	**87%hln**	*78%*
NET Any problem experienced	783	672	110	40	647	66	52	17	37	56	66	60	88	58	97	119	67	8	58
	22%	*22%*	*21%*	*22%*	*22%*	*21%*	**26%deg**	*17%*	**25%almq**	*16%*	*23%*	*23%*	**28%almq**	*16%*	**25%mq**	**24%m**	*20%*	*13%*	*22%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**3687**	1431	1470	393	286	88	2901	374	1516	1489	430	173	59	3005	232
Weighted Base	**3540**	1383	1388	396	279	79*	2771	358	1421	1420	436	189	57*	2840	246
Effective Base	**2162**	819	860	244	174	56	1678	229	862	859	278	115	35	1721	150
Lost mail	**198**	68	89	7	26	8	158	34	85	75	17	18	3	161	21
	6%	***5%c***	***6%c***	*2%*	***9%acf***	***10%c***	***6%c***	***9%acf***	*6%*	*5%*	*4%*	***9%j***	*5%*	*6%*	*8%*
Damaged mail	**245**	84	108	20	29	5	192	34	98	106	28	9	4	204	13
	7%	*6%*	*8%*	*5%*	***10%ac***	*6%*	*7%*	*9%*	*7%*	*7%*	*6%*	*5%*	*6%*	*7%*	*5%*
Delayed mail	**381**	128	158	43	45	6	287	50	155	152	37	31	6	307	37
	11%	*9%*	*11%*	*11%*	***16%af***	*7%*	*10%*	***14%a***	*11%*	*11%*	*8%*	***17%j***	*10%*	*11%*	***15%j***
Mis-delivered mail	**153**	63	63	15	10	3	125	13	61	68	16	4	4	129	8
	4%	*5%*	*5%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*5%*	*4%*	*2%*	*7%*	*5%*	*3%*
Mail that has been tampered with	**69**	21	31	4	12	1	51	14	22	27	9	8	3	49	10
	2%	*1%*	*2%*	*1%*	***4%acf***	*2%*	*2%*	***4%ac***	*2%*	*2%*	*2%*	*4%*	*5%*	*2%*	***4%hm***
Other problems	**111**	49	49	8	6	*	98	6	44	54	5	8	-	99	8
	3%	*4%*	*4%*	*2%*	*2%*	*1%*	*4%*	*2%*	*3%*	***4%j***	*1%*	*4%*	-	***3%j***	*3%*
No - there have been no problems	**2757**	1097	1053	325	204	64	2150	268	1106	1085	358	144	47	2192	190
	78%	*79%*	*76%*	***82%bd***	*73%*	*81%*	*78%*	*75%*	*78%*	*76%*	***82%i***	*76%*	*82%*	*77%*	*77%*
NET Any problem experienced	**783**	285	335	71	75	15	620	90	314	334	78	46	10	649	56
	22%	*21%*	***24%c***	*18%*	***27%c***	*19%*	*22%*	*25%*	*22%*	***24%j***	*18%*	*24%*	*18%*	*23%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**3687**	230	3399	58	1161	2343	183	3652	12	15	2	3679	6
Weighted Base	**3540**	174	3317	49*	996	2368	175*	3511	12**	12**	***	3535	5**
Effective Base	**2162**	123	2010	31	656	1413	97	2143	8	8	2	2158	3
Lost mail	**198**	13	181	4	65	122	12	197	2	*	-	198	-
	6%	*8%*	*5%*	*8%*	*6%*	*5%*	*7%*	*6%*	*13%*	*1%*	-	*6%*	-
Damaged mail	**245**	24	215	6	84	149	12	245	*	*	-	245	-
	7%	**14%b**	*6%*	*13%*	*8%*	*6%*	*7%*	*7%*	*	*1%*	-	*7%*	-
Delayed mail	**381**	28	344	9	126	237	19	378	1	2	-	381	*
	11%	**16%b**	*10%*	*19%*	*13%*	*10%*	*11%*	*11%*	*12%*	*15%*	-	*11%*	*3%*
Mis-delivered mail	**153**	12	141	1	53	95	5	149	2	3	-	153	-
	4%	*7%*	*4%*	*1%*	*5%*	*4%*	*3%*	*4%*	*14%*	*26%*	-	*4%*	-
Mail that has been tampered with	**69**	5	62	2	27	37	5	65	*	3	-	69	-
	2%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*25%*	-	*2%*	-
Other problems	**111**	4	105	2	44	64	4	111	1	-	-	111	-
	3%	*3%*	*3%*	*4%*	**4%e**	*3%*	*2%*	*3%*	*5%*	-	-	*3%*	-
No - there have been no problems	**2757**	120	2607	30	731	1895	132	2738	7	7	*	2752	5
	78%	*69%*	**79%ac**	*61%*	*73%*	**80%d**	*75%*	*78%*	*58%*	*59%*	*100%*	*78%*	*97%*
NET Any problem experienced	**783**	54	710	19	266	473	43	773	5	5	-	782	*
	22%	**31%b**	*21%*	**39%b**	**27%e**	*20%*	*25%*	*22%*	*42%*	*41%*	-	*22%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : Used Hermes

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**3687**	916	882	937	952	303	301	312	297	282	303	322	314	301	335	311	306
Weighted Base	**3540**	902	858	902	878	288	312	302	267	281	309	287	325	290	321	277	279
Effective Base	**2162**	597	596	492	499	195	200	202	186	191	219	158	179	155	178	170	153
Lost mail	**198**	39	51	63	46	18	7	15	16	18	17	23	19	21	18	17	11
	6%	*4%*	*6%*	*7%*	*5%*	**6%f**	*2%*	*5%*	*6%*	**6%f**	*5%*	**8%f**	*6%*	**7%f**	*6%*	*6%*	*4%*
Damaged mail	**245**	43	56	74	72	16	9	19	18	18	20	33	22	19	34	15	23
	7%	*5%*	*6%*	**8%a**	**8%a**	*5%*	*3%*	*6%*	*7%*	*6%*	*6%*	**11%ef**	*7%*	*7%*	**11%f**	*5%*	**8%f**
Delayed mail	**381**	98	73	126	85	34	29	35	29	20	24	45	39	43	40	19	25
	11%	*11%*	*8%*	**14%bd**	*10%*	*12%*	*9%*	*11%*	*11%*	*7%*	*8%*	**16%ijo**	*12%*	**15%jo**	*13%*	*7%*	*9%*
Mis-delivered mail	**153**	34	48	34	38	16	8	10	18	15	15	7	20	7	15	14	8
	4%	*4%*	*6%*	*4%*	*4%*	*6%*	*2%*	*3%*	**7%f**	*5%*	*5%*	*2%*	*6%*	*2%*	*5%*	*5%*	*3%*
Mail that has been tampered with	**69**	9	24	12	23	1	1	7	12	7	6	3	4	4	8	5	10
	2%	*1%*	**3%a**	*1%*	*3%*	*1%*	*	*2%*	**4%ef**	*2%*	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*	**4%ef**
Other problems	**111**	26	29	30	26	13	2	11	9	8	13	13	11	6	6	7	13
	3%	*3%*	*3%*	*3%*	*3%*	**5%f**	*1%*	**4%f**	*3%*	*3%*	**4%f**	**5%f**	*3%*	*2%*	*2%*	*3%*	**5%f**
No - there have been no problems	**2757**	721	691	678	668	215	266	240	215	228	249	203	257	219	236	218	214
	78%	*80%*	**81%c**	*75%*	*76%*	*75%*	**85%ekmnp**	*79%*	**80%k**	**81%k**	**80%k**	*71%*	*79%*	*75%*	*73%*	*79%*	*77%*
NET Any problem experienced	**783**	182	167	224	210	73	46	62	52	54	61	84	68	72	85	59	65
	22%	*20%*	*19%*	**25%b**	*24%*	**25%f**	*15%*	*21%*	*20%*	*19%*	*20%*	**29%fhij**	*21%*	**25%f**	**27%f**	*21%*	**23%f**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**299**	-	299	188	109	14	41	64	58	62	36	22	55	122	120	58	264	33	299
Weighted Base	**287**	-**	287	188	99*	17**	46*	64*	56*	52*	27**	25**	63*	119*	104*	52*	235	51**	299
Effective Base	**180**	-	180	121	59	10	30	41	33	33	17	15	40	74	66	33	151	29	299
Lost mail	**6**	-	6	4	2	2	4	-	-	-	-	-	6	-	-	-	4	2	5
	2%	-	*2%*	*2%*	*2%*	*10%*	*9%*	-	-	-	-	-	**9%mn**	-	-	-	*2%*	*3%*	*2%*
Damaged mail	**10**	-	10	6	4	6	1	2	-	*	-	1	7	2	1	1	9	2	8
	4%	-	*4%*	*3%*	*4%*	*34%*	*3%*	*3%*	-	*	-	*5%*	**11%mn**	*2%*	*1%*	*2%*	*4%*	*3%*	*3%*
Delayed mail	**6**	-	6	3	2	1	2	2	-	-	-	-	3	2	-	-	5	1	4
	2%	-	*2%*	*2%*	*2%*	*6%*	*5%*	*4%*	-	-	-	-	*5%*	*2%*	-	-	*2%*	*2%*	*1%*
Mis-delivered mail	**2**	-	2	1	1	1	1	-	-	-	-	-	2	-	-	-	1	1	2
	1%	-	*1%*	*	*1%*	*5%*	*3%*	-	-	-	-	-	*3%*	-	-	-	*1%*	*2%*	*1%*
Mail that has been tampered with	**8**	-	8	6	2	3	4	2	-	-	-	-	6	2	-	-	8	-	5
	3%	-	*3%*	*3%*	*2%*	*16%*	*8%*	*3%*	-	-	-	-	**10%mn**	*2%*	-	-	*4%*	-	*2%*
Other problems	**5**	-	5	3	2	2	1	2	-	*	-	-	3	2	*	-	3	2	5
	2%	-	*2%*	*2%*	*2%*	*9%*	*3%*	*3%*	-	*	-	-	*4%*	*2%*	*	-	*1%*	*3%*	*2%*
No - there have been no problems	**264**	-	264	170	94	9	37	59	56	52	27	24	46	115	103	51	217	46	280
	92%	-	*92%*	*90%*	*95%*	*51%*	*81%*	*93%*	**100%f**	**100%f**	*100%*	*95%*	*73%*	**96%l**	**99%l**	**98%l**	*93%*	*90%*	*94%*
NET Any problem experienced	**23**	-	23	18	5	8	9	4	-	*	-	1	17	4	1	1	18	5	19
	8%	-	*8%*	*10%*	*5%*	*49%*	**19%hl**	*7%*	-	*	-	*5%*	**27%mno**	*4%*	*1%*	*2%*	*7%*	*10%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	299	92	96	58	53	188	111	172	121	23	31	81	86	60	258	23	264
Weighted Base	287	88*	95*	60*	43*	183	103*	184	98*	19**	20**	74*	93*	67*	254	19**	259
Effective Base	180	50	61	37	35	110	71	108	70	13	17	49	57	38	159	13	161
Lost mail	6	3	-	3	-	3	3	3	3	-	-	-	3	3	6	-	6
	2%	*3%*	*-*	*5%*	*-*	*1%*	*3%*	*2%*	*3%*	*-*	*-*	*-*	*3%*	*5%*	*2%*	*-*	*2%*
Damaged mail	10	3	1	3	3	4	6	7	1	2	2	-	4	2	9	2	9
	4%	*4%*	*1%*	*5%*	*7%*	*2%*	*6%*	*4%*	*1%*	*8%*	*11%*	*-*	*5%*	*3%*	*3%*	*8%*	*3%*
Delayed mail	6	-	2	4	-	2	4	6	-	-	1	-	2	2	6	-	6
	2%	*-*	*2%*	*6%*	*-*	*1%*	*4%*	*3%*	*-*	*-*	*5%*	*-*	*3%*	*4%*	*2%*	*-*	*2%*
Mis-delivered mail	2	-	-	1	1	-	2	1	1	-	-	-	-	1	1	-	1
	1%	*-*	*-*	*2%*	*2%*	*-*	*2%*	*1%*	*1%*	*-*	*-*	*-*	*-*	*2%*	*1%*	*-*	*1%*
Mail that has been tampered with	8	-	1	7	-	1	7	7	2	-	1	2	2	3	8	-	8
	3%	*-*	*1%*	**12%abd**	*-*	*1%*	**7%e**	*4%*	*2%*	*-*	*5%*	*3%*	*2%*	*5%*	*3%*	*-*	*3%*
Other problems	5	1	*	2	2	1	3	3	*	2	-	-	3	*	3	2	3
	2%	*1%*	***	*3%*	*4%*	*1%*	*3%*	*2%*	***	*8%*	*-*	*-*	*3%*	***	*1%*	*8%*	*1%*
No - there have been no problems	264	81	93	51	39	174	90	168	94	18	17	71	82	63	234	18	238
	92%	*92%*	**98%c**	*84%*	*91%*	*95%*	*87%*	*91%*	*95%*	*92%*	*89%*	*97%*	*88%*	*93%*	*92%*	*92%*	*92%*
NET Any problem experienced	23	7	2	10	4	9	13	16	5	2	2	2	11	5	20	2	20
	8%	*8%*	*2%*	**16%b**	*9%*	*5%*	*13%*	*9%*	*5%*	*8%*	*11%*	*3%*	*12%*	*7%*	*8%*	*8%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 284

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**299**	192	107	51	165	41	63	30	15	14	10	22	21	21	18	23	21	4	37
Weighted Base	**287**	231	55*	25**	246	15**	18*	8**	12**	26**	12**	23**	31**	33**	36**	46**	28**	2**	13**
Effective Base	**180**	143	37	17	140	22	35	19	14	12	9	19	18	19	17	21	19	2	19
Lost mail	**6**	6	-	-	6	-	-	-	1	-	2	1	-	-	2	-	-	-	-
	2%	*2%*	-	-	*2%*	-	-	-	*7%*	-	*15%*	*6%*	-	-	*5%*	-	-	-	-
Damaged mail	**10**	10	*	*	10	1	*	-	-	-	-	1	-	3	4	-	1	-	1
	4%	*4%*	*	*	*4%*	*4%*	*1%*	-	-	-	-	*6%*	-	*10%*	*11%*	-	*4%*	-	*5%*
Delayed mail	**6**	3	2	2	6	-	-	-	-	-	1	1	-	-	2	-	1	-	-
	2%	*1%*	*4%*	*9%*	*2%*	-	-	-	-	-	*9%*	*6%*	-	-	*7%*	-	*4%*	-	-
Mis-delivered mail	**2**	2	-	-	2	-	-	-	-	-	-	1	-	1	-	-	-	-	-
	1%	*1%*	-	-	*1%*	-	-	-	-	-	-	*6%*	-	*3%*	-	-	-	-	-
Mail that has been tampered with	**8**	8	-	-	8	-	-	-	-	2	-	1	-	2	2	-	1	-	-
	3%	*4%*	-	-	*3%*	-	-	-	-	*9%*	-	*6%*	-	*6%*	*5%*	-	*4%*	-	-
Other problems	**5**	5	*	*	5	-	-	*	1	-	-	-	-	2	2	-	-	-	-
	2%	*2%*	*	*1%*	*2%*	-	-	*3%*	*9%*	-	-	-	-	*6%*	*4%*	-	-	-	-
No - there have been no problems	**264**	211	53	23	224	15	17	7	10	24	9	22	31	29	28	46	27	2	13
	92%	*91%*	*95%*	*90%*	*91%*	*96%*	*99%*	*97%*	*83%*	*91%*	*76%*	*94%*	*100%*	*88%*	*77%*	*100%*	*96%*	*100%*	*95%*
NET Any problem experienced	**23**	20	3	3	22	1	*	*	2	2	3	1	-	4	8	-	1	-	1
	8%	*9%*	*5%*	*10%*	*9%*	*4%*	*1%*	*3%*	*17%*	*9%*	*24%*	*6%*	-	*12%*	*23%*	-	*4%*	-	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**299**	128	112	27	21	9	240	30	123	108	34	23	8	231	31
Weighted Base	**287**	115*	109*	26**	28**	7**	224	35**	112*	110*	32**	25**	5**	223	30**
Effective Base	**180**	73	68	16	16	6	141	21	71	66	23	14	5	137	19
Lost mail	**6**	2	3	1	-	-	5	-	1	4	-	1	-	5	1
	2%	*2%*	*3%*	*3%*	-	-	*2%*	-	*1%*	*3%*	-	*3%*	-	*2%*	*3%*
Damaged mail	**10**	4	2	1	2	-	6	2	4	4	-	1	-	8	1
	4%	*3%*	*2%*	*2%*	*7%*	-	*3%*	*6%*	*3%*	*3%*	-	*4%*	-	*3%*	*3%*
Delayed mail	**6**	4	1	-	1	-	5	1	1	2	1	1	-	4	1
	2%	*3%*	*1%*	-	*4%*	-	*2%*	*3%*	*1%*	*2%*	*3%*	*4%*	-	*2%*	*3%*
Mis-delivered mail	**2**	1	1	-	-	-	2	-	1	-	-	-	-	1	-
	1%	*1%*	*1%*	-	-	-	*1%*	-	*1%*	-	-	-	-	*1%*	-
Mail that has been tampered with	**8**	1	5	-	2	-	6	2	4	4	-	1	-	7	1
	3%	*1%*	*5%*	-	*7%*	-	*3%*	*6%*	*3%*	*3%*	-	*4%*	-	*3%*	*3%*
Other problems	**5**	1	-	*	2	-	1	2	*	3	-	*	-	3	*
	2%	*1%*	-	*	*7%*	-	*1%*	*6%*	*	*3%*	-	*	-	*1%*	*
No - there have been no problems	**264**	107	101	25	25	7	207	32	106	99	31	23	5	206	28
	92%	*93%*	*92%*	*94%*	*89%*	*100%*	*93%*	*91%*	*94%*	*90%*	*97%*	*92%*	*100%*	*92%*	*94%*
NET Any problem experienced	**23**	8	8	2	3	-	17	3	6	11	1	2	-	17	2
	8%	*7%*	*8%*	*6%*	*11%*	-	*7%*	*9%*	*6%*	*10%*	*3%*	*8%*	-	*8%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**299**	24	270	5	97	179	23	290	3	3	-	296	3
Weighted Base	**287**	18**	266	3**	90*	175	21**	280	2**	1**	-**	283	3**
Effective Base	**180**	13	164	3	55	111	13	175	1	2	-	178	2
Lost mail	**6**	1	5	-	2	3	1	4	2	-	-	6	-
	2%	*5%*	*2%*	-	*2%*	*2%*	*4%*	*1%*	*89%*	-	-	*2%*	-
Damaged mail	**10**	2	8	-	8	1	2	9	-	-	-	9	2
	4%	*11%*	*3%*	-	**8%e**	*1%*	*7%*	*3%*	-	-	-	*3%*	*49%*
Delayed mail	**6**	-	6	-	4	2	-	6	-	-	-	6	-
	2%	-	*2%*	-	*4%*	*1%*	-	*2%*	-	-	-	*2%*	-
Mis-delivered mail	**2**	-	2	-	1	1	-	2	-	-	-	2	-
	1%	-	*1%*	-	*1%*	*	-	*1%*	-	-	-	*1%*	-
Mail that has been tampered with	**8**	2	6	-	6	3	-	7	2	-	-	8	-
	3%	*11%*	*2%*	-	*6%*	*2%*	-	*2%*	*89%*	-	-	*3%*	-
Other problems	**5**	2	3	-	2	1	2	3	-	-	-	3	2
	2%	*11%*	*1%*	-	*2%*	*1%*	*7%*	*1%*	-	-	-	*1%*	*49%*
No - there have been no problems	**264**	15	246	3	77	168	19	261	*	1	-	262	2
	92%	*84%*	*92%*	*100%*	*85%*	**96%d**	*89%*	*93%*	*11%*	*100%*	-	*93%*	*51%*
NET Any problem experienced	**23**	3	20	-	13	7	2	19	2	-	-	21	2
	8%	*16%*	*8%*	-	**15%e**	*4%*	*11%*	*7%*	*89%*	-	-	*7%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : Used Interlink

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**299**	66	72	94	67	20	24	22	23	14	35	31	37	26	31	18	18
Weighted Base	**287**	71*	77*	79*	60*	16**	26**	29**	21**	15**	40**	19**	32**	27**	25**	19**	16**
Effective Base	**180**	43	51	50	36	11	16	16	13	10	28	15	21	15	16	10	11
Lost mail	**6**	-	4	1	1	-	-	-	1	1	2	-	-	1	-	-	1
	2%	-	*5%*	*1%*	*1%*	-	-	-	*6%*	*5%*	*4%*	-	-	*4%*	-	-	*5%*
Damaged mail	**10**	-	4	1	5	-	-	-	1	-	3	-	1	-	-	2	3
	4%	-	*5%*	*2%*	*8%*	-	-	-	*6%*	-	*7%*	-	*4%*	-	-	*8%*	*20%*
Delayed mail	**6**	-	5	1	-	-	-	-	1	2	1	-	1	-	-	-	-
	2%	-	*6%*	*1%*	-	-	-	-	*6%*	*15%*	*2%*	-	*3%*	-	-	-	-
Mis-delivered mail	**2**	-	1	1	-	-	-	-	1	-	-	-	-	1	-	-	-
	1%	-	*2%*	*1%*	-	-	-	-	*6%*	-	-	-	-	*3%*	-	-	-
Mail that has been tampered with	**8**	-	6	-	2	-	-	-	1	-	5	-	-	-	-	-	2
	3%	-	***8%c***	-	*4%*	-	-	-	*6%*	-	*12%*	-	-	-	-	-	*15%*
Other problems	**5**	-	3	*	2	-	-	-	-	-	3	*	-	-	-	2	-
	2%	-	*4%*	*	*3%*	-	-	-	-	-	*7%*	*1%*	-	-	-	*8%*	-
No - there have been no problems	**264**	71	67	75	52	16	26	29	20	12	35	19	30	25	25	17	10
	92%	***100%bd***	*87%*	*94%*	*87%*	*100%*	*100%*	*100%*	*94%*	*79%*	*86%*	*99%*	*92%*	*93%*	*100%*	*92%*	*60%*
NET Any problem experienced	**23**	-	10	5	8	-	-	-	1	3	6	*	2	2	-	2	6
	8%	-	***13%a***	*6%*	***13%a***	-	-	-	*6%*	*21%*	*14%*	*1%*	*8%*	*7%*	-	*8%*	*40%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2699**	-	2699	1251	1442	305	375	506	395	549	367	195	680	901	1111	562	2400	268	2699
Weighted Base	**2535**	-**	2535	1221	1310	296	360	507	398	471	302	199	656	904	971	500	2106	388	2699
Effective Base	**1565**	-	1565	778	786	190	229	336	221	292	171	130	419	553	590	299	1334	213	2699
Lost mail	**35**	-	35	16	19	17	3	4	5	1	4	2	20	8	7	6	30	5	41
	1%	-	*1%*	*1%*	*1%*	**6%fghijk**	*1%*	*1%*	*1%*	*	*1%*	*1%*	**3%mn**	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
Damaged mail	**61**	-	61	28	33	17	12	12	9	4	7	-	29	21	10	7	47	12	76
	2%	-	*2%*	*2%*	*3%*	**6%gijk**	**3%lk**	*2%*	*2%*	*1%*	*2%*	-	**4%no**	*2%*	*1%*	*1%*	*2%*	*3%*	*3%*
Delayed mail	**106**	-	106	46	61	38	24	17	10	13	3	2	62	27	18	5	79	28	133
	4%	-	*4%*	*4%*	*5%*	**13%fghijk**	**7%hijk**	*3%*	*2%*	*3%*	*1%*	*1%*	**9%mno**	*3%*	*2%*	*1%*	*4%*	**7%p**	*5%*
Mis-delivered mail	**61**	-	61	27	34	17	13	8	7	10	4	2	30	15	17	6	41	18	68
	2%	-	*2%*	*2%*	*3%*	**6%ghijk**	*4%*	*2%*	*2%*	*2%*	*1%*	*1%*	**5%mno**	*2%*	*2%*	*1%*	*2%*	**5%p**	*3%*
Mail that has been tampered with	**25**	-	25	12	13	6	4	7	*	4	3	*	10	8	8	3	17	5	24
	1%	-	*1%*	*1%*	*1%*	**2%h**	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other problems	**36**	-	36	13	22	5	6	7	4	8	2	4	11	10	15	6	29	5	42
	1%	-	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
No - there have been no problems	**2298**	-	2298	1119	1176	231	317	463	368	442	283	190	548	831	915	473	1935	330	2417
	91%	-	*91%*	*92%*	*90%*	*78%*	**88%e**	**91%e**	**92%e**	**94%ef**	**94%e**	**96%ef**	*84%*	**92%l**	**94%l**	**95%l**	**92%q**	*85%*	*90%*
NET Any problem experienced	**237**	-	237	102	134	65	43	43	30	29	19	8	108	73	56	27	171	58	282
	9%	-	*9%*	*8%*	*10%*	**22%fghijk**	**12%lk**	*9%*	*8%*	*6%*	*6%*	*4%*	**16%mno**	*8%*	*6%*	*5%*	*8%*	**15%p**	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2699	706	842	520	631	1548	1151	1391	1270	284	337	726	659	446	2168	289	2237
Weighted Base	2535	628	861	500	546	1489	1046	1609	906	221	286	682	645	463	2076	224	2135
Effective Base	1565	355	517	320	383	871	701	882	713	161	182	423	395	267	1267	164	1302
Lost mail	35	16	9	3	8	25	11	23	10	6	11	7	5	6	29	6	29
	1%	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**3%l**	**4%kln**	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*
Damaged mail	61	22	12	8	19	34	27	41	19	10	7	18	15	7	47	10	47
	2%	**3%b**	*1%*	*2%*	**4%b**	*2%*	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*2%*	*1%*	*2%*	*4%*	*2%*
Delayed mail	106	35	22	24	26	56	50	67	36	18	16	21	31	15	83	18	87
	4%	**6%b**	*3%*	*5%*	*5%*	*4%*	*5%*	*4%*	*4%*	**8%kmn**	*6%*	*3%*	*5%*	*3%*	*4%*	**8%p**	*4%*
Mis-delivered mail	61	23	11	19	8	34	27	39	21	12	4	16	16	13	49	12	49
	2%	**4%b**	*1%*	**4%b**	*2%*	*2%*	*3%*	*2%*	*2%*	**5%jn**	*1%*	*2%*	*3%*	*3%*	*2%*	**5%p**	*2%*
Mail that has been tampered with	25	4	7	7	7	11	14	16	7	5	4	4	8	5	20	5	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other problems	36	8	14	7	7	22	14	23	11	6	4	8	13	4	30	6	30
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*1%*
No - there have been no problems	2298	548	799	455	495	1348	950	1452	831	188	256	625	576	425	1882	192	1937
	91%	*87%*	**93%a**	*91%*	*91%*	*90%*	*91%*	*90%*	*92%*	*85%*	*89%*	**92%l**	*89%*	**92%l**	**91%l**	*86%*	**91%o**
NET Any problem experienced	237	80	62	45	51	142	95	157	75	33	30	57	69	38	194	33	198
	9%	**13%b**	*7%*	*9%*	*9%*	*10%*	*9%*	*10%*	*8%*	**15%kmn**	*11%*	*8%*	*11%*	*8%*	*9%*	**14%p**	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2699	1805	894	389	1392	535	475	297	130	147	129	158	166	149	164	180	169	77	458
Weighted Base	2535	2129	405	147	2086	231	145	73	100	255	183	193	227	225	311	357	236	28*	203
Effective Base	1565	1292	275	113	1162	221	241	161	119	131	111	138	133	131	144	163	150	33	190
Lost mail	35	22	13	2	22	10	2	2	1	3	1	2	3	-	5	2	6	3	7
	1%	1%	3%a	2%	1%	5%df	1%	2%	1%	1%	1%	1%	1%	-	1%	1%	2%	12%hijklmnopr	4%mo
Damaged mail	61	51	11	5	49	7	3	2	1	5	3	6	8	2	8	6	10	2	5
	2%	2%	3%	4%	2%	3%	2%	3%	1%	2%	2%	3%	4%	1%	3%	2%	4%	6%m	3%
Delayed mail	106	88	18	5	76	17	8	6	1	9	7	6	10	5	21	11	6	3	14
	4%	4%	4%	4%	4%	7%d	5%	8%d	1%	4%	4%	3%	5%	2%	7%h	3%	2%	12%hikmop	7%hm
Mis-delivered mail	61	53	8	3	54	4	2	2	1	7	2	8	6	1	12	11	4	*	3
	2%	2%	2%	2%	3%	2%	1%	2%	1%	3%	1%	4%	3%	1%	4%	3%	2%	2%	2%
Mail that has been tampered with	25	16	9	1	24	*	*	1	-	2	2	3	1	2	4	7	3	-	*
	1%	1%	2%a	1%	1%	*	*	1%	-	1%	1%	1%	*	1%	1%	2%	1%	-	*
Other problems	36	30	6	3	30	3	2	1	1	3	4	4	2	-	7	2	6	1	2
	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	2%	1%	-	2%	1%	3%	3%m	1%
No - there have been no problems	2298	1937	360	132	1899	202	132	65	95	234	164	175	205	218	271	326	211	22	181
	91%	91%	89%	90%	91%	88%	91%	89%	95%nq	92%q	90%	91%q	91%q	97%klnpqr	87%	91%q	89%	78%	89%
NET Any problem experienced	237	192	45	15	187	29	13	8	5	21	18	17	22	7	40	31	25	6	23
	9%	9%	11%	10%	9%	12%	9%	11%	5%	8%	10%m	9%m	9%m	3%	13%hm	9%	11%m	22%hiklmo	11%m

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2699**	1009	1068	298	234	73	2077	307	1120	1060	332	131	42	2180	173
Weighted Base	**2535**	909	1011	306	225	70*	1921	295	1018	991	345	136*	33**	2009	169
Effective Base	**1565**	575	618	187	141	35	1193	175	641	588	222	84	22	1228	105
Lost mail	**35**	6	11	5	3	9	17	12	11	16	2	3	2	27	5
	1%	*1%*	*1%*	*2%*	*1%*	**13%abcdfg**	*1%*	**4%abf**	*1%*	*2%*	*1%*	*2%*	*6%*	*1%*	*3%*
Damaged mail	**61**	22	23	3	10	1	45	11	24	26	7	2	*	50	2
	2%	*2%*	*2%*	*1%*	**5%c**	*1%*	*2%*	*4%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*
Delayed mail	**106**	37	38	10	11	9	75	20	43	46	13	2	*	89	3
	4%	*4%*	*4%*	*3%*	*5%*	**13%abcf**	*4%*	*7%*	*4%*	*5%*	*4%*	*2%*	*1%*	*4%*	*2%*
Mis-delivered mail	**61**	24	28	3	7	-	52	7	36	15	6	4	-	51	4
	2%	*3%*	*3%*	*1%*	*3%*	-	*3%*	*2%*	**4%l**	*2%*	*2%*	*3%*	-	*3%*	*3%*
Mail that has been tampered with	**25**	4	17	*	2	-	21	2	7	9	5	1	-	17	1
	1%	*	**2%a**	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	*1%*	*1%*
Other problems	**36**	11	12	6	3	2	23	5	11	13	5	4	1	23	5
	1%	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*2%*	*3%*	*4%*	*1%*	*3%*
No - there have been no problems	**2298**	826	915	286	201	59	1741	259	913	901	319	125	30	1814	154
	91%	*91%*	*90%*	**94%e**	*89%*	*83%*	*91%*	*88%*	*90%*	*91%*	*93%*	*92%*	*90%*	*90%*	*91%*
NET Any problem experienced	**237**	83	96	20	24	12	179	36	105	90	26	11	3	195	14
	9%	*9%*	*10%*	*6%*	*11%*	**17%c**	*9%*	*12%*	*10%*	*9%*	*7%*	*8%*	*10%*	*10%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2699	175	2480	44	848	1706	145	2673	8	13	1	2694	4
Weighted Base	2535	128*	2371	35**	722	1684	129*	2516	5**	12**	***	2533	2**
Effective Base	1565	96	1447	25	482	1005	82	1551	5	7	1	1563	2
Lost mail	35	7	29	-	14	18	4	33	1	-	-	34	2
	1%	5%b	1%	-	2%	1%	3%	1%	21%	-	-	1%	80%
Damaged mail	61	6	55	-	30	26	5	55	2	2	-	59	2
	2%	5%	2%	-	4%e	2%	4%	2%	46%	18%	-	2%	80%
Delayed mail	106	12	92	2	40	59	7	101	1	3	-	105	2
	4%	9%b	4%	7%	6%	4%	6%	4%	25%	23%	-	4%	89%
Mis-delivered mail	61	8	52	1	31	27	3	59	2	*	-	61	-
	2%	6%b	2%	3%	4%e	2%	3%	2%	41%	4%	-	2%	-
Mail that has been tampered with	25	3	22	-	13	9	3	23	-	*	-	23	2
	1%	2%	1%	-	2%e	1%	2%	1%	-	1%	-	1%	80%
Other problems	36	2	33	-	15	19	2	34	-	*	-	34	2
	1%	2%	1%	-	2%	1%	1%	1%	-	1%	-	1%	80%
No - there have been no problems	2298	110	2156	32	625	1559	114	2288	1	8	*	2297	*
	91%	85%	91%	90%	87%	93%d	89%	91%	17%	73%	100%	91%	11%
NET Any problem experienced	237	19	215	3	97	125	15	228	4	3	-	235	2
	9%	15%	9%	10%	13%e	7%	11%	9%	83%	27%	-	9%	89%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : Used DPD

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2699**	637	659	708	695	211	216	210	244	200	215	247	234	227	251	231	213
Weighted Base	**2535**	626	684	620	604	208	224	194	248	214	222	214	224	182	227	200	177
Effective Base	**1565**	401	456	361	352	125	143	134	162	141	153	117	130	116	128	118	105
Lost mail	**35**	8	12	7	8	8	*	*	2	7	3	3	3	1	4	3	*
	1%	*1%*	*2%*	*1%*	*1%*	**4%fg**	*	*	*1%*	**3%fg**	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*
Damaged mail	**61**	15	19	8	19	3	3	9	8	4	7	1	2	5	12	4	3
	2%	*2%*	*3%*	*1%*	*3%*	*2%*	*1%*	**5%k**	*3%*	*2%*	*3%*	*	*1%*	*3%*	**5%k**	*2%*	*2%*
Delayed mail	**106**	34	24	27	21	16	10	8	7	14	4	11	12	5	11	7	3
	4%	*5%*	*4%*	*4%*	*3%*	**7%jp**	*4%*	*4%*	*3%*	*6%*	*2%*	*5%*	*5%*	*3%*	*5%*	*3%*	*2%*
Mis-delivered mail	**61**	17	11	21	12	2	7	8	3	5	4	6	9	6	8	3	1
	2%	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*4%*	*1%*	*2%*	*2%*	*3%*	*4%*	*3%*	*3%*	*2%*	*1%*
Mail that has been tampered with	**25**	6	6	6	7	2	3	1	5	-	1	3	1	1	1	3	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other problems	**36**	4	15	5	11	1	2	2	*	4	10	1	3	1	1	4	7
	1%	*1%*	*2%*	*1%*	*2%*	*	*1%*	*1%*	*	*2%*	**4%ehkn**	*1%*	*1%*	*1%*	*	*2%*	**4%hn**
No - there have been no problems	**2298**	568	616	568	546	185	207	175	232	186	197	196	202	170	198	187	162
	91%	*91%*	*90%*	*92%*	*90%*	*89%*	*93%*	*90%*	**94%l**	*87%*	*89%*	*92%*	*90%*	*93%*	*87%*	*93%*	*91%*
NET Any problem experienced	**237**	59	69	52	57	23	17	19	16	28	25	18	22	13	29	13	15
	9%	*9%*	*10%*	*8%*	*10%*	*11%*	*7%*	*10%*	*6%*	**13%h**	*11%*	*8%*	*10%*	*7%*	*13%*	*7%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2483**	-	2483	1224	1253	183	231	429	405	583	405	237	414	834	1225	642	2247	205	2483
Weighted Base	**2296**	-**	2296	1144	1150	167	216	410	386	527	341	245	383	797	1113	586	1951	309	2483
Effective Base	**1408**	-	1408	740	671	122	140	275	221	321	178	162	261	493	656	335	1228	165	2483
Lost mail	**26**	-	26	15	11	6	1	6	2	7	2	2	8	9	10	4	21	5	28
	1%	-	*1%*	*1%*	*1%*	**4%hi**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Damaged mail	**50**	-	50	28	20	7	2	14	8	11	6	2	9	21	20	8	39	11	52
	2%	-	*2%*	*2%*	*2%*	*4%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*1%*	*2%*	*4%*	*2%*
Delayed mail	**86**	-	86	34	50	14	9	11	8	26	16	3	23	18	45	19	78	5	101
	4%	-	*4%*	*3%*	*4%*	**8%ghk**	*4%*	*3%*	*2%*	**5%k**	*5%*	*1%*	**6%m**	*2%*	*4%*	*3%*	*4%*	*2%*	*4%*
Mis-delivered mail	**21**	-	21	14	8	4	1	2	3	6	4	2	5	5	11	6	21	*	27
	1%	-	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Mail that has been tampered with	**19**	-	19	10	10	10	5	2	1	2	-	-	15	2	2	-	14	5	17
	1%	-	*1%*	*1%*	*1%*	**6%ghijk**	**2%j**	*	*	*	-	-	**4%mno**	*	*	-	*1%*	*2%*	*1%*
Other problems	**27**	-	27	13	12	6	1	10	1	3	3	3	7	11	9	6	19	8	24
	1%	-	*1%*	*1%*	*1%*	**4%hi**	*1%*	**2%h**	*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*
No - there have been no problems	**2125**	-	2125	1070	1055	135	201	374	369	489	318	236	336	743	1043	554	1812	280	2294
	93%	-	*93%*	*93%*	*92%*	*81%*	**93%e**	**91%e**	**95%e**	**93%e**	**93%e**	**96%eg**	*88%*	**93%l**	**94%l**	**95%l**	*93%*	*91%*	*92%*
NET Any problem experienced	**171**	-	171	75	95	32	15	36	18	39	23	9	47	54	70	32	139	29	189
	7%	-	*7%*	*7%*	*8%*	**19%fghijk**	*7%*	**9%k**	*5%*	*7%*	*7%*	*4%*	**12%mno**	*7%*	*6%*	*5%*	*7%*	*9%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2483	686	781	458	558	1467	1016	1224	1221	264	324	649	643	393	2009	269	2067
Weighted Base	2296	605	786	421	485	1391	906	1365	906	220	277	615	596	414	1902	223	1948
Effective Base	1408	346	457	274	341	803	614	743	687	150	178	379	368	231	1153	152	1181
Lost mail	26	12	5	3	6	17	9	17	10	2	1	5	12	7	25	2	25
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Damaged mail	50	11	15	11	13	26	24	35	14	3	7	19	11	4	41	3	41
	2%	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*1%*	*2%*	*2%*	*2%*
Delayed mail	86	18	29	16	23	47	39	63	21	9	12	25	29	8	73	9	74
	4%	*3%*	*4%*	*4%*	*5%*	*3%*	*4%*	**5%h**	*2%*	*4%*	*4%*	*4%*	*5%*	*2%*	*4%*	*4%*	*4%*
Mis-delivered mail	21	3	4	7	7	7	14	11	9	7	1	6	3	4	14	7	14
	1%	*	*1%*	*2%*	*2%*	*	**2%e**	*1%*	*1%*	**3%ln**	*	*1%*	*1%*	*1%*	*1%*	**3%p**	*1%*
Mail that has been tampered with	19	4	*	12	3	4	16	17	2	4	2	4	5	5	15	4	15
	1%	*1%*	*	**3%abd**	*1%*	*	**2%e**	**1%h**	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other problems	27	9	6	6	6	15	12	21	6	*	4	3	12	4	23	*	23
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*2%*	*1%*	*2%*	*1%*	*1%*	*	*1%*
No - there have been no problems	2125	561	736	388	440	1297	828	1247	857	196	252	567	548	396	1763	199	1809
	93%	*93%*	*94%*	*92%*	*91%*	*93%*	*91%*	*91%*	**95%g**	*89%*	*91%*	*92%*	*92%*	**95%l**	*93%*	*89%*	*93%*
NET Any problem experienced	171	44	50	33	44	94	77	118	49	24	25	47	48	19	139	24	139
	7%	*7%*	*6%*	*8%*	*9%*	*7%*	*9%*	**9%h**	*5%*	**11%m**	*9%*	*8%*	*8%*	*5%*	*7%*	*11%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2483	1632	851	363	1233	535	421	294	131	125	132	122	121	144	130	164	164	112	423
Weighted Base	2296	1902	394	141	1870	227	125	75	100	222	187	150	171*	218	252	335	235	37*	190
Effective Base	1408	1139	274	110	1013	267	224	176	122	112	115	105	91	122	111	150	145	54	215
Lost mail	26	21	5	2	23	1	1	1	-	2	4	1	2	-	7	4	3	*	1
	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	2%	1%	1%	-	3%	1%	1%	1%	1%
Damaged mail	50	43	7	6	40	6	2	2	1	9	7	6	2	3	5	4	4	-	6
	2%	2%	2%	4%	2%	3%	2%	3%	1%	4%	4%	4%	1%	2%	2%	1%	2%	-	3%
Delayed mail	86	70	16	11	68	10	5	4	2	8	6	5	10	8	12	12	5	4	6
	4%	4%	4%	8%a	4%	4%	4%	5%	2%	4%	3%	3%	6%	4%	5%	4%	2%	10%hjkopr	3%
Mis-delivered mail	21	14	7	6	17	2	1	1	1	-	2	1	3	3	2	2	3	1	1
	1%	1%	2%	4%a	1%	1%	1%	2%	1%	-	1%	1%	2%	1%	1%	1%	1%	3%l	1%
Mail that has been tampered with	19	13	6	3	19	*	*	-	1	2	2	1	4	3	5	2	-	-	*
	1%	1%	2%	2%	1%	*	*	-	1%	1%	1%	1%	2%	1%	2%	1%	-	-	*
Other problems	27	22	5	3	26	1	*	*	1	6	3	1	2	3	5	2	3	*	1
	1%	1%	1%	2%	1%	*	*	*	1%	3%	2%	1%	1%	1%	2%	1%	1%	1%	*
No - there have been no problems	2125	1760	365	125	1730	211	116	69	96	195	173	141	152	208	227	317	222	33	178
	93%	93%	93%	89%	93%	93%	93%	92%	96%l	88%	92%	94%	89%	96%l	90%	94%	94%	89%	94%
NET Any problem experienced	171	142	29	15	140	16	9	6	4	27	14	9	19	9	25	19	13	4	12
	7%	7%	7%	11%	7%	7%	7%	8%	4%	12%hm	8%	6%	11%	4%	10%	6%	6%	11%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	2483	1027	980	245	163	54	2007	217	1052	1009	277	98	35	2061	133
Weighted Base	2296	938	904	238	154*	49*	1842	203	950	959	255	97*	28**	1908	125*
Effective Base	1408	568	551	147	100	35	1120	135	573	575	176	62	19	1148	81
Lost mail	26	10	8	2	3	3	18	7	9	11	1	2	3	21	5
	1%	*1%*	*1%*	*1%*	*2%*	**7%abcf**	*1%*	**3%abf**	*1%*	*1%*	*	*2%*	*12%*	*1%*	**4%hijm**
Damaged mail	50	14	17	5	12	3	31	14	21	16	3	8	2	37	10
	2%	*1%*	*2%*	*2%*	**8%abcf**	*6%*	*2%*	**7%abcf**	*2%*	*2%*	*1%*	**9%hijm**	*7%*	*2%*	**8%hijm**
Delayed mail	86	30	37	12	7	1	66	8	31	43	6	6	*	73	6
	4%	*3%*	*4%*	*5%*	*5%*	*2%*	*4%*	*4%*	*3%*	*4%*	*2%*	*6%*	*1%*	*4%*	*5%*
Mis-delivered mail	21	5	10	2	5	-	14	5	10	6	1	4	-	16	4
	1%	*1%*	*1%*	*1%*	**3%af**	-	*1%*	**2%a**	*1%*	*1%*	*	**4%hijm**	-	*1%*	**3%im**
Mail that has been tampered with	19	3	9	2	5	*	12	5	4	9	2	3	2	12	5
	1%	*	*1%*	*1%*	**3%af**	*	*1%*	**2%af**	*	*1%*	*1%*	**3%h**	*8%*	*1%*	**4%him**
Other problems	27	7	5	6	7	1	13	8	9	11	4	3	-	19	3
	1%	*1%*	*1%*	**3%bf**	**4%abf**	*3%*	*1%*	**4%abf**	*1%*	*1%*	*2%*	*3%*	-	*1%*	*2%*
No - there have been no problems	2125	885	832	221	131	44	1717	175	887	881	241	87	22	1768	109
	93%	**94%dg**	**92%dg**	*93%*	*85%*	*89%*	**93%dg**	*86%*	**93%n**	*92%*	**94%n**	*89%*	*79%*	*93%*	*87%*
NET Any problem experienced	171	53	72	18	23	6	125	28	62	77	14	10	6	140	17
	7%	*6%*	*8%*	*7%*	**15%abf**	*11%*	*7%*	**14%abf**	*7%*	*8%*	*6%*	*11%*	*21%*	*7%*	**13%hj**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2483**	163	2284	36	806	1553	124	2456	9	13	2	2478	3
Weighted Base	**2296**	121*	2144	31**	700	1494	103*	2276	9**	10**	***	2296	***
Effective Base	**1408**	86	1304	20	453	902	56	1395	7	6	2	1408	2
Lost mail	**26**	2	25	-	9	16	2	26	-	1	-	26	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*2%*	*1%*	-	*7%*	-	*1%*	-
Damaged mail	**50**	3	47	-	16	32	2	48	1	1	-	50	-
	2%	*3%*	*2%*	-	*2%*	*2%*	*2%*	*2%*	*9%*	*11%*	-	*2%*	-
Delayed mail	**86**	9	75	3	31	51	4	84	2	-	-	86	*
	4%	*7%*	*3%*	*9%*	*4%*	*3%*	*4%*	*4%*	*17%*	-	-	*4%*	*43%*
Mis-delivered mail	**21**	4	18	-	10	10	1	21	-	*	-	21	-
	1%	**3%b**	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	*4%*	-	*1%*	-
Mail that has been tampered with	**19**	1	18	-	11	9	-	17	3	-	-	19	-
	1%	*1%*	*1%*	-	*2%*	*1%*	-	*1%*	*27%*	-	-	*1%*	-
Other problems	**27**	2	25	-	8	18	-	27	-	-	-	27	-
	1%	*2%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
No - there have been no problems	**2125**	102	1995	28	630	1398	97	2112	4	8	*	2125	*
	93%	*84%*	**93%a**	*91%*	*90%*	**94%d**	*94%*	*93%*	*46%*	*77%*	*100%*	*93%*	*57%*
NET Any problem experienced	**171**	19	149	3	69	96	6	163	5	2	-	171	*
	7%	**16%b**	*7%*	*9%*	**10%e**	*6%*	*6%*	*7%*	*54%*	*23%*	-	*7%*	*43%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : Used Parcelforce

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2483**	601	570	647	665	196	201	204	199	182	189	229	212	206	239	227	199
Weighted Base	**2296**	582	548	593	573	188	206	187	167	185	196	189	199	206	219	189	165*
Effective Base	**1408**	379	381	326	334	121	134	125	118	126	137	103	117	107	123	116	96
Lost mail	**26**	4	9	8	6	1	*	2	3	2	4	*	2	6	1	3	2
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*2%*	*	*1%*	*3%*	*1%*	*1%*	*2%*
Damaged mail	**50**	4	16	13	18	-	1	3	5	6	5	*	6	7	6	7	4
	2%	*1%*	**3%a**	*2%*	**3%a**	-	*	*2%*	*3%*	**3%e**	*2%*	*	*3%*	*3%*	*3%*	**4%ek**	*3%*
Delayed mail	**86**	13	15	31	27	5	3	5	2	6	7	14	3	14	11	8	9
	4%	*2%*	*3%*	**5%a**	*5%*	*3%*	*1%*	*3%*	*1%*	*3%*	*3%*	**8%fhl**	*1%*	**7%fhl**	*5%*	*4%*	*5%*
Mis-delivered mail	**21**	6	9	4	2	1	1	4	3	3	3	1	*	3	*	2	*
	1%	*1%*	*2%*	*1%*	*	*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*	*1%*	*	*1%*	*
Mail that has been tampered with	**19**	3	5	8	3	-	-	3	2	1	2	3	*	5	2	2	-
	1%	*	*1%*	*1%*	*1%*	-	-	*1%*	*1%*	*1%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	-
Other problems	**27**	4	6	9	8	*	*	4	2	3	1	*	6	3	*	8	-
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*2%*	*1%*	*2%*	*1%*	*	*3%*	*1%*	*	**4%efknp**	-
No - there have been no problems	**2125**	559	504	540	522	181	201	177	159	168	178	171	187	182	202	171	149
	93%	**96%bcd**	*92%*	*91%*	*91%*	**96%m**	**98%ijkmnop**	*94%*	*95%*	*90%*	*91%*	*91%*	*94%*	*88%*	*92%*	*91%*	*90%*
NET Any problem experienced	**171**	22	43	54	51	7	5	11	8	18	18	18	12	24	18	18	16
	7%	*4%*	**8%a**	**9%a**	**9%a**	*4%*	*2%*	*6%*	*5%*	**10%f**	**9%f**	**9%f**	*6%*	**12%ef**	**8%f**	**9%f**	**10%f**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**551**	-	551	319	231	34	46	124	101	127	69	48	80	225	244	117	470	71	551
Weighted Base	**565**	-**	565	321	244	36**	51*	141*	121*	118*	50**	49*	86*	261	217	99*	438	113*	551
Effective Base	**332**	-	332	203	131	26	32	90	61	70	25	33	58	149	126	56	267	58	551
Lost mail	**9**	-	9	3	6	4	3	3	-	-	-	-	7	3	-	-	5	4	7
	2%	-	*2%*	*1%*	*3%*	*11%*	*5%*	*2%*	-	-	-	-	**8%mno**	*1%*	-	-	*1%*	*4%*	*1%*
Damaged mail	**8**	-	8	4	5	2	2	3	1	*	-	-	4	4	*	-	7	2	10
	1%	-	*1%*	*1%*	*2%*	*6%*	*4%*	*2%*	*1%*	*	-	-	**5%n**	*2%*	*	-	*2%*	*1%*	*2%*
Delayed mail	**9**	-	9	5	4	5	2	-	-	2	-	-	7	-	2	-	8	1	7
	2%	-	*2%*	*1%*	*2%*	*13%*	*4%*	-	-	*2%*	-	-	**8%mno**	-	*1%*	-	*2%*	*1%*	*1%*
Mis-delivered mail	**6**	-	6	3	2	4	1	-	-	-	-	-	6	-	-	-	5	1	4
	1%	-	*1%*	*1%*	*1%*	*12%*	*3%*	-	-	-	-	-	**6%mno**	-	-	-	*1%*	*1%*	*1%*
Mail that has been tampered with	**3**	-	3	-	3	2	1	-	-	-	-	-	3	-	-	-	1	2	3
	1%	-	*1%*	-	*1%*	*4%*	*3%*	-	-	-	-	-	**3%mn**	-	-	-	*	*1%*	*1%*
Other problems	**13**	-	13	6	7	6	3	2	-	1	-	*	9	2	2	*	6	7	11
	2%	-	*2%*	*2%*	*3%*	*15%*	**6%h**	*2%*	-	*1%*	-	*	**10%mno**	*1%*	*1%*	*	*1%*	**6%p**	*2%*
No - there have been no problems	**538**	-	538	310	228	27	44	133	119	116	50	49	71	252	214	99	421	103	525
	95%	-	*95%*	*97%*	*93%*	*76%*	*86%*	*94%*	**99%f**	**98%f**	*100%*	**100%f**	*82%*	**97%l**	**99%l**	**100%l**	*96%*	*91%*	*95%*
NET Any problem experienced	**28**	-	28	11	17	9	7	8	1	3	-	*	16	9	3	*	17	10	26
	5%	-	*5%*	*3%*	*7%*	*24%*	**14%hik**	*6%*	*1%*	*2%*	-	*	**16%mno**	*3%*	*1%*	*	*4%*	*9%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	551	172	186	89	104	358	193	308	234	49	59	150	147	116	472	49	478
Weighted Base	565	170*	208	93*	94*	378	187	379	181	41*	54*	147*	166*	132*	498	41*	501
Effective Base	332	88	125	56	66	212	122	198	140	32	36	84	100	70	288	32	290
Lost mail	9	4	2	2	1	6	4	9	-	2	1	-	-	4	5	2	5
	2%	2%	1%	2%	1%	1%	2%	2%	-	6%kln	2%	-	-	3%	1%	6%p	1%
Damaged mail	8	2	5	1	-	7	1	8	*	2	*	2	3	2	7	2	7
	1%	1%	3%	1%	-	2%	1%	2%	*	4%	*	1%	2%	1%	1%	4%	1%
Delayed mail	9	2	2	2	4	3	6	8	1	3	-	1	2	2	6	3	6
	2%	1%	1%	2%	4%	1%	3%	2%	1%	7%n	-	1%	1%	2%	1%	7%p	1%
Mis-delivered mail	6	2	2	2	-	3	2	6	-	3	-	-	-	1	1	3	1
	1%	1%	1%	2%	-	1%	1%	1%	-	6%kln	-	-	-	1%	*	6%p	*
Mail that has been tampered with	3	-	1	2	-	1	2	3	-	1	-	1	-	1	2	1	2
	1%	-	*	2%	-	*	1%	1%	-	2%	-	*	-	1%	*	2%	*
Other problems	13	5	4	1	3	9	4	11	1	5	-	2	4	-	6	5	6
	2%	3%	2%	1%	3%	2%	2%	3%	1%	13%jklmn	-	1%	2%	-	1%	13%p	1%
No - there have been no problems	538	161	198	90	89	359	179	353	179	36	52	142	157	126	477	36	481
	95%	95%	95%	97%	95%	95%	96%	93%	99%g	87%	97%	97%	95%	96%	96%l	87%	96%o
NET Any problem experienced	28	9	11	3	5	20	8	26	1	5	1	5	9	5	21	5	21
	5%	5%	5%	3%	5%	5%	4%	7%h	1%	13%n	3%	3%	5%	4%	4%	13%p	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	551	380	171	81	308	108	101	34	34	31	27	33	37	35	35	46	30	18	90
Weighted Base	565	483	82*	33**	476	46*	34*	9**	27*	56**	35**	37**	59**	58*	69*	96*	40**	9**	37*
Effective Base	332	278	55	24	253	54	49	22	32	28	24	30	27	31	32	41	27	8	47
Lost mail	9	7	2	-	8	1	-	-	1	-	-	1	3	-	1	-	2	-	1
	2%	2%	2%	-	2%	2%	-	-	3%	-	-	4%	5%	-	2%	-	4%	-	3%
Damaged mail	8	8	*	*	5	2	2	-	1	-	-	1	2	-	-	-	2	*	1
	1%	2%	*	*	1%	3%	5%d	-	2%	-	-	4%	3%	-	-	-	4%	5%	3%
Delayed mail	9	9	-	-	8	1	-	-	1	-	1	1	2	-	-	2	-	-	1
	2%	2%	-	-	2%	2%	-	-	5%	-	4%	4%	3%	-	-	3%	-	-	3%
Mis-delivered mail	6	6	-	-	5	1	-	-	-	-	-	1	3	-	-	-	-	-	1
	1%	1%	-	-	1%	2%	-	-	-	-	-	4%	5%	-	-	-	-	-	3%
Mail that has been tampered with	3	3	-	-	2	1	-	-	1	-	-	1	-	-	-	-	-	-	1
	1%	1%	-	-	*	2%	-	-	2%	-	-	4%	-	-	-	-	-	-	3%
Other problems	13	12	*	*	11	1	-	*	1	4	1	-	3	*	1	-	-	*	1
	2%	3%	*	*	2%	2%	-	1%	4%	8%	4%	-	5%	*	2%	-	-	1%	3%
No - there have been no problems	538	458	80	33	454	42	33	9	24	52	33	35	54	58	67	93	37	8	34
	95%	95%	97%	99%	95%	92%	95%	99%	88%	92%	96%	96%	92%	100%h	98%	97%	91%	94%	92%
NET Any problem experienced	28	25	2	*	22	4	2	*	3	4	1	1	5	*	1	2	3	1	3
	5%	5%	3%	1%	5%	8%	5%	1%	12%m	8%	4%	4%	8%	*	2%	3%	9%	6%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**551**	229	219	40	44	13	448	57	241	212	53	33	8	453	41
Weighted Base	**565**	226	235	44**	45**	9**	461	54*	242	226	55*	36**	2**	468	38**
Effective Base	**332**	142	127	26	28	8	267	35	148	124	34	22	5	271	25
Lost mail	**9**	5	1	-	3	-	6	3	1	3	5	-	-	4	-
	2%	*2%*	*1%*	-	*7%*	-	*1%*	**6%b**	*1%*	*1%*	**9%hlm**	-	-	*1%*	-
Damaged mail	**8**	4	4	-	-	-	8	-	4	3	1	-	-	7	-
	1%	*2%*	*2%*	-	-	-	*2%*	-	*2%*	*1%*	*2%*	-	-	*2%*	-
Delayed mail	**9**	5	3	1	-	-	8	-	4	3	1	-	-	8	-
	2%	*2%*	*1%*	*3%*	-	-	*2%*	-	*2%*	*2%*	*2%*	-	-	*2%*	-
Mis-delivered mail	**6**	6	-	-	-	-	6	-	3	1	2	-	-	4	-
	1%	*2%*	-	-	-	-	*1%*	-	*1%*	*	*3%*	-	-	*1%*	-
Mail that has been tampered with	**3**	2	1	-	-	-	3	-	2	1	-	-	-	3	-
	1%	*1%*	*	-	-	-	*1%*	-	*1%*	*	-	-	-	*1%*	-
Other problems	**13**	8	2	1	2	-	10	2	6	2	4	-	-	8	-
	2%	*3%*	*1%*	*3%*	*3%*	-	*2%*	*3%*	*3%*	*1%*	**8%lm**	-	-	*2%*	-
No - there have been no problems	**538**	213	225	43	42	9	438	50	232	215	48	36	2	447	38
	95%	*94%*	*96%*	*97%*	*93%*	*100%*	*95%*	*94%*	*96%*	*95%*	*87%*	*100%*	*100%*	**96%j**	*100%*
NET Any problem experienced	**28**	13	10	1	3	-	23	3	10	11	7	-	-	21	-
	5%	*6%*	*4%*	*3%*	*7%*	-	*5%*	*6%*	*4%*	*5%*	**13%m**	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**551**	32	511	8	169	357	25	545	1	3	-	549	2
Weighted Base	**565**	29**	529	7**	161	379	26**	561	2**	1**	-**	564	2**
Effective Base	**332**	21	307	5	101	215	16	329	1	2	-	331	1
Lost mail	**9**	1	8	-	3	6	-	8	2	-	-	9	-
	2%	*3%*	*2%*	-	*2%*	*2%*	-	*1%*	*100%*	-	-	*2%*	-
Damaged mail	**8**	2	7	-	7	2	-	8	-	-	-	8	-
	1%	*6%*	*1%*	-	***4%e***	*	-	*1%*	-	-	-	*1%*	-
Delayed mail	**9**	4	5	-	7	2	-	9	-	-	-	9	-
	2%	*14%*	*1%*	-	***4%e***	*	-	*2%*	-	-	-	*2%*	-
Mis-delivered mail	**6**	2	4	-	3	3	-	4	2	-	-	6	-
	1%	*6%*	*1%*	-	*2%*	*1%*	-	*1%*	*100%*	-	-	*1%*	-
Mail that has been tampered with	**3**	-	3	-	2	1	-	3	-	-	-	3	-
	1%	-	*1%*	-	*1%*	*	-	*1%*	-	-	-	*1%*	-
Other problems	**13**	2	11	-	3	9	-	11	2	-	-	13	-
	2%	*6%*	*2%*	-	*2%*	*3%*	-	*2%*	*100%*	-	-	*2%*	-
No - there have been no problems	**538**	24	506	7	148	364	26	535	-	1	-	536	2
	95%	*83%*	*96%*	*100%*	*92%*	*96%*	*100%*	*95%*	-	*100%*	-	*95%*	*100%*
NET Any problem experienced	**28**	5	23	-	13	15	-	26	2	-	-	28	-
	5%	*17%*	*4%*	-	*8%*	*4%*	-	*5%*	*100%*	-	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : Used TNT Express

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**551**	136	123	150	142	43	50	43	43	36	44	54	53	43	52	53	37
Weighted Base	**565**	141*	138*	155*	130*	44**	51*	47**	40**	46**	51*	45**	62*	48**	51*	49**	29**
Effective Base	**332**	92	88	78	79	29	34	29	27	26	36	19	34	25	32	28	19
Lost mail	**9**	1	5	-	2	1	-	-	2	3	-	-	-	-	-	2	1
	2%	*1%*	*4%*	-	*2%*	*3%*	-	-	*6%*	*7%*	-	-	-	-	-	*3%*	*3%*
Damaged mail	**8**	1	4	2	2	1	-	-	2	2	1	-	2	*	-	2	-
	1%	*1%*	*3%*	*1%*	*2%*	*2%*	-	-	*4%*	*3%*	*1%*	-	*3%*	*	-	*4%*	-
Delayed mail	**9**	-	2	5	2	-	-	-	1	-	1	2	1	1	-	2	-
	2%	-	*1%*	*3%*	*2%*	-	-	-	*3%*	-	*1%*	*5%*	*2%*	*3%*	-	*5%*	-
Mis-delivered mail	**6**	-	2	-	3	-	-	-	2	-	-	-	-	-	-	3	-
	1%	-	*2%*	-	*2%*	-	-	-	*6%*	-	-	-	-	-	-	*7%*	-
Mail that has been tampered with	**3**	-	3	-	-	-	-	-	2	-	1	-	-	-	-	-	-
	1%	-	*2%*	-	-	-	-	-	*6%*	-	*1%*	-	-	-	-	-	-
Other problems	**13**	2	3	1	6	*	2	-	1	1	1	*	*	1	-	6	-
	2%	*2%*	*2%*	*1%*	*4%*	*	*4%*	-	*2%*	*3%*	*2%*	*	*	*3%*	-	*11%*	-
No - there have been no problems	**538**	137	129	149	122	42	49	47	38	41	50	42	60	47	51	42	29
	95%	*97%*	*94%*	*96%*	*94%*	*95%*	*96%*	*100%*	*94%*	*90%*	*97%*	*94%*	*96%*	*97%*	*100%*	*86%*	*97%*
NET Any problem experienced	**28**	4	9	6	8	2	2	-	3	5	2	3	3	1	-	7	1
	5%	*3%*	*6%*	*4%*	*6%*	*5%*	*4%*	-	*6%*	*10%*	*3%*	*6%*	*4%*	*3%*	-	*14%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**224**	-	224	137	85	14	25	49	40	48	31	16	39	89	95	47	184	37	224
Weighted Base	**228**	-**	228	144*	81*	17**	27**	58*	43**	43**	21**	19**	44**	101*	82*	39**	167	57*	224
Effective Base	**139**	-	139	90	49	11	18	35	23	26	15	12	29	58	53	27	106	32	224
Lost mail	**3**	-	3	-	3	1	1	-	-	-	-	-	3	-	-	-	3	-	2
	1%	-	*1%*	-	*3%*	*7%*	*5%*	-	-	-	-	-	*6%*	-	-	-	*2%*	-	*1%*
Damaged mail	**3**	-	3	1	2	-	2	1	-	-	-	-	2	1	-	-	3	-	4
	1%	-	*1%*	*1%*	*3%*	-	*9%*	*1%*	-	-	-	-	*6%*	*1%*	-	-	*2%*	-	*2%*
Delayed mail	**8**	-	8	6	2	3	1	3	-	*	-	-	4	3	*	-	8	-	5
	3%	-	*3%*	*4%*	*2%*	*19%*	*5%*	*5%*	-	*1%*	-	-	*10%*	*3%*	*	-	*5%*	-	*2%*
Mis-delivered mail	**7**	-	7	6	1	4	1	2	-	-	-	-	5	2	-	-	6	1	6
	3%	-	*3%*	*4%*	*2%*	*21%*	*5%*	*4%*	-	-	-	-	*11%*	*2%*	-	-	*3%*	*3%*	*3%*
Mail that has been tampered with	**8**	-	8	2	6	1	4	3	-	-	-	-	6	3	-	-	2	6	6
	4%	-	*4%*	*2%*	*7%*	*9%*	*15%*	*4%*	-	-	-	-	*13%*	*3%*	-	-	*1%*	**11%p**	*3%*
Other problems	**2**	-	2	2	-	1	*	-	-	-	-	-	2	-	-	-	*	1	2
	1%	-	*1%*	*1%*	-	*9%*	*	-	-	-	-	-	*3%*	-	-	-	*	*3%*	*1%*
No - there have been no problems	**208**	-	208	132	74	10	22	50	43	42	21	19	32	93	82	39	154	51	208
	91%	-	*91%*	*92%*	*91%*	*62%*	*80%*	*87%*	*100%*	*99%*	*100%*	*100%*	*73%*	*92%*	*100%*	*100%*	*92%*	*89%*	*93%*
NET Any problem experienced	**20**	-	20	12	8	6	5	8	-	*	-	-	12	8	*	-	14	6	16
	9%	-	*9%*	*8%*	*9%*	*38%*	*20%*	*13%*	-	*1%*	-	-	*27%*	*8%*	*	-	*8%*	*11%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**224**	74	63	46	41	137	87	128	90	20	27	56	65	39	187	20	193
Weighted Base	**228**	77*	73*	47**	30**	150*	77*	154*	68*	17**	19**	54*	71*	57**	201	17**	202
Effective Base	**139**	45	43	29	25	87	53	85	55	13	14	37	42	30	121	13	122
Lost mail	**3**	-	-	1	1	-	3	1	-	1	-	-	-	1	1	1	1
	1%	-	-	*3%*	*4%*	-	*3%*	*1%*	-	*7%*	-	-	-	*2%*	*1%*	*7%*	*1%*
Damaged mail	**3**	2	-	1	*	2	1	3	*	-	-	*	2	1	3	-	3
	1%	*2%*	-	*3%*	*	*1%*	*2%*	*2%*	*	-	-	*	*3%*	*2%*	*2%*	-	*2%*
Delayed mail	**8**	6	-	1	*	6	2	8	-	2	*	-	4	1	6	2	6
	3%	*8%*	-	*3%*	*1%*	*4%*	*2%*	*5%*	-	*10%*	*2%*	-	*6%*	*2%*	*3%*	*10%*	*3%*
Mis-delivered mail	**7**	2	1	4	-	4	4	6	1	2	*	1	2	1	6	2	6
	3%	*3%*	*2%*	*8%*	-	*2%*	*5%*	*4%*	*2%*	*10%*	*3%*	*3%*	*3%*	*2%*	*3%*	*10%*	*3%*
Mail that has been tampered with	**8**	3	3	1	-	7	1	7	1	-	-	1	4	3	8	-	8
	4%	*4%*	*5%*	*3%*	-	*5%*	*2%*	*4%*	*2%*	-	-	*3%*	*5%*	*5%*	*4%*	-	*4%*
Other problems	**2**	-	1	-	*	1	*	-	2	-	-	2	-	-	2	-	2
	1%	-	*2%*	-	*	*1%*	*	-	*2%*	-	-	*3%*	-	-	*1%*	-	*1%*
No - there have been no problems	**208**	66	70	43	29	136	72	137	66	14	18	52	60	54	184	14	186
	91%	*86%*	*95%*	*92%*	*94%*	*90%*	*93%*	*89%*	*98%*	*83%*	*95%*	*97%*	*84%*	*95%*	*92%*	*83%*	*92%*
NET Any problem experienced	**20**	11	3	4	2	14	5	17	2	3	1	2	11	3	17	3	17
	9%	*14%*	*5%*	*8%*	*6%*	*10%*	*7%*	*11%*	*2%*	*17%*	*5%*	*3%*	*16%*	*5%*	*8%*	*17%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**224**	148	76	37	126	52	37	9	14	10	5	13	16	17	20	17	14	7	45
Weighted Base	**228**	186	42**	17**	192	23*	11**	1**	12**	19**	6**	14**	22**	27**	38**	35**	19**	4**	20**
Effective Base	**139**	111	29	13	106	32	17	8	13	9	4	12	14	16	18	15	13	5	27
Lost mail	**3**	1	1	1	3	-	-	-	-	1	-	1	-	-	-	-	-	-	-
	1%	*1%*	*3%*	*7%*	*1%*	-	-	-	-	*7%*	-	*9%*	-	-	-	-	-	-	-
Damaged mail	**3**	3	*	*	2	1	-	*	1	-	-	1	-	-	-	-	-	-	1
	1%	*2%*	*	*	*1%*	*3%*	-	*4%*	*9%*	-	-	*9%*	-	-	-	-	-	-	*4%*
Delayed mail	**8**	8	-	-	6	-	2	-	-	-	-	1	2	-	3	-	-	-	-
	3%	*4%*	-	-	*3%*	-	*18%*	-	-	-	-	*9%*	*8%*	-	*7%*	-	-	-	-
Mis-delivered mail	**7**	5	2	2	7	*	*	-	-	-	-	1	2	-	4	-	-	-	*
	3%	*3%*	*6%*	*13%*	*4%*	*	*5%*	-	-	-	-	*9%*	*8%*	-	*10%*	-	-	-	*
Mail that has been tampered with	**8**	6	2	-	7	1	-	-	1	-	-	1	-	-	3	-	2	-	1
	4%	*3%*	*4%*	-	*4%*	*3%*	-	-	*7%*	-	-	*9%*	-	-	*9%*	-	*9%*	-	*4%*
Other problems	**2**	1	*	*	1	-	-	*	-	-	-	-	-	-	1	-	-	-	-
	1%	*1%*	*	*	*1%*	-	-	*4%*	-	-	-	-	-	-	*4%*	-	-	-	-
No - there have been no problems	**208**	172	36	14	176	23	8	1	10	17	6	13	20	27	30	35	17	4	19
	91%	*92%*	*87%*	*79%*	*91%*	*96%*	*77%*	*96%*	*83%*	*93%*	*100%*	*91%*	*92%*	*100%*	*78%*	*100%*	*91%*	*100%*	*96%*
NET Any problem experienced	**20**	14	6	4	16	1	2	*	2	1	-	1	2	-	8	-	2	-	1
	9%	*8%*	*13%*	*21%*	*9%*	*4%*	*23%*	*4%*	*17%*	*7%*	-	*9%*	*8%*	-	*22%*	-	*9%*	-	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**224**	90	86	21	18	7	176	25	101	81	28	9	4	182	13
Weighted Base	**228**	87*	92*	25**	17**	6**	180	23**	105*	86*	27**	9**	1**	191	10**
Effective Base	**139**	54	54	15	12	5	108	16	61	52	20	7	2	113	8
Lost mail	**3**	1	-	-	1	-	1	1	1	1	-	-	-	3	-
	1%	*2%*	-	-	*7%*	-	*1%*	*6%*	*1%*	*1%*	-	-	-	*1%*	-
Damaged mail	**3**	3	-	-	*	-	3	*	2	1	-	-	-	3	-
	1%	*4%*	-	-	*	-	*2%*	*	*2%*	*1%*	-	-	-	*2%*	-
Delayed mail	**8**	3	4	-	-	-	8	-	6	-	2	-	-	6	-
	3%	*4%*	*5%*	-	-	-	*4%*	-	*6%*	-	*6%*	-	-	*3%*	-
Mis-delivered mail	**7**	5	-	2	*	-	5	*	3	4	-	*	-	7	*
	3%	*6%*	-	*8%*	*1%*	-	*3%*	*	*3%*	*5%*	-	*6%*	-	*4%*	*5%*
Mail that has been tampered with	**8**	5	-	1	2	-	5	2	4	2	2	-	-	6	-
	4%	*6%*	-	*6%*	*11%*	-	*3%*	*8%*	*4%*	*3%*	*7%*	-	-	*3%*	-
Other problems	**2**	-	-	1	*	-	-	*	-	2	-	-	-	2	-
	1%	-	-	*6%*	*	-	-	*	-	*2%*	-	-	-	*1%*	-
No - there have been no problems	**208**	77	88	23	14	6	165	20	96	79	24	8	1	175	9
	91%	*88%*	*95%*	*92%*	*81%*	*100%*	*92%*	*86%*	*92%*	*92%*	*88%*	*94%*	*100%*	*92%*	*95%*
NET Any problem experienced	**20**	10	4	2	3	-	15	3	9	7	3	*	-	16	*
	9%	*12%*	*5%*	*8%*	*19%*	-	*8%*	*14%*	*8%*	*8%*	*12%*	*6%*	-	*8%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**224**	14	206	4	68	144	12	222	-	1	-	223	1
Weighted Base	**228**	15**	209	3**	65*	151*	11**	226	-**	1**	-**	227	***
Effective Base	**139**	10	128	2	40	93	6	138	-	1	-	139	1
Lost mail	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	1%	-	*1%*	-	*4%*	-	-	*1%*	-	-	-	*1%*	-
Damaged mail	**3**	-	3	-	1	2	-	3	-	-	-	3	-
	1%	-	*2%*	-	*2%*	*1%*	-	*1%*	-	-	-	*1%*	-
Delayed mail	**8**	2	6	-	3	4	-	8	-	-	-	8	-
	3%	*10%*	*3%*	-	*5%*	*3%*	-	*3%*	-	-	-	*3%*	-
Mis-delivered mail	**7**	2	6	-	6	1	-	7	-	-	-	7	-
	3%	*10%*	*3%*	-	***9%***	*1%*	-	*3%*	-	-	-	*3%*	-
Mail that has been tampered with	**8**	1	7	-	2	6	-	8	-	-	-	8	-
	4%	*5%*	*4%*	-	*3%*	*4%*	-	*4%*	-	-	-	*4%*	-
Other problems	**2**	-	2	-	-	2	-	2	-	-	-	2	-
	1%	-	*1%*	-	-	*1%*	-	*1%*	-	-	-	*1%*	-
No - there have been no problems	**208**	13	192	3	57	140	11	206	-	1	-	208	*
	91%	*84%*	*92%*	*100%*	*87%*	*92%*	*100%*	*91%*	-	*100%*	-	*91%*	*100%*
NET Any problem experienced	**20**	2	17	-	8	11	-	20	-	-	-	20	-
	9%	*16%*	*8%*	-	*13%*	*8%*	-	*9%*	-	-	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : Used TNT Post UK

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**224**	40	52	62	70	9	19	12	13	18	21	15	28	19	22	34	14
Weighted Base	**228**	40**	59*	62*	66*	8**	17**	15**	12**	24**	23**	11**	27**	24**	24**	29**	13**
Effective Base	**139**	28	38	35	39	6	13	9	7	14	17	9	15	12	14	17	8
Lost mail	**3**	-	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-
	1%	-	*2%*	-	*2%*	-	-	-	*11%*	-	-	-	-	-	*5%*	-	-
Damaged mail	**3**	1	2	*	-	-	-	1	1	-	1	-	*	-	-	-	-
	1%	*2%*	*4%*	*	-	-	-	*5%*	*11%*	-	*5%*	-	*	-	-	-	-
Delayed mail	**8**	2	1	-	4	*	2	-	1	-	-	-	-	-	-	4	-
	3%	*5%*	*2%*	-	*6%*	*5%*	*9%*	-	*11%*	-	-	-	-	-	-	*15%*	-
Mis-delivered mail	**7**	-	4	*	3	-	-	-	1	2	-	*	-	-	*	3	-
	3%	-	*6%*	*1%*	*5%*	-	-	-	*11%*	*10%*	-	*4%*	-	-	*	*11%*	-
Mail that has been tampered with	**8**	1	5	-	2	-	-	1	1	4	-	-	-	-	-	1	1
	4%	*2%*	*9%*	-	*3%*	-	-	*5%*	*11%*	*16%*	-	-	-	-	-	*5%*	*6%*
Other problems	**2**	-	-	*	1	-	-	-	-	-	-	-	*	-	-	1	-
	1%	-	-	*	*2%*	-	-	-	-	-	-	-	*	-	-	*5%*	-
No - there have been no problems	**208**	37	50	62	58	8	15	14	11	17	22	11	27	24	23	24	12
	91%	*93%*	*85%*	***99%b***	*88%*	*95%*	*91%*	*95%*	*89%*	*74%*	*95%*	*96%*	*100%*	*100%*	*94%*	*80%*	*94%*
NET Any problem experienced	**20**	3	9	1	8	*	2	1	1	6	1	*	*	-	1	6	1
	9%	*7%*	***15%c***	*1%*	*12%*	*5%*	*9%*	*5%*	*11%*	*26%*	*5%*	*4%*	*	-	*6%*	*20%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1346**	-	1346	707	635	152	165	270	203	259	186	105	317	473	550	291	1155	168	1346
Weighted Base	**1337**	-**	1337	709	625	153	172	290	218	242	152*	108*	325	508	501	260	1069	239	1346
Effective Base	**811**	-	811	451	360	108	107	184	119	143	80	75	214	301	295	152	663	133	1346
Lost mail	**18**	-	18	9	9	4	5	1	2	3	-	2	9	3	5	2	14	4	17
	1%	-	*1%*	*1%*	*1%*	*3%*	*3%*	*	*1%*	*1%*	-	*2%*	**3%m**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Damaged mail	**20**	-	20	12	8	7	4	2	1	*	3	3	11	3	6	6	15	5	18
	2%	-	*2%*	*2%*	*1%*	**5%ghi**	*2%*	*1%*	*	*	*2%*	*3%*	**3%m**	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
Delayed mail	**36**	-	36	15	21	11	10	10	1	3	*	-	21	11	3	*	27	8	41
	3%	-	*3%*	*2%*	*3%*	**7%hijk**	**6%hijk**	*3%*	*1%*	*1%*	*	-	**7%mno**	*2%*	*1%*	*	*3%*	*4%*	*3%*
Mis-delivered mail	**15**	-	15	4	11	5	4	1	-	-	4	-	9	1	4	4	12	3	12
	1%	-	*1%*	*1%*	*2%*	**4%ghi**	*2%*	*1%*	-	-	*2%*	-	**3%m**	*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**12**	-	12	3	9	6	4	2	-	-	-	-	10	2	-	-	8	4	10
	1%	-	*1%*	*	*1%*	**4%hi**	*3%*	*1%*	-	-	-	-	**3%mno**	*	-	-	*1%*	*2%*	*1%*
Other problems	**20**	-	20	11	9	2	2	4	2	6	1	3	3	7	10	4	13	5	21
	2%	-	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	*3%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*
No - there have been no problems	**1244**	-	1244	665	577	127	153	272	211	232	146	100	280	484	478	246	1000	218	1255
	93%	-	*93%*	*94%*	*92%*	*83%*	*89%*	**94%e**	**97%ef**	**96%ef**	**96%e**	**93%e**	*86%*	**95%l**	**95%l**	**95%l**	*94%*	*91%*	*93%*
NET Any problem experienced	**93**	-	93	45	48	26	19	17	7	10	6	7	46	24	23	13	69	21	91
	7%	-	*7%*	*6%*	*8%*	**17%ghijk**	**11%hi**	*6%*	*3%*	*4%*	*4%*	*7%*	**14%mno**	*5%*	*5%*	*5%*	*6%*	*9%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**1346**	409	421	239	277	830	516	701	620	130	152	340	358	254	1104	131	1129
Weighted Base	**1337**	390	454	239	254	844	494	845	480	111*	133*	355	348	290	1126	111*	1145
Effective Base	**811**	219	266	145	188	485	330	453	375	86	93	203	215	161	669	86	681
Lost mail	**18**	6	1	8	3	7	11	13	5	2	*	*	11	5	16	2	16
	1%	*2%*	*	**3%b**	*1%*	*1%*	*2%*	*2%*	*1%*	**2%k**	*	*	**3%k**	*2%*	*1%*	*2%*	*1%*
Damaged mail	**20**	7	8	3	3	15	5	16	4	1	*	4	10	3	17	1	17
	2%	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*3%*	*1%*	*2%*	*1%*	*2%*
Delayed mail	**36**	7	11	10	8	18	18	25	11	5	2	8	13	8	31	5	31
	3%	*2%*	*2%*	*4%*	*3%*	*2%*	*4%*	*3%*	*2%*	*5%*	*2%*	*2%*	*4%*	*3%*	*3%*	*5%*	*3%*
Mis-delivered mail	**15**	6	1	4	3	8	7	7	6	*	1	2	7	2	12	*	14
	1%	*2%*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*
Mail that has been tampered with	**12**	6	2	1	3	8	4	11	1	1	-	3	1	4	9	1	9
	1%	*2%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	-	*1%*	*	*2%*	*1%*	*1%*	*1%*
Other problems	**20**	8	-	5	8	8	12	11	9	7	1	1	4	6	13	7	13
	2%	**2%b**	-	**2%b**	**3%b**	*1%*	*2%*	*1%*	*2%*	**6%kln**	*1%*	*	*1%*	*2%*	*1%*	**6%p**	*1%*
No - there have been no problems	**1244**	356	434	218	236	790	454	781	453	99	128	339	311	272	1049	99	1066
	93%	*91%*	*96%*	*91%*	*93%*	*94%*	*92%*	*92%*	*94%*	*89%*	**97%il**	**95%il**	*89%*	*94%*	*93%*	*89%*	*93%*
NET Any problem experienced	**93**	33	20	22	18	53	40	64	27	13	5	16	38	18	76	13	78
	7%	*9%*	*4%*	*9%*	*7%*	*6%*	*8%*	*8%*	*6%*	**11%jk**	*3%*	*5%*	**11%jk**	*6%*	*7%*	*11%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1346	945	401	181	733	278	213	122	67	81	64	72	85	77	106	89	92	39	239
Weighted Base	1337	1149	188	68*	1110	126	71	30*	54*	135*	86*	80*	121*	123*	197*	188*	128*	17**	109
Effective Base	811	680	134	50	604	147	109	87	62	71	54	64	64	68	93	81	83	17	130
Lost mail	18	17	1	*	17	-	1	*	1	-	1	3	3	1	3	4	-	-	-
	1%	2%	*	*	2%	-	1%	1%	2%	-	1%	4%	3%	1%	2%	2%	-	-	-
Damaged mail	20	17	3	*	17	2	1	*	2	2	-	1	2	2	7	-	2	-	2
	2%	2%	1%	*	2%	1%	1%	1%	3%	2%	-	2%	1%	2%	4%	-	1%	-	2%
Delayed mail	36	33	3	1	28	3	4	2	1	-	4	2	2	2	6	9	3	*	3
	3%	3%	2%	1%	2%	2%	6%	5%	1%	-	5%	2%	1%	2%	3%	5%	2%	1%	2%
Mis-delivered mail	15	10	5	-	12	1	1	-	-	2	-	1	-	-	5	2	1	*	1
	1%	1%	3%	-	1%	1%	2%	-	-	2%	-	2%	-	-	2%	1%	1%	3%	1%
Mail that has been tampered with	12	11	2	-	12	-	-	*	-	2	3	1	3	-	3	-	-	-	-
	1%	1%	1%	-	1%	-	-	1%	-	1%	3%	2%	3%	-	1%	-	-	-	-
Other problems	20	14	6	3	17	1	1	*	*	1	3	-	-	1	7	2	2	-	1
	2%	1%	3%	4%	2%	1%	2%	1%	1%	1%	4%	-	-	1%	4%	1%	1%	-	1%
No - there have been no problems	1244	1072	172	64	1032	119	65	28	50	130	80	76	113	116	174	173	120	16	102
	93%	93%	91%	95%	93%	94%	92%	93%	93%	96%	93%	96%	93%	95%	89%	92%	94%	97%	94%
NET Any problem experienced	93	77	16	3	78	7	6	2	4	5	6	3	8	7	22	15	7	1	6
	7%	7%	9%	5%	7%	6%	8%	7%	7%	4%	7%	4%	7%	5%	11%	8%	6%	3%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1346**	501	526	145	128	37	1027	165	542	545	153	78	22	1087	100
Weighted Base	**1337**	485	537	154*	119*	35**	1023	154*	532	550	152	84*	15**	1082	98*
Effective Base	**811**	301	314	94	76	23	614	98	329	319	100	50	12	647	61
Lost mail	**18**	8	5	*	3	2	13	5	4	10	3	-	2	13	2
	1%	*2%*	*1%*	*	*2%*	*5%*	*1%*	*3%*	*1%*	*2%*	*2%*	-	*13%*	*1%*	*2%*
Damaged mail	**20**	9	3	5	4	-	11	4	2	7	8	2	1	9	3
	2%	*2%*	*1%*	**3%b**	**3%b**	-	*1%*	*2%*	*	*1%*	**5%him**	*2%*	*9%*	*1%*	**3%h**
Delayed mail	**36**	9	20	3	3	1	29	4	13	17	4	1	*	30	2
	3%	*2%*	*4%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*1%*	*3%*	*3%*	*2%*
Mis-delivered mail	**15**	6	3	4	-	2	9	2	4	5	-	4	1	9	5
	1%	*1%*	*1%*	*2%*	-	*5%*	*1%*	*1%*	*1%*	*1%*	-	**5%hijm**	*10%*	*1%*	**6%hijm**
Mail that has been tampered with	**12**	5	5	-	2	-	11	2	6	3	3	-	-	9	-
	1%	*1%*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	-
Other problems	**20**	10	6	2	3	-	16	3	5	11	3	1	*	16	1
	2%	*2%*	*1%*	*1%*	*2%*	-	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*	*1%*
No - there have been no problems	**1244**	456	502	143	106	30	958	137	511	507	135	76	10	1019	86
	93%	*94%*	*93%*	*93%*	*90%*	*87%*	*94%*	*89%*	**96%ijn**	*92%*	*89%*	*91%*	*68%*	**94%jn**	*87%*
NET Any problem experienced	**93**	29	35	11	12	5	65	17	21	43	17	8	5	63	12
	7%	*6%*	*7%*	*7%*	*10%*	*13%*	*6%*	*11%*	*4%*	**8%h**	**11%hm**	*9%*	*32%*	*6%*	**13%hm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1346**	76	1247	23	413	852	81	1332	6	5	-	1343	3
Weighted Base	**1337**	67*	1250	20**	374	876	87*	1326	7**	3**	-**	1335	2**
Effective Base	**811**	47	752	12	247	518	48	803	4	4	-	810	1
Lost mail	**18**	2	16	-	6	12	-	18	-	-	-	18	-
	1%	*3%*	*1%*	-	*2%*	*1%*	-	*1%*	-	-	-	*1%*	-
Damaged mail	**20**	1	19	-	8	12	-	17	4	-	-	20	-
	2%	*1%*	*2%*	-	*2%*	*1%*	-	*1%*	*55%*	-	-	*2%*	-
Delayed mail	**36**	3	32	-	18	16	1	35	1	-	-	36	-
	3%	*5%*	*3%*	-	***5%e***	*2%*	*1%*	*3%*	*17%*	-	-	*3%*	-
Mis-delivered mail	**15**	-	14	*	6	5	4	13	-	-	-	13	1
	1%	-	*1%*	*1%*	*2%*	*1%*	***5%e***	*1%*	-	-	-	*1%*	*87%*
Mail that has been tampered with	**12**	2	10	-	6	6	-	11	2	-	-	12	-
	1%	*3%*	*1%*	-	*2%*	*1%*	-	*1%*	*24%*	-	-	*1%*	-
Other problems	**20**	1	19	*	8	12	*	20	-	-	-	20	-
	2%	*1%*	*2%*	*1%*	*2%*	*1%*	*	*2%*	-	-	-	*2%*	-
No - there have been no problems	**1244**	60	1165	20	338	824	81	1239	2	3	-	1244	*
	93%	*89%*	*93%*	*99%*	*90%*	*94%*	*94%*	*93%*	*29%*	*100%*	-	*93%*	*13%*
NET Any problem experienced	**93**	7	85	*	36	51	5	87	5	-	-	91	1
	7%	*11%*	*7%*	*1%*	*10%*	*6%*	*6%*	*7%*	*71%*	-	-	*7%*	*87%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : Used UPS

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1346**	301	310	350	385	96	104	101	111	99	100	112	115	123	142	131	112
Weighted Base	**1337**	315	305	340	378	100*	111*	103*	100*	105*	100*	98*	125*	117*	144*	130*	103*
Effective Base	**811**	202	213	190	212	64	71	67	71	70	72	48	70	74	80	73	59
Lost mail	**18**	2	4	6	6	-	-	2	1	2	1	1	4	2	1	3	2
	1%	*	*1%*	*2%*	*2%*	-	-	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*
Damaged mail	**20**	5	6	4	6	4	*	*	1	4	-	-	*	3	1	2	3
	2%	*2%*	*2%*	*1%*	*2%*	*4%*	*	*	*1%*	*4%*	-	-	*	*3%*	*1%*	*1%*	*3%*
Delayed mail	**36**	9	7	13	7	2	6	*	3	2	2	5	6	3	2	4	1
	3%	*3%*	*2%*	*4%*	*2%*	*2%*	*5%*	*	*3%*	*2%*	*2%*	*5%*	*5%*	*2%*	*2%*	*3%*	*1%*
Mis-delivered mail	**15**	5	3	4	3	2	2	*	1	2	-	-	-	4	1	-	1
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*	*1%*	*2%*	-	-	-	*3%*	*1%*	-	*1%*
Mail that has been tampered with	**12**	2	4	*	6	-	2	-	3	1	-	-	-	*	3	3	-
	1%	*1%*	*1%*	*	*2%*	-	*1%*	-	*3%*	*1%*	-	-	-	*	*2%*	*3%*	-
Other problems	**20**	7	6	4	3	5	1	*	-	6	-	1	1	2	-	3	-
	2%	*2%*	*2%*	*1%*	*1%*	**5%n**	*1%*	*	-	**6%hjn**	-	*1%*	*1%*	*2%*	-	*3%*	-
No - there have been no problems	**1244**	296	283	312	353	90	105	100	97	89	97	93	113	106	140	117	96
	93%	*94%*	*93%*	*92%*	*94%*	*90%*	*95%*	**97%l**	**97%l**	*85%*	**97%l**	*95%*	*91%*	*90%*	**97%l**	*90%*	*93%*
NET Any problem experienced	**93**	19	22	27	24	10	6	3	3	16	3	5	11	11	4	13	7
	7%	*6%*	*7%*	*8%*	*6%*	*10%*	*5%*	*3%*	*3%*	**15%ghjn**	*3%*	*5%*	*9%*	*10%*	*3%*	*10%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	576	-	576	342	232	50	52	105	92	133	87	56	102	197	276	143	485	82	576
Weighted Base	594	-**	594	363	231	55*	59*	118*	101*	124*	73*	65*	114*	218	261	138*	463	124*	576
Effective Base	368	-	368	237	132	36	40	76	59	78	43	38	76	134	159	81	300	66	576
Lost mail	17	-	17	7	9	7	4	2	1	-	2	-	11	3	2	2	10	6	16
	3%	-	3%	2%	4%	14%ghik	6%i	2%	1%	-	3%	-	10%mno	1%	1%	2%	2%	5%	3%
Damaged mail	20	-	20	8	12	3	7	6	2	-	2	-	10	7	2	2	11	9	15
	3%	-	3%	2%	5%	6%i	11%hik	5%	2%	-	3%	-	9%no	3%	1%	2%	2%	7%	3%
Delayed mail	25	-	25	11	14	8	7	5	*	-	3	2	15	5	5	5	18	6	25
	4%	-	4%	3%	6%	15%hi	12%hi	4%	*	-	4%	3%	13%mno	2%	2%	3%	4%	5%	4%
Mis-delivered mail	12	-	12	7	5	2	2	5	-	-	2	-	5	5	2	2	11	1	12
	2%	-	2%	2%	2%	4%	4%	4%	-	-	3%	-	4%	2%	1%	2%	2%	*	2%
Mail that has been tampered with	13	-	13	6	7	6	3	3	-	*	*	-	9	3	1	*	8	5	10
	2%	-	2%	2%	3%	11%hijk	5%	3%	-	*	*	-	8%mno	1%	*	*	2%	4%	2%
Other problems	7	-	7	5	2	3	-	2	-	-	1	-	3	2	1	1	3	3	5
	1%	-	1%	1%	1%	6%i	-	2%	-	-	2%	-	3%	1%	1%	1%	1%	3%	1%
No - there have been no problems	541	-	541	335	206	40	47	101	98	123	68	63	87	199	255	131	429	105	526
	91%	-	91%	92%	89%	74%	79%	86%	97%efg	100%efg	94%ef	97%ef	76%	91%l	97%lm	95%l	93%q	85%	91%
NET Any problem experienced	53	-	53	28	25	14	13	16	3	*	4	2	27	19	7	6	34	19	50
	9%	-	9%	8%	11%	26%hijk	21%hijk	14%hi	3%	*	6%	3%	24%mno	9%n	3%	5%	7%	15%p	9%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	576	168	173	123	112	341	235	284	279	58	97	144	143	100	484	59	495
Weighted Base	594	181	200	117*	97*	380	214	363	223	51*	96*	145*	156*	123*	520	51*	525
Effective Base	368	104	115	80	73	219	153	200	176	38	63	92	90	70	313	39	318
Lost mail	17	5	4	1	7	8	8	10	5	5	6	1	1	3	11	5	11
	3%	*3%*	*2%*	*1%*	*7%*	*2%*	*4%*	*3%*	*2%*	**10%kln**	**7%kl**	*1%*	*1%*	*2%*	*2%*	**10%p**	*2%*
Damaged mail	20	6	6	3	4	12	7	15	3	4	5	5	1	4	16	4	16
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	**8%l**	*5%*	*4%*	*1%*	*4%*	*3%*	*7%*	*3%*
Delayed mail	25	6	12	2	5	18	7	16	9	3	7	3	5	5	20	3	20
	4%	*3%*	*6%*	*2%*	*5%*	*5%*	*3%*	*4%*	*4%*	*7%*	*7%*	*2%*	*3%*	*4%*	*4%*	*7%*	*4%*
Mis-delivered mail	12	5	5	1	1	9	3	9	3	2	5	1	2	2	10	2	10
	2%	*3%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*3%*	*5%*	*1%*	*1%*	*2%*	*2%*	*3%*	*2%*
Mail that has been tampered with	13	2	3	6	2	5	8	11	-	3	5	2	2	1	9	3	9
	2%	*1%*	*2%*	*5%*	*2%*	*1%*	*4%*	**3%h**	-	*6%*	*5%*	*1%*	*1%*	*1%*	*2%*	*6%*	*2%*
Other problems	7	3	-	2	2	3	3	4	2	3	-	*	1	-	2	3	2
	1%	*2%*	-	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**6%jkmn**	-	*	*1%*	-	*	**6%p**	*
No - there have been no problems	541	166	182	106	87	348	193	323	211	44	82	134	147	115	477	44	482
	91%	*92%*	*91%*	*91%*	*89%*	*91%*	*90%*	*89%*	**95%g**	*86%*	*85%*	*92%*	*94%*	*93%*	*92%*	*86%*	*92%*
NET Any problem experienced	53	14	18	10	10	33	20	40	11	7	14	11	9	8	42	7	42
	9%	*8%*	*9%*	*9%*	*11%*	*9%*	*10%*	**11%h**	*5%*	*14%*	*15%*	*8%*	*6%*	*7%*	*8%*	*14%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	576	422	154	67	364	94	92	26	33	33	28	53	48	37	43	51	38	8	86
Weighted Base	594	512	82*	27**	524	35*	29*	6**	25*	57**	37**	59*	65*	54*	77*	98*	52*	3**	32*
Effective Base	368	315	54	27	301	50	47	23	31	30	23	47	39	33	36	45	34	4	46
Lost mail	17	16	*	*	15	-	2	*	-	*	1	2	2	-	5	3	1	-	-
	3%	*3%*	*	*1%*	*3%*	-	*5%*	*4%*	-	*	*4%*	*4%*	*2%*	-	*6%*	*4%*	*2%*	-	-
Damaged mail	20	18	2	*	18	1	1	-	1	2	1	3	2	-	3	3	3	-	1
	3%	*3%*	*2%*	*	*4%*	*2%*	*2%*	-	*3%*	*4%*	*4%*	*5%*	*2%*	-	*4%*	*4%*	*6%*	-	*2%*
Delayed mail	25	22	3	2	22	2	1	1	2	2	-	5	3	-	5	3	1	-	2
	4%	*4%*	*3%*	*9%*	*4%*	*4%*	*5%*	*8%*	*6%*	*4%*	-	*9%*	*5%*	-	*6%*	*4%*	*2%*	-	*5%*
Mis-delivered mail	12	11	1	1	10	1	1	*	1	*	-	3	2	2	-	2	-	-	1
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*4%*	*4%*	*	-	*4%*	*2%*	*5%*	-	*2%*	-	-	*2%*
Mail that has been tampered with	13	11	2	-	12	-	1	-	-	*	-	4	2	-	3	3	-	-	-
	2%	*2%*	*2%*	-	*2%*	-	*2%*	-	-	*	-	*7%*	*2%*	-	*4%*	*3%*	-	-	-
Other problems	7	7	*	-	7	-	*	-	-	-	2	-	2	-	3	-	-	-	-
	1%	*1%*	*	-	*1%*	-	*	-	-	-	*5%*	-	*2%*	-	*4%*	-	-	-	-
No - there have been no problems	541	466	75	24	478	32	26	6	21	53	33	51	62	52	65	92	49	3	29
	91%	*91%*	*92%*	*88%*	*91%*	*91%*	*90%*	*92%*	*86%*	*92%*	*91%*	*86%*	*95%*	*95%*	*84%*	*94%*	*94%*	*100%*	*91%*
NET Any problem experienced	53	46	7	3	47	3	3	1	3	5	3	8	3	2	12	6	3	-	3
	9%	*9%*	*8%*	*12%*	*9%*	*9%*	*10%*	*8%*	*14%*	*8%*	*9%*	*14%*	*5%*	*5%*	*16%*	*6%*	*6%*	-	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	576	254	213	48	40	15	467	55	262	201	65	31	11	463	42
Weighted Base	594	255	224	45*	48**	16**	478	64*	277	203	62*	37**	9**	480	46**
Effective Base	368	162	132	30	29	11	293	40	171	121	47	21	7	291	28
Lost mail	17	8	1	2	4	-	8	4	7	5	2	1	-	12	1
	3%	*3%*	*	**5%b**	*8%*	-	*2%*	**6%b**	*3%*	*2%*	*3%*	*2%*	-	*3%*	*1%*
Damaged mail	20	8	4	2	3	-	12	3	8	6	3	1	-	14	1
	3%	*3%*	*2%*	*5%*	*7%*	-	*3%*	*5%*	*3%*	*3%*	*6%*	*2%*	-	*3%*	*1%*
Delayed mail	25	11	5	6	3	-	17	3	11	10	4	1	-	20	1
	4%	*4%*	*2%*	**12%bf**	*6%*	-	*3%*	*4%*	*4%*	*5%*	*7%*	*2%*	-	*4%*	*1%*
Mis-delivered mail	12	5	4	2	1	-	9	1	5	6	-	1	-	11	1
	2%	*2%*	*2%*	*5%*	*2%*	-	*2%*	*1%*	*2%*	*3%*	-	*2%*	-	*2%*	*1%*
Mail that has been tampered with	13	5	6	-	-	-	11	-	3	6	2	-	-	9	-
	2%	*2%*	*3%*	-	-	-	*2%*	-	*1%*	*3%*	*3%*	-	-	*2%*	-
Other problems	7	5	-	-	-	-	5	-	5	-	-	-	-	5	-
	1%	*2%*	-	-	-	-	*1%*	-	*2%*	-	-	-	-	*1%*	-
No - there have been no problems	541	233	206	40	42	16	440	58	256	183	52	37	9	439	46
	91%	*92%*	*92%*	*88%*	*86%*	*100%*	*92%*	*90%*	*92%*	*90%*	*84%*	*98%*	*100%*	*91%*	*99%*
NET Any problem experienced	53	22	17	6	7	-	39	7	21	20	10	1	-	41	1
	9%	*8%*	*8%*	*12%*	*14%*	-	*8%*	*10%*	*8%*	*10%*	*16%*	*2%*	-	*9%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**576**	44	523	9	191	348	37	568	3	3	-	574	2
Weighted Base	**594**	39**	548	7**	182	381	31**	586	5**	2**	-**	592	2**
Effective Base	**368**	26	337	5	110	236	24	364	2	2	-	367	1
Lost mail	**17**	2	14	*	8	7	2	14	-	1	-	15	2
	3%	*6%*	*3%*	*2%*	*4%*	*2%*	*5%*	*2%*	-	*38%*	-	*3%*	*100%*
Damaged mail	**20**	2	17	-	8	8	3	18	-	-	-	18	2
	3%	*6%*	*3%*	-	*5%*	*2%*	*10%*	*3%*	-	-	-	*3%*	*90%*
Delayed mail	**25**	2	23	-	10	14	1	23	2	-	-	25	-
	4%	*4%*	*4%*	-	*5%*	*4%*	*3%*	*4%*	*35%*	-	-	*4%*	-
Mis-delivered mail	**12**	2	10	*	4	8	*	12	-	-	-	12	*
	2%	*4%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	-	-	-	*2%*	*10%*
Mail that has been tampered with	**13**	2	11	*	8	2	3	8	3	-	-	11	2
	2%	*4%*	*2%*	*2%*	***4%e***	*	*10%*	*1%*	*62%*	-	-	*2%*	*100%*
Other problems	**7**	4	3	-	3	2	2	5	-	-	-	5	2
	1%	*9%*	*1%*	-	*2%*	*	*5%*	*1%*	-	-	-	*1%*	*90%*
No - there have been no problems	**541**	34	501	7	161	353	27	540	*	1	-	541	-
	91%	*87%*	*91%*	*98%*	*89%*	*93%*	*87%*	*92%*	*3%*	*62%*	-	*91%*	-
NET Any problem experienced	**53**	5	48	*	21	28	4	46	4	1	-	51	2
	9%	*13%*	*9%*	*2%*	*11%*	*7%*	*13%*	*8%*	*97%*	*38%*	-	*9%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : Used UK Mail (not to be confused with Royal Mail)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**576**	170	156	116	134	58	63	49	48	55	53	51	32	33	55	47	32
Weighted Base	**594**	167	165	109*	153*	54*	65*	48**	49*	60*	56*	46**	29**	34**	69*	59**	25**
Effective Base	**368**	108	114	69	81	35	43	30	32	42	40	29	18	22	35	30	17
Lost mail	**17**	4	4	3	5	-	2	3	1	3	-	1	2	-	1	4	-
	3%	*2%*	*2%*	*3%*	*3%*	-	*2%*	*5%*	*3%*	*4%*	-	*2%*	*7%*	-	*2%*	*7%*	-
Damaged mail	**20**	5	8	3	4	-	3	2	3	5	-	2	1	-	-	3	1
	3%	*3%*	*5%*	*3%*	*3%*	-	*4%*	*5%*	*6%*	*8%*	-	*4%*	*4%*	-	-	*5%*	*3%*
Delayed mail	**25**	6	6	5	8	2	1	3	2	2	2	2	2	2	3	4	1
	4%	*4%*	*3%*	*5%*	*5%*	*4%*	*2%*	*6%*	*3%*	*3%*	*4%*	*4%*	*7%*	*4%*	*4%*	*7%*	*4%*
Mis-delivered mail	**12**	5	6	*	2	-	2	3	2	3	1	-	*	-	-	2	-
	2%	*3%*	*3%*	*	*1%*	-	*2%*	*7%*	*4%*	*4%*	*2%*	-	*	-	-	*3%*	-
Mail that has been tampered with	**13**	5	1	2	5	1	4	-	1	-	-	2	-	-	2	3	-
	2%	*3%*	*1%*	*1%*	*3%*	*1%*	*7%*	-	*3%*	-	-	*3%*	-	-	*2%*	*5%*	-
Other problems	**7**	1	-	*	5	1	-	-	-	-	-	-	*	-	-	3	2
	1%	*1%*	-	*	*3%*	*3%*	-	-	-	-	-	-	*	-	-	*5%*	*8%*
No - there have been no problems	**541**	151	149	101	140	50	57	45	45	51	52	42	27	33	66	53	21
	91%	*91%*	*90%*	*93%*	*92%*	*93%*	*88%*	*92%*	*92%*	*85%*	*94%*	*91%*	*92%*	*96%*	*96%*	*89%*	*84%*
NET Any problem experienced	**53**	16	16	8	13	4	8	4	4	9	3	4	2	2	3	6	4
	9%	*9%*	*10%*	*7%*	*8%*	*7%*	*12%*	*8%*	*8%*	*15%*	*6%*	*9%*	*8%*	*4%*	*4%*	*11%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**183**	-	183	117	66	11	28	48	33	40	16	7	39	81	63	23	144	35	183
Weighted Base	**187**	-**	187	123*	64*	8**	27**	56*	39**	39**	11**	8**	35**	95*	57*	19**	133*	48**	183
Effective Base	**119**	-	119	81	38	6	21	36	20	23	10	6	26	55	39	16	90	27	183
Lost mail	**2**	-	2	1	1	-	2	*	-	-	-	-	2	*	-	-	1	1	3
	1%	-	*1%*	*1%*	*2%*	-	*9%*	*	-	-	-	-	*7%*	*	-	-	*1%*	*2%*	*2%*
Damaged mail	**5**	-	5	2	3	1	2	2	*	-	1	-	3	2	1	1	3	2	8
	3%	-	*3%*	*2%*	*5%*	*13%*	*8%*	*3%*	*	-	*6%*	-	*9%*	*2%*	*1%*	*4%*	*2%*	*5%*	*4%*
Delayed mail	**7**	-	7	3	4	2	3	*	*	1	-	-	5	*	1	-	5	2	11
	4%	-	*4%*	*2%*	*6%*	*30%*	*11%*	*	*	*4%*	-	-	*15%*	*	*2%*	-	*4%*	*5%*	*6%*
Mis-delivered mail	**5**	-	5	3	2	1	2	2	-	-	-	-	3	2	-	-	2	3	5
	3%	-	*3%*	*2%*	*3%*	*8%*	*9%*	*3%*	-	-	-	-	*9%*	*2%*	-	-	*2%*	*5%*	*3%*
Mail that has been tampered with	**3**	-	3	1	2	1	2	*	-	-	-	-	3	*	-	-	2	1	4
	2%	-	*2%*	*1%*	*3%*	*8%*	*9%*	*	-	-	-	-	*9%*	*	-	-	*2%*	*1%*	*2%*
Other problems	**4**	-	4	3	*	-	-	2	-	1	-	-	-	2	1	-	3	*	5
	2%	-	*2%*	*3%*	*	-	-	*4%*	-	*4%*	-	-	-	*2%*	*2%*	-	*3%*	*	*3%*
No - there have been no problems	**169**	-	169	110	58	4	20	50	39	37	10	8	24	89	55	18	122	40	159
	90%	-	*90%*	*90%*	*91%*	*57%*	*74%*	*90%*	*99%*	*96%*	*94%*	*100%*	*70%*	*94%*	*96%*	*96%*	*92%*	*84%*	*87%*
NET Any problem experienced	**18**	-	18	13	6	3	7	5	*	1	1	-	10	6	2	1	11	7	24
	10%	-	*10%*	*10%*	*9%*	*43%*	*26%*	*10%*	*1%*	*4%*	*6%*	-	*30%*	*6%*	*4%*	*4%*	*8%*	*16%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	183	43	54	41	45	97	86	105	75	19	16	47	47	45	155	19	159
Weighted Base	187	52**	55*	47**	33**	107*	80*	134*	52*	13**	14**	47*	51*	54**	165	13**	169
Effective Base	119	30	34	29	28	64	56	76	49	11	11	32	32	29	103	11	105
Lost mail	2	-	1	1	*	1	1	2	*	-	-	*	-	2	2	-	2
	1%	-	*2%*	*3%*	*	*1%*	*2%*	*2%*	*	-	-	*	-	*4%*	*1%*	-	*1%*
Damaged mail	5	1	-	1	3	1	5	1	4	1	-	*	2	1	4	1	4
	3%	*1%*	-	*3%*	*10%*	*1%*	*6%*	*1%*	*8%g*	*7%*	-	*	*4%*	*2%*	*2%*	*7%*	*2%*
Delayed mail	7	2	2	2	1	3	4	5	2	1	2	1	2	1	6	1	6
	4%	*3%*	*3%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*11%*	*12%*	*1%*	*4%*	*2%*	*3%*	*11%*	*3%*
Mis-delivered mail	5	1	1	3	*	2	3	5	*	-	-	1	1	1	3	-	3
	3%	*2%*	*1%*	*7%*	*	*2%*	*4%*	*4%*	*	-	-	*1%*	*2%*	*2%*	*2%*	-	*2%*
Mail that has been tampered with	3	1	1	1	*	2	1	3	*	-	-	1	1	1	3	-	3
	2%	*2%*	*1%*	*3%*	*	*2%*	*2%*	*2%*	*	-	-	*1%*	*2%*	*2%*	*2%*	-	*2%*
Other problems	4	-	2	*	1	2	2	2	1	1	-	*	2	-	2	1	2
	2%	-	*3%*	*	*4%*	*2%*	*2%*	*2%*	*2%*	*10%*	-	*1%*	*4%*	-	*1%*	*10%*	*1%*
No - there have been no problems	169	47	50	43	28	98	71	122	46	10	12	46	43	51	152	10	156
	90%	*91%*	*92%*	*91%*	*85%*	*91%*	*89%*	*91%*	*88%*	*82%*	*88%*	*98%*	*84%*	*96%*	*92%*	*82%*	*92%*
NET Any problem experienced	18	5	5	4	5	9	9	12	6	2	2	1	8	2	13	2	13
	10%	*9%*	*8%*	*9%*	*15%*	*9%*	*11%*	*9%*	*12%*	*18%*	*12%*	*2%*	*16%*	*4%*	*8%*	*18%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**183**	126	57	22	121	27	26	9	15	11	18	13	16	9	15	9	15	-	27
Weighted Base	**187**	155*	32**	9**	166	12**	6**	3**	12**	22**	22**	14**	17**	14**	29**	18**	18**	-**	12**
Effective Base	**119**	96	24	8	100	11	15	5	14	11	15	12	14	8	13	8	14	-	11
Lost mail	**2**	2	*	*	2	*	-	-	-	-	1	1	-	-	-	-	-	-	*
	1%	*2%*	*	*1%*	*1%*	*	-	-	-	-	*5%*	*10%*	-	-	-	-	-	-	*
Damaged mail	**5**	3	2	1	5	*	*	1	-	-	-	1	*	2	1	-	-	-	*
	3%	*2%*	*8%*	*10%*	*3%*	*	*2%*	*23%*	-	-	-	*10%*	*1%*	*12%*	*5%*	-	-	-	*
Delayed mail	**7**	6	*	*	6	1	*	-	1	-	1	1	1	-	-	-	1	-	1
	4%	*4%*	*1%*	*3%*	*3%*	*8%*	*4%*	-	*12%*	-	*5%*	*10%*	*4%*	-	-	-	*5%*	-	*8%*
Mis-delivered mail	**5**	5	*	*	5	*	-	-	1	-	3	1	-	-	-	-	-	-	*
	3%	*3%*	*	*1%*	*3%*	*	-	-	*5%*	-	*13%*	*10%*	-	-	-	-	-	-	*
Mail that has been tampered with	**3**	3	*	*	3	*	-	-	2	-	-	1	-	-	-	-	-	-	*
	2%	*2%*	*	*1%*	*2%*	*	-	-	*14%*	-	-	*10%*	-	-	-	-	-	-	*
Other problems	**4**	3	*	*	3	*	*	-	-	-	3	-	-	-	-	-	-	-	*
	2%	*2%*	*1%*	*1%*	*2%*	*	*2%*	-	-	-	*15%*	-	-	-	-	-	-	-	*
No - there have been no problems	**169**	140	28	8	150	11	5	2	9	22	15	12	16	12	27	18	17	-	11
	90%	*90%*	*90%*	*87%*	*90%*	*92%*	*92%*	*77%*	*79%*	*100%*	*67%*	*90%*	*95%*	*88%*	*95%*	*100%*	*95%*	-	*92%*
NET Any problem experienced	**18**	15	3	1	16	1	*	1	3	-	7	1	1	2	1	-	1	-	1
	10%	*10%*	*10%*	*13%*	*10%*	*8%*	*8%*	*23%*	*21%*	-	*33%*	*10%*	*5%*	*12%*	*5%*	-	*5%*	-	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**183**	64	79	19	16	5	143	21	74	71	22	11	4	145	15
Weighted Base	**187**	61*	91*	16**	16**	4**	152*	20**	71*	82*	19**	11**	3**	153*	14**
Effective Base	**119**	38	56	13	11	3	93	14	44	48	17	8	3	93	11
Lost mail	**2**	1	-	-	1	-	1	1	1	-	1	-	-	1	-
	1%	*2%*	-	-	*7%*	-	*1%*	*6%*	*2%*	-	*6%*	-	-	*1%*	-
Damaged mail	**5**	1	2	2	*	-	3	*	3	*	-	1	-	3	1
	3%	*2%*	*2%*	*14%*	*1%*	-	*2%*	*1%*	*4%*	*	-	*13%*	-	*2%*	*10%*
Delayed mail	**7**	3	2	1	1	-	5	1	3	1	1	1	-	5	1
	4%	*5%*	*2%*	*9%*	*4%*	-	*3%*	*3%*	*4%*	*2%*	*6%*	*10%*	-	*3%*	*8%*
Mis-delivered mail	**5**	3	2	-	-	-	5	-	4	1	-	-	-	5	-
	3%	*5%*	*2%*	-	-	-	*3%*	-	*5%*	*1%*	-	-	-	*3%*	-
Mail that has been tampered with	**3**	2	1	-	-	-	3	-	2	1	-	-	-	3	-
	2%	*4%*	*1%*	-	-	-	*2%*	-	*3%*	*1%*	-	-	-	*2%*	-
Other problems	**4**	*	2	1	-	-	2	-	*	2	1	-	-	2	-
	2%	*1%*	*2%*	*8%*	-	-	*2%*	-	*	*3%*	*6%*	-	-	*1%*	-
No - there have been no problems	**169**	54	85	12	14	4	139	18	64	76	17	9	3	140	12
	90%	*89%*	*93%*	*76%*	*88%*	*100%*	*92%*	*90%*	*91%*	*93%*	*88%*	*77%*	*100%*	*92%*	*82%*
NET Any problem experienced	**18**	7	6	4	2	-	13	2	7	6	2	3	-	13	3
	10%	*11%*	*7%*	*24%*	*12%*	-	*8%*	*10%*	*9%*	*7%*	*12%*	*23%*	-	*8%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**183**	17	165	1	61	117	5	179	1	2	-	182	1
Weighted Base	**187**	18**	167	3**	51*	130*	6**	184	1**	1**	-**	185	1**
Effective Base	**119**	12	107	1	35	81	4	116	1	1	-	118	1
Lost mail	**2**	-	2	-	1	1	-	2	-	-	-	2	-
	1%	-	*1%*	-	*3%*	*1%*	-	*1%*	-	-	-	*1%*	-
Damaged mail	**5**	2	4	-	3	1	1	4	-	-	-	4	1
	3%	*9%*	*2%*	-	*6%*	*1%*	*26%*	*2%*	-	-	-	*2%*	*100%*
Delayed mail	**7**	1	6	-	5	2	-	6	1	-	-	7	-
	4%	*5%*	*4%*	-	**10%e**	*1%*	-	*3%*	*100%*	-	-	*4%*	-
Mis-delivered mail	**5**	2	3	-	2	3	-	5	-	-	-	5	-
	3%	*11%*	*2%*	-	*4%*	*2%*	-	*3%*	-	-	-	*3%*	-
Mail that has been tampered with	**3**	-	3	-	2	1	-	3	-	-	-	3	-
	2%	-	*2%*	-	*4%*	*1%*	-	*2%*	-	-	-	*2%*	-
Other problems	**4**	-	4	-	1	2	-	4	-	-	-	4	-
	2%	-	*2%*	-	*3%*	*2%*	-	*2%*	-	-	-	*2%*	-
No - there have been no problems	**169**	13	153	3	44	120	4	167	-	1	-	169	-
	90%	*76%*	*92%*	*100%*	*86%*	*92%*	*74%*	*91%*	-	*100%*	-	*91%*	-
NET Any problem experienced	**18**	4	14	-	7	10	1	16	1	-	-	17	1
	10%	*24%*	*8%*	-	*14%*	*8%*	*26%*	*9%*	*100%*	-	-	*9%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : Used DX

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**183**	33	45	55	50	12	7	14	15	10	20	16	21	18	18	18	14
Weighted Base	**187**	32**	48*	56*	51**	14**	4**	15**	18**	10**	19**	10**	25**	21**	16**	22**	13**
Effective Base	**119**	21	36	34	30	8	4	10	12	8	16	7	14	13	10	12	8
Lost mail	**2**	-	1	1	*	-	-	-	1	-	-	-	1	-	-	-	*
	1%	-	*3%*	*2%*	*	-	-	-	*7%*	-	-	-	*4%*	-	-	-	*
Damaged mail	**5**	*	2	1	2	-	-	*	1	-	1	-	-	1	-	1	2
	3%	*	*4%*	*2%*	*4%*	-	-	*1%*	*7%*	-	*4%*	-	-	*4%*	-	*3%*	*12%*
Delayed mail	**7**	-	3	2	2	-	-	-	1	-	2	1	-	1	1	-	1
	4%	-	*6%*	*3%*	*4%*	-	-	-	*7%*	-	*8%*	*7%*	-	*6%*	*6%*	-	*8%*
Mis-delivered mail	**5**	-	2	1	2	-	-	-	1	-	1	-	-	1	-	-	2
	3%	-	*4%*	*2%*	*4%*	-	-	-	*7%*	-	*3%*	-	-	*5%*	-	-	*15%*
Mail that has been tampered with	**3**	-	3	-	*	-	-	-	1	-	2	-	-	-	-	-	*
	2%	-	*6%*	-	*	-	-	-	*7%*	-	*9%*	-	-	-	-	-	*
Other problems	**4**	*	-	1	2	-	*	-	-	-	-	-	-	1	-	*	2
	2%	*1%*	-	*2%*	*4%*	-	*6%*	-	-	-	-	-	-	*6%*	-	*1%*	*15%*
No - there have been no problems	**169**	32	43	51	43	14	3	14	17	10	16	9	24	17	15	22	6
	90%	*99%*	*90%*	*91%*	*84%*	*100%*	*94%*	*99%*	*93%*	*100%*	*82%*	*93%*	*96%*	*85%*	*94%*	*96%*	*50%*
NET Any problem experienced	**18**	*	5	5	8	-	*	*	1	-	4	1	1	3	1	1	6
	10%	*1%*	*10%*	*9%*	*16%*	-	*6%*	*1%*	*7%*	-	*18%*	*7%*	*4%*	*15%*	*6%*	*4%*	*50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2446**	-	2446	1158	1281	188	263	456	374	532	382	244	451	830	1158	626	2214	200	2446
Weighted Base	**2248**	-**	2248	1068	1176	174	247	439	360	448	320	257	421	799	1025	577	1925	286	2446
Effective Base	**1408**	-	1408	706	702	129	157	299	210	283	170	169	284	506	618	336	1229	161	2446
Lost mail	**35**	-	35	12	23	10	6	7	5	2	2	3	15	12	7	5	27	8	43
	2%	-	*2%*	*1%*	*2%*	**6%ghijk**	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	**4%no**	*2%*	*1%*	*1%*	*1%*	*3%*	*2%*
Damaged mail	**82**	-	82	30	53	7	16	20	5	13	16	5	23	26	34	21	68	14	95
	4%	-	*4%*	*3%*	*4%*	*4%*	**7%hk**	**5%h**	*1%*	*3%*	*5%*	*2%*	*5%*	*3%*	*3%*	*4%*	*4%*	*5%*	*4%*
Delayed mail	**124**	-	124	68	56	20	16	39	13	19	11	6	36	52	36	17	99	23	153
	6%	-	*6%*	*6%*	*5%*	**11%hijk**	*6%*	**9%hijk**	*4%*	*4%*	*3%*	*2%*	**8%no**	**7%no**	*4%*	*3%*	*5%*	*8%*	*6%*
Mis-delivered mail	**57**	-	57	24	34	9	6	15	5	11	4	7	15	20	22	12	46	11	60
	3%	-	*3%*	*2%*	*3%*	**5%h**	*3%*	*3%*	*1%*	*2%*	*1%*	*3%*	*4%*	*2%*	*2%*	*2%*	*2%*	*4%*	*2%*
Mail that has been tampered with	**27**	-	27	18	9	6	4	5	2	2	5	3	10	7	10	8	21	6	26
	1%	-	*1%*	*2%*	*1%*	**3%hi**	*2%*	*1%*	*1%*	*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other problems	**56**	-	56	24	31	1	3	10	11	17	11	4	4	21	31	14	42	11	58
	2%	-	*2%*	*2%*	*3%*	*1%*	*1%*	*2%*	*3%*	*4%*	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	*2%*	*4%*	*2%*
No - there have been no problems	**1966**	-	1966	953	1009	137	212	369	328	396	283	238	349	697	916	520	1694	241	2136
	87%	-	*87%*	*89%*	*86%*	*79%*	*86%*	*84%*	**91%eg**	**88%e**	**88%e**	**93%eg**	*83%*	*87%*	**89%l**	**90%l**	*88%*	*84%*	*87%*
NET Any problem experienced	**282**	-	282	115	167	37	35	70	32	52	38	19	71	102	109	57	231	45	310
	13%	-	*13%*	*11%*	*14%*	**21%hijk**	*14%*	**16%hk**	*9%*	*12%*	*12%*	*7%*	**17%no**	*13%*	*11%*	*10%*	*12%*	*16%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	2446	629	798	443	576	1427	1019	1154	1260	279	338	649	623	363	1973	284	2033
Weighted Base	2248	540	810	408	491	1350	898	1280	951	234	303	591	578	371	1843	237	1894
Effective Base	1408	315	483	260	361	798	618	721	696	164	191	373	363	215	1141	166	1171
Lost mail	35	7	6	15	7	13	22	18	17	4	5	11	8	6	30	4	30
	2%	*1%*	*1%*	*4%b*	*1%*	*1%*	*2%e*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
Damaged mail	82	23	25	10	24	48	35	56	26	14	13	35	7	6	61	14	64
	4%	*4%*	*3%*	*3%*	*5%*	*4%*	*4%*	*4%*	*3%*	*6%lm*	*4%l*	*6%lmn*	*1%*	*1%*	*3%l*	*6%*	*3%*
Delayed mail	124	39	32	20	33	71	53	84	40	16	8	32	38	24	102	16	105
	6%	*7%b*	*4%*	*5%*	*7%*	*5%*	*6%*	*7%h*	*4%*	*7%*	*3%*	*5%*	*7%j*	*7%*	*6%*	*7%*	*6%*
Mis-delivered mail	57	15	16	14	12	31	26	40	17	8	5	18	11	7	41	8	41
	3%	*3%*	*2%*	*4%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*
Mail that has been tampered with	27	6	4	8	9	11	16	19	8	5	3	8	6	3	21	5	21
	1%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other problems	56	12	26	10	8	37	18	36	19	3	10	10	19	10	49	3	49
	2%	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*2%*	*3%*	*3%*	*3%*	*1%*	*3%*
No - there have been no problems	1966	458	720	358	430	1179	787	1088	863	202	275	504	505	332	1617	205	1662
	87%	*85%*	*89%*	*88%*	*88%*	*87%*	*88%*	*85%*	*91%g*	*86%*	*91%*	*85%*	*87%*	*90%*	*88%*	*86%*	*88%*
NET Any problem experienced	282	82	89	50	61	171	111	192	88	32	28	87	72	39	226	32	232
	13%	*15%*	*11%*	*12%*	*12%*	*13%*	*12%*	*15%h*	*9%*	*14%*	*9%*	*15%*	*13%*	*10%*	*12%*	*14%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2446	1616	830	348	1242	487	455	262	129	128	126	142	141	148	115	158	155	75	412
Weighted Base	2248	1861	387	134	1840	201	141	66	98	226	167	173	189	223	215*	329	220	23*	178
Effective Base	1408	1135	280	108	1026	228	242	159	120	116	109	123	111	129	97	144	139	41	193
Lost mail	35	28	7	3	30	3	1	*	-	2	7	6	3	3	4	3	2	1	2
	2%	1%	2%	2%	2%	2%	1%	*	-	1%	4%h	4%	1%	1%	2%	1%	1%	3%h	1%
Damaged mail	82	73	9	4	70	5	6	2	-	8	5	13	11	7	8	8	10	1	4
	4%	4%	2%	3%	4%	2%	4%	3%	-	4%	3%	8%hor	6%h	3%	4%	3%	5%h	3%h	2%
Delayed mail	124	107	17	5	99	12	9	4	5	6	12	14	7	9	9	30	7	1	11
	6%	6%	4%	3%	5%	6%	6%	6%	5%	3%	7%	8%	4%	4%	4%	9%lp	3%	5%	6%
Mis-delivered mail	57	48	9	2	50	4	3	1	-	6	3	7	-	2	8	16	8	1	2
	3%	3%	2%	2%	3%	2%	2%	1%	-	3%	2%	4%hl	-	1%	4%	5%hl	4%l	6%hlmr	1%
Mail that has been tampered with	27	23	4	1	26	*	*	*	-	7	2	6	3	-	4	2	2	*	*
	1%	1%	1%	*	1%	*	*	1%	-	3%	1%	3%mr	2%	-	2%	*	1%	1%	*
Other problems	56	45	10	3	44	6	5	1	1	10	3	4	2	4	7	8	4	1	6
	2%	2%	3%	3%	2%	3%	3%	1%	1%	5%	2%	2%	1%	2%	3%	2%	2%	3%	3%
No - there have been no problems	1966	1617	349	121	1608	176	123	60	92	193	145	149	164	207	186	276	195	19	157
	87%	87%	90%	91%	87%	88%	87%	91%	94%loq	86%	87%	86%	87%	92%o	87%	84%	89%	84%	88%
NET Any problem experienced	282	244	38	12	233	25	18	6	6	33	21	24	25	17	28	53	25	4	21
	13%	13%	10%	9%	13%	12%	13%	9%	6%	14%h	13%	14%	13%	8%	13%	16%hm	11%	16%h	12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2446**	972	975	252	178	56	1947	234	1029	976	279	111	39	2005	150
Weighted Base	**2248**	882	903	238	162	53*	1784	215	923	900	268	115*	30**	1824	145*
Effective Base	**1408**	546	563	147	106	37	1110	143	573	558	176	71	23	1131	93
Lost mail	**35**	9	18	2	4	2	27	6	14	9	7	3	2	23	5
	2%	*1%*	*2%*	*1%*	*2%*	*3%*	*2%*	*3%*	*1%*	*1%*	*3%*	*3%*	*6%*	*1%*	**4%l**
Damaged mail	**82**	28	34	14	5	1	62	6	37	34	10	1	*	71	2
	4%	*3%*	*4%*	*6%*	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*1%*	*1%*	*4%*	*1%*
Delayed mail	**124**	44	58	14	6	1	102	7	51	58	14	2	-	108	2
	6%	*5%*	*6%*	*6%*	*4%*	*2%*	*6%*	*3%*	*5%*	**6%n**	*5%*	*2%*	-	*6%*	*1%*
Mis-delivered mail	**57**	20	29	2	4	2	49	6	18	30	6	1	2	48	3
	3%	*2%*	*3%*	*1%*	*3%*	*4%*	*3%*	*3%*	*2%*	*3%*	*2%*	*1%*	*7%*	*3%*	*2%*
Mail that has been tampered with	**27**	3	16	8	*	-	19	*	11	8	5	3	-	19	3
	1%	*	**2%a**	**3%afg**	*	-	*1%*	*	*1%*	*1%*	*2%*	*2%*	-	*1%*	*2%*
Other problems	**56**	24	28	2	1	-	52	1	18	28	5	3	*	47	4
	2%	*3%*	*3%*	*1%*	*1%*	-	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*3%*
No - there have been no problems	**1966**	788	769	209	143	46	1557	189	818	770	236	105	26	1588	131
	87%	**89%b**	*85%*	*88%*	*88%*	*88%*	*87%*	*88%*	*89%*	*86%*	*88%*	*91%*	*85%*	*87%*	*90%*
NET Any problem experienced	**282**	94	133	29	19	7	228	25	105	130	32	10	5	235	14
	13%	*11%*	**15%a**	*12%*	*12%*	*12%*	*13%*	*12%*	*11%*	*14%*	*12%*	*9%*	*15%*	*13%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2446**	169	2237	40	791	1535	120	2425	5	10	2	2440	4
Weighted Base	**2248**	125*	2092	32**	657	1480	111*	2238	1**	6**	1**	2245	2**
Effective Base	**1408**	89	1300	20	451	901	62	1399	2	8	1	1406	2
Lost mail	**35**	1	33	1	10	22	3	34	1	*	-	35	-
	2%	*1%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*64%*	*2%*	-	*2%*	-
Damaged mail	**82**	8	71	3	33	47	2	81	-	*	1	81	*
	4%	*7%*	*3%*	*8%*	*5%*	*3%*	*2%*	*4%*	-	*1%*	*91%*	*4%*	*14%*
Delayed mail	**124**	13	110	1	42	79	3	124	-	*	-	124	*
	6%	**11%b**	*5%*	*3%*	*6%*	*5%*	*2%*	*6%*	-	*2%*	-	*6%*	*9%*
Mis-delivered mail	**57**	1	56	1	16	36	5	57	-	-	-	57	-
	3%	*	*3%*	*2%*	*3%*	*2%*	*4%*	*3%*	-	-	-	*3%*	-
Mail that has been tampered with	**27**	1	25	1	14	12	2	23	-	1	1	24	1
	1%	*1%*	*1%*	*3%*	**2%e**	*1%*	*1%*	*1%*	-	*16%*	*91%*	*1%*	*77%*
Other problems	**56**	3	52	*	15	41	-	56	-	-	-	56	-
	2%	*3%*	*2%*	*	*2%*	*3%*	-	*2%*	-	-	-	*2%*	-
No - there have been no problems	**1966**	99	1839	28	561	1304	100	1960	*	5	*	1966	*
	87%	*80%*	**88%a**	*88%*	*85%*	*88%*	*90%*	*88%*	*36%*	*80%*	*9%*	*88%*	*9%*
NET Any problem experienced	**282**	25	253	4	95	176	11	277	1	1	1	279	2
	13%	**20%b**	*12%*	*12%*	*15%*	*12%*	*10%*	*12%*	*64%*	*20%*	*91%*	*12%*	*91%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : Used Yodel

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2446**	610	548	646	642	208	202	200	193	173	182	229	202	215	240	206	196
Weighted Base	**2248**	573	512	581	582	194	196	183	157	166	190	192	194	195	227	183	172*
Effective Base	**1408**	391	366	332	334	131	132	128	115	117	134	107	114	111	126	109	99
Lost mail	**35**	1	10	11	12	*	1	*	4	3	4	4	4	3	8	2	2
	2%	*	**2%a**	**2%a**	**2%a**	*	*	*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*3%*	*1%*	*1%*
Damaged mail	**82**	10	22	28	22	1	4	5	7	7	8	11	5	12	12	6	4
	4%	*2%*	**4%a**	**5%a**	*4%*	*1%*	*2%*	*3%*	*4%*	*4%*	*4%*	**6%e**	*3%*	**6%e**	**5%e**	*3%*	*2%*
Delayed mail	**124**	29	28	33	34	8	14	8	12	6	10	10	9	14	17	7	11
	6%	*5%*	*5%*	*6%*	*6%*	*4%*	*7%*	*4%*	*8%*	*4%*	*5%*	*5%*	*5%*	*7%*	*7%*	*4%*	*6%*
Mis-delivered mail	**57**	5	18	17	17	2	3	-	10	3	6	12	4	1	11	-	5
	3%	*1%*	**4%a**	*3%*	*3%*	*1%*	*2%*	-	**6%egmo**	*2%*	*3%*	**6%egmo**	*2%*	*1%*	**5%gmo**	-	*3%*
Mail that has been tampered with	**27**	*	7	6	14	-	*	-	2	3	3	*	-	6	4	6	5
	1%	*	**1%a**	*1%*	**2%a**	-	*	-	*1%*	*2%*	*1%*	*	-	*3%*	*2%*	**3%e**	*3%*
Other problems	**56**	16	15	9	15	4	3	9	2	3	10	2	3	3	1	6	8
	2%	*3%*	*3%*	*2%*	*3%*	*2%*	*2%*	**5%n**	*2%*	*2%*	**5%n**	*1%*	*2%*	*2%*	*1%*	*3%*	**5%n**
No - there have been no problems	**1966**	518	449	502	498	180	173	165	136	146	167	158	175	169	193	166	139
	87%	**90%d**	*88%*	*86%*	*85%*	**93%kp**	*88%*	**90%p**	*87%*	*88%*	*88%*	*82%*	**90%p**	*86%*	*85%*	**91%p**	*81%*
NET Any problem experienced	**282**	55	63	79	85	14	23	18	21	20	23	34	19	27	34	17	33
	13%	*10%*	*12%*	*14%*	**15%a**	*7%*	*12%*	*10%*	*13%*	*12%*	*12%*	**18%e**	*10%*	*14%*	*15%*	*9%*	**19%eglo**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**1871**	-	1871	904	959	176	220	357	287	366	265	193	396	644	824	458	1661	190	1871
Weighted Base	**1970**	-**	1970	931	1034	181	228	379	320	358	276	225	410	699	859	501	1658	287	1871
Effective Base	**1172**	-	1172	585	586	125	145	247	177	215	132	142	269	422	483	270	1011	151	1871
Lost mail	**50**	-	50	20	29	13	9	12	10	4	-	2	22	22	6	2	36	13	56
	3%	-	*3%*	*2%*	*3%*	**7%ijk**	**4%j**	**3%j**	**3%j**	*1%*	-	*1%*	**5%no**	**3%no**	*1%*	*	*2%*	*5%*	*3%*
Damaged mail	**83**	-	83	40	43	9	10	27	7	15	14	-	20	34	29	14	78	5	83
	4%	-	*4%*	*4%*	*4%*	**5%k**	**5%k**	**7%hk**	*2%*	**4%k**	**5%k**	-	*5%*	*5%*	*3%*	*3%*	*5%*	*2%*	*4%*
Delayed mail	**104**	-	104	51	52	23	18	26	17	7	8	4	41	43	19	12	73	27	111
	5%	-	*5%*	*5%*	*5%*	**13%hijk**	**8%ik**	**7%ik**	*5%*	*2%*	*3%*	*2%*	**10%no**	**6%no**	*2%*	*2%*	*4%*	**10%p**	*6%*
Mis-delivered mail	**51**	-	51	19	32	8	5	10	13	5	9	-	14	23	15	9	43	6	56
	3%	-	*3%*	*2%*	*3%*	**5%k**	*2%*	*3%*	**4%k**	*1%*	**3%k**	-	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*
Mail that has been tampered with	**21**	-	21	14	7	7	4	7	-	4	-	-	10	7	4	-	17	4	22
	1%	-	*1%*	*2%*	*1%*	**4%hjk**	*2%*	*2%*	-	*1%*	-	-	**3%no**	*1%*	*	-	*1%*	*2%*	*1%*
Other problems	**22**	-	22	15	8	4	2	8	4	3	*	-	7	12	3	*	17	6	26
	1%	-	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*	-	**2%o**	**2%no**	*	*	*1%*	*2%*	*1%*
No - there have been no problems	**1733**	-	1733	824	905	138	192	320	290	327	244	219	329	610	791	464	1470	241	1628
	88%	-	*88%*	*88%*	*88%*	*76%*	*84%*	**84%e**	**91%e**	**91%efg**	**88%e**	**98%efghjl**	*80%*	**87%l**	**92%lm**	**93%lm**	*89%*	*84%*	*87%*
NET Any problem experienced	**237**	-	237	108	129	44	37	59	30	31	32	6	80	89	68	37	188	45	243
	12%	-	*12%*	*12%*	*12%*	**24%ghijk**	**16%ik**	**16%ik**	**9%k**	**9%k**	**12%k**	*2%*	**20%mno**	**13%no**	*8%*	*7%*	*11%*	*16%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	1871	449	607	338	477	1056	815	872	977	216	269	506	456	265	1496	219	1538
Weighted Base	1970	461	703	364	442	1164	805	1125	830	199	270	541	508	302	1620	201	1658
Effective Base	1172	244	404	224	313	647	534	591	600	133	171	318	300	164	951	134	973
Lost mail	50	12	17	7	13	29	20	28	22	10	6	13	15	3	37	10	37
	3%	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*5%m*	*2%*	*2%*	*3%*	*1%*	*2%*	*5%*	*2%*
Damaged mail	83	23	27	13	21	50	33	52	31	9	5	26	15	18	63	9	67
	4%	*5%*	*4%*	*3%*	*5%*	*4%*	*4%*	*5%*	*4%*	*5%*	*2%*	*5%*	*3%*	*6%*	*4%*	*5%*	*4%*
Delayed mail	104	33	34	12	24	68	36	61	42	13	14	18	38	16	87	13	88
	5%	*7%*	*5%*	*3%*	*5%*	*6%*	*4%*	*5%*	*5%*	*6%*	*5%*	*3%*	*7%k*	*5%*	*5%*	*6%*	*5%*
Mis-delivered mail	51	19	14	10	8	34	18	37	13	6	4	19	12	8	43	6	43
	3%	*4%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*1%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*
Mail that has been tampered with	21	9	2	6	5	10	11	14	7	3	4	4	7	1	16	3	16
	1%	*2%b*	*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
Other problems	22	6	5	7	5	11	12	15	7	4	4	2	7	2	15	4	16
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*
No - there have been no problems	1733	387	630	326	390	1017	716	978	742	164	240	479	451	264	1433	166	1465
	88%	*84%*	*90%a*	*90%*	*88%*	*87%*	*89%*	*87%*	*89%*	*82%*	*89%*	*89%*	*89%*	*88%*	*88%l*	*83%*	*88%*
NET Any problem experienced	237	74	74	37	52	148	90	147	89	35	30	62	57	38	187	35	193
	12%	*16%b*	*10%*	*10%*	*12%*	*13%*	*11%*	*13%*	*11%*	*18%n*	*11%*	*11%*	*11%*	*12%*	*12%*	*17%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1871	1392	479	177	1126	325	231	189	109	126	103	123	131	131	118	149	136	51	274
Weighted Base	1970	1685	284	90*	1688	154	80	48	82	225	140*	148	179*	203	223	295	193	17**	137
Effective Base	1172	995	178	67	921	164	119	129	101	114	89	106	99	110	103	133	116	30	139
Lost mail	50	41	8	5	43	3	3	1	4	4	5	7	-	2	9	8	4	1	2
	3%	2%	3%	5%	3%	2%	4%	2%	5%lm	2%	3%	5%l	-	1%	4%	3%	2%	5%	1%
Damaged mail	83	70	13	3	72	6	4	1	5	12	7	8	6	5	3	22	5	*	6
	4%	4%	5%	4%	4%	4%	5%	2%	6%n	5%	5%	5%	3%	2%	1%	7%n	3%	1%	5%
Delayed mail	104	88	16	6	90	8	3	3	4	6	13	9	7	6	15	17	13	1	7
	5%	5%	6%	6%	5%	5%	3%	6%	5%	3%	9%l	6%	4%	3%	7%	6%	7%	4%	5%
Mis-delivered mail	51	47	5	4	44	3	3	1	3	-	3	2	11	4	3	4	13	1	3
	3%	3%	2%	4%	3%	2%	4%	2%	4%l	-	2%	1%	6%lo	2%	1%	1%	7%lkno	3%	2%
Mail that has been tampered with	21	18	3	*	20	1	*	-	2	2	1	1	2	1	3	8	-	-	1
	1%	1%	1%	*	1%	*	*	-	2%	1%	1%	1%	1%	1%	1%	3%	-	-	1%
Other problems	22	22	1	*	20	*	1	1	1	-	1	3	*	-	3	8	4	-	*
	1%	1%	*	*	1%	*	1%	2%	1%	-	1%	2%	*	-	2%	3%	2%	-	*
No - there have been no problems	1733	1484	249	77	1482	140	67	42	68	205	117	124	155	189	199	260	165	16	124
	88%	88%	87%	86%	88%	91%	84%	89%	84%	91%	84%	84%	86%	93%hjk	89%	88%	86%	92%	91%
NET Any problem experienced	237	202	36	12	206	14	12	5	13	20	23	24	25	14	24	35	28	1	12
	12%	12%	13%	14%	12%	9%	16%	11%	16%m	9%	16%m	16%m	14%	7%	11%	12%	14%	8%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**1871**	748	721	219	126	48	1469	174	803	702	233	94	30	1505	124
Weighted Base	**1970**	775	776	225	134*	53*	1551	187	837	741	242	112*	30**	1578	142*
Effective Base	**1172**	459	453	138	81	36	912	117	494	428	162	66	20	922	85
Lost mail	**50**	20	12	8	6	3	32	9	25	19	3	*	3	44	3
	3%	*3%*	*2%*	*3%*	*5%*	**6%b**	*2%*	**5%bf**	*3%*	*3%*	*1%*	*	*9%*	*3%*	*2%*
Damaged mail	**83**	30	31	11	8	4	61	11	38	32	9	4	-	69	4
	4%	*4%*	*4%*	*5%*	*6%*	*7%*	*4%*	*6%*	*5%*	*4%*	*4%*	*4%*	-	*4%*	*3%*
Delayed mail	**104**	37	40	11	10	5	77	16	46	42	11	3	2	88	5
	5%	*5%*	*5%*	*5%*	*8%*	*10%*	*5%*	*8%*	*6%*	*6%*	*4%*	*3%*	*5%*	*6%*	*3%*
Mis-delivered mail	**51**	17	24	5	5	1	41	5	17	27	5	3	-	43	3
	3%	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*	*4%*	*2%*	*2%*	-	*3%*	*2%*
Mail that has been tampered with	**21**	5	12	2	1	-	17	1	8	10	2	*	-	19	*
	1%	*1%*	*2%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*
Other problems	**22**	8	11	4	-	-	19	-	10	10	2	*	-	21	*
	1%	*1%*	*1%*	*2%*	-	-	*1%*	-	*1%*	*1%*	*1%*	*	-	*1%*	*
No - there have been no problems	**1733**	693	675	204	112	42	1368	154	733	647	216	103	26	1380	129
	88%	**89%g**	*87%*	*90%*	*84%*	*80%*	*88%*	*83%*	*88%*	*87%*	*89%*	*92%*	*86%*	*87%*	*91%*
NET Any problem experienced	**237**	82	101	22	22	10	183	32	104	94	26	9	4	198	13
	12%	*11%*	*13%*	*10%*	*16%*	*20%*	*12%*	**17%a**	*12%*	*13%*	*11%*	*8%*	*14%*	*13%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**1871**	121	1721	29	633	1155	83	1857	4	9	-	1870	1
Weighted Base	**1970**	100*	1845	26**	606	1284	79*	1958	4**	7**	-**	1970	***
Effective Base	**1172**	66	1090	17	382	744	49	1165	2	5	-	1172	1
Lost mail	**50**	3	45	1	23	24	2	47	2	1	-	50	-
	3%	*3%*	*2%*	*5%*	**4%e**	*2%*	*3%*	*2%*	*41%*	*12%*	-	*3%*	-
Damaged mail	**83**	6	76	1	41	39	3	81	-	3	-	83	-
	4%	*6%*	*4%*	*4%*	**7%e**	*3%*	*3%*	*4%*	-	*38%*	-	*4%*	-
Delayed mail	**104**	6	96	1	47	49	7	101	-	2	-	103	*
	5%	*6%*	*5%*	*4%*	**8%e**	*4%*	*9%*	*5%*	-	*34%*	-	*5%*	*100%*
Mis-delivered mail	**51**	6	44	2	16	35	*	51	-	-	-	51	-
	3%	*6%*	*2%*	*7%*	*3%*	*3%*	*	*3%*	-	-	-	*3%*	-
Mail that has been tampered with	**21**	1	19	*	16	5	*	20	-	1	-	21	-
	1%	*1%*	*1%*	*1%*	**3%e**	*	*	*1%*	-	*12%*	-	*1%*	-
Other problems	**22**	*	22	-	13	9	1	22	-	1	-	22	-
	1%	*	*1%*	-	**2%e**	*1%*	*2%*	*1%*	-	*12%*	-	*1%*	-
No - there have been no problems	**1733**	84	1626	22	501	1163	69	1726	3	4	-	1733	-
	88%	*85%*	*88%*	*88%*	*83%*	**91%d**	*87%*	*88%*	*59%*	*62%*	-	*88%*	-
NET Any problem experienced	**237**	15	219	3	106	121	10	233	2	3	-	237	*
	12%	*15%*	*12%*	*12%*	**17%e**	*9%*	*13%*	*12%*	*41%*	*38%*	-	*12%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**1871**	471	478	455	467	162	158	151	162	154	162	160	140	155	166	155	146
Weighted Base	**1970**	492	486	515	477	165	167	160	146	165	175	187*	165*	164*	180*	141*	156*
Effective Base	**1172**	312	335	274	264	104	105	103	105	109	122	87	95	95	96	82	86
Lost mail	**50**	4	19	12	14	1	1	1	6	8	5	2	5	5	8	5	1
	3%	*1%*	**4%a**	*2%*	*3%*	*1%*	*1%*	*1%*	*4%*	*5%*	*3%*	*1%*	*3%*	*3%*	*4%*	*3%*	*1%*
Damaged mail	**83**	13	27	15	29	*	5	7	12	12	2	2	6	7	15	9	6
	4%	*3%*	*6%*	*3%*	**6%a**	*	*3%*	**5%e**	**8%ejk**	**8%ejk**	*1%*	*1%*	*3%*	*4%*	**8%ejk**	**6%e**	*4%*
Delayed mail	**104**	22	30	33	19	9	2	11	12	13	4	12	5	16	13	3	3
	5%	*4%*	*6%*	*6%*	*4%*	*6%*	*1%*	**7%f**	**8%fp**	**8%fp**	*2%*	*6%*	*3%*	**10%fjlop**	**7%f**	*2%*	*2%*
Mis-delivered mail	**51**	7	15	20	9	1	3	3	7	6	3	8	5	7	5	1	4
	3%	*1%*	*3%*	*4%*	*2%*	*1%*	*2%*	*2%*	*4%*	*4%*	*2%*	*4%*	*3%*	*4%*	*3%*	*	*2%*
Mail that has been tampered with	**21**	3	5	6	7	1	1	*	1	2	1	2	*	4	7	*	*
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*3%*	*4%*	*	*
Other problems	**22**	9	3	6	4	2	1	6	2	1	*	2	2	2	3	1	*
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*4%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*2%*	*1%*	*
No - there have been no problems	**1733**	447	413	447	424	153	159	135	118	133	162	160	151	137	156	126	143
	88%	**91%b**	*85%*	*87%*	*89%*	**93%him**	**95%ghikmn**	*85%*	*81%*	*81%*	**93%him**	*86%*	**92%hi**	*84%*	*87%*	*89%*	**91%hi**
NET Any problem experienced	**237**	44	73	68	52	12	8	24	28	32	13	27	14	27	23	16	13
	12%	*9%*	**15%a**	*13%*	*11%*	*7%*	*5%*	**15%f**	**19%efjlp**	**19%efjlp**	*7%*	**14%f**	*8%*	**16%efj**	**13%f**	*11%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**21**	-	21	6	15	1	1	2	3	4	6	4	2	5	14	10	18	2	21
Weighted Base	**19***	-**	19**	6**	13**	1**	***	1**	4**	3**	4**	6**	1**	5**	13**	10**	17**	2**	21*
Effective Base	**12**	-	12	4	8	1	1	1	2	2	3	4	1	2	9	7	10	2	21
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	-	1
	4%	-	*4%*	-	*5%*	-	-	-	-	-	*17%*	-	-	-	*6%*	*7%*	*4%*	-	*5%*
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	3	-	3	-	-	-	3	-	-	-	-	3	-	-	3	-	1
	16%	-	*16%*	-	*23%*	-	-	-	*71%*	-	-	-	-	*58%*	-	-	*18%*	-	*5%*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	-	15	6	10	1	*	1	1	3	3	6	1	2	12	9	13	2	19
	80%	-	*80%*	*100%*	*72%*	*100%*	*100%*	*100%*	*29%*	*100%*	*83%*	*100%*	*100%*	*42%*	*94%*	*93%*	*78%*	*100%*	*90%*
NET Any problem experienced	**4**	-	4	-	4	-	-	-	3	-	1	-	-	3	1	1	4	-	2
	20%	-	*20%*	-	*28%*	-	-	-	*71%*	-	*17%*	-	-	*58%*	*6%*	*7%*	*22%*	-	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**21**	6	8	2	5	14	7	5	16	4	1	7	7	-	15	4	16
Weighted Base	**19***	3**	11**	2**	3**	14**	5**	5**	14**	4**	3**	4**	7**	-**	14**	4**	14**
Effective Base	**12**	4	6	1	4	8	4	2	11	3	1	3	5	-	8	3	8
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	1
	4%	*25%*	-	-	-	*5%*	-	-	*5%*	-	-	-	*10%*	-	*5%*	-	*5%*
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	3	-	-	3	-	3	-	-	3	-	-	-	3	-	3
	16%	-	*27%*	-	-	*22%*	-	*61%*	-	-	*100%*	-	-	-	*22%*	-	*22%*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	2	8	2	3	10	5	2	13	4	-	4	7	-	10	4	10
	80%	*75%*	*73%*	*100%*	*100%*	*73%*	*100%*	*39%*	*95%*	*100%*	-	*100%*	*90%*	-	*73%*	*100%*	*73%*
NET Any problem experienced	**4**	1	3	-	-	4	-	3	1	-	3	-	1	-	4	-	4
	20%	*25%*	*27%*	-	-	*27%*	-	*61%*	*5%*	-	*100%*	-	*10%*	-	*27%*	-	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**21**	9	12	1	11	3	4	3	-	1	3	-	-	1	3	-	3	2	1
Weighted Base	**19***	10**	9**	***	16**	***	1**	1**	-**	2**	3**	-**	-**	1**	5**	-**	5**	***	***
Effective Base	**12**	6	6	1	9	3	3	2	-	1	3	-	-	1	2	-	3	2	1
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	4%	*7%*	-	-	-	-	-	*73%*	-	-	-	-	-	-	-	-	-	-	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	16%	*31%*	-	-	*19%*	-	-	-	-	-	-	-	-	-	*62%*	-	-	-	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	6	9	*	13	*	1	*	-	2	3	-	-	1	2	-	5	*	*
	80%	*62%*	*100%*	*100%*	*81%*	*100%*	*100%*	*27%*	-	*100%*	*100%*	-	-	*100%*	*38%*	-	*100%*	*100%*	*100%*
NET Any problem experienced	**4**	4	-	-	3	-	-	1	-	-	-	-	-	-	3	-	-	-	-
	20%	*38%*	-	-	*19%*	-	-	*73%*	-	-	-	-	-	-	*62%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**21**	10	5	1	5	-	15	5	7	7	3	3	1	14	4
Weighted Base	**19***	10**	5**	1**	3**	-**	15**	3**	8**	7**	2**	2**	***	15**	2**
Effective Base	**12**	6	3	1	3	-	9	3	4	5	1	3	1	9	3
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	-	-	-	1	-	1	-	-	-	-	1	-
	4%	-	*15%*	-	-	-	*5%*	-	*9%*	-	-	-	-	*5%*	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	3	-	-	-	-	3	-	3	-	-	-	-	3	-
	16%	*30%*	-	-	-	-	*21%*	-	*40%*	-	-	-	-	*21%*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	7	4	1	3	-	11	3	4	7	2	2	*	11	2
	80%	*70%*	*85%*	*100%*	*100%*	-	*75%*	*100%*	*51%*	*100%*	*100%*	*100%*	*100%*	*74%*	*100%*
NET Any problem experienced	**4**	3	1	-	-	-	4	-	4	-	-	-	-	4	-
	20%	*30%*	*15%*	-	-	-	*25%*	-	*49%*	-	-	-	-	*26%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**21**	5	16	-	10	11	-	20	-	1	-	21	-
Weighted Base	**19***	3**	16**	-**	11**	8**	-**	18**	-**	1**	-**	19**	-**
Effective Base	**12**	3	9	-	6	6	-	11	-	1	-	12	-
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	-	-	1	-	-	1	-	-	-	1	-
	4%	*21%*	-	-	*7%*	-	-	*4%*	-	-	-	*4%*	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	16%	-	*20%*	-	*29%*	-	-	*17%*	-	-	-	*16%*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	3	12	-	7	8	-	14	-	1	-	15	-
	80%	*79%*	*80%*	-	*64%*	*100%*	-	*79%*	-	*100%*	-	*80%*	-
NET Any problem experienced	**4**	1	3	-	4	-	-	4	-	-	-	4	-
	20%	*21%*	*20%*	-	*36%*	-	-	*21%*	-	-	-	*20%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : Used Other

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**21**	6	3	5	7	1	4	1	2	-	1	1	3	1	1	4	2
Weighted Base	**19***	4**	2**	5**	8**	***	3**	1**	1**	-**	1**	2**	3**	***	2**	6**	1**
Effective Base	**12**	3	2	4	4	1	2	1	1	-	1	1	2	1	1	2	1
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	4%	-	-	-	*9%*	-	-	-	-	-	-	-	-	-	-	*13%*	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-
	16%	-	-	-	*40%*	-	-	-	-	-	-	-	-	-	-	*55%*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	4	2	5	4	*	3	1	1	-	1	2	3	*	2	2	1
	80%	*100%*	*100%*	*100%*	*51%*	*100%*	*100%*	*100%*	*100%*	-	*100%*	*100%*	*100%*	*100%*	*100%*	*32%*	*100%*
NET Any problem experienced	**4**	-	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-
	20%	-	-	-	*49%*	-	-	-	-	-	-	-	-	-	-	*68%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	18	-	18	11	7	7	9	1	2	-	-	-	16	2	-	-	14	5	13
	*	-	*	*	*	1%gi	1%gijk	*	*	-	-	-	1%mno	*	-	-	*	1%	*
Damaged mail	9	-	9	6	3	2	7	-	*	-	-	-	9	*	-	-	9	-	7
	*	-	*	*	*	*	1%gi	-	*	-	-	-	1%mno	*	-	-	*	-	*
Delayed mail	11	-	11	7	4	4	5	2	-	-	-	-	9	2	-	-	10	1	10
	*	-	*	*	*	1%	1%i	*	-	-	-	-	1%mno	*	-	-	*	*	*
Mis-delivered mail	11	-	11	6	5	5	2	3	-	-	-	-	8	3	-	-	11	-	8
	*	-	*	*	*	1%l	*	*	-	-	-	-	1%n	*	-	-	*	-	*
Mail that has been tampered with	8	-	8	4	5	4	3	1	1	-	-	-	7	1	-	-	6	2	8
	*	-	*	*	*	1%	*	*	*	-	-	-	*n	*	-	-	*	*	*
Other problems	6	-	6	5	1	4	1	1	-	-	-	-	5	1	-	-	5	1	4
	*	-	*	*	*	1%	*	*	-	-	-	-	*n	*	-	-	*	*	*
No - there have been no problems	125	-	125	81	44	13	14	30	26	26	8	9	27	56	43	17	93	29	110
	2%	-	2%	3%d	2%	2%	2%	3%	4%	3%	1%	2%	2%	3%o	2%	1%	2%	4%p	2%
NET Any problem experienced	33	-	33	23	11	11	17	3	2	-	-	-	28	6	-	-	26	7	28
	1%	-	1%	1%	*	2%ghijk	2%ghijk	*	*	-	-	-	2%mno	*n	-	-	1%	1%	1%
Not aware of Citipost	4313	-	4313	2009	2295	622	629	789	580	740	508	439	1252	1369	1687	947	3600	649	4315
	84%	-	84%	80%	87%c	91%ghijk	89%ghij	83%	79%	82%	80%	84%	90%mno	81%	82%	82%	84%	84%	84%
Aware but not used Citipost	686	-	686	402	284	47	54	129	124	139	118	75	101	253	332	193	588	88	703
	13%	-	13%	16%d	11%	7%	8%	14%ef	17%ef	15%ef	19%efg	14%ef	7%	15%l	16%l	17%l	14%	11%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	18	6	2	10	1	7	11	15	3	2	4	6	2	3	15	2	15
	*	*	*	1%bd	*	*	1%	*	*	*	1%	*	*	*	*	*	*
Damaged mail	9	5	*	4	-	5	4	9	-	-	3	2	1	3	9	-	9
	*	*	*	*	-	*	*	*	-	-	*	*	*	*	*	-	*
Delayed mail	11	3	2	5	1	5	6	10	1	-	1	8	1	1	11	-	11
	*	*	*	*	*	*	*	*	*	-	*	1%	*	*	*	-	*
Mis-delivered mail	11	4	1	4	1	5	5	10	1	-	3	6	-	1	11	-	11
	*	*	*	*	*	*	*	*	*	-	*	*	-	*	*	-	*
Mail that has been tampered with	8	3	3	1	1	6	2	6	2	-	1	4	1	2	8	-	8
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
Other problems	6	3	-	2	1	3	3	5	1	-	-	5	1	-	6	-	6
	*	*	-	*	*	*	*	*	*	-	-	*	*	-	*	-	*
No - there have been no problems	125	30	38	29	28	69	57	86	37	2	12	52	26	21	112	2	112
	2%	3%	2%	3%	2%	2%	3%	3%	2%	*	2%	4%il	2%l	3%l	3%l	*	3%o
NET Any problem experienced	33	12	3	16	2	15	18	28	6	2	7	12	7	4	30	2	30
	1%	1%bd	*	2%bd	*	1%	1%	1%h	*	*	1%	1%	1%	1%	1%	*	1%
Not aware of Citipost	4313	1020	1454	899	940	2474	1840	2597	1665	512	576	1147	1042	638	3403	521	3478
	84%	86%d	83%	84%	82%	84%	83%	84%	83%	85%	82%	84%	83%	85%	83%	85%	83%
Aware but not used Citipost	686	125	257	126	177	383	303	377	306	85	111	160	187	93	551	85	569
	13%	11%	15%a	12%	15%ac	13%	14%	12%	15%g	14%	16%k	12%	15%	12%	13%	14%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	18	18	-	-	18	-	-	-	1	2	1	5	3	1	2	2	1	-	-
	*	*	-	-	*	-	-	-	1%	*	*	1%r	1%	*	*	*	*	-	-
Damaged mail	9	9	*	-	9	-	*	-	1	-	1	5	1	-	-	-	-	-	-
	*	*	*	-	*	-	*	-	1%	-	*	1%lmnor	*	-	-	-	-	-	-
Delayed mail	11	11	-	-	11	-	-	-	3	2	-	3	1	-	-	*	1	-	-
	*	*	-	-	*	-	-	-	2%ljmnor	*	-	1%	*	-	-	*	*	-	-
Mis-delivered mail	11	11	-	-	11	-	-	-	2	-	-	5	3	-	-	-	1	-	-
	*	*	-	-	*	-	-	-	1%no	-	-	1%lmnor	1%	-	-	-	*	-	-
Mail that has been tampered with	8	8	-	-	8	-	-	-	1	-	2	3	1	1	-	-	1	-	-
	*	*	-	-	*	-	-	-	*	-	*	1%	*	*	-	-	*	-	-
Other problems	6	4	2	-	6	-	-	-	3	-	-	2	1	-	-	-	-	-	-
	*	*	*	-	*	-	-	-	1%ljmnopr	-	-	1%	*	-	-	-	-	-	-
No - there have been no problems	125	102	23	8	114	6	3	2	4	14	10	9	15	18	22	17	7	1	5
	2%	2%	3%	3%	3%	1%	1%	2%	2%	2%	2%	2%	3%	4%	3%	2%	1%	1%	1%
NET Any problem experienced	33	32	2	-	33	-	*	-	8	2	3	6	7	1	2	2	1	-	-
	1%	1%	*	-	1%	-	*	-	4%ljmnopr	*	1%	2%nr	2%r	*	*	*	*	-	-
Not aware of Citipost	4313	3689	624	206	3597	381	211	125	170	476	352	290	372	399	572	595	371	69	311
	84%	84%	85%	85%	83%	87%	84%	86%	82%	85%k	83%	78%	82%	84%	85%k	85%k	84%	89%k	86%k
Aware but not used Citipost	686	600	85	29	578	53	36	18	27	71	59	69	62	58	81	88	62	7	46
	13%	14%	12%	12%	13%	12%	15%	13%	13%	13%	14%	19%mnor	14%	12%	12%	13%	14%	10%	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	**18**	6	5	6	-	2	11	2	7	4	1	3	4	10	7
	*	*	*	*1%*	-	*1%*	*	*	*	*	*	*1%*	**4%hijm**	*	**2%hijm**
Damaged mail	**9**	7	*	2	-	-	7	-	3	5	-	2	-	7	2
	*	*b	*	*	-	-	*	-	*	*	-	*1%*	-	*	*
Delayed mail	**11**	6	5	-	*	-	11	*	6	3	1	1	-	9	1
	*	*	*	-	*	-	*	*	*	*	*	*	-	*	*
Mis-delivered mail	**11**	6	3	2	-	-	8	-	5	4	1	1	-	9	1
	*	*	*	*	-	-	*	-	*	*	*	*	-	*	*
Mail that has been tampered with	**8**	4	2	1	2	-	6	2	3	3	1	2	-	6	2
	*	*	*	*	*	-	*	*	*	*	*	*1%*	-	*	*
Other problems	**6**	4	2	-	-	-	6	-	3	3	-	-	-	6	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
No - there have been no problems	**125**	52	55	10	4	4	107	9	58	48	10	7	3	106	10
	2%	*3%*	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*3%*	*3%*	*3%*
NET Any problem experienced	**33**	12	9	9	2	2	21	4	13	10	2	3	4	24	8
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	**4%hijm**	*1%*	**2%hijm**
Not aware of Citipost	**4313**	1538	1727	586	321	113	3264	434	1634	1747	600	220	79	3381	299
	84%	*82%*	**86%a**	*85%*	*83%*	*83%*	*84%*	*83%*	*83%*	**85%n**	*84%*	*80%*	*78%*	*84%*	*79%*
Aware but not used Citipost	**686**	283	232	91	59	17	515	76	265	253	102	48	16	518	64
	13%	**15%b**	*12%*	*13%*	*15%*	*12%*	*13%*	*14%*	*14%*	*12%*	*14%*	*17%*	*15%*	*13%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**18**	1	17	1	11	4	3	15	3	-	-	18	-
	*	*	*	*1%*	**1%e**	*	**1%e**	*	**5%gk**	-	-	*	-
Damaged mail	**9**	-	9	-	7	1	-	9	-	-	-	9	-
	*	-	*	-	**1%e**	*	-	*	-	-	-	*	-
Delayed mail	**11**	1	10	-	7	4	-	11	-	-	-	11	-
	*	*	*	-	**1%e**	*	-	*	-	-	-	*	-
Mis-delivered mail	**11**	3	8	-	7	3	2	8	-	-	-	8	2
	*	**1%b**	*	-	*e	*	*	*	-	-	-	*	*10%*
Mail that has been tampered with	**8**	1	8	-	5	2	1	8	1	-	-	8	-
	*	*	*	-	*	*	*	*	*1%*	-	-	*	-
Other problems	**6**	1	5	-	4	2	-	6	-	-	-	6	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
No - there have been no problems	**125**	13	112	-	43	76	6	122	-	2	-	125	1
	2%	**5%b**	*2%*	-	*3%*	*2%*	*2%*	*2%*	-	*7%*	-	*2%*	*3%*
NET Any problem experienced	**33**	5	28	1	18	9	6	28	4	-	-	31	2
	1%	*2%*	*1%*	*1%*	**1%e**	*	**2%e**	*1%*	**6%gk**	-	-	*1%*	*10%*
Not aware of Citipost	**4313**	208	4022	83	1182	2869	262	4209	52	31	3	4292	18
	84%	*80%*	*84%*	*90%*	*82%*	*85%*	*85%*	*84%*	*92%*	*85%*	*100%*	*84%*	*81%*
Aware but not used Citipost	**686**	36	641	9	208	444	33	677	2	3	-	682	4
	13%	*14%*	*13%*	*9%*	*14%*	*13%*	*11%*	*13%*	*4%*	*8%*	-	*13%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers?
Citipost

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**18**	5	6	4	3	-	1	4	1	2	3	2	-	2	-	-	3
	*	*	*	*	*	-	*	*1%*	*	*1%*	*1%*	*	-	*1%*	-	-	*1%*
Damaged mail	**9**	6	2	*	-	-	1	5	2	-	-	*	-	-	-	-	-
	*	*	*	*	-	-	*	*1%*	*1%*	-	-	*	-	-	-	-	-
Delayed mail	**11**	3	4	1	3	-	-	3	1	-	3	-	-	1	-	-	3
	*	*	*	*	*	-	-	*1%*	*	-	*1%*	-	-	*	-	-	*1%*
Mis-delivered mail	**11**	3	5	2	2	-	-	3	4	-	1	-	-	2	-	1	1
	*	*	*	*	*	-	-	*1%*	*1%*	-	*	-	-	*	-	*	*
Mail that has been tampered with	**8**	3	4	1	-	-	-	3	1	1	2	-	1	-	-	-	-
	*	*	*	*	-	-	-	*1%*	*	*	*	-	*	-	-	-	-
Other problems	**6**	3	2	-	1	-	-	3	-	-	2	-	-	-	-	-	1
	*	*	*	-	*	-	-	*1%*	-	-	*	-	-	-	-	-	*
No - there have been no problems	**125**	23	31	31	40	7	11	6	3	10	17	8	11	12	18	11	11
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	*3%*	**4%h**	*2%*	*2%*	*3%*	**4%h**	*3%*	*3%*
NET Any problem experienced	**33**	7	14	7	5	-	1	6	5	3	6	2	1	5	-	1	4
	1%	*1%*	*1%*	*1%*	*	-	*	**1%e**	*1%*	*1%*	*1%*	*	*	*1%*	-	*	*1%*
Not aware of Citipost	**4313**	1081	1077	1092	1063	359	383	339	352	338	387	368	373	351	338	338	388
	84%	*84%*	*84%*	*85%*	*82%*	*85%*	*85%*	*84%*	*83%*	*84%*	*84%*	**87%n**	**86%n**	*82%*	*79%*	*81%*	**87%n**
Aware but not used Citipost	**686**	174	175	153	184	59	57	57	69	53	53	43	50	60	74	67	43
	13%	*14%*	*14%*	*12%*	*14%*	*14%*	*13%*	*14%*	**16%kp**	*13%*	*11%*	*10%*	*12%*	*14%*	**17%kp**	**16%p**	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	**18**	-	18	8	10	7	5	5	1	-	-	-	12	5	-	-	15	3	18
	*	-	*	*	*	**1%i**	**1%i**	*	*	-	-	-	**1%no**	*n	-	-	*	*	*
Damaged mail	**22**	-	22	13	9	12	3	4	2	-	*	-	15	6	*	*	15	6	17
	*	-	*	*1%*	*	**2%ghijk**	*	*	*	-	*	-	**1%no**	*n	*	*	*	*1%*	*
Delayed mail	**32**	-	32	16	15	14	4	11	2	*	*	-	18	13	1	*	22	10	29
	1%	-	*1%*	*1%*	*1%*	**2%hijk**	*1%*	**1%i**	*	*	*	-	**1%no**	**1%no**	*	*	*1%*	*1%*	*1%*
Mis-delivered mail	**9**	-	9	5	4	6	3	-	*	-	-	-	9	*	-	-	6	3	9
	*	-	*	*	*	**1%gl**	*	-	*	-	-	-	**1%mno**	*	-	-	*	*	*
Mail that has been tampered with	**23**	-	23	15	8	11	10	1	*	-	-	-	22	1	-	-	19	4	19
	*	-	*	*1%*	*	**2%ghijk**	**1%ghijk**	*	*	-	-	-	**2%mno**	*	-	-	*	*	*
Other problems	**11**	-	11	6	5	2	3	4	*	-	1	-	5	4	1	1	6	5	10
	*	-	*	*	*	*	*	*	*	-	*	-	*	*	*	*	*	**1%p**	*
No - there have been no problems	**569**	-	569	215	354	76	70	160	110	88	34	29	146	271	151	63	452	110	576
	11%	-	*11%*	*9%*	**13%c**	**11%jk**	**10%jk**	**17%efijk**	**15%fijk**	**10%jk**	*5%*	*5%*	**10%no**	**16%lno**	*7%*	*5%*	*11%*	**14%p**	*11%*
NET Any problem experienced	**77**	-	77	42	34	34	20	16	5	*	2	-	54	20	2	2	53	24	64
	1%	-	*1%*	*2%*	*1%*	**5%ghijk**	**3%hijk**	**2%ik**	*1%*	*	*	-	**4%mno**	**1%no**	*	*	*1%*	**3%p**	*1%*
Not aware of Collect + (Collect Plus)	**3636**	-	3636	1887	1741	483	483	561	470	689	516	428	967	1031	1633	944	3085	491	3661
	71%	-	*71%*	**75%d**	*66%*	**70%g**	**68%g**	*59%*	*64%*	**76%efgh**	**81%efgh**	**82%efghi**	**69%m**	*61%*	**79%lm**	**82%lm**	**72%q**	*64%*	*71%*
Aware but not used Collect + (Collect Plus)	**876**	-	876	368	507	96	141	212	149	127	83	66	238	361	277	150	718	149	858
	17%	-	*17%*	*15%*	**19%c**	*14%*	**20%eijk**	**22%eijk**	**20%eijk**	*14%*	*13%*	*13%*	**17%no**	**21%lno**	*13%*	*13%*	*17%*	*19%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	**18**	4	4	5	5	8	10	13	5	2	3	3	6	4	16	2	16
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Damaged mail	**22**	4	8	6	3	12	9	17	5	1	7	5	3	5	20	1	20
	*	*	*	*1%*	*	*	*	*1%*	*	*	*1%*	*	*	*1%*	*	*	*
Delayed mail	**32**	6	13	5	9	19	13	24	8	3	3	7	13	6	28	3	28
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Mis-delivered mail	**9**	2	3	5	-	5	5	6	3	*	3	1	1	3	9	*	9
	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
Mail that has been tampered with	**23**	11	7	6	-	17	6	18	5	2	4	5	6	6	21	2	21
	*	**1%d**	*	**1%d**	-	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*
Other problems	**11**	*	5	*	6	5	6	5	6	*	2	6	2	*	10	*	10
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	**569**	138	187	119	124	326	244	390	177	50	54	165	164	103	485	51	495
	11%	*12%*	*11%*	*11%*	*11%*	*11%*	*11%*	**13%h**	*9%*	*8%*	*8%*	**12%j**	**13%lj**	**14%lj**	**12%lj**	*8%*	**12%o**
NET Any problem experienced	**77**	22	23	14	17	45	32	57	19	7	14	16	25	15	69	7	69
	1%	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	**2%h**	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*
Not aware of Collect + (Collect Plus)	**3636**	894	1236	729	777	2129	1506	2084	1501	440	502	977	850	512	2840	449	2911
	71%	**75%bcd**	*71%*	*68%*	*68%*	**73%f**	*68%*	*68%*	**75%g**	**73%l**	*72%*	*71%*	*67%*	*68%*	*70%*	*74%*	*70%*
Aware but not used Collect + (Collect Plus)	**876**	136	306	209	226	441	435	555	317	103	134	214	222	130	700	104	714
	17%	*11%*	**17%a**	**20%a**	**20%a**	*15%*	**20%e**	*18%*	*16%*	*17%*	*19%*	*16%*	*18%*	*17%*	*17%*	*17%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	18	17	*	*	15	2	*	*	1	-	-	3	1	2	7	-	1	*	2
	*	*	*	*	*	*	*	*	1%	-	-	1%	*	*	1%	-	*	1%o	*
Damaged mail	22	20	2	*	19	2	1	*	-	1	-	5	2	-	2	5	3	1	1
	*	*	*	*	*	*	*	*	-	*	-	1%m	*	-	*	1%	1%	1%jm	*
Delayed mail	32	29	3	1	29	1	1	1	-	-	-	6	2	1	7	11	1	*	1
	1%	1%	*	*	1%	*	*	1%	-	-	-	2%ij	*	*	1%	2%i	*	*	*
Mis-delivered mail	9	7	2	*	8	2	*	*	-	2	-	5	-	-	-	-	1	-	2
	*	*	*	*	*	*	*	*	-	*	-	1%no	-	-	-	-	*	-	*
Mail that has been tampered with	23	21	2	*	21	1	*	*	3	2	-	4	3	-	7	2	1	1	*
	*	*	*	*	*	*	*	*	1%jmr	*	-	1%	1%	-	1%	*	*	1%jm	*
Other problems	11	9	2	-	9	*	2	*	-	-	-	1	-	2	4	2	-	*	-
	*	*	*	-	*	*	1%	*	-	-	-	*	-	*	1%	*	-	*	-
No - there have been no problems	569	502	67	20	480	51	22	16	35	49	36	36	65	41	80	88	49	9	42
	11%	11%	9%	8%	11%	12%	9%	11%	17%ijkm	9%	9%	10%	14%ijm	9%	12%	13%	11%	11%	12%
NET Any problem experienced	77	68	8	1	67	6	3	1	4	5	-	11	4	5	18	14	4	1	4
	1%	2%	1%	*	2%	1%	1%	1%	2%j	1%	-	3%j	1%	1%	3%j	2%j	1%	2%j	1%j
Not aware of Collect + (Collect Plus)	3636	3085	551	182	3026	323	181	107	136	417	310	253	304	337	467	469	333	56	267
	71%	70%	75%a	75%	70%	73%	72%	73%	66%	74%ho	73%	68%	67%	71%	69%	67%	76%ghklo	72%	74%h
Aware but not used Collect + (Collect Plus)	876	766	110	39	747	63	44	22	32	91	78	73	80	92	113	132	55	12	51
	17%	17%	15%	16%	17%	14%	18%	15%	15%	16%	18%	20%p	18%	19%p	17%	19%p	13%	15%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	**18**	6	8	2	2	-	14	2	9	5	2	2	*	14	2
	*****	*	*	*	*1%*	-	*	*	*	*	*	*1%*	*	*	*
Damaged mail	**22**	4	14	2	2	-	18	2	3	9	7	1	2	12	3
	*****	*	*1%*	*	*1%*	-	*	*	*	*	**1%hm**	*	**2%hm**	*	**1%h**
Delayed mail	**32**	13	13	4	2	*	26	2	14	14	-	1	2	28	4
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	-	*1%*	**2%j**	*1%*	**1%j**
Mis-delivered mail	**9**	5	5	-	*	-	9	*	3	4	1	1	*	7	1
	*****	*	*	-	*	-	*	*	*	*	*	*	*	*	*
Mail that has been tampered with	**23**	7	12	3	*	-	19	*	7	9	2	3	2	16	5
	*****	*	*1%*	*1%*	*	-	*	*	*	*	*	*1%*	**2%hm**	*	*1%*
Other problems	**11**	5	*	4	1	-	5	1	5	2	*	1	2	7	4
	*****	*	*	**1%b**	*b	-	*	*	*	*	*	*1%*	**2%hijm**	*	**1%lm**
No - there have been no problems	**569**	193	235	62	54	20	428	74	227	241	63	26	10	468	36
	11%	*10%*	*12%*	*9%*	**14%c**	*15%*	*11%*	**14%ac**	*12%*	*12%*	*9%*	*9%*	*10%*	*12%*	*10%*
NET Any problem experienced	**77**	27	37	6	7	*	64	7	28	32	10	4	2	60	6
	1%	*1%*	*2%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
Not aware of Collect + (Collect Plus)	**3636**	1330	1429	499	263	91	2759	354	1355	1471	515	197	72	2825	269
	71%	*71%*	*71%*	*72%*	*68%*	*67%*	*71%*	*68%*	*69%*	*71%*	*72%*	*72%*	*71%*	*70%*	*72%*
Aware but not used Collect + (Collect Plus)	**876**	336	323	125	63	25	659	88	358	317	127	50	17	675	67
	17%	*18%*	*16%*	*18%*	*16%*	*18%*	*17%*	*17%*	*18%*	*15%*	*18%*	*18%*	*17%*	*17%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**18**	*	17	-	11	5	2	16	2	-	-	18	-
	*	*	*	-	1%e	*	1%	*	3%gk	-	-	*	-
Damaged mail	**22**	-	22	-	16	5	-	19	3	-	-	22	-
	*	-	*	-	1%e	*	-	*	5%gk	-	-	*	-
Delayed mail	**32**	4	28	-	16	8	8	29	2	-	-	30	1
	1%	2%	1%	-	1%e	*	3%e	1%	3%	-	-	1%	7%
Mis-delivered mail	**9**	1	8	-	5	4	-	9	-	-	-	9	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Mail that has been tampered with	**23**	4	17	3	13	7	3	21	2	-	-	23	-
	*	1%b	*	3%b	1%e	*	1%	*	3%gk	-	-	*	-
Other problems	**11**	1	9	-	6	*	4	9	-	-	-	9	1
	*	1%	*	-	*e	*	1%e	*	-	-	-	*	7%
No - there have been no problems	**569**	37	530	3	163	374	33	567	2	-	-	569	-
	11%	14%c	11%	3%	11%	11%	11%	11%	4%	-	-	11%	-
NET Any problem experienced	**77**	7	66	3	41	23	13	69	6	-	-	75	1
	1%	3%	1%	3%	3%e	1%	4%e	1%	11%gk	-	-	1%	7%
Not aware of Collect + (Collect Plus)	**3636**	174	3386	76	1014	2395	227	3530	46	36	3	3612	21
	71%	67%	71%	82%a	70%	71%	74%	70%	81%	100%	97%	71%	93%
Aware but not used Collect + (Collect Plus)	**876**	41	824	11	231	610	35	871	4	-	*	876	*
	17%	16%	17%	12%	16%	18%f	11%	17%	8%	-	3%	17%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers?
Collect + (Collect Plus)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	18	5	6	*	6	1	1	3	1	2	3	-	*	*	4	-	2
	*	*	*	*	*	*	*	1%	*	*	1%	-	*	*	1%	-	1%
Damaged mail	22	9	8	2	2	1	3	4	3	3	1	1	2	*	2	-	-
	*	1%	1%	*	*	*	1%	1%	1%	1%	*	*	*	*	1%	-	-
Delayed mail	32	9	6	7	9	1	4	4	6	-	1	4	*	3	3	2	4
	1%	1%	*	1%	1%	*	1%	1%	1%	-	*	1%	*	1%	1%	*	1%
Mis-delivered mail	9	2	4	2	1	-	-	2	3	-	1	-	1	*	-	-	1
	*	*	*	*	*	-	-	1%	1%	-	*	-	*	*	-	-	*
Mail that has been tampered with	23	5	8	1	9	1	-	4	2	1	4	-	1	*	4	2	4
	*	*	1%	*	1%	*	-	1%	1%	*	1%	-	*	*	1%	*	1%
Other problems	11	2	2	5	2	-	-	2	2	-	-	*	1	3	-	*	1
	*	*	*	*	*	-	-	*	1%	-	-	*	*	1%	-	*	*
No - there have been no problems	569	154	125	136	155	55	54	45	47	32	46	39	59	37	62	47	46
	11%	12%	10%	11%	12%	13%	12%	11%	11%	8%	10%	9%	14%l	9%	14%l	11%	10%
NET Any problem experienced	77	19	19	15	23	3	7	9	9	5	5	4	4	7	10	2	11
	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	2%	1%	2%
Not aware of Collect + (Collect Plus)	3636	861	915	923	936	290	316	255	299	290	326	291	302	329	297	309	330
	71%	67%	71%	72%a	72%a	68%	70%	63%	70%	72%g	71%g	69%	70%	77%eg	69%	74%g	74%g
Aware but not used Collect + (Collect Plus)	876	251	237	211	178	79	75	97	72	77	87	87	69	54	60	58	60
	17%	20%d	18%d	16%	14%	19%	17%	24%fhlmnop	17%	19%m	19%m	21%mp	16%	13%	14%	14%	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	**31**	-	31	18	13	4	5	11	4	*	*	6	9	15	7	6	23	7	32
	1%	-	*1%*	*1%*	*	*1%*	*1%*	**1%j**	*1%*	*	*	**1%l**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**40**	-	40	20	20	3	9	7	7	9	3	3	12	14	15	6	33	7	57
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Delayed mail	**81**	-	81	48	32	19	9	15	16	15	2	5	28	31	22	7	61	17	90
	2%	-	*2%*	*2%*	*1%*	**3%j**	*1%*	*2%*	**2%j**	*2%*	*	*1%*	**2%o**	**2%o**	*1%*	*1%*	*1%*	*2%*	*2%*
Mis-delivered mail	**39**	-	39	21	18	9	9	5	1	5	10	*	18	6	15	10	28	9	40
	1%	-	*1%*	*1%*	*1%*	**1%hk**	**1%hk**	*1%*	*	*1%*	**2%hk**	*	**1%m**	*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**22**	-	22	16	6	4	8	3	2	5	-	-	13	5	5	-	15	7	21
	*	-	*	*1%*	*	*1%*	**1%jk**	*	*	*	-	-	**1%no**	*	*	-	*	*1%*	*
Other problems	**28**	-	28	20	8	11	3	1	2	6	*	4	14	4	11	4	26	2	32
	1%	-	*1%*	*1%*	*	**2%gj**	*	*	*	*1%*	*	*1%*	**1%m**	*	*1%*	*	*1%*	*	*1%*
No - there have been no problems	**2162**	-	2162	1087	1070	189	266	422	352	428	279	223	455	774	930	502	1806	330	2258
	42%	-	*42%*	*43%*	*41%*	*28%*	**37%e**	**45%ef**	**48%ef**	**47%ef**	**44%e**	**43%e**	*33%*	**46%l**	**45%l**	**43%l**	*42%*	*43%*	*44%*
NET Any problem experienced	**193**	-	193	116	77	44	29	35	28	29	14	14	73	63	57	28	151	39	204
	4%	-	*4%*	**5%d**	*3%*	**6%gijk**	*4%*	*4%*	*4%*	*3%*	*2%*	*3%*	**5%no**	*4%*	*3%*	*2%*	*4%*	*5%*	*4%*
Not aware of DHL	**869**	-	869	408	457	281	205	161	95	62	38	24	487	256	125	63	685	168	821
	17%	-	*17%*	*16%*	*17%*	**41%fghijk**	**29%ghijk**	**17%ijk**	**13%ijk**	*7%*	*6%*	*5%*	**35%mno**	**15%no**	*6%*	*5%*	*16%*	**22%p**	*16%*
Aware but not used DHL	**1961**	-	1961	910	1051	177	220	339	266	387	308	262	397	604	958	570	1685	243	1918
	38%	-	*38%*	*36%*	**40%c**	*26%*	*31%*	**36%e**	**36%e**	**43%efgh**	**49%efgh**	**50%efghi**	*28%*	**36%l**	**46%lm**	**49%lm**	**39%q**	*32%*	*37%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	31	14	5	9	3	19	11	25	6	3	*	11	9	8	27	3	27
	1%	1%bd	*	1%	*	1%	1%	1%	*	*	*	1%	1%	1%j	1%	*	1%
Damaged mail	40	8	14	12	7	21	19	26	14	7	5	13	10	2	30	7	33
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%
Delayed mail	81	30	21	16	13	52	29	60	20	7	13	17	18	24	72	7	72
	2%	3%bd	1%	2%	1%	2%	1%	2%h	1%	1%	2%	1%	1%	3%k	2%	1%	2%
Mis-delivered mail	39	11	10	12	5	21	17	19	18	5	2	15	7	8	32	5	32
	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	22	3	5	9	4	9	14	14	8	4	4	10	*	3	18	4	18
	*	*	*	1%	*	*	1%	*	*	1%l	1%l	1%l	*	*	*	1%	*
Other problems	28	15	5	6	3	19	9	23	5	3	11	4	8	2	25	3	25
	1%	1%bd	*	1%	*	1%	*	1%	*	1%	2%kmn	*	1%	*	1%	1%	1%
No - there have been no problems	2162	605	762	394	401	1366	795	1327	816	184	224	585	605	400	1813	189	1861
	42%	51%bcd	44%cd	37%	35%	47%f	36%	43%	41%	31%	32%	43%ij	48%ijk	53%ijkn	44%ij	31%	45%o
NET Any problem experienced	193	68	50	47	28	118	75	135	57	24	29	51	46	38	163	24	166
	4%	6%bd	3%	4%d	2%	4%	3%	4%h	3%	4%	4%	4%	4%	5%	4%	4%	4%
Not aware of DHL	869	175	268	213	212	444	425	595	259	113	137	216	207	94	653	115	667
	17%	15%	15%	20%ab	19%	15%	19%e	19%h	13%	19%m	20%m	16%	16%	12%	16%	19%	16%
Aware but not used DHL	1961	348	678	423	511	1026	935	1047	893	282	317	534	409	230	1490	285	1519
	38%	29%	39%a	40%a	45%ab	35%	42%e	34%	44%g	47%klmn	45%klmn	39%lm	32%	30%	36%lm	47%p	36%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	31	26	5	4	28	1	*	1	2	2	3	3	2	-	16	-	-	*	1
	1%	1%	1%	2%a	1%	*	*	1%	1%mop	*	1%	1%	1%	-	2%imopr	-	-	*	*
Damaged mail	40	36	4	3	30	5	3	2	3	-	3	6	-	6	2	8	3	1	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%il	-	1%	2%il	-	1%	*	1%	1%	1%il	1%l
Delayed mail	81	68	13	3	69	5	2	4	3	6	15	4	1	4	14	17	4	2	4
	2%	2%	2%	1%	2%	1%	1%	3%f	2%l	1%	4%ilmpr	1%	*	1%	2%l	2%l	1%	2%l	1%
Mis-delivered mail	39	34	5	2	35	2	1	1	3	8	3	3	3	4	6	3	4	-	2
	1%	1%	1%	1%	1%	*	*	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	-	*
Mail that has been tampered with	22	20	2	*	19	1	-	2	-	4	1	1	3	1	4	3	1	-	1
	*	*	*	*	*	*	-	1%df	-	1%	*	*	1%	*	1%	*	*	-	*
Other problems	28	18	11	1	15	11	1	1	1	-	5	-	3	-	5	1	-	1	10
	1%	*	1%a	1%	*	2%df	1%	*	*	-	1%	-	1%	-	1%	*	-	1%ikmp	3%hiklmnop
No - there have been no problems	2162	1827	334	107	1778	213	117	54	105	241	157	140	190	193	244	309	201	36	176
	42%	41%	46%	44%	41%	48%dg	47%dg	37%	50%jkmn	43%	37%	38%	42%	40%	36%	44%n	46%jn	47%	49%jkmn
NET Any problem experienced	193	159	34	12	160	20	7	7	8	18	24	11	12	12	39	23	12	2	18
	4%	4%	5%	5%	4%	5%	3%	5%	4%	3%	6%	3%	3%	3%	6%	3%	3%	3%	5%
Not aware of DHL	869	760	109	39	740	57	41	30	33	93	52	64	102	58	179	109	49	12	45
	17%	17%	15%	16%	17%e	13%	16%	21%e	16%	17%	12%	17%p	23%jmopr	12%	27%hijkmopqr	16%	11%	16%	12%
Aware but not used DHL	1961	1699	262	85	1662	153	89	57	64	214	194	160	152	213	217	266	181	27	126
	38%	39%	36%	35%	39%	35%	36%	39%	31%	38%	46%hlnr	43%hlnr	34%	45%hlnr	32%	38%	41%hn	35%	35%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	31	14	10	4	1	2	24	3	11	13	4	1	2	23	3
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*
Damaged mail	40	18	17	4	2	*	34	2	13	20	5	2	-	33	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Delayed mail	81	18	43	7	12	-	62	12	20	40	15	5	-	60	5
	2%	*1%*	**2%a**	*1%*	**3%a**	-	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	-	*2%*	*1%*
Mis-delivered mail	39	14	17	1	6	-	31	6	21	14	2	*	2	35	2
	1%	*1%*	*1%*	*	**2%c**	-	*1%*	*1%*	*1%*	*1%*	*	*	*2%*	*1%*	*
Mail that has been tampered with	22	9	9	1	3	-	18	3	9	5	7	1	-	14	1
	*	*	*	*	*1%*	-	*	*1%*	*	*	**1%lm**	*	-	*	*
Other problems	28	13	1	4	*	7	14	8	6	14	6	2	*	20	2
	1%	**1%b**	*	**1%b**	*	**5%abcdfg**	*	**1%bf**	*	*1%*	*1%*	*1%*	*	*	*1%*
No - there have been no problems	2162	834	843	254	171	51	1677	222	941	845	234	111	23	1786	134
	42%	**44%c**	*42%*	*37%*	*44%*	*37%*	**43%c**	*42%*	**48%ijlmn**	**41%jl**	*33%*	**40%l**	*23%*	**44%jln**	*35%*
NET Any problem experienced	193	66	80	14	21	9	146	30	57	94	29	10	4	151	13
	4%	*3%*	*4%*	*2%*	**5%c**	**7%c**	*4%*	**6%c**	*3%*	**5%h**	*4%*	*3%*	*4%*	*4%*	*3%*
Not aware of DHL	869	221	352	189	74	22	573	96	242	366	164	60	26	608	86
	17%	*12%*	**17%af**	**27%abdefg**	**19%a**	*16%*	**15%a**	**18%a**	*12%*	**18%hm**	**23%him**	**22%hm**	**25%hm**	**15%h**	**23%hm**
Aware but not used DHL	1961	778	760	238	121	54	1538	176	740	768	293	97	49	1508	146
	38%	**41%cdg**	*38%*	*34%*	*31%*	*40%*	**39%cdg**	*34%*	*38%*	*37%*	*41%*	*35%*	*49%*	*37%*	*39%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	31	1	30	-	17	11	3	26	1	4	-	31	*
	1%	*	1%	-	1%e	*	1%	1%	1%	10%	-	1%	*
Damaged mail	40	7	33	1	18	16	6	34	4	1	-	40	-
	1%	3%b	1%	1%	1%e	*	2%e	1%	8%gk	3%	-	1%	-
Delayed mail	81	11	65	5	25	50	5	77	3	1	-	81	-
	2%	4%b	1%	6%b	2%	1%	2%	2%	5%	2%	-	2%	-
Mis-delivered mail	39	5	31	3	11	22	5	36	2	-	-	39	-
	1%	2%	1%	3%b	1%	1%	2%	1%	4%gk	-	-	1%	-
Mail that has been tampered with	22	3	18	1	12	7	3	20	2	-	-	22	-
	*	1%	*	1%	1%e	*	1%	*	3%gk	-	-	*	-
Other problems	28	1	27	1	16	12	*	28	-	-	-	28	-
	1%	*	1%	1%	1%e	*	*	1%	-	-	-	1%	-
No - there have been no problems	2162	91	2038	33	616	1440	105	2151	4	5	*	2161	1
	42%	35%	42%a	36%	43%f	42%f	34%	43%h	8%	13%	3%	42%h	6%
NET Any problem experienced	193	20	165	8	74	104	15	179	9	4	-	193	*
	4%	8%b	3%	9%b	5%e	3%	5%	4%	16%gk	12%	-	4%	*
Not aware of DHL	869	60	784	25	238	528	103	795	38	14	3	848	18
	17%	23%b	16%	27%b	16%	16%	33%de	16%	68%gk	39%	97%	17%	82%
Aware but not used DHL	1961	89	1845	27	527	1348	86	1940	5	13	-	1958	3
	38%	34%	38%	29%	37%f	40%f	28%	39%h	9%	36%	-	38%h	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers?
DHL

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**31**	2	13	9	6	1	2	-	8	4	1	1	*	7	5	1	1
	1%	*	**1%a**	*1%*	*1%*	*	*	-	**2%gjl**	*1%*	*	*	*	**2%g**	*1%*	*	*
Damaged mail	**40**	7	19	8	7	2	2	3	9	6	4	2	2	4	4	-	3
	1%	*1%*	**1%a**	*1%*	*1%*	*1%*	*	*1%*	**2%o**	*1%*	*1%*	*	*	*1%*	*1%*	-	*1%*
Delayed mail	**81**	21	25	20	14	11	6	4	9	12	4	7	6	7	10	3	2
	2%	*2%*	*2%*	*2%*	*1%*	**3%p**	*1%*	*1%*	*2%*	**3%op**	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*
Mis-delivered mail	**39**	5	15	9	9	1	4	1	7	1	7	2	*	7	2	2	5
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*	*2%*	*	*2%*	*	*	*2%*	*	*1%*	*1%*
Mail that has been tampered with	**22**	3	8	3	9	1	2	-	4	3	1	1	2	*	1	3	4
	*******	*	*1%*	*	*1%*	*	*	-	*1%*	*1%*	*	*	*	*	*	*1%*	*1%*
Other problems	**28**	16	4	4	4	10	6	*	2	2	-	*	*	4	*	*	3
	1%	**1%bd**	*	*	*	**2%ghjklno**	*1%*	*	*	*1%*	-	*	*	*1%*	*	*	*1%*
No - there have been no problems	**2162**	541	524	567	530	160	212	169	184	167	172	186	196	185	215	167	148
	42%	*42%*	*41%*	*44%*	*41%*	*38%*	**47%ejp**	*41%*	**43%p**	*41%*	*37%*	**44%p**	**45%p**	**43%p**	**50%ejop**	*40%*	*33%*
NET Any problem experienced	**193**	44	61	44	44	21	16	8	21	24	16	12	9	23	19	8	17
	4%	*3%*	*5%*	*3%*	*3%*	*5%*	*4%*	*2%*	**5%g**	**6%glo**	*3%*	*3%*	*2%*	**5%glo**	*4%*	*2%*	*4%*
Not aware of DHL	**869**	165	206	259	239	61	52	52	71	52	83	77	95	87	61	72	106
	17%	*13%*	*16%*	**20%ab**	**18%a**	*14%*	*12%*	*13%*	*17%*	*13%*	**18%f**	**18%f**	**22%efgin**	**20%fgi**	*14%*	*17%*	**24%efghin**
Aware but not used DHL	**1961**	551	517	414	479	186	178	186	154	168	196	146	136	133	135	169	175
	38%	**43%cd**	**40%c**	*32%*	*37%*	**44%klmn**	**40%lm**	**46%hklmn**	*36%*	**42%lmn**	**42%lmn**	*35%*	*31%*	*31%*	*31%*	**41%lmn**	*39%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	28	-	28	17	11	12	9	1	4	*	-	2	20	5	2	2	20	8	28
	1%	-	*1%*	*1%*	*	**2%gij**	**1%gij**	*	*1%*	*	-	*	**1%mno**	*	*	*	*	*1%*	*1%*
Damaged mail	37	-	37	24	13	17	7	6	3	*	*	3	24	9	3	3	27	10	28
	1%	-	*1%*	*1%*	*	**2%ghijk**	**1%i**	*1%*	*	*	*	*1%*	**2%mno**	*1%*	*	*	*1%*	*1%*	*1%*
Delayed mail	52	-	52	25	28	22	8	11	2	6	3	1	30	12	11	4	42	10	54
	1%	-	*1%*	*1%*	*1%*	**3%fghijk**	*1%*	*1%*	*	*1%*	*	*	**2%mno**	*1%*	*1%*	*	*1%*	*1%*	*1%*
Mis-delivered mail	27	-	27	22	6	16	3	*	4	1	-	3	19	4	4	3	25	2	20
	1%	-	*1%*	**1%d**	*	**2%fghijk**	*	*	*1%*	*	-	*1%*	**1%mno**	*	*	*	*1%*	*	*
Mail that has been tampered with	27	-	27	22	6	16	5	7	-	-	-	-	21	7	-	-	19	8	16
	1%	-	*1%*	**1%d**	*	**2%fghijk**	*1%*	**1%i**	-	-	-	-	**1%mno**	*n	-	-	*	*1%*	*
Other problems	17	-	17	14	4	4	1	5	2	3	-	3	5	6	6	3	14	3	17
	*	-	*	**1%d**	*	*1%*	*	*1%*	*	*	-	*1%*	*	*	*	*	*	*	*
No - there have been no problems	1356	-	1356	740	611	177	183	268	217	242	146	121	360	485	508	266	1075	258	1395
	26%	-	*26%*	**30%d**	*23%*	*26%*	*26%*	*28%*	**30%jk**	*27%*	*23%*	*23%*	*26%*	**29%no**	*25%*	*23%*	*25%*	**34%p**	*27%*
NET Any problem experienced	131	-	131	82	49	48	23	26	12	9	3	9	71	38	21	12	96	35	115
	3%	-	*3%*	**3%d**	*2%*	**7%fghijk**	**3%ij**	**3%ij**	*2%*	*1%*	*	*2%*	**5%mno**	**2%n**	*1%*	*1%*	*2%*	**5%p**	*2%*
Not aware of FedEx	948	-	948	461	485	225	231	189	117	95	49	42	456	306	186	91	757	177	913
	18%	-	*18%*	*18%*	*18%*	**33%ghijk**	**32%ghijk**	**20%ijk**	**16%ijk**	*10%*	*8%*	*8%*	**33%mno**	**18%no**	*9%*	*8%*	*18%*	**23%p**	*18%*
Aware but not used FedEx	2741	-	2741	1236	1502	244	280	476	390	561	437	351	524	865	1350	788	2390	312	2759
	53%	-	*53%*	*49%*	**57%c**	*36%*	*39%*	**50%ef**	**53%ef**	**62%efgh**	**69%efghi**	**67%efgh**	*37%*	**51%l**	**65%lm**	**68%lm**	**56%q**	*40%*	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	28	9	2	11	6	11	16	23	5	2	6	4	7	7	24	2	24
	1%	1%b	*	1%b	*	*	1%	1%	*	*	1%	*	1%	1%	1%	*	1%
Damaged mail	37	19	5	10	4	23	14	33	4	2	8	7	10	9	34	2	34
	1%	2%bd	*	1%	*	1%	1%	1%h	*	*	1%	1%	1%	1%	1%	*	1%
Delayed mail	52	12	16	17	7	28	24	39	13	8	10	14	14	5	43	8	43
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mis-delivered mail	27	16	*	6	5	17	11	25	2	3	11	2	4	6	23	3	23
	1%	1%b	*	1%b	*b	1%	*	1%h	*	*	2%klm	*	*	1%	1%	*	1%
Mail that has been tampered with	27	12	*	13	3	12	15	27	1	2	12	2	7	4	26	2	26
	1%	1%b	*	1%bd	*	*	1%	1%h	*	*	2%klm	*	1%	1%	1%	*	1%
Other problems	17	6	2	5	4	9	9	14	3	2	3	3	4	4	14	2	14
	*	1%	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*
No - there have been no problems	1356	398	453	260	245	851	505	855	491	110	147	334	366	295	1141	110	1168
	26%	34%bcd	26%d	24%	21%	29%f	23%	28%h	24%	18%	21%	24%l	29%ijk	39%ijklm	28%ijk	18%	28%o
NET Any problem experienced	131	49	24	38	20	73	59	109	22	14	22	28	39	24	114	14	114
	3%	4%bd	1%	4%bd	2%	2%	3%	4%h	1%	2%	3%	2%	3%	3%	3%	2%	3%
Not aware of FedEx	948	203	291	234	220	494	454	667	257	115	138	256	252	100	745	120	760
	18%	17%	17%	22%ab	19%	17%	21%e	22%h	13%	19%m	20%m	19%m	20%m	13%	18%m	20%	18%
Aware but not used FedEx	2741	543	990	542	665	1533	1208	1469	1249	366	398	761	606	342	2106	370	2160
	53%	46%	57%ac	51%	58%ac	52%	55%	48%	62%g	61%lmn	57%lmn	56%lmn	48%	45%	52%m	61%p	52%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	28	25	3	*	26	*	*	1	4	6	2	1	5	1	3	3	2	-	*
	1%	1%	*	*	1%	*	*	1%e	2%mr	1%	*	*	1%	*	*	*	*	-	*
Damaged mail	37	28	9	1	28	8	*	1	2	4	4	1	4	1	4	4	3	-	8
	1%	1%	1%	*	1%	2%df	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	-	2%kmn
Delayed mail	52	48	5	2	47	3	1	2	1	3	7	7	4	-	8	12	5	*	3
	1%	1%	1%	1%	1%	1%	*	1%	*	1%	2%m	2%m	1%	-	1%	2%m	1%	*	1%
Mis-delivered mail	27	18	10	*	19	7	*	1	-	3	1	1	3	-	6	3	2	-	7
	1%	*	1%a	*	*	2%df	*	1%	-	*	*	*	1%	-	1%	*	*	-	2%hjmop
Mail that has been tampered with	27	15	13	2	19	8	-	*	1	2	-	1	4	-	4	5	2	-	8
	1%	*	2%a	1%	*	2%df	-	*	*	*	-	*	1%	-	1%	1%	*	-	2%jkmnp
Other problems	17	16	1	1	17	*	-	*	3	4	3	-	1	1	2	3	-	*	*
	*	*	*	*	*	*	-	*	1%kpr	1%	1%	-	*	*	*	*	-	*	*
No - there have been no problems	1356	1158	198	68	1125	125	72	34	65	129	108	91	112	120	182	209	109	24	101
	26%	26%	27%	28%	26%	28%	29%	24%	31%l	23%	26%	24%	25%	25%	27%	30%	25%	31%	28%
NET Any problem experienced	131	108	23	6	115	13	1	3	7	18	15	7	19	3	19	16	11	*	13
	3%	2%	3%	2%	3%f	3%f	*	2%	3%m	3%m	4%m	2%	4%m	1%	3%	2%	3%	*	4%m
Not aware of FedEx	948	844	105	38	796	70	46	36	35	109	70	69	92	69	186	108	57	15	55
	18%	19%b	14%	16%	18%	16%	18%	25%def	17%	19%p	17%	19%	20%p	15%	27%hijklmopr	15%	13%	20%	15%
Aware but not used FedEx	2741	2329	412	131	2300	235	132	74	103	312	232	206	232	287	290	373	266	38	196
	53%	53%	56%	54%	53%	53%	53%	51%	50%	56%n	55%n	55%n	51%n	60%hln	43%	53%n	60%hln	49%	54%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	28	7	14	1	2	4	21	6	2	17	2	4	3	19	7
	1%	*	*1%*	*	*	3%abcdf	*1%*	*1%*	*	1%h	*	2%hm	3%hjm	*	2%hjm
Damaged mail	37	10	8	11	1	7	18	8	8	20	4	1	3	29	4
	1%	*1%*	*	2%abf	*	5%abcdfg	*	2%bf	*	*1%*	*1%*	*1%*	3%hjm	*1%*	*1%*
Delayed mail	52	16	26	7	4	*	42	4	20	21	10	2	-	41	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Mis-delivered mail	27	7	8	3	2	8	14	10	3	17	7	-	-	20	-
	1%	*	*	*	*	6%abcdfg	*	2%abf	*	1%h	1%h	-	-	*1%*	-
Mail that has been tampered with	27	6	9	3	2	7	15	9	5	18	2	1	2	23	3
	1%	*	*	*	*1%*	5%abcdf	*	2%abf	*	1%h	*	*	2%hj	*1%*	*1%*
Other problems	17	3	9	4	2	-	11	2	1	8	5	-	3	9	3
	*	*	*	*1%*	*	-	*	*	*	*	1%h	-	3%hikm	*	1%h
No - there have been no problems	1356	506	537	156	128	26	1043	154	569	538	151	80	16	1106	97
	26%	*27%*	*27%*	*23%*	33%abcef	*19%*	*27%*	29%c	29%jl	26%j	*21%*	29%jl	*16%*	28%jl	*26%*
NET Any problem experienced	131	33	52	22	12	13	86	24	28	67	21	8	8	95	16
	3%	*2%*	*3%*	*3%*	*3%*	9%abcdf	*2%*	5%af	*1%*	3%h	3%h	*3%*	8%hjm	*2%*	4%h
Not aware of FedEx	948	245	366	203	88	29	611	117	284	388	176	58	26	671	84
	18%	*13%*	18%a	29%abfg	23%af	21%a	16%a	22%af	*14%*	19%h	25%him	21%h	25%h	*17%*	22%hm
Aware but not used FedEx	2741	1108	1080	313	159	69	2188	227	1092	1080	369	133	52	2171	184
	53%	59%bcdg	54%cdg	*45%*	*41%*	*50%*	56%cdg	*44%*	*56%*	*52%*	*52%*	*48%*	*51%*	*54%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**28**	2	25	1	14	11	3	24	3	1	-	28	-
	1%	*1%*	*1%*	*1%*	**1%e**	*	*1%*	*	**5%gk**	*3%*	-	*1%*	-
Damaged mail	**37**	4	33	-	22	13	2	36	1	-	-	37	-
	1%	*2%*	*1%*	-	**2%e**	*	*1%*	*1%*	*2%*	-	-	*1%*	-
Delayed mail	**52**	5	45	2	20	29	3	50	3	-	-	52	-
	1%	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	**5%gk**	-	-	*1%*	-
Mis-delivered mail	**27**	2	25	1	16	10	*	21	3	4	-	27	-
	1%	*1%*	*1%*	*1%*	**1%e**	*	*	*	**5%gk**	*11%*	-	*1%*	-
Mail that has been tampered with	**27**	2	25	-	14	11	3	24	3	1	-	27	-
	1%	*1%*	*1%*	-	**1%e**	*	*1%*	*	**5%gk**	*2%*	-	*1%*	-
Other problems	**17**	2	15	1	11	6	-	13	3	1	-	17	-
	*	*1%*	*	*1%*	**1%e**	*	-	*	**5%gk**	*3%*	-	*	-
No - there have been no problems	**1356**	64	1274	18	379	896	81	1345	8	4	-	1356	*
	26%	*25%*	*27%*	*19%*	*26%*	*26%*	*26%*	*27%*	*13%*	*10%*	-	*26%*	*1%*
NET Any problem experienced	**131**	11	117	4	62	62	8	123	4	5	-	131	-
	3%	*4%*	*2%*	*4%*	**4%e**	*2%*	*3%*	*2%*	*7%*	*13%*	-	*3%*	-
Not aware of FedEx	**948**	73	840	35	252	600	97	872	42	11	3	925	20
	18%	**28%b**	*18%*	**38%b**	*17%*	*18%*	**32%de**	*17%*	**75%gk**	*30%*	*93%*	*18%*	*92%*
Aware but not used FedEx	**2741**	115	2589	37	762	1856	123	2717	5	17	*	2739	2
	53%	*44%*	**54%ac**	*40%*	**53%f**	**55%f**	*40%*	**54%h**	*9%*	*47%*	*7%*	**53%h**	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers?
FedEx

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	28	5	8	3	12	-	5	-	3	3	2	1	1	1	2	1	9
	1%	*	1%	*	1%	-	1%	-	1%	1%	1%	*	*	*	*	*	2%eg
Damaged mail	37	10	9	10	9	7	1	2	4	2	2	3	*	6	2	3	4
	1%	1%	1%	1%	1%	2%l	*	*	1%	1%	1%	1%	*	1%	*	1%	1%
Delayed mail	52	10	9	11	23	1	7	2	5	2	2	4	4	3	10	6	6
	1%	1%	1%	1%	2%	*	2%	*	1%	1%	*	1%	1%	1%	2%ej	1%	1%
Mis-delivered mail	27	11	2	3	10	7	4	-	1	-	1	*	*	3	5	3	3
	1%	1%b	*	*	1%	2%gil	1%	-	*	-	*	*	*	1%	1%	1%	1%
Mail that has been tampered with	27	11	5	5	6	8	3	-	1	4	-	2	*	3	1	2	4
	1%	1%	*	*	*	2%gjl	1%	-	*	1%	-	1%	*	1%	*	*	1%
Other problems	17	3	3	3	8	*	3	-	3	-	-	1	*	2	-	3	5
	*	*	*	*	1%	*	1%	-	1%	-	-	*	*	1%	-	1%	1%
No - there have been no problems	1356	387	331	327	311	117	145	124	120	90	121	97	114	117	126	109	77
	26%	30%bcd	26%	25%	24%	28%p	32%ikp	30%ip	28%p	22%	26%p	23%	26%p	27%p	29%p	26%p	17%
NET Any problem experienced	131	24	28	27	52	9	11	4	9	12	7	11	5	11	15	13	24
	3%	2%	2%	2%	4%abc	2%	2%	1%	2%	3%	1%	3%	1%	3%	4%g	3%	5%gjl
Not aware of FedEx	948	179	225	305	239	65	64	51	79	64	82	91	96	118	63	68	108
	18%	14%	17%a	24%abd	18%a	15%	14%	12%	19%g	16%	18%	22%fg	22%efgn	28%efghijnc	15%	16%	24%efginc
Aware but not used FedEx	2741	702	725	624	690	237	234	231	222	242	261	222	220	182	226	226	238
	53%	55%c	56%c	49%	53%	56%m	52%m	57%m	52%m	60%flm	57%m	53%m	51%	43%	52%m	54%m	53%m

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	**198**	-	198	91	107	36	32	37	24	30	27	11	69	61	69	38	168	30	212
	4%	-	*4%*	*4%*	*4%*	**5%k**	*5%*	*4%*	*3%*	*3%*	*4%*	*2%*	*5%*	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*
Damaged mail	**245**	-	245	90	155	42	31	60	32	31	31	17	73	92	80	48	203	40	267
	5%	-	*5%*	*4%*	**6%c**	**6%l**	*4%*	**6%ik**	*4%*	*3%*	*5%*	*3%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*5%*
Delayed mail	**381**	-	381	155	227	81	56	75	58	54	34	23	137	133	111	57	307	72	427
	7%	-	*7%*	*6%*	**9%c**	**12%fgijk**	*8%*	**8%k**	*8%*	*6%*	*5%*	*4%*	**10%no**	**8%no**	*5%*	*5%*	*7%*	*9%*	*8%*
Mis-delivered mail	**153**	-	153	66	87	19	23	29	32	29	14	8	43	60	50	21	117	37	163
	3%	-	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**4%k**	*3%*	*2%*	*1%*	*3%*	**4%o**	*2%*	*2%*	*3%*	**5%p**	*3%*
Mail that has been tampered with	**69**	-	69	21	48	13	16	11	14	7	3	5	29	25	15	8	52	14	68
	1%	-	*1%*	*1%*	**2%c**	*2%*	**2%ij**	*1%*	*2%*	*1%*	*	*1%*	**2%no**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other problems	**111**	-	111	48	63	8	6	23	20	27	13	14	15	43	53	27	92	17	125
	2%	-	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	**3%f**	**3%f**	*2%*	**3%f**	*1%*	**3%l**	**3%l**	*2%*	*2%*	*2%*	*2%*
No - there have been no problems	**2757**	-	2757	1248	1505	232	307	489	405	568	414	339	539	894	1321	753	2367	338	2846
	54%	-	*54%*	*50%*	**57%c**	*34%*	**43%e**	**52%ef**	**55%ef**	**63%efgh**	**65%efgh**	**65%efgh**	*39%*	**53%l**	**64%lm**	**65%lm**	**55%q**	*44%*	*55%*
NET Any problem experienced	**783**	-	783	306	476	145	112	147	115	122	86	54	258	262	262	140	651	127	841
	15%	-	*15%*	*12%*	**18%c**	**21%fghijk**	**16%k**	**16%k**	**16%k**	*13%*	*14%*	*10%*	**18%no**	**16%o**	*13%*	*12%*	*15%*	*17%*	*16%*
Not aware of Hermes	**802**	-	802	491	307	217	197	179	86	64	44	13	414	265	122	57	588	204	707
	16%	-	*16%*	**20%d**	*12%*	**32%ghijk**	**28%ghijk**	**19%hijk**	**12%ijk**	**7%k**	**7%k**	*3%*	**30%mno**	**16%no**	*6%*	*5%*	*14%*	**27%p**	*14%*
Aware but not used Hermes	**859**	-	859	480	379	100	112	145	133	154	95	118	212	279	366	213	734	115	819
	17%	-	*17%*	**19%d**	*14%*	*15%*	*16%*	*15%*	*18%*	*17%*	*15%*	**23%efgij**	*15%*	*17%*	*18%*	*18%*	*17%*	*15%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	198	45	54	53	46	99	99	116	80	21	27	52	51	30	160	21	167
	4%	*4%*	*3%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*
Damaged mail	245	54	70	62	60	123	122	152	90	30	28	83	60	27	198	30	206
	5%	*5%*	*4%*	*6%*	*5%*	*4%*	*5%*	*5%*	*4%*	*5%*	*4%*	*6%*	*5%*	*4%*	*5%*	*5%*	*5%*
Delayed mail	381	82	133	80	87	215	166	240	137	40	41	93	122	60	316	41	322
	7%	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*8%*	*7%*	*7%*	*6%*	*7%*	**10%jk**	*8%*	*8%*	*7%*	*8%*
Mis-delivered mail	153	51	39	30	34	89	64	102	51	23	18	41	25	34	118	23	121
	3%	**4%b**	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**4%l**	*3%*	*3%*	*2%*	**4%l**	*3%*	*4%*	*3%*
Mail that has been tampered with	69	25	16	17	12	40	28	48	19	10	8	23	9	15	55	10	55
	1%	**2%b**	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	**2%l**	*1%*	*2%*	*1%*
Other problems	111	24	38	25	24	62	50	69	40	11	19	22	33	14	88	11	90
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*
No - there have been no problems	2757	641	984	557	575	1625	1132	1556	1183	291	361	770	656	437	2223	297	2273
	54%	*54%*	**56%d**	*52%*	*50%*	**55%f**	*51%*	*51%*	**59%g**	*48%*	*52%*	**56%l**	*52%*	**58%l**	**54%l**	*49%*	**54%o**
NET Any problem experienced	783	177	256	174	175	433	350	488	285	83	107	214	205	107	632	83	652
	15%	*15%*	*15%*	*16%*	*15%*	*15%*	*16%*	*16%*	*14%*	*14%*	*15%*	*16%*	*16%*	*14%*	*15%*	*14%*	*16%*
Not aware of Hermes	802	205	233	177	186	439	363	587	201	95	129	213	189	117	648	98	656
	16%	**17%b**	*13%*	*17%*	*16%*	*15%*	*16%*	**19%h**	*10%*	*16%*	*18%*	*16%*	*15%*	*15%*	*16%*	*16%*	*16%*
Aware but not used Hermes	859	175	297	172	215	472	386	485	358	134	113	184	219	109	626	135	643
	17%	*15%*	*17%*	*16%*	**19%a**	*16%*	*17%*	*16%*	*18%*	**22%jklmn**	*16%*	*13%*	**17%k**	*15%*	*15%*	**22%p**	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	198	164	34	16	168	16	12	3	12	14	11	17	19	20	25	31	20	4	13
	4%	*4%*	*5%*	*6%*	*4%*	*4%*	*5%*	*2%*	*6%*	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*3%*
Damaged mail	245	208	37	16	207	14	20	4	10	12	19	18	44	17	21	47	19	3	11
	5%	*5%*	*5%*	*7%*	*5%*	*3%*	**8%deg**	*3%*	*5%*	*2%*	*4%*	*5%*	**10%hijkmnpr**	*4%*	*3%*	**7%inr**	*4%*	*4%*	*3%*
Delayed mail	381	321	60	20	306	38	28	11	24	25	40	26	30	34	48	53	26	3	34
	7%	*7%*	*8%*	*8%*	*7%*	*9%*	**11%d**	*7%*	**11%ilp**	*5%*	**9%l**	*7%*	*7%*	*7%*	*7%*	*8%*	*6%*	*4%*	**9%l**
Mis-delivered mail	153	132	21	9	133	10	9	2	6	10	11	12	21	4	27	25	18	1	9
	3%	*3%*	*3%*	*4%*	*3%*	*2%*	*4%*	*1%*	*3%*	*2%*	*2%*	**3%m**	**5%m**	*1%*	**4%m**	**3%m**	**4%m**	*1%*	*2%*
Mail that has been tampered with	69	56	13	5	64	3	2	*	5	4	6	5	4	1	13	16	9	1	1
	1%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*	**2%mr**	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*2%*	*1%*	*
Other problems	111	94	17	4	87	10	9	5	6	13	10	6	6	13	16	17	1	2	8
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	**4%d**	*4%*	**3%p**	*2%*	**2%p**	*2%*	*1%*	**3%p**	**2%p**	**2%p**	*	**3%p**	**2%p**
No - there have been no problems	2757	2332	425	140	2284	257	137	80	108	285	223	204	223	302	293	377	269	54	203
	54%	*53%*	**58%a**	*58%*	*53%*	**58%d**	*55%*	*55%*	**52%n**	*51%*	**53%n**	**55%n**	*49%*	**63%hijklno**	*43%*	**54%n**	**61%hiln**	**70%hijklnor**	**56%n**
NET Any problem experienced	783	672	110	40	647	66	52	17	37	56	66	60	88	58	97	119	67	8	58
	15%	*15%*	*15%*	*16%*	*15%*	*15%*	**21%deg**	*12%*	**18%l**	*10%*	**16%l**	**16%l**	**19%lm**	*12%*	*14%*	**17%l**	*15%*	*10%*	**16%l**
Not aware of Hermes	802	710	92	34	691	60	26	24	28	112	60	51	73	51	199	77	39	8	52
	16%	**16%b**	*13%*	*14%*	**16%f**	*14%*	*11%*	**17%f**	*14%*	**20%mop**	**14%p**	*14%*	**16%p**	*11%*	**29%hijklmopqr**	*11%*	*9%*	*11%*	**14%p**
Aware but not used Hermes	859	745	113	32	732	59	41	26	36	112	79	63	73	65	94	138	71	9	50
	17%	*17%*	*15%*	*13%*	*17%*	*13%*	*16%*	*18%*	*18%*	**20%nr**	*19%*	*17%*	*16%*	*14%*	*14%*	**20%r**	*16%*	*12%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	**198**	68	89	7	26	8	158	34	85	75	17	18	3	161	21
	4%	***4%c***	***4%c***	*1%*	***7%acf***	***6%c***	***4%c***	***6%acf***	*4%*	*4%*	*2%*	***6%j***	*3%*	*4%*	***5%j***
Damaged mail	**245**	84	108	20	29	5	192	34	98	106	28	9	4	204	13
	5%	*4%*	***5%c***	*3%*	***7%c***	*3%*	*5%*	***6%c***	*5%*	*5%*	*4%*	*3%*	*4%*	*5%*	*3%*
Delayed mail	**381**	128	158	43	45	6	287	50	155	152	37	31	6	307	37
	7%	*7%*	*8%*	*6%*	***12%acf***	*4%*	*7%*	*10%*	*8%*	*7%*	*5%*	***11%j***	*6%*	*8%*	***10%j***
Mis-delivered mail	**153**	63	63	15	10	3	125	13	61	68	16	4	4	129	8
	3%	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*4%*	*3%*	*2%*
Mail that has been tampered with	**69**	21	31	4	12	1	51	14	22	27	9	8	3	49	10
	1%	*1%*	*2%*	*1%*	***3%acf***	*1%*	*1%*	***3%ac***	*1%*	*1%*	*1%*	*3%*	*3%*	*1%*	*3%*
Other problems	**111**	49	49	8	6	*	98	6	44	54	5	8	-	99	8
	2%	*3%*	*2%*	*1%*	*1%*	*	*3%*	*1%*	***2%j***	***3%j***	*1%*	***3%j***	-	***2%j***	*2%*
No - there have been no problems	**2757**	1097	1053	325	204	64	2150	268	1106	1085	358	144	47	2192	190
	54%	***58%bceg***	*52%*	*47%*	*53%*	*47%*	***55%c***	*51%*	***56%j***	*53%*	*50%*	*52%*	*46%*	*54%*	*51%*
NET Any problem experienced	**783**	285	335	71	75	15	620	90	314	334	78	46	10	649	56
	15%	***15%c***	***17%c***	*10%*	***19%c***	*11%*	***16%c***	***17%c***	***16%j***	***16%j***	*11%*	*17%*	*10%*	***16%j***	*15%*
Not aware of Hermes	**802**	210	329	170	56	24	539	81	249	330	145	51	17	578	67
	16%	*11%*	***16%af***	***25%abdfg***	*15%*	*18%*	***14%a***	***15%a***	*13%*	***16%h***	***20%him***	***18%h***	*16%*	*14%*	***18%h***
Aware but not used Hermes	**859**	301	336	131	53	33	637	86	311	336	138	39	28	647	67
	17%	*16%*	*17%*	*19%*	*14%*	***24%d***	*16%*	*16%*	*16%*	*16%*	*19%*	*14%*	***28%hikm***	*16%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	198	13	181	4	65	122	12	197	2	*	-	198	-
	4%	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*	-	*4%*	-
Damaged mail	245	24	215	6	84	149	12	245	*	*	-	245	-
	5%	**9%b**	*4%*	*7%*	*6%*	*4%*	*4%*	*5%*	*	*	-	*5%*	-
Delayed mail	381	28	344	9	126	237	19	378	1	2	-	381	*
	7%	*11%*	*7%*	*10%*	*9%*	*7%*	*6%*	*8%*	*3%*	*5%*	-	*7%*	*1%*
Mis-delivered mail	153	12	141	1	53	95	5	149	2	3	-	153	-
	3%	*5%*	*3%*	*1%*	*4%*	*3%*	*2%*	*3%*	*3%*	*8%*	-	*3%*	-
Mail that has been tampered with	69	5	62	2	27	37	5	65	*	3	-	69	-
	1%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*8%*	-	*1%*	-
Other problems	111	4	105	2	44	64	4	111	1	-	-	111	-
	2%	*2%*	*2%*	*2%*	**3%e**	*2%*	*1%*	*2%*	*1%*	-	-	*2%*	-
No - there have been no problems	2757	120	2607	30	731	1895	132	2738	7	7	*	2752	5
	54%	*46%*	**54%ac**	*32%*	*51%*	**56%df**	*43%*	**54%h**	*13%*	*19%*	*7%*	**54%h**	*22%*
NET Any problem experienced	783	54	710	19	266	473	43	773	5	5	-	782	*
	15%	**21%b**	*15%*	*21%*	**18%e**	*14%*	*14%*	*15%*	*9%*	*13%*	-	*15%*	*1%*
Not aware of Hermes	802	57	714	31	209	504	89	730	42	11	3	783	15
	16%	**22%b**	*15%*	**34%b**	*14%*	*15%*	**29%de**	*15%*	**74%gk**	*31%*	*93%*	*15%*	*70%*
Aware but not used Hermes	859	30	815	13	251	563	45	839	4	13	*	857	2
	17%	*12%*	*17%*	*14%*	*17%*	*17%*	*15%*	*17%*	*8%*	*37%*	*4%*	*17%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers?
Hermes

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**198**	39	51	63	46	18	7	15	16	18	17	23	19	21	18	17	11
	4%	*3%*	*4%*	*5%*	*4%*	**4%f**	*1%*	*4%*	*4%*	**5%f**	*4%*	**5%f**	**4%f**	**5%f**	*4%*	*4%*	*2%*
Damaged mail	**245**	43	56	74	72	16	9	19	18	18	20	33	22	19	34	15	23
	5%	*3%*	*4%*	**6%a**	**6%a**	*4%*	*2%*	*5%*	*4%*	*4%*	*4%*	**8%f**	**5%f**	*4%*	**8%efo**	*4%*	**5%f**
Delayed mail	**381**	98	73	126	85	34	29	35	29	20	24	45	39	43	40	19	25
	7%	*8%*	*6%*	**10%bd**	*7%*	*8%*	*6%*	*9%*	*7%*	*5%*	*5%*	**11%ijop**	*9%*	**10%jo**	**9%o**	*5%*	*6%*
Mis-delivered mail	**153**	34	48	34	38	16	8	10	18	15	15	7	20	7	15	14	8
	3%	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*	*4%*	*4%*	*3%*	*2%*	*5%*	*2%*	*4%*	*3%*	*2%*
Mail that has been tampered with	**69**	9	24	12	23	1	1	7	12	7	6	3	4	4	8	5	10
	1%	*1%*	**2%a**	*1%*	*2%*	*	*	**2%f**	**3%ef**	*2%*	*1%*	*1%*	*1%*	*1%*	**2%f**	*1%*	**2%f**
Other problems	**111**	26	29	30	26	13	2	11	9	8	13	13	11	6	6	7	13
	2%	*2%*	*2%*	*2%*	*2%*	**3%f**	*	**3%f**	*2%*	*2%*	**3%f**	**3%f**	**2%f**	*1%*	*1%*	*2%*	**3%f**
No - there have been no problems	**2757**	721	691	678	668	215	266	240	215	228	249	203	257	219	236	218	214
	54%	*56%*	*54%*	*53%*	*52%*	*51%*	**59%hkp**	**59%hkp**	*50%*	*56%*	*54%*	*48%*	**59%kp**	*51%*	*55%*	*52%*	*48%*
NET Any problem experienced	**783**	182	167	224	210	73	46	62	52	54	61	84	68	72	85	59	65
	15%	*14%*	*13%*	**17%b**	*16%*	**17%f**	*10%*	*15%*	*12%*	*13%*	*13%*	**20%fhij**	*16%*	**17%f**	**20%fhij**	*14%*	*15%*
Not aware of Hermes	**802**	176	199	207	219	62	67	48	64	54	81	63	64	81	53	65	101
	16%	*14%*	*15%*	*16%*	*17%*	*15%*	*15%*	*12%*	*15%*	*13%*	**18%g**	*15%*	*15%*	**19%g**	*12%*	*16%*	**23%efghikln**
Aware but not used Hermes	**859**	228	261	174	195	85	79	64	102	74	85	72	46	56	55	73	67
	17%	**18%c**	**20%cd**	*14%*	*15%*	**20%lmn**	**18%l**	*16%*	**24%glmnp**	**18%l**	**19%l**	**17%l**	*11%*	*13%*	*13%*	**18%l**	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	**6**	-	6	4	2	2	4	-	-	-	-	-	6	-	-	-	4	2	5
	*	-	*	*	*	*	1%	-	-	-	-	-	*mn	-	-	-	*	*	*
Damaged mail	**10**	-	10	6	4	6	1	2	-	*	-	1	7	2	1	1	9	2	8
	*	-	*	*	*	1%l	*	*	-	*	-	*	*n	*	*	*	*	*	*
Delayed mail	**6**	-	6	3	2	1	2	2	-	-	-	-	3	2	-	-	5	1	4
	*	-	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	*	*
Mis-delivered mail	**2**	-	2	1	1	1	1	-	-	-	-	-	2	-	-	-	1	1	2
	*	-	*	*	*	*	*	-	-	-	-	-	*	-	-	-	*	*	*
Mail that has been tampered with	**8**	-	8	6	2	3	4	2	-	-	-	-	6	2	-	-	8	-	5
	*	-	*	*	*	*	1%	*	-	-	-	-	*n	*	-	-	*	-	*
Other problems	**5**	-	5	3	2	2	1	2	-	*	-	-	3	2	*	-	3	2	5
	*	-	*	*	*	*	*	*	-	*	-	-	*	*	*	-	*	*	*
No - there have been no problems	**264**	-	264	170	94	9	37	59	56	52	27	24	46	115	103	51	217	46	280
	5%	-	*5%*	7%d	*4%*	*1%*	5%e	6%e	8%e	6%e	4%e	5%e	*3%*	7%lo	*5%*	*4%*	*5%*	*6%*	*5%*
NET Any problem experienced	**23**	-	23	18	5	8	9	4	-	*	-	1	17	4	1	1	18	5	19
	*	-	*	1%d	*	1%hij	1%hij	*	-	*	-	*	1%mno	*	*	*	*	*1%*	*
Not aware of Interlink	**3559**	-	3559	1677	1876	615	565	618	443	550	410	352	1180	1061	1313	762	2931	572	3535
	69%	-	*69%*	*67%*	71%c	90%fghijk	79%ghijk	*65%*	*60%*	*61%*	*65%*	*67%*	84%mno	*63%*	*64%*	*66%*	*68%*	74%p	*69%*
Aware but not used Interlink	**1309**	-	1309	646	661	56	105	267	234	302	198	146	161	501	646	343	1138	150	1319
	25%	-	*25%*	*26%*	*25%*	*8%*	15%e	28%ef	32%ef	33%ef	31%ef	28%ef	*12%*	30%l	31%l	30%l	26%q	*20%*	*26%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	6	3	-	3	-	3	3	3	3	-	-	-	3	3	6	-	6
	*	*	-	*	-	*	*	*	*	-	-	-	*	*	*	-	*
Damaged mail	10	3	1	3	3	4	6	7	1	2	2	-	4	2	9	2	9
	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*
Delayed mail	6	-	2	4	-	2	4	6	-	-	1	-	2	2	6	-	6
	*	-	*	*	-	*	*	*	-	-	*	-	*	*	*	-	*
Mis-delivered mail	2	-	-	1	1	-	2	1	1	-	-	-	-	1	1	-	1
	*	-	-	*	*	-	*	*	*	-	-	-	-	*	*	-	*
Mail that has been tampered with	8	-	1	7	-	1	7	7	2	-	1	2	2	3	8	-	8
	*	-	*	1%abd	-	*	*e	*	*	-	*	*	*	*	*	-	*
Other problems	5	1	*	2	2	1	3	3	*	2	-	-	3	*	3	2	3
	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	*
No - there have been no problems	264	81	93	51	39	174	90	168	94	18	17	71	82	63	234	18	238
	5%	7%d	5%	5%	3%	6%f	4%	5%	5%	3%	2%	5%j	7%ij	8%ijkn	6%ij	3%	6%o
NET Any problem experienced	23	7	2	10	4	9	13	16	5	2	2	2	11	5	20	2	20
	*	1%	*	1%b	*	*	1%	1%	*	*	*	*	1%	1%	*	*	*
Not aware of Interlink	3559	826	1188	770	775	2014	1546	2139	1377	410	505	964	836	488	2793	417	2859
	69%	70%	68%	72%	68%	69%	70%	69%	68%	68%	72%lm	70%m	66%	65%	68%	68%	68%
Aware but not used Interlink	1309	275	470	238	326	745	565	762	537	172	177	333	331	203	1043	174	1067
	25%	23%	27%c	22%	29%ac	25%	26%	25%	27%	29%	25%	24%	26%	27%	26%	29%	26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	6	6	-	-	6	-	-	-	1	-	2	1	-	-	2	-	-	-	-
	*	*	-	-	*	-	-	-	*	-	*	*	-	-	*	-	-	-	-
Damaged mail	10	10	*	*	10	1	*	-	-	-	-	1	-	3	4	-	1	-	1
	*	*	*	*	*	*	*	-	-	-	-	*	-	*1%*	*1%*	-	*	-	*
Delayed mail	6	3	2	2	6	-	-	-	-	-	1	1	-	-	2	-	1	-	-
	*	*	*	1%a	*	-	-	-	-	-	*	*	-	-	*	-	*	-	-
Mis-delivered mail	2	2	-	-	2	-	-	-	-	-	-	1	-	1	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	*	-	*	-	-	-	-	-
Mail that has been tampered with	8	8	-	-	8	-	-	-	-	2	-	1	-	2	2	-	1	-	-
	*	*	-	-	*	-	-	-	-	*	-	*	-	*	*	-	*	-	-
Other problems	5	5	*	*	5	-	-	*	1	-	-	-	-	2	2	-	-	-	-
	*	*	*	*	*	-	-	*	*1%*	-	-	-	-	*	*	-	-	-	-
No - there have been no problems	264	211	53	23	224	15	17	7	10	24	9	22	31	29	28	46	27	2	13
	5%	*5%*	7%a	9%a	*5%*	*3%*	7%e	*5%*	*5%*	*4%*	*2%*	6%j	7%j	6%j	*4%*	7%j	6%j	*3%*	*4%*
NET Any problem experienced	23	20	3	3	22	1	*	*	2	2	3	1	-	4	8	-	1	-	1
	*	*	*	*1%*	*1%*	*	*	*	1%o	*	*1%*	*	-	*1%*	*1%*	-	*	-	*
Not aware of Interlink	3559	3098	461	155	2979	320	151	109	138	421	310	233	317	292	529	466	275	67	253
	69%	70%b	*63%*	*64%*	69%f	73%f	*60%*	75%df	*66%*	75%hkmop	73%kmp	*62%*	70%m	*61%*	78%hklmopr	*66%*	*62%*	87%hijklmopr	70%m
Aware but not used Interlink	1309	1091	218	63	1094	105	81	29	58	115	101	117	105	151	112	195	140	8	96
	25%	*25%*	30%a	*26%*	25%g	*24%*	33%deg	*20%*	28%inq	20%q	24%nq	32%ijlnq	23%nq	32%ijlnq	*17%*	28%inq	32%ijlnq	*11%*	27%nq

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	**6**	2	3	1	-	-	5	-	1	4	-	1	-	5	1
	*	*	*	*	-	-	*	-	*	*	-	*	-	*	*
Damaged mail	**10**	4	2	1	2	-	6	2	4	4	-	1	-	8	1
	*	*	*	*	*	-	*	*	*	*	-	*	-	*	*
Delayed mail	**6**	4	1	-	1	-	5	1	1	2	1	1	-	4	1
	*	*	*	-	*	-	*	*	*	*	*	*	-	*	*
Mis-delivered mail	**2**	1	1	-	-	-	2	-	1	-	-	-	-	1	-
	*	*	*	-	-	-	*	-	*	-	-	-	-	*	-
Mail that has been tampered with	**8**	1	5	-	2	-	6	2	4	4	-	1	-	7	1
	*	*	*	-	*	-	*	*	*	*	-	*	-	*	*
Other problems	**5**	1	-	*	2	-	1	2	*	3	-	*	-	3	*
	*	*	-	*	*bf	-	*	*bf	*	*	-	*	-	*	*
No - there have been no problems	**264**	107	101	25	25	7	207	32	106	99	31	23	5	206	28
	5%	*6%*	*5%*	*4%*	*6%*	*5%*	*5%*	*6%*	*5%*	*5%*	*4%*	**8%l**	*5%*	*5%*	*7%*
NET Any problem experienced	**23**	8	8	2	3	-	17	3	6	11	1	2	-	17	2
	*	*	*	*	*1%*	-	*	*1%*	*	*1%*	*	*1%*	-	*	*
Not aware of Interlink	**3559**	1240	1435	503	262	93	2675	356	1349	1433	507	172	68	2783	240
	69%	*66%*	**71%a**	**73%a**	*68%*	*68%*	*69%*	*68%*	*69%*	*70%*	*71%*	*63%*	*67%*	*69%*	*64%*
Aware but not used Interlink	**1309**	529	479	163	96	36	1008	132	505	516	176	80	29	1022	109
	25%	**28%b**	*24%*	*24%*	*25%*	*26%*	*26%*	*25%*	*26%*	*25%*	*25%*	*29%*	*29%*	*25%*	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**6**	1	5	-	2	3	1	4	2	-	-	6	-
	*	*	*	-	*	*	*	*	3%gk	-	-	*	-
Damaged mail	**10**	2	8	-	8	1	2	9	-	-	-	9	2
	*	*1%*	*	-	1%e	*	1%e	*	-	-	-	*	*7%*
Delayed mail	**6**	-	6	-	4	2	-	6	-	-	-	6	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Mis-delivered mail	**2**	-	2	-	1	1	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Mail that has been tampered with	**8**	2	6	-	6	3	-	7	2	-	-	8	-
	*	*1%*	*	-	*	*	-	*	3%gk	-	-	*	-
Other problems	**5**	2	3	-	2	1	2	3	-	-	-	3	2
	*	1%b	*	-	*	*	1%e	*	-	-	-	*	*7%*
No - there have been no problems	**264**	15	246	3	77	168	19	261	*	1	-	262	2
	5%	*6%*	*5%*	*4%*	*5%*	*5%*	*6%*	*5%*	*	*4%*	-	*5%*	*7%*
NET Any problem experienced	**23**	3	20	-	13	7	2	19	2	-	-	21	2
	*	*1%*	*	-	1%e	*	*1%*	*	3%gk	-	-	*	*7%*
Not aware of Interlink	**3559**	174	3307	78	963	2362	235	3455	54	30	1	3539	19
	69%	*67%*	*69%*	85%ab	*67%*	*70%*	76%d	*69%*	96%gk	*83%*	*40%*	*69%*	*86%*
Aware but not used Interlink	**1309**	68	1231	10	393	865	52	1302	*	5	2	1307	-
	25%	26%c	26%c	*11%*	27%f	25%f	*17%*	26%h	*	*13%*	*60%*	26%h	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_7. In the last 12 months, have you experienced any problems with services from these providers?
Interlink

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**6**	-	4	1	1	-	-	-	1	1	2	-	-	1	-	-	1
	*	-	*	*	*	-	-	-	*	*	*	-	-	*	-	-	*
Damaged mail	**10**	-	4	1	5	-	-	-	1	-	3	-	1	-	-	2	3
	*	-	*	*	*	-	-	-	*	-	*1%*	-	*	-	-	*	*1%*
Delayed mail	**6**	-	5	1	-	-	-	-	1	2	1	-	1	-	-	-	-
	*	-	*	*	-	-	-	-	*	*1%*	*	-	*	-	-	-	-
Mis-delivered mail	**2**	-	1	1	-	-	-	-	1	-	-	-	-	1	-	-	-
	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	-
Mail that has been tampered with	**8**	-	6	-	2	-	-	-	1	-	5	-	-	-	-	-	2
	*	-	*a	-	*	-	-	-	*	-	*1%*	-	-	-	-	-	*1%*
Other problems	**5**	-	3	*	2	-	-	-	-	-	3	*	-	-	-	2	-
	*	-	*	*	*	-	-	-	-	-	*1%*	*	-	-	-	*	-
No - there have been no problems	**264**	71	67	75	52	16	26	29	20	12	35	19	30	25	25	17	10
	5%	*6%*	*5%*	*6%*	*4%*	*4%*	**6%p**	**7%ip**	*5%*	*3%*	**8%eip**	*5%*	**7%ip**	**6%p**	**6%p**	*4%*	*2%*
NET Any problem experienced	**23**	-	10	5	8	-	-	-	1	3	6	*	2	2	-	2	6
	*	-	**1%a**	*	**1%a**	-	-	-	*	*1%*	*1%*	*	*1%*	*	-	*	*1%*
Not aware of Interlink	**3559**	866	878	899	917	289	316	261	297	276	304	297	305	297	284	289	344
	69%	*68%*	*68%*	*70%*	*71%*	*68%*	*70%*	*64%*	*70%*	*68%*	*66%*	*71%*	*70%*	*69%*	*66%*	*70%*	**77%egijn**
Aware but not used Interlink	**1309**	347	340	306	316	120	109	118	108	112	120	104	98	104	121	108	87
	25%	*27%*	*26%*	*24%*	*24%*	**28%p**	*24%*	**29%p**	*25%*	**28%p**	*26%*	*25%*	*23%*	*24%*	**28%p**	*26%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	**35**	-	35	16	19	17	3	4	5	1	4	2	20	8	7	6	30	5	41
	1%	-	*1%*	*1%*	*1%*	**3%fghijk**	*	*	*1%*	*	*1%*	*	**1%mn**	*	*	*	*1%*	*1%*	*1%*
Damaged mail	**61**	-	61	28	33	17	12	12	9	4	7	-	29	21	10	7	47	12	76
	1%	-	*1%*	*1%*	*1%*	**2%ik**	**2%ik**	**1%k**	**1%k**	*	*1%*	-	**2%no**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Delayed mail	**106**	-	106	46	61	38	24	17	10	13	3	2	62	27	18	5	79	28	133
	2%	-	*2%*	*2%*	*2%*	**5%ghijk**	**3%ijk**	*2%*	*1%*	*1%*	*	*	**4%mno**	**2%o**	*1%*	*	*2%*	**4%p**	*3%*
Mis-delivered mail	**61**	-	61	27	34	17	13	8	7	10	4	2	30	15	17	6	41	18	68
	1%	-	*1%*	*1%*	*1%*	**2%gjk**	*2%*	*1%*	*1%*	*1%*	*1%*	*	**2%mno**	*1%*	*1%*	*1%*	*1%*	**2%p**	*1%*
Mail that has been tampered with	**25**	-	25	12	13	6	4	7	*	4	3	*	10	8	8	3	17	5	24
	*	-	*	*	*1%*	*1%*	*1%*	*1%*	*	*	*	*	*1%*	*	*	*	*	*1%*	*
Other problems	**36**	-	36	13	22	5	6	7	4	8	2	4	11	10	15	6	29	5	42
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	**2298**	-	2298	1119	1176	231	317	463	368	442	283	190	548	831	915	473	1935	330	2417
	45%	-	*45%*	*45%*	*45%*	*34%*	**45%ek**	**49%ek**	**50%ek**	**49%ek**	**45%ek**	*36%*	*39%*	**49%lno**	**44%l**	*41%*	*45%*	*43%*	*47%*
NET Any problem experienced	**237**	-	237	102	134	65	43	43	30	29	19	8	108	73	56	27	171	58	282
	5%	-	*5%*	*4%*	*5%*	**9%ghijk**	**6%ijk**	**5%k**	**4%k**	*3%*	*3%*	*2%*	**8%mno**	**4%no**	*3%*	*2%*	*4%*	**8%p**	*5%*
Not aware of DPD	**1299**	-	1299	686	610	284	236	243	153	164	98	120	520	396	381	217	1038	242	1220
	25%	-	*25%*	**27%d**	*23%*	**41%fghijk**	**33%ghijk**	**26%ij**	*21%*	*18%*	*15%*	**23%j**	**37%mno**	**24%no**	*18%*	*19%*	*24%*	**31%p**	*24%*
Aware but not used DPD	**1349**	-	1349	611	735	109	123	205	187	278	237	208	232	392	723	445	1179	150	1274
	26%	-	*26%*	*24%*	**28%c**	*16%*	*17%*	**22%e**	**25%ef**	**31%efg**	**37%efghi**	**40%efghi**	*17%*	**23%l**	**35%lm**	**38%lm**	**27%q**	*19%*	*25%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	35	16	9	3	8	25	11	23	10	6	11	7	5	6	29	6	29
	1%	1%c	*	*	1%	1%	*	1%	*	1%	2%kl	*	*	1%	1%	1%	1%
Damaged mail	61	22	12	8	19	34	27	41	19	10	7	18	15	7	47	10	47
	1%	2%b	1%	1%	2%b	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%
Delayed mail	106	35	22	24	26	56	50	67	36	18	16	21	31	15	83	18	87
	2%	3%b	1%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	3%	2%
Mis-delivered mail	61	23	11	19	8	34	27	39	21	12	4	16	16	13	49	12	49
	1%	2%bd	1%	2%b	1%	1%	1%	1%	1%	2%j	1%	1%	1%	2%	1%	2%	1%
Mail that has been tampered with	25	4	7	7	7	11	14	16	7	5	4	4	8	5	20	5	20
	*	*	*	1%	1%	*	1%	1%	*	1%	1%	*	1%	1%	*	1%	*
Other problems	36	8	14	7	7	22	14	23	11	6	4	8	13	4	30	6	30
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No - there have been no problems	2298	548	799	455	495	1348	950	1452	831	188	256	625	576	425	1882	192	1937
	45%	46%	46%	43%	43%	46%	43%	47%h	41%	31%	37%	46%ij	46%ij	56%ijkln	46%ij	31%	46%o
NET Any problem experienced	237	80	62	45	51	142	95	157	75	33	30	57	69	38	194	33	198
	5%	7%bc	4%	4%	4%	5%	4%	5%	4%	5%	4%	4%	5%	5%	5%	5%	5%
Not aware of DPD	1299	322	413	284	280	735	563	821	453	168	211	323	333	150	1018	171	1042
	25%	27%	24%	27%	24%	25%	25%	27%h	23%	28%m	30%kmn	24%	26%m	20%	25%m	28%	25%
Aware but not used DPD	1349	242	493	291	323	735	614	674	662	216	206	373	284	150	1014	219	1026
	26%	20%	28%a	27%a	28%a	25%	28%	22%	33%g	36%jklmn	29%lmn	27%lm	23%	20%	25%m	36%p	25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	35	22	13	2	22	10	2	2	1	3	1	2	3	-	5	2	6	3	7
	1%	1%	2%a	1%	1%	2%df	1%	1%	*	*	*	1%	1%	-	1%	*	1%	4%hijklmno	2%jmo
Damaged mail	61	51	11	5	49	7	3	2	1	5	3	6	8	2	8	6	10	2	5
	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	2%	*	1%	1%	2%	2%	1%
Delayed mail	106	88	18	5	76	17	8	6	1	9	7	6	10	5	21	11	6	3	14
	2%	2%	2%	2%	2%	4%d	3%	4%d	1%	2%	2%	2%	2%	1%	3%	2%	1%	4%hm	4%hmp
Mis-delivered mail	61	53	8	3	54	4	2	2	1	7	2	8	6	1	12	11	4	*	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%m	1%	*	2%	2%	1%	1%	1%
Mail that has been tampered with	25	16	9	1	24	*	*	1	-	2	2	3	1	2	4	7	3	-	*
	*	*	1%a	1%	1%	*	*	1%	-	*	*	1%	*	*	1%	1%	1%	-	*
Other problems	36	30	6	3	30	3	2	1	1	3	4	4	2	-	7	2	6	1	2
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	*	-	1%	*	1%m	1%m	1%
No - there have been no problems	2298	1937	360	132	1899	202	132	65	95	234	164	175	205	218	271	326	211	22	181
	45%	44%	49%a	54%a	44%	46%	53%dg	45%	46%q	42%q	39%	47%q	45%q	46%q	40%q	46%q	48%jq	28%	50%jnq
NET Any problem experienced	237	192	45	15	187	29	13	8	5	21	18	17	22	7	40	31	25	6	23
	5%	4%	6%	6%	4%	6%d	5%	6%	2%	4%	4%	5%m	5%m	2%	6%m	4%m	6%m	8%hm	6%hm
Not aware of DPD	1299	1152	147	48	1103	102	53	41	48	139	114	88	122	94	245	168	85	31	71
	25%	26%bc	20%	20%	26%	23%	21%	28%f	23%	25%	27%mpr	24%	27%mpr	20%	36%hijklmopr	24%	19%	40%hijklmopr	19%
Aware but not used DPD	1349	1161	188	53	1149	111	56	34	61	170	129	95	104	163	121	184	121	19	92
	26%	26%	26%	22%	27%	25%	22%	23%	30%n	30%n	31%n	26%n	23%	34%klnor	18%	26%n	27%n	25%	25%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	35	6	11	5	3	9	17	12	11	16	2	3	2	27	5
	1%	*	1%	1%	1%	7%abcdf	*	2%abf	1%	1%	*	1%	2%	1%	1%
Damaged mail	61	22	23	3	10	1	45	11	24	26	7	2	*	50	2
	1%	1%	1%	*	3%cf	1%	1%	2%c	1%	1%	1%	1%	*	1%	1%
Delayed mail	106	37	38	10	11	9	75	20	43	46	13	2	*	89	3
	2%	2%	2%	1%	3%	7%abcf	2%	4%bcf	2%	2%	2%	1%	*	2%	1%
Mis-delivered mail	61	24	28	3	7	-	52	7	36	15	6	4	-	51	4
	1%	1%	1%	*	2%	-	1%	1%	2%l	1%	1%	2%	-	1%	1%
Mail that has been tampered with	25	4	17	*	2	-	21	2	7	9	5	1	-	17	1
	*	*	1%a	*	1%	-	1%	*	*	*	1%	*	-	*	*
Other problems	36	11	12	6	3	2	23	5	11	13	5	4	1	23	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No - there have been no problems	2298	826	915	286	201	59	1741	259	913	901	319	125	30	1814	154
	45%	44%	45%	41%	52%acf	43%	45%	50%c	47%kl	44%kl	45%kl	45%kl	29%	45%kl	41%
NET Any problem experienced	237	83	96	20	24	12	179	36	105	90	26	11	3	195	14
	5%	4%	5%	3%	6%c	9%c	5%	7%c	5%	4%	4%	4%	3%	5%	4%
Not aware of DPD	1299	418	515	232	86	32	933	118	434	563	190	65	33	996	98
	25%	22%	25%	34%abdfg	22%	24%	24%	23%	22%	27%h	27%	24%	32%	25%	26%
Aware but not used DPD	1349	571	509	155	76	34	1080	109	526	520	182	76	36	1046	112
	26%	30%bcdg	25%	22%	20%	25%	28%cdg	21%	27%	25%	26%	28%	36%	26%	30%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**35**	7	29	-	14	18	4	33	1	-	-	34	2
	1%	***3%b***	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	*7%*
Damaged mail	**61**	6	55	-	30	26	5	55	2	2	-	59	2
	1%	*2%*	*1%*	-	***2%e***	*1%*	*2%*	*1%*	*4%*	*6%*	-	*1%*	*7%*
Delayed mail	**106**	12	92	2	40	59	7	101	1	3	-	105	2
	2%	***5%b***	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*7%*	-	*2%*	*8%*
Mis-delivered mail	**61**	8	52	1	31	27	3	59	2	*	-	61	-
	1%	***3%b***	*1%*	*1%*	***2%e***	*1%*	*1%*	*1%*	*4%*	*1%*	-	*1%*	-
Mail that has been tampered with	**25**	3	22	-	13	9	3	23	-	*	-	23	2
	*	*1%*	*	-	***1%e***	*	*1%*	*	-	*	-	*	*7%*
Other problems	**36**	2	33	-	15	19	2	34	-	*	-	34	2
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	*7%*
No - there have been no problems	**2298**	110	2156	32	625	1559	114	2288	1	8	*	2297	*
	45%	*42%*	*45%*	*35%*	*43%*	***46%f***	*37%*	***46%h***	*2%*	*23%*	*3%*	***45%h***	*1%*
NET Any problem experienced	**237**	19	215	3	97	125	15	228	4	3	-	235	2
	5%	*7%*	*4%*	*4%*	***7%e***	*4%*	*5%*	*5%*	*8%*	*9%*	-	*5%*	*8%*
Not aware of DPD	**1299**	78	1185	36	365	816	117	1210	46	21	2	1276	20
	25%	*30%*	*25%*	***39%b***	*25%*	*24%*	***38%de***	*24%*	***81%gk***	*57%*	*64%*	*25%*	*91%*
Aware but not used DPD	**1349**	55	1271	23	367	918	64	1339	5	4	1	1348	-
	26%	*21%*	*27%*	*25%*	*25%*	*27%*	*21%*	***27%h***	*9%*	*11%*	*33%*	***26%h***	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_8. In the last 12 months, have you experienced any problems with services from these providers?
DPD

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	35	8	12	7	8	8	*	*	2	7	3	3	3	1	4	3	*
	1%	1%	1%	1%	1%	2%fgp	*	*	1%	2%fgp	1%	1%	1%	*	1%	1%	*
Damaged mail	61	15	19	8	19	3	3	9	8	4	7	1	2	5	12	4	3
	1%	1%	1%	1%	1%	1%	1%	2%k	2%	1%	2%	*	1%	1%	3%k	1%	1%
Delayed mail	106	34	24	27	21	16	10	8	7	14	4	11	12	5	11	7	3
	2%	3%	2%	2%	2%	4%jp	2%	2%	2%	3%jp	1%	3%	3%	1%	3%	2%	1%
Mis-delivered mail	61	17	11	21	12	2	7	8	3	5	4	6	9	6	8	3	1
	1%	1%	1%	2%	1%	*	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%	*
Mail that has been tampered with	25	6	6	6	7	2	3	1	5	-	1	3	1	1	1	3	2
	*	*	*	*	1%	1%	1%	*	1%	-	*	1%	*	*	*	1%	*
Other problems	36	4	15	5	11	1	2	2	*	4	10	1	3	1	1	4	7
	1%	*	1%	*	1%	*	1%	*	*	1%	2%ehn	*	1%	*	*	1%	2%
No - there have been no problems	2298	568	616	568	546	185	207	175	232	186	197	196	202	170	198	187	162
	45%	44%	48%d	44%	42%	44%	46%p	43%	55%efgjmop	46%p	43%	47%p	47%p	40%	46%p	45%	36%
NET Any problem experienced	237	59	69	52	57	23	17	19	16	28	25	18	22	13	29	13	15
	5%	5%	5%	4%	4%	5%	4%	5%	4%	7%mo	5%	4%	5%	3%	7%	3%	3%
Not aware of DPD	1299	325	290	345	338	104	110	111	94	87	109	108	107	131	98	104	137
	25%	25%	23%	27%b	26%	25%	24%	27%	22%	22%	24%	26%	25%	31%hl	23%	25%	31%hlm
Aware but not used DPD	1349	342	338	319	350	117	120	105	89	106	142	99	104	115	105	112	132
	26%	27%	26%	25%	27%	28%	27%	26%	21%	26%	31%h	24%	24%	27%	24%	27%	30%h

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	26	-	26	15	11	6	1	6	2	7	2	2	8	9	10	4	21	5	28
	1%	-	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*
Damaged mail	50	-	50	28	20	7	2	14	8	11	6	2	9	21	20	8	39	11	52
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Delayed mail	86	-	86	34	50	14	9	11	8	26	16	3	23	18	45	19	78	5	101
	2%	-	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	**3%ghk**	**3%k**	*1%*	*2%*	*1%*	**2%m**	*2%*	*2%*	*1%*	*2%*
Mis-delivered mail	21	-	21	14	8	4	1	2	3	6	4	2	5	5	11	6	21	*	27
	*	-	*	*1%*	*	*1%*	*	*	*	*1%*	*1%*	*	*	*	*1%*	*	*	*	*1%*
Mail that has been tampered with	19	-	19	10	10	10	5	2	1	2	-	-	15	2	2	-	14	5	17
	*	-	*	*	*	**1%ghijk**	*1%*	*	*	*	-	-	**1%mno**	*	*	-	*	*1%*	*
Other problems	27	-	27	13	12	6	1	10	1	3	3	3	7	11	9	6	19	8	24
	1%	-	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*
No - there have been no problems	2125	-	2125	1070	1055	135	201	374	369	489	318	236	336	743	1043	554	1812	280	2294
	41%	-	*41%*	*43%*	*40%*	*20%*	**28%e**	**39%ef**	**50%efg**	**54%efgk**	**50%efg**	**45%ef**	*24%*	**44%l**	**51%lm**	**48%l**	**42%q**	*36%*	*45%*
NET Any problem experienced	171	-	171	75	95	32	15	36	18	39	23	9	47	54	70	32	139	29	189
	3%	-	*3%*	*3%*	*4%*	**5%fk**	*2%*	*4%*	*2%*	**4%k**	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*4%*
Not aware of Parcelforce	1088	-	1088	553	531	363	281	222	100	68	30	22	644	322	121	52	787	282	1016
	21%	-	*21%*	*22%*	*20%*	**53%fghijk**	**40%ghijk**	**23%hijk**	**14%ijk**	**8%k**	*5%*	*4%*	**46%mno**	**19%no**	*6%*	*5%*	*18%*	**37%p**	*20%*
Aware but not used Parcelforce	1791	-	1791	819	969	162	224	321	249	312	267	256	385	570	835	522	1583	187	1689
	35%	-	*35%*	*33%*	**37%c**	*24%*	**31%e**	**34%e**	**34%e**	**35%e**	**42%efghi**	**49%efghi**	*28%*	**34%l**	**40%lm**	**45%lm**	**37%q**	*24%*	*33%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	26	12	5	3	6	17	9	17	10	2	1	5	12	7	25	2	25
	1%	1%b	*	*	1%	1%	*	1%	*	*	*	*	1%	1%	1%	*	1%
Damaged mail	50	11	15	11	13	26	24	35	14	3	7	19	11	4	41	3	41
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	86	18	29	16	23	47	39	63	21	9	12	25	29	8	73	9	74
	2%	2%	2%	1%	2%	2%	2%	2%h	1%	2%	2%	2%	2%	1%	2%	2%	2%
Mis-delivered mail	21	3	4	7	7	7	14	11	9	7	1	6	3	4	14	7	14
	*	*	*	1%	1%	*	1%	*	*	1%n	*	*	*	1%	*	1%p	*
Mail that has been tampered with	19	4	*	12	3	4	16	17	2	4	2	4	5	5	15	4	15
	*	*	*	1%b	*	*	1%e	1%h	*	1%	*	*	*	1%	*	1%	*
Other problems	27	9	6	6	6	15	12	21	6	*	4	3	12	4	23	*	23
	1%	1%	*	1%	1%	1%	1%	1%	*	*	1%	*	1%	*	1%	*	1%
No - there have been no problems	2125	561	736	388	440	1297	828	1247	857	196	252	567	548	396	1763	199	1809
	41%	47%bcd	42%c	36%	38%	44%f	37%	40%	43%	33%	36%	41%i	43%ij	52%ijkln	43%ij	33%	43%o
NET Any problem experienced	171	44	50	33	44	94	77	118	49	24	25	47	48	19	139	24	139
	3%	4%	3%	3%	4%	3%	3%	4%h	2%	4%	4%	3%	4%	2%	3%	4%	3%
Not aware of Parcelforce	1088	254	333	258	243	586	501	767	299	130	161	266	288	127	843	134	860
	21%	21%	19%	24%b	21%	20%	23%	25%h	15%	22%	23%m	19%	23%m	17%	21%	22%	21%
Aware but not used Parcelforce	1791	331	640	396	425	971	821	962	819	252	267	495	379	219	1359	255	1393
	35%	28%	37%a	37%a	37%a	33%	37%e	31%	41%g	42%klmn	38%lm	36%lm	30%	29%	33%	42%p	33%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	26	21	5	2	23	1	1	1	-	2	4	1	2	-	7	4	3	*	1
	1%	*	1%	1%	1%	*	1%	1%	-	*	1%	*	*	-	1%	1%	1%	*	*
Damaged mail	50	43	7	6	40	6	2	2	1	9	7	6	2	3	5	4	4	-	6
	1%	1%	1%	3%a	1%	1%	1%	1%	*	2%	2%	2%	*	1%	1%	1%	1%	-	2%
Delayed mail	86	70	16	11	68	10	5	4	2	8	6	5	10	8	12	12	5	4	6
	2%	2%	2%	4%a	2%	2%	2%	2%	1%	1%	1%	1%	2%	2%	2%	2%	1%	5%hijkp	2%
Mis-delivered mail	21	14	7	6	17	2	1	1	1	-	2	1	3	3	2	2	3	1	1
	*	*	1%	2%a	*	*	*	1%	*	-	*	*	1%	1%	*	*	1%	1%i	*
Mail that has been tampered with	19	13	6	3	19	*	*	-	1	2	2	1	4	3	5	2	-	-	*
	*	*	1%	1%	*	*	*	-	*	*	*	*	1%	1%	1%	*	-	-	*
Other problems	27	22	5	3	26	1	*	*	1	6	3	1	2	3	5	2	3	*	1
	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	*	1%	1%	1%	*	1%	*	*
No - there have been no problems	2125	1760	365	125	1730	211	116	69	96	195	173	141	152	208	227	317	222	33	178
	41%	40%	50%a	52%a	40%	48%d	46%d	47%d	46%iln	35%	41%	38%	34%	44%iln	33%	45%iln	50%ijkln	42%	49%ijkln
NET Any problem experienced	171	142	29	15	140	16	9	6	4	27	14	9	19	9	25	19	13	4	12
	3%	3%	4%	6%a	3%	4%	4%	4%	2%	5%	3%	2%	4%	2%	4%	3%	3%	5%	3%
Not aware of Parcelforce	1088	982	105	36	939	71	45	33	39	130	77	80	125	81	240	109	58	17	54
	21%	22%bc	14%	15%	22%e	16%	18%	23%e	19%	23%opr	18%	22%pr	28%hjmopr	17%	35%hijklmopqr	16%	13%	22%p	15%
Aware but not used Parcelforce	1791	1552	239	67	1525	145	82	39	73	212	160	143	156	179	187	263	152	24	122
	35%	35%c	33%	27%	35%g	33%	33%	27%	35%	38%n	38%n	38%n	35%	38%n	28%	37%n	34%	31%	34%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	26	10	8	2	3	3	18	7	9	11	1	2	3	21	5
	1%	*1%*	*	*	*1%*	**3%abcf**	*	**1%b**	*	*1%*	*	*1%*	**3%hijm**	*1%*	**1%j**
Damaged mail	50	14	17	5	12	3	31	14	21	16	3	8	2	37	10
	1%	*1%*	*1%*	*1%*	**3%abcf**	*2%*	*1%*	**3%abcf**	*1%*	*1%*	*	**3%hijm**	*2%*	*1%*	**3%hijm**
Delayed mail	86	30	37	12	7	1	66	8	31	43	6	6	*	73	6
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*	*2%*	*2%*
Mis-delivered mail	21	5	10	2	5	-	14	5	10	6	1	4	-	16	4
	*	*	*	*	**1%a**	-	*	*1%*	*1%*	*	*	**2%ijm**	-	*	*1%*
Mail that has been tampered with	19	3	9	2	5	*	12	5	4	9	2	3	2	12	5
	*	*	*	*	**1%af**	*	*	**1%a**	*	*	*	*1%*	**2%hijm**	*	**1%hm**
Other problems	27	7	5	6	7	1	13	8	9	11	4	3	-	19	3
	1%	*	*	*1%*	**2%abf**	*1%*	*	**2%abf**	*	*1%*	*1%*	*1%*	-	*	*1%*
No - there have been no problems	2125	885	832	221	131	44	1717	175	887	881	241	87	22	1768	109
	41%	**47%bcdeg**	**41%cdg**	*32%*	*34%*	*32%*	**44%cdeg**	*33%*	**45%jkln**	**43%jkln**	*34%*	*32%*	*22%*	**44%jkln**	*29%*
NET Any problem experienced	171	53	72	18	23	6	125	28	62	77	14	10	6	140	17
	3%	*3%*	*4%*	*3%*	**6%acf**	*4%*	*3%*	**5%acf**	*3%*	*4%*	*2%*	*4%*	*6%*	*3%*	*4%*
Not aware of Parcelforce	1088	251	458	235	96	35	709	130	340	447	187	76	26	787	102
	21%	*13%*	**23%af**	**34%abdfg**	**25%af**	**25%a**	**18%a**	**25%af**	*17%*	**22%h**	**26%hm**	**28%hm**	*25%*	*20%*	**27%hm**
Aware but not used Parcelforce	1791	699	676	220	137	52	1376	189	682	666	275	106	47	1348	154
	35%	**37%c**	*33%*	*32%*	*35%*	*38%*	*35%*	*36%*	*35%*	*32%*	**39%lm**	*39%*	**47%lm**	*34%*	**41%lm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	26	2	25	-	9	16	2	26	-	1	-	26	-
	1%	1%	1%	-	1%	*	1%	1%	-	2%	-	1%	-
Damaged mail	50	3	47	-	16	32	2	48	1	1	-	50	-
	1%	1%	1%	-	1%	1%	1%	1%	2%	3%	-	1%	-
Delayed mail	86	9	75	3	31	51	4	84	2	-	-	86	*
	2%	3%	2%	3%	2%	2%	1%	2%	3%	-	-	2%	1%
Mis-delivered mail	21	4	18	-	10	10	1	21	-	*	-	21	-
	*	1%b	*	-	1%	*	*	*	-	1%	-	*	-
Mail that has been tampered with	19	1	18	-	11	9	-	17	3	-	-	19	-
	*	1%	*	-	1%	*	-	*	4%gk	-	-	*	-
Other problems	27	2	25	-	8	18	-	27	-	-	-	27	-
	1%	1%	1%	-	1%	1%	-	1%	-	-	-	1%	-
No - there have been no problems	2125	102	1995	28	630	1398	97	2112	4	8	*	2125	*
	41%	39%	42%	31%	44%f	41%f	32%	42%h	8%	22%	7%	41%h	1%
NET Any problem experienced	171	19	149	3	69	96	6	163	5	2	-	171	*
	3%	7%b	3%	3%	5%e	3%	2%	3%	9%	7%	-	3%	1%
Not aware of Parcelforce	1088	73	970	45	275	686	126	1009	44	10	3	1063	21
	21%	28%b	20%	48%ab	19%	20%	41%de	20%	78%gk	27%	93%	21%	95%
Aware but not used Parcelforce	1791	66	1708	17	474	1238	80	1769	5	16	*	1791	1
	35%	25%	36%ac	18%	33%	36%f	26%	35%h	10%	44%	4%	35%h	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_9. In the last 12 months, have you experienced any problems with services from these providers?
Parcelforce

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	26	4	9	8	6	1	*	2	3	2	4	*	2	6	1	3	2
	1%	*	1%	1%	1%	*	*	1%	1%	*	1%	*	*	1%	*	1%	1%
Damaged mail	50	4	16	13	18	-	1	3	5	6	5	*	6	7	6	7	4
	1%	*	1%a	1%	1%a	-	*	1%	1%	1%e	1%	*	1%	2%e	1%	2%ek	1%
Delayed mail	86	13	15	31	27	5	3	5	2	6	7	14	3	14	11	8	9
	2%	1%	1%	2%a	2%	1%	1%	1%	*	1%	1%	3%fhl	1%	3%fhl	3%	2%	2%
Mis-delivered mail	21	6	9	4	2	1	1	4	3	3	3	1	*	3	*	2	*
	*	1%	1%	*	*	*	*	1%	1%	1%	1%	*	*	1%	*	*	*
Mail that has been tampered with	19	3	5	8	3	-	-	3	2	1	2	3	*	5	2	2	-
	*	*	*	1%	*	-	-	1%	*	*	*	1%	*	1%	*	*	-
Other problems	27	4	6	9	8	*	*	4	2	3	1	*	6	3	*	8	-
	1%	*	*	1%	1%	*	*	1%	*	1%	*	*	1%	1%	*	2%efjknp	-
No - there have been no problems	2125	559	504	540	522	181	201	177	159	168	178	171	187	182	202	171	149
	41%	44%	39%	42%	40%	43%p	45%p	43%p	37%	42%	39%	41%	43%p	43%p	47%hp	41%	33%
NET Any problem experienced	171	22	43	54	51	7	5	11	8	18	18	18	12	24	18	18	16
	3%	2%	3%a	4%a	4%a	2%	1%	3%	2%	4%f	4%f	4%f	3%	6%efh	4%f	4%f	4%
Not aware of Parcelforce	1088	229	274	282	302	82	74	73	97	82	95	91	86	106	74	89	139
	21%	18%	21%	22%a	23%a	19%	16%	18%	23%	20%	21%	22%	20%	25%fn	17%	21%	31%efghijklnc
Aware but not used Parcelforce	1791	483	483	409	417	158	175	150	168	138	177	142	151	116	137	138	142
	35%	38%cd	37%cd	32%	32%	37%m	39%m	37%m	39%m	34%	39%m	34%	35%	27%	32%	33%	32%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	9	-	9	3	6	4	3	3	-	-	-	-	7	3	-	-	5	4	7
	*	-	*	*	*	1%	*	*	-	-	-	-	*n	*	-	-	*	1%	*
Damaged mail	8	-	8	4	5	2	2	3	1	*	-	-	4	4	*	-	7	2	10
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	*	*
Delayed mail	9	-	9	5	4	5	2	-	-	2	-	-	7	-	2	-	8	1	7
	*	-	*	*	*	1%g	*	-	-	*	-	-	*m	-	*	-	*	*	*
Mis-delivered mail	6	-	6	3	2	4	1	-	-	-	-	-	6	-	-	-	5	1	4
	*	-	*	*	*	1%	*	-	-	-	-	-	*mn	-	-	-	*	*	*
Mail that has been tampered with	3	-	3	-	3	2	1	-	-	-	-	-	3	-	-	-	1	2	3
	*	-	*	-	*	*	*	-	-	-	-	-	*	-	-	-	*	*	*
Other problems	13	-	13	6	7	6	3	2	-	1	-	*	9	2	2	*	6	7	11
	*	-	*	*	*	1%	*	*	-	*	-	*	1%no	*	*	*	*	1%p	*
No - there have been no problems	538	-	538	310	228	27	44	133	119	116	50	49	71	252	214	99	421	103	525
	10%	-	10%	12%d	9%	4%	6%	14%efjk	16%efjk	13%efj	8%e	9%e	5%	15%lno	10%l	9%l	10%	13%p	10%
NET Any problem experienced	28	-	28	11	17	9	7	8	1	3	-	*	16	9	3	*	17	10	26
	1%	-	1%	*	1%	1%hjk	1%	1%	*	*	-	*	1%no	1%	*	*	*	1%p	1%
Not aware of TNT Express	2349	-	2349	1029	1313	528	492	435	246	279	184	182	1020	680	645	365	1908	409	2373
	46%	-	46%	41%	50%c	77%fghijk	69%ghijk	46%hijk	34%	31%	29%	35%	73%mno	40%no	31%	32%	44%	53%p	46%
Aware but not used TNT Express	2247	-	2247	1163	1083	123	175	377	369	507	402	292	297	746	1201	694	1961	256	2238
	44%	-	44%	46%d	41%	18%	25%e	40%ef	50%efg	56%efg	63%efghik	56%efg	21%	44%l	58%lm	60%lm	46%q	33%	43%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	9	4	2	2	1	6	4	9	-	2	1	-	-	4	5	2	5
	*	*	*	*	*	*	*	*h	-	*	*	-	-	1%k	*	*	*
Damaged mail	8	2	5	1	-	7	1	8	*	2	*	2	3	2	7	2	7
	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
Delayed mail	9	2	2	2	4	3	6	8	1	3	-	1	2	2	6	3	6
	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*
Mis-delivered mail	6	2	2	2	-	3	2	6	-	3	-	-	-	1	1	3	1
	*	*	*	*	-	*	*	*	-	*kn	-	-	-	*	*	*p	*
Mail that has been tampered with	3	-	1	2	-	1	2	3	-	1	-	1	-	1	2	1	2
	*	-	*	*	-	*	*	*	-	*	-	*	-	*	*	*	*
Other problems	13	5	4	1	3	9	4	11	1	5	-	2	4	-	6	5	6
	*	*	*	*	*	*	*	*	*	1%jmn	-	*	*	-	*	1%p	*
No - there have been no problems	538	161	198	90	89	359	179	353	179	36	52	142	157	126	477	36	481
	10%	14%cd	11%d	*8%*	*8%*	12%f	*8%*	11%h	*9%*	*6%*	*7%*	10%l	12%lj	17%ijkln	12%lj	*6%*	12%o
NET Any problem experienced	28	9	11	3	5	20	8	26	1	5	1	5	9	5	21	5	21
	1%	*1%*	*1%*	*	*	*1%*	*	1%h	*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*
Not aware of TNT Express	2349	517	779	512	542	1295	1054	1463	852	282	331	605	573	300	1808	288	1862
	46%	*44%*	*45%*	*48%*	*47%*	*44%*	48%e	48%h	*42%*	47%m	47%m	*44%*	*45%*	*40%*	*44%*	*47%*	*45%*
Aware but not used TNT Express	2247	504	768	464	510	1272	974	1248	982	278	318	624	524	327	1793	281	1829
	44%	*43%*	*44%*	*43%*	*45%*	*43%*	*44%*	*41%*	49%g	*46%*	*45%*	*46%*	*42%*	*43%*	*44%*	*46%*	*44%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	9	7	2	-	8	1	-	-	1	-	-	1	3	-	1	-	2	-	1
	*	*	*	-	*	*	-	-	*	-	-	*	1%	-	*	-	*	-	*
Damaged mail	8	8	*	*	5	2	2	-	1	-	-	1	2	-	-	-	2	*	1
	*	*	*	*	*	*	1%d	-	*	-	-	*	*	-	-	-	*	1%no	*
Delayed mail	9	9	-	-	8	1	-	-	1	-	1	1	2	-	-	2	-	-	1
	*	*	-	-	*	*	-	-	1%n	-	*	*	*	-	-	*	-	-	*
Mis-delivered mail	6	6	-	-	5	1	-	-	-	-	-	1	3	-	-	-	-	-	1
	*	*	-	-	*	*	-	-	-	-	-	*	1%	-	-	-	-	-	*
Mail that has been tampered with	3	3	-	-	2	1	-	-	1	-	-	1	-	-	-	-	-	-	1
	*	*	-	-	*	*	-	-	*	-	-	*	-	-	-	-	-	-	*
Other problems	13	12	*	*	11	1	-	*	1	4	1	-	3	*	1	-	-	*	1
	*	*	*	*	*	*	-	*	1%	1%	*	-	1%	*	*	-	-	*	*
No - there have been no problems	538	458	80	33	454	42	33	9	24	52	33	35	54	58	67	93	37	8	34
	10%	10%	11%	13%	11%g	10%	13%g	6%	12%	9%	8%	9%	12%	12%	10%	13%j	8%	11%	9%
NET Any problem experienced	28	25	2	*	22	4	2	*	3	4	1	1	5	*	1	2	3	1	3
	1%	1%	*	*	1%	1%	1%	*	2%mn	1%	*	*	1%	*	*	*	1%	1%	1%
Not aware of TNT Express	2349	2055	294	107	1974	188	101	86	78	271	178	155	213	183	374	348	175	37	151
	46%	47%b	40%	44%	46%f	43%	40%	59%dqf	38%	48%hmp	42%	42%	47%hm	38%	55%hjklmpr	50%hmpr	40%	48%	42%
Aware but not used TNT Express	2247	1888	359	104	1873	207	115	51	103	237	212	182	182	236	234	261	226	31	176
	44%	43%	49%a	43%	43%g	47%g	46%g	35%	50%lno	42%	50%lno	49%lno	40%	50%lno	35%	37%	51%lno	40%	49%lno

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	9	5	1	-	3	-	6	3	1	3	5	-	-	4	-
	*	*	*	-	1%bf	-	*	1%b	*	*	1%hm	-	-	*	-
Damaged mail	8	4	4	-	-	-	8	-	4	3	1	-	-	7	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Delayed mail	9	5	3	1	-	-	8	-	4	3	1	-	-	8	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
Mis-delivered mail	6	6	-	-	-	-	6	-	3	1	2	-	-	4	-
	*	*	-	-	-	-	*	-	*	*	*	-	-	*	-
Mail that has been tampered with	3	2	1	-	-	-	3	-	2	1	-	-	-	3	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Other problems	13	8	2	1	2	-	10	2	6	2	4	-	-	8	-
	*	*	*	*	*	-	*	*	*	*	1%	-	-	*	-
No - there have been no problems	538	213	225	43	42	9	438	50	232	215	48	36	2	447	38
	10%	11%c	11%c	6%	11%c	6%	11%c	10%	12%jl	10%jl	7%	13%jl	2%	11%jl	10%l
NET Any problem experienced	28	13	10	1	3	-	23	3	10	11	7	-	-	21	-
	1%	1%	*	*	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Not aware of TNT Express	2349	734	958	390	176	68	1692	245	848	963	340	125	52	1811	176
	46%	39%	47%af	56%abdfg	46%	50%a	43%a	47%a	43%	47%	48%	45%	51%	45%	47%
Aware but not used TNT Express	2247	924	836	258	165	59	1760	224	880	875	321	115	48	1755	163
	44%	49%bcf	41%	37%	43%	43%	45%bc	43%	45%	43%	45%	42%	47%	44%	43%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	9	1	8	-	3	6	-	8	2	-	-	9	-
	*	*	*	-	*	*	-	*	3%gk	-	-	*	-
Damaged mail	8	2	7	-	7	2	-	8	-	-	-	8	-
	*	1%	*	-	*e	*	-	*	-	-	-	*	-
Delayed mail	9	4	5	-	7	2	-	9	-	-	-	9	-
	*	2%b	*	-	*e	*	-	*	-	-	-	*	-
Mis-delivered mail	6	2	4	-	3	3	-	4	2	-	-	6	-
	*	1%b	*	-	*	*	-	*	3%gk	-	-	*	-
Mail that has been tampered with	3	-	3	-	2	1	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Other problems	13	2	11	-	3	9	-	11	2	-	-	13	-
	*	1%	*	-	*	*	-	*	3%gk	-	-	*	-
No - there have been no problems	538	24	506	7	148	364	26	535	-	1	-	536	2
	10%	9%	11%	8%	10%	11%	8%	11%h	-	4%	-	10%h	8%
NET Any problem experienced	28	5	23	-	13	15	-	26	2	-	-	28	-
	1%	2%b	*	-	1%	*	-	1%	3%	-	-	1%	-
Not aware of TNT Express	2349	145	2140	64	652	1505	193	2251	49	26	3	2326	20
	46%	56%b	45%	70%b	45%	44%	63%de	45%	87%gk	72%	100%	45%	92%
Aware but not used TNT Express	2247	85	2140	21	638	1519	89	2232	6	9	-	2247	-
	44%	33%	45%ac	23%	44%f	45%f	29%	44%h	10%	25%	-	44%h	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_10. In the last 12 months, have you experienced any problems with services from these providers?
TNT Express

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**9**	1	5	-	2	1	-	-	2	3	-	-	-	-	-	2	1
	*	*	*	-	*	*	-	-	*1%*	*1%*	-	-	-	-	-	*	*
Damaged mail	**8**	1	4	2	2	1	-	-	2	2	1	-	2	*	-	2	-
	*	*	*	*	*	*	-	-	*	*	*	-	*	*	-	*1%*	-
Delayed mail	**9**	-	2	5	2	-	-	-	1	-	1	2	1	1	-	2	-
	*	-	*	*	*	-	-	-	*	-	*	*1%*	*	*	-	*1%*	-
Mis-delivered mail	**6**	-	2	-	3	-	-	-	2	-	-	-	-	-	-	3	-
	*	-	*	-	*	-	-	-	*1%*	-	-	-	-	-	-	*1%*	-
Mail that has been tampered with	**3**	-	3	-	-	-	-	-	2	-	1	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	*1%*	-	*	-	-	-	-	-	-
Other problems	**13**	2	3	1	6	*	2	-	1	1	1	*	*	1	-	6	-
	*	*	*	*	*	*	*	-	*	*	*	*	*	*	-	*1%*	-
No - there have been no problems	**538**	137	129	149	122	42	49	47	38	41	50	42	60	47	51	42	29
	10%	*11%*	*10%*	*12%*	*9%*	*10%*	*11%*	**12%p**	*9%*	*10%*	*11%*	*10%*	**14%p**	*11%*	**12%p**	*10%*	*6%*
NET Any problem experienced	**28**	4	9	6	8	2	2	-	3	5	2	3	3	1	-	7	1
	1%	*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	*	*1%*	*1%*	*	-	**2%gn**	*
Not aware of TNT Express	**2349**	542	561	615	632	170	210	162	193	171	197	208	204	202	175	204	253
	46%	*42%*	*44%*	**48%a**	**49%ab**	*40%*	*47%*	*40%*	*45%*	*42%*	*43%*	**50%eg**	*47%*	*47%*	*41%*	**49%eg**	**57%efghijlmn**
Aware but not used TNT Express	**2247**	606	598	514	530	214	193	199	194	190	214	168	168	178	203	162	164
	44%	**47%cd**	**46%cd**	*40%*	*41%*	**50%klmop**	*43%*	**49%klop**	**46%p**	**47%p**	**46%p**	*40%*	*39%*	*42%*	**47%p**	*39%*	*37%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	3	-	3	-	3	1	1	-	-	-	-	-	3	-	-	-	3	-	2
	*	-	*	-	*	*	*	-	-	-	-	-	*	-	-	-	*	-	*
Damaged mail	3	-	3	1	2	-	2	1	-	-	-	-	2	1	-	-	3	-	4
	*	-	*	*	*	-	*	*	-	-	-	-	*	*	-	-	*	-	*
Delayed mail	8	-	8	6	2	3	1	3	-	*	-	-	4	3	*	-	8	-	5
	*	-	*	*	*	*	*	*	-	*	-	-	*	*	*	-	*	-	*
Mis-delivered mail	7	-	7	6	1	4	1	2	-	-	-	-	5	2	-	-	6	1	6
	*	-	*	*	*	1%	*	*	-	-	-	-	*n	*	-	-	*	*	*
Mail that has been tampered with	8	-	8	2	6	1	4	3	-	-	-	-	6	3	-	-	2	6	6
	*	-	*	*	*	*	1%	*	-	-	-	-	*n	*	-	-	*	1%p	*
Other problems	2	-	2	2	-	1	*	-	-	-	-	-	2	-	-	-	*	1	2
	*	-	*	*	-	*	*	-	-	-	-	-	*	-	-	-	*	*p	*
No - there have been no problems	208	-	208	132	74	10	22	50	43	42	21	19	32	93	82	39	154	51	208
	4%	-	4%	5%d	3%	2%	3%	5%e	6%ef	5%e	3%	4%	2%	6%lo	4%l	3%	4%	7%p	4%
NET Any problem experienced	20	-	20	12	8	6	5	8	-	*	-	-	12	8	*	-	14	6	16
	*	-	*	*	*	1%hl	1%	1%	-	*	-	-	1%no	*n	*	-	*	1%	*
Not aware of TNT Post UK	3829	-	3829	1781	2042	581	571	708	523	639	430	373	1152	1230	1442	803	3205	563	3872
	74%	-	74%	71%	78%c	85%ghijk	80%ghijk	75%j	71%	71%	68%	71%	82%mno	73%	70%	69%	75%	73%	75%
Aware but not used TNT Post UK	1095	-	1095	585	510	89	114	187	167	223	183	132	203	354	538	314	930	153	1055
	21%	-	21%	23%d	19%	13%	16%	20%e	23%ef	25%efg	29%efg	25%ef	15%	21%l	26%lm	27%lm	22%	20%	20%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	**3**	-	-	1	1	-	3	1	-	1	-	-	-	1	1	1	1
	*	-	-	*	*	-	*	*	-	*	-	-	-	*	*	*	*
Damaged mail	**3**	2	-	1	*	2	1	3	*	-	-	*	2	1	3	-	3
	*	*	-	*	*	*	*	*	*	-	-	*	*	*	*	-	*
Delayed mail	**8**	6	-	1	*	6	2	8	-	2	*	-	4	1	6	2	6
	*	*b	-	*	*	*	*	*	-	*	*	-	*	*	*	*	*
Mis-delivered mail	**7**	2	1	4	-	4	4	6	1	2	*	1	2	1	6	2	6
	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
Mail that has been tampered with	**8**	3	3	1	-	7	1	7	1	-	-	1	4	3	8	-	8
	*	*	*	*	-	*	*	*	*	-	-	*	*	*	*	-	*
Other problems	**2**	-	1	-	*	1	*	-	2	-	-	2	-	-	2	-	2
	*	-	*	-	*	*	*	-	*	-	-	*	-	-	*	-	*
No - there have been no problems	**208**	66	70	43	29	136	72	137	66	14	18	52	60	54	184	14	186
	4%	**6%d**	*4%*	*4%*	*3%*	*5%*	*3%*	*4%*	*3%*	*2%*	*3%*	*4%*	**5%l**	**7%ijkn**	**5%l**	*2%*	**4%o**
NET Any problem experienced	**20**	11	3	4	2	14	5	17	2	3	1	2	11	3	17	3	17
	*	**1%bd**	*	*	*	*	*	**1%h**	*	*	*	*	**1%k**	*	*	*	*
Not aware of TNT Post UK	**3829**	886	1314	767	863	2200	1629	2308	1477	439	532	1048	907	548	3034	448	3109
	74%	*75%*	*75%*	*72%*	*75%*	*75%*	*74%*	*75%*	*73%*	*73%*	*76%*	**76%l**	*72%*	*73%*	*74%*	*73%*	*74%*
Aware but not used TNT Post UK	**1095**	225	363	255	253	587	508	620	468	145	149	270	281	153	854	145	872
	21%	*19%*	*21%*	**24%a**	*22%*	*20%*	**23%e**	*20%*	**23%g**	*24%*	*21%*	*20%*	*22%*	*20%*	*21%*	*24%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	3	1	1	1	3	-	-	-	-	1	-	1	-	-	-	-	-	-	-
	*	*	*	1%a	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-
Damaged mail	3	3	*	*	2	1	-	*	1	-	-	1	-	-	-	-	-	-	1
	*	*	*	*	*	*	-	*	1%	-	-	*	-	-	-	-	-	-	*
Delayed mail	8	8	-	-	6	-	2	-	-	-	-	1	2	-	3	-	-	-	-
	*	*	-	-	*	-	1%de	-	-	-	-	*	*	-	*	-	-	-	-
Mis-delivered mail	7	5	2	2	7	*	*	-	-	-	-	1	2	-	4	-	-	-	*
	*	*	*	1%a	*	*	*	-	-	-	-	*	*	-	1%	-	-	-	*
Mail that has been tampered with	8	6	2	-	7	1	-	-	1	-	-	1	-	-	3	-	2	-	1
	*	*	*	-	*	*	-	-	*	-	-	*	-	-	1%	-	*	-	*
Other problems	2	1	*	*	1	-	-	*	-	-	-	-	-	-	1	-	-	-	-
	*	*	*	*	*	-	-	*	-	-	-	-	-	-	*	-	-	-	-
No - there have been no problems	208	172	36	14	176	23	8	1	10	17	6	13	20	27	30	35	17	4	19
	4%	4%	5%	6%	4%g	5%g	3%g	1%	5%j	3%	1%	3%	4%j	6%j	4%j	5%j	4%	5%j	5%j
NET Any problem experienced	20	14	6	4	16	1	2	*	2	1	-	1	2	-	8	-	2	-	1
	*	*	1%	2%a	*	*	1%	*	1%mo	*	-	*	*	-	1%o	-	*	-	*
Not aware of TNT Post UK	3829	3283	546	185	3202	313	194	121	151	400	324	275	335	361	517	506	333	58	255
	74%	74%	74%	76%	74%	71%	77%e	83%de	73%	71%	77%	74%	74%	76%	76%	72%	76%	75%	70%
Aware but not used TNT Post UK	1095	949	146	40	922	104	46	23	45	145	93	85	95	87	122	163	88	16	88
	21%	22%	20%	17%	21%g	24%g	18%	16%	22%	26%mn	22%	23%	21%	18%	18%	23%	20%	20%	24%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	**3**	1	-	-	1	-	1	1	1	1	-	-	-	3	-
	*	*	-	-	*b	-	*	*	*	*	-	-	-	*	-
Damaged mail	**3**	3	-	-	*	-	3	*	2	1	-	-	-	3	-
	*	*	-	-	*	-	*	*	*	*	-	-	-	*	-
Delayed mail	**8**	3	4	-	-	-	8	-	6	-	2	-	-	6	-
	*	*	*	-	-	-	*	-	*	-	*	-	-	*	-
Mis-delivered mail	**7**	5	-	2	*	-	5	*	3	4	-	*	-	7	*
	*	*	-	*	*	-	*	*	*	*	-	*	-	*	*
Mail that has been tampered with	**8**	5	-	1	2	-	5	2	4	2	2	-	-	6	-
	*	*	-	*	*b	-	*	*b	*	*	*	-	-	*	-
Other problems	**2**	-	-	1	*	-	-	*	-	2	-	-	-	2	-
	*	-	-	*f	*	-	-	*	-	*	-	-	-	*	-
No - there have been no problems	**208**	77	88	23	14	6	165	20	96	79	24	8	1	175	9
	4%	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*3%*	*3%*	*1%*	*4%*	*2%*
NET Any problem experienced	**20**	10	4	2	3	-	15	3	9	7	3	*	-	16	*
	*	*1%*	*	*	*1%*	-	*	*1%*	*	*	*	*	-	*	*
Not aware of TNT Post UK	**3829**	1361	1535	519	284	102	2896	386	1417	1581	508	208	85	2998	293
	74%	*72%*	**76%a**	*75%*	*74%*	*75%*	*74%*	*74%*	*72%*	**77%hl**	*71%*	*76%*	**83%hj**	*75%*	*78%*
Aware but not used TNT Post UK	**1095**	435	394	149	85	28	829	114	444	393	179	58	16	838	74
	21%	**23%b**	*20%*	*21%*	*22%*	*21%*	*21%*	*22%*	**23%i**	*19%*	**25%im**	*21%*	*15%*	*21%*	*20%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Damaged mail	**3**	-	3	-	1	2	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Delayed mail	**8**	2	6	-	3	4	-	8	-	-	-	8	-
	*	*1%*	*	-	*	*	-	*	-	-	-	*	-
Mis-delivered mail	**7**	2	6	-	6	1	-	7	-	-	-	7	-
	*	*1%*	*	-	*e	*	-	*	-	-	-	*	-
Mail that has been tampered with	**8**	1	7	-	2	6	-	8	-	-	-	8	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Other problems	**2**	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
No - there have been no problems	**208**	13	192	3	57	140	11	206	-	1	-	208	*
	4%	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	-	*3%*	-	*4%*	*1%*
NET Any problem experienced	**20**	2	17	-	8	11	-	20	-	-	-	20	-
	*	*1%*	*	-	*1%*	*	-	*	-	-	-	*	-
Not aware of TNT Post UK	**3829**	203	3553	73	1065	2523	241	3722	52	31	3	3805	20
	74%	*78%*	*74%*	*79%*	*74%*	*74%*	*78%*	*74%*	**92%gk**	*85%*	*100%*	*74%*	*92%*
Aware but not used TNT Post UK	**1095**	41	1038	16	317	722	56	1085	4	4	-	1094	2
	21%	*16%*	*22%*	*18%*	*22%*	*21%*	*18%*	**22%h**	*8%*	*12%*	-	*21%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_11. In the last 12 months, have you experienced any problems with services from these providers?
TNT Post UK

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**3**	-	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-
	*	-	*	-	*	-	-	-	*	-	-	-	-	-	*	-	-
Damaged mail	**3**	1	2	*	-	-	-	1	1	-	1	-	*	-	-	-	-
	*	*	*	*	-	-	-	*	*	-	*	-	*	-	-	-	-
Delayed mail	**8**	2	1	-	4	*	2	-	1	-	-	-	-	-	-	4	-
	*	*	*	-	*	*	*	-	*	-	-	-	-	-	-	*1%*	-
Mis-delivered mail	**7**	-	4	*	3	-	-	-	1	2	-	*	-	-	*	3	-
	*	-	*	*	*	-	-	-	*	*1%*	-	*	-	-	*	*1%*	-
Mail that has been tampered with	**8**	1	5	-	2	-	-	1	1	4	-	-	-	-	-	1	1
	*	*	*	-	*	-	-	*	*	*1%*	-	-	-	-	-	*	*
Other problems	**2**	-	-	*	1	-	-	-	-	-	-	-	*	-	-	1	-
	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	*	-
No - there have been no problems	**208**	37	50	62	58	8	15	14	11	17	22	11	27	24	23	24	12
	4%	*3%*	*4%*	*5%*	*5%*	*2%*	*3%*	*3%*	*3%*	*4%*	**5%e**	*3%*	**6%eh**	**6%e**	**5%e**	**6%e**	*3%*
NET Any problem experienced	**20**	3	9	1	8	*	2	1	1	6	1	*	*	-	1	6	1
	*	*	**1%c**	*	*1%*	*	*	*	*	**2%lm**	*	*	*	-	*	*1%*	*
Not aware of TNT Post UK	**3829**	941	913	992	983	328	323	289	312	270	331	330	334	328	304	309	369
	74%	*73%*	*71%*	**77%b**	**76%b**	**77%l**	*72%*	*71%*	*73%*	*67%*	*72%*	**78%l**	**77%i**	**77%i**	*71%*	*74%*	**83%fghijno**
Aware but not used TNT Post UK	**1095**	303	319	230	243	90	111	103	102	111	106	79	74	77	101	77	65
	21%	**24%cd**	**25%cd**	*18%*	*19%*	**21%p**	**25%lp**	**25%lmp**	**24%lp**	**27%klmop**	**23%p**	*19%*	*17%*	*18%*	**24%p**	*19%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	18	-	18	9	9	4	5	1	2	3	-	2	9	3	5	2	14	4	17
	*	-	*	*	*	1%	1%	*	*	*	-	*	1%	*	*	*	*	1%	*
Damaged mail	20	-	20	12	8	7	4	2	1	*	3	3	11	3	6	6	15	5	18
	*	-	*	*	*	1%l	1%	*	*	*	*	1%	1%	*	*	*	*	1%	*
Delayed mail	36	-	36	15	21	11	10	10	1	3	*	-	21	11	3	*	27	8	41
	1%	-	1%	1%	1%	2%hijk	1%hijk	1%	*	*	*	-	2%no	1%no	*	*	1%	1%	1%
Mis-delivered mail	15	-	15	4	11	5	4	1	-	-	4	-	9	1	4	4	12	3	12
	*	-	*	*	*	1%l	1%	*	-	-	1%	-	1%m	*	*	*	*	*	*
Mail that has been tampered with	12	-	12	3	9	6	4	2	-	-	-	-	10	2	-	-	8	4	10
	*	-	*	*	*	1%l	1%	*	-	-	-	-	1%mno	*	-	-	*	1%	*
Other problems	20	-	20	11	9	2	2	4	2	6	1	3	3	7	10	4	13	5	21
	*	-	*	*	*	*	*	*	*	1%	*	1%	*	*	1%	*	*	1%	*
No - there have been no problems	1244	-	1244	665	577	127	153	272	211	232	146	100	280	484	478	246	1000	218	1255
	24%	-	24%	26%d	22%	19%	21%	29%efk	29%efk	26%ek	23%	19%	20%	29%lno	23%	21%	23%	28%p	24%
NET Any problem experienced	93	-	93	45	48	26	19	17	7	10	6	7	46	24	23	13	69	21	91
	2%	-	2%	2%	2%	4%ghijk	3%h	2%	1%	1%	1%	1%	3%mno	1%	1%	1%	2%	3%	2%
Not aware of UPS	1498	-	1498	717	778	315	313	273	193	188	99	115	628	465	401	214	1201	274	1587
	29%	-	29%	29%	30%	46%ghijk	44%ghijk	29%ijk	26%ij	21%	16%	22%j	45%mno	28%no	19%	18%	28%	36%p	31%
Aware but not used UPS	2334	-	2334	1091	1239	222	231	394	324	477	385	300	453	718	1162	685	2045	264	2243
	45%	-	45%	43%	47%c	32%	32%	42%ef	44%ef	53%efgh	61%efghi	57%efgh	32%	43%l	56%lm	59%lm	48%q	34%	44%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	**18**	6	1	8	3	7	11	13	5	2	*	*	11	5	16	2	16
	*****	*1%*	*	**1%b**	*	*	*	*	*	*	*	*	**1%k**	**1%k**	*	*	*
Damaged mail	**20**	7	8	3	3	15	5	16	4	1	*	4	10	3	17	1	17
	*****	*1%*	*	*	*	*1%*	*	*1%*	*	*	*	*	*1%*	*	*	*	*
Delayed mail	**36**	7	11	10	8	18	18	25	11	5	2	8	13	8	31	5	31
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mis-delivered mail	**15**	6	1	4	3	8	7	7	6	*	1	2	7	2	12	*	14
	*****	*1%*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*
Mail that has been tampered with	**12**	6	2	1	3	8	4	11	1	1	-	3	1	4	9	1	9
	*****	*1%*	*	*	*	*	*	*	*	*	-	*	*	*1%*	*	*	*
Other problems	**20**	8	-	5	8	8	12	11	9	7	1	1	4	6	13	7	13
	*****	**1%b**	-	*b	**1%b**	*	*1%*	*	*	**1%kn**	*	*	*	*1%*	*	**1%p**	*
No - there have been no problems	**1244**	356	434	218	236	790	454	781	453	99	128	339	311	272	1049	99	1066
	24%	**30%bcd**	**25%cd**	*20%*	*21%*	**27%f**	*21%*	*25%*	*23%*	*16%*	*18%*	**25%lj**	**25%lj**	**36%ljkln**	**26%lj**	*16%*	**26%o**
NET Any problem experienced	**93**	33	20	22	18	53	40	64	27	13	5	16	38	18	76	13	78
	2%	**3%b**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**3%jk**	**2%j**	*2%*	*2%*	*2%*
Not aware of UPS	**1498**	319	498	347	335	817	681	979	493	196	241	395	383	145	1165	202	1187
	29%	*27%*	*28%*	**32%a**	*29%*	*28%*	*31%*	**32%h**	*25%*	**33%m**	**34%kmn**	**29%m**	**30%m**	*19%*	**29%m**	*33%*	*28%*
Aware but not used UPS	**2334**	485	804	485	560	1289	1045	1271	1044	295	330	626	530	328	1814	298	1867
	45%	*41%*	**46%a**	*45%*	**49%a**	*44%*	*47%*	*41%*	**52%g**	**49%l**	*47%*	*46%*	*42%*	*43%*	*44%*	*49%*	*45%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	18	17	1	*	17	-	1	*	1	-	1	3	3	1	3	4	-	-	-
	*	*	*	*	*	-	*	*	1%	-	*	1%	1%	*	*	1%	-	-	-
Damaged mail	20	17	3	*	17	2	1	*	2	2	-	1	2	2	7	-	2	-	2
	*	*	*	*	*	*	*	*	1%o	*	-	*	*	*	1%	-	*	-	*
Delayed mail	36	33	3	1	28	3	4	2	1	-	4	2	2	2	6	9	3	*	3
	1%	1%	*	*	1%	1%	2%d	1%	*	-	1%	1%	*	*	1%	1%	1%	*	1%
Mis-delivered mail	15	10	5	-	12	1	1	-	-	2	-	1	-	-	5	2	1	*	1
	*	*	1%	-	*	*	1%	-	-	*	-	*	-	-	1%	*	*	1%	*
Mail that has been tampered with	12	11	2	-	12	-	-	*	-	2	3	1	3	-	3	-	-	-	-
	*	*	*	-	*	-	-	*	-	*	1%	*	1%	-	*	-	-	-	-
Other problems	20	14	6	3	17	1	1	*	*	1	3	-	-	1	7	2	2	-	1
	*	*	1%	1%	*	*	*	*	*	*	1%	-	-	*	1%	*	*	-	*
No - there have been no problems	1244	1072	172	64	1032	119	65	28	50	130	80	76	113	116	174	173	120	16	102
	24%	24%	23%	27%	24%	27%g	26%g	19%	24%	23%	19%	20%	25%	24%	26%	25%	27%j	21%	28%jk
NET Any problem experienced	93	77	16	3	78	7	6	2	4	5	6	3	8	7	22	15	7	1	6
	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%	3%	2%	2%	1%	2%
Not aware of UPS	1498	1309	189	64	1235	127	70	67	66	160	131	97	150	109	248	177	99	30	96
	29%	30%	26%	26%	29%	29%	28%	46%def	32%mp	28%	31%mp	26%	33%mop	23%	37%ikmopr	25%	22%	39%kmopr	27%
Aware but not used UPS	2334	1976	358	111	1984	190	111	49	90	270	207	200	181	244	236	340	216	31	159
	45%	45%	49%	46%	46%g	43%g	45%g	34%	43%n	48%n	49%ln	54%hlnqr	40%	51%ln	35%	48%ln	49%ln	40%	44%n

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	18	8	5	*	3	2	13	5	4	10	3	-	2	13	2
	*	*	*	*	1%	1%c	*	1%	*	*	*	-	2%h	*	*
Damaged mail	20	9	3	5	4	-	11	4	2	7	8	2	1	9	3
	*	*	*	1%b	1%b	-	*	1%	*	*	1%him	1%	1%h	*	1%h
Delayed mail	36	9	20	3	3	1	29	4	13	17	4	1	*	30	2
	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	*	*	1%	*
Mis-delivered mail	15	6	3	4	-	2	9	2	4	5	-	4	1	9	5
	*	*	*	1%	-	1%b	*	*	*	*	-	1%hijm	1%j	*	1%hijm
Mail that has been tampered with	12	5	5	-	2	-	11	2	6	3	3	-	-	9	-
	*	*	*	-	*	-	*	*	*	*	*	-	-	*	-
Other problems	20	10	6	2	3	-	16	3	5	11	3	1	*	16	1
	*	1%	*	*	1%	-	*	*	*	1%	*	*	*	*	*
No - there have been no problems	1244	456	502	143	106	30	958	137	511	507	135	76	10	1019	86
	24%	24%	25%	21%	28%c	22%	25%	26%	26%jl	25%jl	19%	28%jl	10%	25%jl	23%l
NET Any problem experienced	93	29	35	11	12	5	65	17	21	43	17	8	5	63	12
	2%	2%	2%	2%	3%	3%	2%	3%	1%	2%h	2%h	3%	5%h	2%	3%h
Not aware of UPS	1498	451	613	269	107	42	1064	149	494	630	237	79	38	1124	118
	29%	24%	30%a	39%abdfg	28%	31%	27%a	28%	25%	31%h	33%ahm	29%	38%h	28%	31%
Aware but not used UPS	2334	954	879	270	162	59	1833	222	946	885	330	113	49	1831	162
	45%	51%bcdfg	44%	39%	42%	43%	47%bc	42%	48%l	43%	46%	41%	48%	46%	43%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**18**	2	16	-	6	12	-	18	-	-	-	18	-
	*	*1%*	*	-	*	*	-	*	-	-	-	*	-
Damaged mail	**20**	1	19	-	8	12	-	17	4	-	-	20	-
	*	*	*	-	*1%*	*	-	*	**6%gk**	-	-	*	-
Delayed mail	**36**	3	32	-	18	16	1	35	1	-	-	36	-
	1%	*1%*	*1%*	-	**1%e**	*	*	*1%*	*2%*	-	-	*1%*	-
Mis-delivered mail	**15**	-	14	*	6	5	4	13	-	-	-	13	1
	*	-	*	*	*	*	**1%e**	*	-	-	-	*	*7%*
Mail that has been tampered with	**12**	2	10	-	6	6	-	11	2	-	-	12	-
	*	*1%*	*	-	*	*	-	*	**3%gk**	-	-	*	-
Other problems	**20**	1	19	*	8	12	*	20	-	-	-	20	-
	*	*	*	*	*1%*	*	*	*	-	-	-	*	-
No - there have been no problems	**1244**	60	1165	20	338	824	81	1239	2	3	-	1244	*
	24%	*23%*	*24%*	*21%*	*23%*	*24%*	*26%*	**25%h**	*3%*	*8%*	-	**24%h**	*1%*
NET Any problem experienced	**93**	7	85	*	36	51	5	87	5	-	-	91	1
	2%	*3%*	*2%*	*	*3%*	*2%*	*2%*	*2%*	**8%gk**	-	-	*2%*	*7%*
Not aware of UPS	**1498**	101	1351	46	434	931	133	1406	46	23	3	1475	19
	29%	**39%b**	*28%*	**50%b**	*30%*	*27%*	**43%de**	*28%*	**81%gk**	*63%*	*100%*	*29%*	*88%*
Aware but not used UPS	**2334**	91	2216	26	645	1600	89	2318	4	11	-	2333	1
	45%	*35%*	**46%ac**	*28%*	**45%f**	**47%f**	*29%*	**46%h**	*7%*	*32%*	-	**46%h**	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_12. In the last 12 months, have you experienced any problems with services from these providers?
UPS

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	18	2	4	6	6	-	-	2	1	2	1	1	4	2	1	3	2
	*	*	*	*	*	-	-	*	*	*	*	*	1%	*	*	1%	*
Damaged mail	20	5	6	4	6	4	*	*	1	4	-	-	*	3	1	2	3
	*	*	*	*	*	1%	*	*	*	1%	-	-	*	1%	*	*	1%
Delayed mail	36	9	7	13	7	2	6	*	3	2	2	5	6	3	2	4	1
	1%	1%	1%	1%	1%	1%	1%	*	1%	*	*	1%	1%	1%	1%	1%	*
Mis-delivered mail	15	5	3	4	3	2	2	*	1	2	-	-	-	4	1	-	1
	*	*	*	*	*	1%	1%	*	*	*	-	-	-	1%	*	-	*
Mail that has been tampered with	12	2	4	*	6	-	2	-	3	1	-	-	-	*	3	3	-
	*	*	*	*	*	-	*	-	1%	*	-	-	-	*	1%	1%	-
Other problems	20	7	6	4	3	5	1	*	-	6	-	1	1	2	-	3	-
	*	1%	*	*	*	1%j	*	*	-	1%hjnp	-	*	*	*	-	1%	-
No - there have been no problems	1244	296	283	312	353	90	105	100	97	89	97	93	113	106	140	117	96
	24%	23%	22%	24%	27%b	21%	23%	25%	23%	22%	21%	22%	26%	25%	33%efghijkp	28%j	21%
NET Any problem experienced	93	19	22	27	24	10	6	3	3	16	3	5	11	11	4	13	7
	2%	1%	2%	2%	2%	2%	1%	1%	1%	4%ghjkn	1%	1%	3%	3%	1%	3%ghj	2%
Not aware of UPS	1498	325	380	408	385	112	112	101	125	110	144	136	137	135	111	114	160
	29%	25%	29%	32%a	30%	26%	25%	25%	29%	27%	31%	32%	32%	32%	26%	27%	36%efgin
Aware but not used UPS	2334	652	616	536	530	217	230	205	203	191	222	187	173	176	175	171	184
	45%	51%cd	48%cd	42%	41%	51%lmnop	51%lmnop	50%lmnop	48%	47%	48%l	44%	40%	41%	41%	41%	41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	**17**	-	17	7	9	7	4	2	1	-	2	-	11	3	2	2	10	6	16
	*	-	*	*	*	1%l	1%	*	*	-	*	-	1%mn	*	*	*	*	1%p	*
Damaged mail	**20**	-	20	8	12	3	7	6	2	-	2	-	10	7	2	2	11	9	15
	*	-	*	*	*	*	1%l	1%	*	-	*	-	1%n	*	*	*	*	1%p	*
Delayed mail	**25**	-	25	11	14	8	7	5	*	-	3	2	15	5	5	5	18	6	25
	*	-	*	*	1%	1%hi	1%hi	1%	*	-	*	*	1%mn	*	*	*	*	1%	*
Mis-delivered mail	**12**	-	12	7	5	2	2	5	-	-	2	-	5	5	2	2	11	1	12
	*	-	*	*	*	*	*	1%	-	-	*	-	*	*	*	*	*	*	*
Mail that has been tampered with	**13**	-	13	6	7	6	3	3	-	*	*	-	9	3	1	*	8	5	10
	*	-	*	*	*	1%hi	*	*	-	*	*	-	1%no	*	*	*	*	1%	*
Other problems	**7**	-	7	5	2	3	-	2	-	-	1	-	3	2	1	1	3	3	5
	*	-	*	*	*	*	-	*	-	-	*	-	*	*	*	*	*	*p	*
No - there have been no problems	**541**	-	541	335	206	40	47	101	98	123	68	63	87	199	255	131	429	105	526
	11%	-	*11%*	13%d	*8%*	*6%*	*7%*	11%ef	13%ef	14%ef	11%ef	12%ef	*6%*	12%l	12%l	11%l	*10%*	14%p	*10%*
NET Any problem experienced	**53**	-	53	28	25	14	13	16	3	*	4	2	27	19	7	6	34	19	50
	1%	-	*1%*	*1%*	*1%*	2%hik	2%l	2%l	*	*	*1%*	*	2%no	1%n	*	*1%*	*1%*	2%p	*1%*
Not aware of UK Mail (not to be confused with Royal Mail)	**3682**	-	3682	1689	1986	564	565	680	503	597	428	340	1129	1183	1366	769	3085	541	3751
	72%	-	*72%*	*67%*	76%c	82%ghijk	79%ghijk	72%ik	*69%*	*66%*	*68%*	*65%*	81%mno	70%n	*66%*	*66%*	*72%*	*70%*	*73%*
Aware but not used UK Mail (not to be confused with Royal Mail)	**877**	-	877	457	419	70	90	151	129	184	134	118	160	280	435	252	756	107	830
	17%	-	*17%*	*18%*	*16%*	*10%*	*13%*	16%e	18%ef	20%ef	21%efg	23%efg	*11%*	17%l	21%lm	22%lm	*18%*	*14%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	17	5	4	1	7	8	8	10	5	5	6	1	1	3	11	5	11
	*	*	*	*	1%	*	*	*	*	1%kl	1%kln	*	*	*	*	1%	*
Damaged mail	20	6	6	3	4	12	7	15	3	4	5	5	1	4	16	4	16
	*	1%	*	*	*	*	*	*	*	1%	1%l	*	*	1%	*	1%	*
Delayed mail	25	6	12	2	5	18	7	16	9	3	7	3	5	5	20	3	20
	*	1%	1%	*	*	1%	*	1%	*	1%	1%	*	*	1%	*	1%	*
Mis-delivered mail	12	5	5	1	1	9	3	9	3	2	5	1	2	2	10	2	10
	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*
Mail that has been tampered with	13	2	3	6	2	5	8	11	-	3	5	2	2	1	9	3	9
	*	*	*	1%	*	*	*	*h	-	1%	1%	*	*	*	*	1%	*
Other problems	7	3	-	2	2	3	3	4	2	3	-	*	1	-	2	3	2
	*	*	-	*	*	*	*	*	*	1%kn	-	*	*	-	*	1%p	*
No - there have been no problems	541	166	182	106	87	348	193	323	211	44	82	134	147	115	477	44	482
	11%	14%bcd	10%d	10%	8%	12%f	9%	10%	11%	7%	12%l	10%	12%l	15%ikn	12%i	7%	12%o
NET Any problem experienced	53	14	18	10	10	33	20	40	11	7	14	11	9	8	42	7	42
	1%	1%	1%	1%	1%	1%	1%	1%h	1%	1%	2%l	1%	1%	1%	1%	1%	1%
Not aware of UK Mail (not to be confused with Royal Mail)	3682	833	1225	786	839	2058	1624	2227	1413	437	470	994	901	515	2880	442	2953
	72%	70%	70%	74%	73%	70%	73%e	72%	70%	73%	67%	73%j	72%	68%	71%	72%	71%
Aware but not used UK Mail (not to be confused with Royal Mail)	877	173	326	169	209	499	378	494	378	113	136	232	203	119	691	117	706
	17%	15%	19%a	16%	18%	17%	17%	16%	19%g	19%	19%	17%	16%	16%	17%	19%	17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 306

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	17	16	*	*	15	-	2	*	-	*	1	2	2	-	5	3	1	-	-
	*	*	*	*	*	-	1%	*	-	*	*	1%	*	-	1%	*	*	-	-
Damaged mail	20	18	2	*	18	1	1	-	1	2	1	3	2	-	3	3	3	-	1
	*	*	*	*	*	*	*	-	*	*	*	1%	*	-	*	*	1%	-	*
Delayed mail	25	22	3	2	22	2	1	1	2	2	-	5	3	-	5	3	1	-	2
	*	1%	*	1%	*	*	1%	*	1%	*	-	1%jm	1%	-	1%	*	*	-	*
Mis-delivered mail	12	11	1	1	10	1	1	*	1	*	-	3	2	2	-	2	-	-	1
	*	*	*	*	*	*	*	*	1%	*	-	1%	*	1%	-	*	-	-	*
Mail that has been tampered with	13	11	2	-	12	-	1	-	-	*	-	4	2	-	3	3	-	-	-
	*	*	*	-	*	-	*	-	-	*	-	1%	*	-	*	*	-	-	-
Other problems	7	7	*	-	7	-	*	-	-	-	2	-	2	-	3	-	-	-	-
	*	*	*	-	*	-	*	-	-	-	*	-	*	-	*	-	-	-	-
No - there have been no problems	541	466	75	24	478	32	26	6	21	53	33	51	62	52	65	92	49	3	29
	11%	11%	10%	10%	11%eq	7%	10%q	4%	10%	9%	8%	14%jqr	14%jqr	11%q	10%	13%jqr	11%q	3%	8%
NET Any problem experienced	53	46	7	3	47	3	3	1	3	5	3	8	3	2	12	6	3	-	3
	1%	1%	1%	1%	1%	1%	1%	*	2%	1%	1%	2%	1%	1%	2%	1%	1%	-	1%
Not aware of UK Mail (not to be confused with Royal Mail)	3682	3150	533	179	3038	339	181	124	142	389	316	244	317	331	501	482	316	66	274
	72%	71%	73%	74%	70%	77%d	72%	85%def	68%	69%	75%k	66%	70%	70%	74%k	69%	72%	85%hiklmnop	76%k
Aware but not used UK Mail (not to be confused with Royal Mail)	877	757	120	36	755	66	41	15	41	115	71	72	70	91	98	122	74	9	57
	17%	17%	16%	15%	18%g	15%	16%g	11%	20%	20%	17%	19%	16%	19%	15%	17%	17%	12%	16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	**17**	8	1	2	4	-	8	4	7	5	2	1	-	12	1
	*	*	*	*	1%bf	-	*	1%b	*	*	*	*	-	*	*
Damaged mail	**20**	8	4	2	3	-	12	3	8	6	3	1	-	14	1
	*	*	*	*	*1%*	-	*	*1%*	*	*	*	*	-	*	*
Delayed mail	**25**	11	5	6	3	-	17	3	11	10	4	1	-	20	1
	*	*1%*	*	*1%*	*1%*	-	*	*1%*	*1%*	*	*1%*	*	-	*1%*	*
Mis-delivered mail	**12**	5	4	2	1	-	9	1	5	6	-	1	-	11	1
	*	*	*	*	*	-	*	*	*	*	-	*	-	*	*
Mail that has been tampered with	**13**	5	6	-	-	-	11	-	3	6	2	-	-	9	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Other problems	**7**	5	-	-	-	-	5	-	5	-	-	-	-	5	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
No - there have been no problems	**541**	233	206	40	42	16	440	58	256	183	52	37	9	439	46
	11%	12%c	10%c	*6%*	11%c	12%c	11%c	11%c	13%ij	*9%*	*7%*	13%j	*9%*	11%j	12%j
NET Any problem experienced	**53**	22	17	6	7	-	39	7	21	20	10	1	-	41	1
	1%	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*
Not aware of UK Mail (not to be confused with Royal Mail)	**3682**	1255	1478	542	283	97	2734	381	1331	1541	521	189	74	2873	263
	72%	*67%*	73%a	78%abf	73%a	*71%*	70%a	73%a	*68%*	75%hm	73%h	*69%*	*72%*	71%h	*70%*
Aware but not used UK Mail (not to be confused with Royal Mail)	**877**	372	321	106	55	23	694	77	359	314	132	50	19	673	69
	17%	20%bcdg	*16%*	*15%*	*14%*	*17%*	*18%*	*15%*	18%l	*15%*	*18%*	*18%*	*19%*	*17%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**17**	2	14	*	8	7	2	14	-	1	-	15	2
	*	*1%*	*	*	*1%*	*	*1%*	*	-	*2%*	-	*	*8%*
Damaged mail	**20**	2	17	-	8	8	3	18	-	-	-	18	2
	*	*1%*	*	-	*1%*	*	*1%*	*	-	-	-	*	*7%*
Delayed mail	**25**	2	23	-	10	14	1	23	2	-	-	25	-
	*	*1%*	*	-	*1%*	*	*	*	**3%g**	-	-	*	-
Mis-delivered mail	**12**	2	10	*	4	8	*	12	-	-	-	12	*
	*	*1%*	*	*	*	*	*	*	-	-	-	*	*1%*
Mail that has been tampered with	**13**	2	11	*	8	2	3	8	3	-	-	11	2
	*	*1%*	*	*	**1%e**	*	**1%e**	*	**5%gk**	-	-	*	*8%*
Other problems	**7**	4	3	-	3	2	2	5	-	-	-	5	2
	*	**1%b**	*	-	*	*	*1%*	*	-	-	-	*	*7%*
No - there have been no problems	**541**	34	501	7	161	353	27	540	*	1	-	541	-
	11%	*13%*	*10%*	*7%*	*11%*	*10%*	*9%*	**11%h**	*	*3%*	-	**11%h**	-
NET Any problem experienced	**53**	5	48	*	21	28	4	46	4	1	-	51	2
	1%	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**8%gk**	*2%*	-	*1%*	*8%*
Not aware of UK Mail (not to be confused with Royal Mail)	**3682**	178	3432	73	1006	2449	228	3578	49	31	3	3659	20
	72%	*69%*	*72%*	*79%*	*70%*	*72%*	*74%*	*71%*	**87%gk**	*87%*	*100%*	*71%*	*92%*
Aware but not used UK Mail (not to be confused with Royal Mail)	**877**	43	821	13	259	568	49	871	3	3	-	877	*
	17%	*17%*	*17%*	*14%*	*18%*	*17%*	*16%*	*17%*	*5%*	*7%*	-	*17%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_13. In the last 12 months, have you experienced any problems with services from these providers?
UK Mail (not to be confused with Royal Mail)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**17**	4	4	3	5	-	2	3	1	3	-	1	2	-	1	4	-
	*	*	*	*	*	-	*	1%	*	1%	-	*	*	-	*	1%	-
Damaged mail	**20**	5	8	3	4	-	3	2	3	5	-	2	1	-	-	3	1
	*	*	1%	*	*	-	1%	1%	1%	1%	-	*	*	-	-	1%	*
Delayed mail	**25**	6	6	5	8	2	1	3	2	2	2	2	2	2	3	4	1
	*	*	*	*	1%	*	*	1%	*	*	*	*	*	*	1%	1%	*
Mis-delivered mail	**12**	5	6	*	2	-	2	3	2	3	1	-	*	-	-	2	-
	*	*	*	*	*	-	*	1%	*	1%	*	-	*	-	-	*	-
Mail that has been tampered with	**13**	5	1	2	5	1	4	-	1	-	-	2	-	-	2	3	-
	*	*	*	*	*	*	1%	-	*	-	-	*	-	-	*	1%	-
Other problems	**7**	1	-	*	5	1	-	-	-	-	-	-	*	-	-	3	2
	*	*	-	*	*	*	-	-	-	-	-	-	*	-	-	1%	*
No - there have been no problems	**541**	151	149	101	140	50	57	45	45	51	52	42	27	33	66	53	21
	11%	**12%c**	**12%c**	*8%*	*11%*	**12%lp**	**13%lp**	**11%lp**	**11%p**	**13%lp**	**11%lp**	**10%p**	*6%*	*8%*	**15%lmp**	**13%lp**	*5%*
NET Any problem experienced	**53**	16	16	8	13	4	8	4	4	9	3	4	2	2	3	6	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
Not aware of UK Mail (not to be confused with Royal Mail)	**3682**	871	915	942	955	298	287	286	315	288	313	305	325	312	314	295	346
	72%	*68%*	*71%*	**73%a**	**74%a**	*70%*	*64%*	*70%*	**74%f**	*71%*	*68%*	**72%f**	**75%f**	**73%f**	**73%f**	*71%*	**77%fj**
Aware but not used UK Mail (not to be confused with Royal Mail)	**877**	246	214	233	185	73	100	72	64	55	95	70	81	82	47	61	76
	17%	**19%d**	*17%*	*18%*	*14%*	**17%n**	**22%hino**	**18%n**	*15%*	*14%*	**21%in**	*17%*	**19%n**	**19%n**	*11%*	*15%*	*17%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	**2**	-	2	1	1	-	2	*	-	-	-	-	2	*	-	-	1	1	3
	*	-	*	*	*	-	*	*	-	-	-	-	*	*	-	-	*	*	*
Damaged mail	**5**	-	5	2	3	1	2	2	*	-	1	-	3	2	1	1	3	2	8
	*	-	*	*	*	*	*	*	*	-	*	-	*	*	*	*	*	*	*
Delayed mail	**7**	-	7	3	4	2	3	*	*	1	-	-	5	*	1	-	5	2	11
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	*	*
Mis-delivered mail	**5**	-	5	3	2	1	2	2	-	-	-	-	3	2	-	-	2	3	5
	*	-	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	*	*
Mail that has been tampered with	**3**	-	3	1	2	1	2	*	-	-	-	-	3	*	-	-	2	1	4
	*	-	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	*	*
Other problems	**4**	-	4	3	*	-	-	2	-	1	-	-	-	2	1	-	3	*	5
	*	-	*	*	*	-	-	*	-	*	-	-	-	*	*	-	*	*	*
No - there have been no problems	**169**	-	169	110	58	4	20	50	39	37	10	8	24	89	55	18	122	40	159
	3%	-	*3%*	**4%d**	*2%*	*1%*	**3%e**	**5%efjk**	**5%ejk**	**4%ejk**	*2%*	*1%*	*2%*	**5%lno**	*3%*	*2%*	*3%*	**5%p**	*3%*
NET Any problem experienced	**18**	-	18	13	6	3	7	5	*	1	1	-	10	6	2	1	11	7	24
	*	-	*	*	*	*	**1%h**	*1%*	*	*	*	-	**1%no**	*	*	*	*	**1%p**	*
Not aware of DX	**4504**	-	4504	2134	2362	636	641	781	603	782	567	489	1277	1383	1838	1056	3780	660	4514
	88%	-	*88%*	*85%*	**90%c**	**93%ghi**	**90%gh**	*82%*	*82%*	*86%*	**89%gh**	**94%ghi**	**91%m**	*82%*	**89%m**	**91%m**	*88%*	*86%*	*88%*
Aware but not used DX	**461**	-	461	252	209	44	44	115	91	84	56	26	89	206	166	82	389	65	454
	9%	-	*9%*	**10%d**	*8%*	*6%*	*6%*	**12%efk**	**12%efk**	**9%k**	*9%*	*5%*	*6%*	**12%lno**	*8%*	*7%*	*9%*	*8%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	**2**	-	1	1	*	1	1	2	*	-	-	*	-	2	2	-	2
	*	-	*	*	*	*	*	*	*	-	-	*	-	*	*	-	*
Damaged mail	**5**	1	-	1	3	1	5	1	4	1	-	*	2	1	4	1	4
	*	*	-	*	*	*	*	*	*	*	-	*	*	*	*	*	*
Delayed mail	**7**	2	2	2	1	3	4	5	2	1	2	1	2	1	6	1	6
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mis-delivered mail	**5**	1	1	3	*	2	3	5	*	-	-	1	1	1	3	-	3
	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	-	*
Mail that has been tampered with	**3**	1	1	1	*	2	1	3	*	-	-	1	1	1	3	-	3
	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	-	*
Other problems	**4**	-	2	*	1	2	2	2	1	1	-	*	2	-	2	1	2
	*	-	*	*	*	*	*	*	*	*	-	*	*	-	*	*	*
No - there have been no problems	**169**	47	50	43	28	98	71	122	46	10	12	46	43	51	152	10	156
	3%	*4%*	*3%*	*4%*	*2%*	*3%*	*3%*	**4%h**	*2%*	*2%*	*2%*	*3%*	*3%*	**7%ijkln**	**4%jl**	*2%*	**4%o**
NET Any problem experienced	**18**	5	5	4	5	9	9	12	6	2	2	1	8	2	13	2	13
	*	*	*	*	*	*	*	*	*	*	*	*	**1%k**	*	*	*	*
Not aware of DX	**4504**	1028	1521	939	1016	2548	1955	2632	1817	525	635	1224	1071	619	3549	534	3633
	88%	*87%*	*87%*	*88%*	*89%*	*87%*	*88%*	*86%*	**90%g**	**87%m**	**91%lmn**	**89%lm**	*85%*	*82%*	**87%m**	*88%*	*87%*
Aware but not used DX	**461**	108	175	83	95	283	178	317	143	63	53	99	138	86	376	63	381
	9%	*9%*	*10%*	*8%*	*8%*	*10%*	*8%*	**10%h**	*7%*	**10%k**	*8%*	*7%*	**11%k**	**11%k**	*9%*	*10%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	**2**	2	*	*	2	*	-	-	-	-	1	1	-	-	-	-	-	-	*
	*	*	*	*	*	*	-	-	-	-	*	*	-	-	-	-	-	-	*
Damaged mail	**5**	3	2	1	5	*	*	1	-	-	-	1	*	2	1	-	-	-	*
	*	*	*	*	*	*	*	*	-	-	-	*	*	*	*	-	-	-	*
Delayed mail	**7**	6	*	*	6	1	*	-	1	-	1	1	1	-	-	-	1	-	1
	*	*	*	*	*	*	*	-	**1%no**	-	*	*	*	-	-	-	*	-	*
Mis-delivered mail	**5**	5	*	*	5	*	-	-	1	-	3	1	-	-	-	-	-	-	*
	*	*	*	*	*	*	-	-	*	-	*1%*	*	-	-	-	-	-	-	*
Mail that has been tampered with	**3**	3	*	*	3	*	-	-	2	-	-	1	-	-	-	-	-	-	*
	*	*	*	*	*	*	-	-	**1%ino**	-	-	*	-	-	-	-	-	-	*
Other problems	**4**	3	*	*	3	*	*	-	-	-	3	-	-	-	-	-	-	-	*
	*	*	*	*	*	*	*	-	-	-	*1%*	-	-	-	-	-	-	-	*
No - there have been no problems	**169**	140	28	8	150	11	5	2	9	22	15	12	16	12	27	18	17	-	11
	3%	*3%*	*4%*	*3%*	*3%*	*2%*	*2%*	*2%*	**5%q**	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	-	*3%*
NET Any problem experienced	**18**	15	3	1	16	1	*	1	3	-	7	1	1	2	1	-	1	-	1
	*	*	*	*	*	*	*	*	**1%io**	-	**2%ino**	*	*	*	*	-	*	-	*
Not aware of DX	**4504**	3866	638	216	3754	392	224	134	163	501	354	324	392	411	586	637	386	75	317
	88%	*88%*	*87%*	*89%*	*87%*	*89%*	*90%*	**92%d**	*79%*	**89%h**	*84%*	**87%h**	**87%h**	**86%h**	**87%h**	**91%hj**	**88%h**	**97%hijklmnpr**	**87%h**
Aware but not used DX	**461**	396	65	18	396	36	20	8	32	39	47	36	43	51	62	50	36	3	34
	9%	*9%*	*9%*	*7%*	**9%g**	*8%*	*8%*	*6%*	**16%iklnopqr**	*7%*	**11%q**	*10%*	*10%*	**11%q**	*9%*	*7%*	*8%*	*3%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	**2**	1	-	-	1	-	1	1	1	-	1	-	-	1	-
	*	*	-	-	*	-	*	*	*	-	*	-	-	*	-
Damaged mail	**5**	1	2	2	*	-	3	*	3	*	-	1	-	3	1
	*	*	*	*	*	-	*	*	*	*	-	**1%i**	-	*	*i
Delayed mail	**7**	3	2	1	1	-	5	1	3	1	1	1	-	5	1
	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*
Mis-delivered mail	**5**	3	2	-	-	-	5	-	4	1	-	-	-	5	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Mail that has been tampered with	**3**	2	1	-	-	-	3	-	2	1	-	-	-	3	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Other problems	**4**	*	2	1	-	-	2	-	*	2	1	-	-	2	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	**169**	54	85	12	14	4	139	18	64	76	17	9	3	140	12
	3%	*3%*	**4%c**	*2%*	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*
NET Any problem experienced	**18**	7	6	4	2	-	13	2	7	6	2	3	-	13	3
	*	*	*	*1%*	*	-	*	*	*	*	*	*1%*	-	*	*1%*
Not aware of DX	**4504**	1654	1751	607	338	122	3405	460	1716	1798	632	236	90	3514	326
	88%	*88%*	*87%*	*88%*	*88%*	*90%*	*87%*	*88%*	*87%*	*87%*	*88%*	*86%*	*89%*	*87%*	*87%*
Aware but not used DX	**461**	168	180	69	32	11	348	42	178	181	64	28	8	359	36
	9%	*9%*	*9%*	*10%*	*8%*	*8%*	*9%*	*8%*	*9%*	*9%*	*9%*	*10%*	*8%*	*9%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	2	-	2	-	1	1	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Damaged mail	5	2	4	-	3	1	1	4	-	-	-	4	1
	*	1%b	*	-	*	*	*e	*	-	-	-	*	7%
Delayed mail	7	1	6	-	5	2	-	6	1	-	-	7	-
	*	*	*	-	*	*	-	*	1%	-	-	*	-
Mis-delivered mail	5	2	3	-	2	3	-	5	-	-	-	5	-
	*	1%b	*	-	*	*	-	*	-	-	-	*	-
Mail that has been tampered with	3	-	3	-	2	1	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Other problems	4	-	4	-	1	2	-	4	-	-	-	4	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
No - there have been no problems	169	13	153	3	44	120	4	167	-	1	-	169	-
	3%	5%	3%	3%	3%	4%	1%	3%	-	3%	-	3%	-
NET Any problem experienced	18	4	14	-	7	10	1	16	1	-	-	17	1
	*	2%b	*	-	*	*	*	*	1%	-	-	*	7%
Not aware of DX	4504	231	4188	85	1278	2939	288	4393	53	34	3	4480	21
	88%	89%	87%	92%	88%	87%	93%de	87%	94%	93%	100%	87%	93%
Aware but not used DX	461	11	445	5	117	329	14	457	3	1	-	461	*
	9%	4%	9%a	6%	8%	10%f	5%	9%	5%	4%	-	9%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_14. In the last 12 months, have you experienced any problems with services from these providers?
DX

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**2**	-	1	1	*	-	-	-	1	-	-	-	1	-	-	-	*
	*	-	*	*	*	-	-	-	*	-	-	-	*	-	-	-	*
Damaged mail	**5**	*	2	1	2	-	-	*	1	-	1	-	-	1	-	1	2
	*	*	*	*	*	-	-	*	*	-	*	-	-	*	-	*	*
Delayed mail	**7**	-	3	2	2	-	-	-	1	-	2	1	-	1	1	-	1
	*	-	*	*	*	-	-	-	*	-	*	*	-	*	*	-	*
Mis-delivered mail	**5**	-	2	1	2	-	-	-	1	-	1	-	-	1	-	-	2
	*	-	*	*	*	-	-	-	*	-	*	-	-	*	-	-	*
Mail that has been tampered with	**3**	-	3	-	*	-	-	-	1	-	2	-	-	-	-	-	*
	*	-	*	-	*	-	-	-	*	-	*	-	-	-	-	-	*
Other problems	**4**	*	-	1	2	-	*	-	-	-	-	-	-	1	-	*	2
	*	*	-	*	*	-	*	-	-	-	-	-	-	*	-	*	*
No - there have been no problems	**169**	32	43	51	43	14	3	14	17	10	16	9	24	17	15	22	6
	3%	*2%*	*3%*	*4%*	*3%*	**3%f**	*1%*	**4%f**	**4%f**	*3%*	**3%f**	*2%*	**6%fp**	**4%f**	**4%f**	**5%fp**	*1%*
NET Any problem experienced	**18**	*	5	5	8	-	*	*	1	-	4	1	1	3	1	1	6
	*	*	*	*	**1%a**	-	*	*	*	-	*1%*	*	*	*1%*	*	*	*1%*
Not aware of DX	**4504**	1129	1120	1121	1133	373	408	348	368	352	399	385	363	373	369	357	407
	88%	*88%*	*87%*	*87%*	*88%*	*88%*	**91%l**	*85%*	*87%*	*87%*	*87%*	**92%gl**	*83%*	*87%*	*86%*	*86%*	**91%gl**
Aware but not used DX	**461**	123	124	107	107	40	39	44	40	41	43	26	47	34	45	36	27
	9%	*10%*	*10%*	*8%*	*8%*	*9%*	*9%*	**11%p**	*9%*	*10%*	*9%*	*6%*	*11%*	*8%*	*10%*	*9%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	35	-	35	12	23	10	6	7	5	2	2	3	15	12	7	5	27	8	43
	1%	-	1%	*	1%	1%i	1%	1%	1%	*	*	1%	1%n	1%	*	*	1%	1%	1%
Damaged mail	82	-	82	30	53	7	16	20	5	13	16	5	23	26	34	21	68	14	95
	2%	-	2%	1%	2%	1%	2%	2%	1%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%
Delayed mail	124	-	124	68	56	20	16	39	13	19	11	6	36	52	36	17	99	23	153
	2%	-	2%	3%	2%	3%	2%	4%hijk	2%	2%	2%	1%	3%	3%no	2%	1%	2%	3%	3%
Mis-delivered mail	57	-	57	24	34	9	6	15	5	11	4	7	15	20	22	12	46	11	60
	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	27	-	27	18	9	6	4	5	2	2	5	3	10	7	10	8	21	6	26
	1%	-	1%	1%	*	1%	1%	1%	*	*	1%	1%	1%	*	*	1%	*	1%	1%
Other problems	56	-	56	24	31	1	3	10	11	17	11	4	4	21	31	14	42	11	58
	1%	-	1%	1%	1%	*	*	1%	2%e	2%ef	2%e	1%	*	1%l	1%l	1%l	1%	1%	1%
No - there have been no problems	1966	-	1966	953	1009	137	212	369	328	396	283	238	349	697	916	520	1694	241	2136
	38%	-	38%	38%	38%	20%	30%e	39%ef	45%ef	44%ef	45%ef	46%efg	25%	41%l	44%l	45%l	39%q	31%	41%
NET Any problem experienced	282	-	282	115	167	37	35	70	32	52	38	19	71	102	109	57	231	45	310
	5%	-	5%	5%	6%c	5%	5%	7%hk	4%	6%	6%	4%	5%	6%	5%	5%	5%	6%	6%
Not aware of Yodel	1475	-	1475	790	681	386	313	269	160	163	84	99	699	428	346	183	1149	302	1379
	29%	-	29%	31%d	26%	56%fghijk	44%ghijk	28%hijk	22%j	18%	13%	19%j	50%mno	25%no	17%	16%	27%	39%p	27%
Aware but not used Yodel	1451	-	1451	658	793	129	154	250	216	299	234	168	283	466	701	402	1245	191	1359
	28%	-	28%	26%	30%c	19%	22%	26%e	29%ef	33%efg	37%efgh	32%ef	20%	28%l	34%lm	35%lm	29%	25%	26%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	35	7	6	15	7	13	22	18	17	4	5	11	8	6	30	4	30
	1%	1%	*	1%b	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	82	23	25	10	24	48	35	56	26	14	13	35	7	6	61	14	64
	2%	2%	1%	1%	2%	2%	2%	2%	1%	2%lm	2%l	3%lmn	1%	1%	1%	2%	2%
Delayed mail	124	39	32	20	33	71	53	84	40	16	8	32	38	24	102	16	105
	2%	3%	2%	2%	3%	2%	2%	3%	2%	3%	1%	2%	3%j	3%j	2%	3%	3%
Mis-delivered mail	57	15	16	14	12	31	26	40	17	8	5	18	11	7	41	8	41
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	27	6	4	8	9	11	16	19	8	5	3	8	6	3	21	5	21
	1%	1%	*	1%	1%	*	1%	1%	*	1%	*	1%	*	*	1%	1%	*
Other problems	56	12	26	10	8	37	18	36	19	3	10	10	19	10	49	3	49
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
No - there have been no problems	1966	458	720	358	430	1179	787	1088	863	202	275	504	505	332	1617	205	1662
	38%	39%	41%c	33%	38%	40%f	36%	35%	43%g	34%	39%	37%	40%l	44%lk	40%l	34%	40%o
NET Any problem experienced	282	82	89	50	61	171	111	192	88	32	28	87	72	39	226	32	232
	5%	7%	5%	5%	5%	6%	5%	6%h	4%	5%	4%	6%	6%	5%	6%	5%	6%
Not aware of Yodel	1475	364	449	341	321	813	662	975	473	173	208	382	365	196	1150	179	1169
	29%	31%b	26%	32%b	28%	28%	30%	32%h	24%	29%	30%	28%	29%	26%	28%	29%	28%
Aware but not used Yodel	1451	288	497	324	343	784	667	840	598	195	195	406	321	193	1116	195	1141
	28%	24%	28%	30%a	30%a	27%	30%e	27%	30%	32%lmn	28%	30%	25%	26%	27%	32%p	27%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	35	28	7	3	30	3	1	*	-	2	7	6	3	3	4	3	2	1	2
	1%	1%	1%	1%	1%	1%	*	*	-	*	2%	2%	1%	1%	1%	*	*	1%	1%
Damaged mail	82	73	9	4	70	5	6	2	-	8	5	13	11	7	8	8	10	1	4
	2%	2%	1%	2%	2%	1%	2%	1%	-	1%	1%	4%hn	2%h	1%	1%	1%	2%h	1%	1%
Delayed mail	124	107	17	5	99	12	9	4	5	6	12	14	7	9	9	30	7	1	11
	2%	2%	2%	2%	2%	3%	4%	3%	2%	1%	3%	4%in	2%	2%	1%	4%in	2%	1%	3%
Mis-delivered mail	57	48	9	2	50	4	3	1	-	6	3	7	-	2	8	16	8	1	2
	1%	1%	1%	1%	1%	1%	1%	*	-	1%	1%	2%hl	-	*	1%	2%hl	2%l	2%hl	1%
Mail that has been tampered with	27	23	4	1	26	*	*	*	-	7	2	6	3	-	4	2	2	*	*
	1%	1%	1%	*	1%	*	*	*	-	1%	*	2%mr	1%	-	1%	*	1%	*	*
Other problems	56	45	10	3	44	6	5	1	1	10	3	4	2	4	7	8	4	1	6
	1%	1%	1%	1%	1%	1%	2%	*	*	2%	1%	1%	*	1%	1%	1%	1%	1%	2%
No - there have been no problems	1966	1617	349	121	1608	176	123	60	92	193	145	149	164	207	186	276	195	19	157
	38%	37%	48%a	50%a	37%	40%	49%dqg	41%	44%ljnq	34%	34%	40%nq	36%n	43%ljnq	28%	39%nq	44%ljnq	25%	43%ljnq
NET Any problem experienced	282	244	38	12	233	25	18	6	6	33	21	24	25	17	28	53	25	4	21
	5%	6%	5%	5%	5%	6%	7%	4%	3%	6%	5%	6%	6%	4%	4%	8%hm	6%	5%	6%
Not aware of Yodel	1475	1329	146	58	1253	126	54	42	53	166	103	99	145	98	319	186	85	32	94
	29%	30%b	20%	24%	29%f	29%f	22%	29%f	25%	30%mp	24%	27%p	32%jmp	21%	47%hijklmopr	27%p	19%	42%hijkmopr	26%
Aware but not used Yodel	1451	1244	208	53	1240	114	58	40	60	172	156	102	120	158	144	192	136	22	92
	28%	28%	28%	22%	29%f	26%	23%	28%	29%n	31%n	37%klnor	27%	26%	33%nr	21%	27%	31%n	28%	25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	35	9	18	2	4	2	27	6	14	9	7	3	2	23	5
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*
Damaged mail	82	28	34	14	5	1	62	6	37	34	10	1	*	71	2
	2%	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*	*	*2%*	*
Delayed mail	124	44	58	14	6	1	102	7	51	58	14	2	-	108	2
	2%	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*1%*	**3%n**	**3%n**	*2%*	*1%*	-	**3%n**	*
Mis-delivered mail	57	20	29	2	4	2	49	6	18	30	6	1	2	48	3
	1%	*1%*	**1%c**	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*
Mail that has been tampered with	27	3	16	8	*	-	19	*	11	8	5	3	-	19	3
	1%	*	**1%a**	**1%a**	*	-	*	*	*1%*	*	*1%*	*1%*	-	*	*1%*
Other problems	56	24	28	2	1	-	52	1	18	28	5	3	*	47	4
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
No - there have been no problems	1966	788	769	209	143	46	1557	189	818	770	236	105	26	1588	131
	38%	**42%c**	**38%c**	*30%*	*37%*	*34%*	**40%c**	*36%*	**42%ijln**	**37%l**	*33%*	*38%*	*25%*	**39%jl**	*35%*
NET Any problem experienced	282	94	133	29	19	7	228	25	105	130	32	10	5	235	14
	5%	*5%*	*7%*	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*4%*	*4%*	*6%*	*4%*
Not aware of Yodel	1475	419	590	286	122	42	1009	164	469	617	244	91	39	1086	131
	29%	*22%*	**29%af**	**41%abdfg**	**32%a**	*31%*	**26%a**	**31%af**	*24%*	**30%h**	**34%hm**	**33%h**	**39%hm**	**27%h**	**35%hm**
Aware but not used Yodel	1451	592	539	170	102	42	1131	144	584	552	204	70	32	1135	102
	28%	**31%bc**	*27%*	*25%*	*27%*	*31%*	*29%*	*28%*	*30%*	*27%*	*29%*	*25%*	*32%*	*28%*	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**35**	1	33	1	10	22	3	34	1	*	-	35	-
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	-
Damaged mail	**82**	8	71	3	33	47	2	81	-	*	1	81	*
	2%	*3%*	*1%*	*3%*	*2%*	*1%*	*1%*	*2%*	-	*	*33%*	*2%*	*1%*
Delayed mail	**124**	13	110	1	42	79	3	124	-	*	-	124	*
	2%	**5%b**	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	-	*	-	*2%*	*1%*
Mis-delivered mail	**57**	1	56	1	16	36	5	57	-	-	-	57	-
	1%	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
Mail that has been tampered with	**27**	1	25	1	14	12	2	23	-	1	1	24	1
	1%	*1%*	*1%*	*1%*	**1%e**	*	*1%*	*	-	*3%*	*33%*	*	*7%*
Other problems	**56**	3	52	*	15	41	-	56	-	-	-	56	-
	1%	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
No - there have been no problems	**1966**	99	1839	28	561	1304	100	1960	*	5	*	1966	*
	38%	*38%*	*38%*	*30%*	*39%*	*38%*	*33%*	**39%h**	*1%*	*14%*	*3%*	**38%h**	*1%*
NET Any problem experienced	**282**	25	253	4	95	176	11	277	1	1	1	279	2
	5%	**10%b**	*5%*	*4%*	*7%*	*5%*	*4%*	*6%*	*1%*	*4%*	*33%*	*5%*	*8%*
Not aware of Yodel	**1475**	89	1344	42	411	933	131	1381	51	23	2	1456	17
	29%	*34%*	*28%*	**46%b**	*28%*	*27%*	**43%de**	*27%*	**90%gk**	*65%*	*64%*	*28%*	*77%*
Aware but not used Yodel	**1451**	46	1386	19	383	1002	66	1436	4	7	-	1448	3
	28%	*18%*	**29%a**	*21%*	*26%*	**30%f**	*22%*	**29%h**	*8%*	*20%*	-	**28%h**	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_15. In the last 12 months, have you experienced any problems with services from these providers?
Yodel

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**35**	1	10	11	12	*	1	*	4	3	4	4	4	3	8	2	2
	1%	*	1%a	1%a	1%a	*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	2%efg	*	*1%*
Damaged mail	**82**	10	22	28	22	1	4	5	7	7	8	11	5	12	12	6	4
	2%	*1%*	*2%*	2%a	*2%*	*	*1%*	*1%*	*2%*	*2%*	*2%*	3%e	*1%*	3%e	3%e	*1%*	*1%*
Delayed mail	**124**	29	28	33	34	8	14	8	12	6	10	10	9	14	17	7	11
	2%	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*
Mis-delivered mail	**57**	5	18	17	17	2	3	-	10	3	6	12	4	1	11	-	5
	1%	*	1%a	*1%*	*1%*	*	*1%*	-	2%gmo	*1%*	*1%*	3%egmo	*1%*	*	3%gmo	-	*1%*
Mail that has been tampered with	**27**	*	7	6	14	-	*	-	2	3	3	*	-	6	4	6	5
	1%	*	1%a	*	1%a	-	*	-	*	*1%*	*1%*	*	-	*1%*	*1%*	*1%*	*1%*
Other problems	**56**	16	15	9	15	4	3	9	2	3	10	2	3	3	1	6	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	2%n	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*
No - there have been no problems	**1966**	518	449	502	498	180	173	165	136	146	167	158	175	169	193	166	139
	38%	40%b	*35%*	*39%*	*39%*	42%hp	*38%*	41%hp	*32%*	*36%*	*36%*	*37%*	40%hp	*39%*	45%hijp	40%p	*31%*
NET Any problem experienced	**282**	55	63	79	85	14	23	18	21	20	23	34	19	27	34	17	33
	5%	*4%*	*5%*	*6%*	*7%*	*3%*	*5%*	*4%*	*5%*	*5%*	*5%*	8%e	*4%*	*6%*	8%e	*4%*	7%e
Not aware of Yodel	**1475**	320	389	386	380	101	111	108	138	112	139	130	127	129	94	120	166
	29%	*25%*	30%a	30%a	*29%*	*24%*	*25%*	*27%*	32%efn	*28%*	30%n	31%n	*29%*	30%n	*22%*	*29%*	37%efgin
Aware but not used Yodel	**1451**	405	399	317	330	134	154	117	136	127	137	99	114	104	109	112	109
	28%	32%cd	31%cd	*25%*	*26%*	32%k	34%klmnp	*29%*	32%k	31%k	*30%*	*24%*	*26%*	*24%*	*25%*	*27%*	*24%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	**50**	-	50	20	29	13	9	12	10	4	-	2	22	22	6	2	36	13	56
	1%	-	*1%*	*1%*	*1%*	**2%ij**	**1%j**	**1%j**	**1%j**	*	-	*	**2%no**	**1%no**	*	*	*1%*	*2%*	*1%*
Damaged mail	**83**	-	83	40	43	9	10	27	7	15	14	-	20	34	29	14	78	5	83
	2%	-	*2%*	*2%*	*2%*	**1%k**	**1%k**	**3%hk**	*1%*	**2%k**	**2%k**	-	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
Delayed mail	**104**	-	104	51	52	23	18	26	17	7	8	4	41	43	19	12	73	27	111
	2%	-	*2%*	*2%*	*2%*	**3%ik**	**3%i**	**3%ik**	*2%*	*1%*	*1%*	*1%*	**3%no**	**3%no**	*1%*	*1%*	*2%*	**4%p**	*2%*
Mis-delivered mail	**51**	-	51	19	32	8	5	10	13	5	9	-	14	23	15	9	43	6	56
	1%	-	*1%*	*1%*	*1%*	**1%k**	*1%*	*1%*	**2%k**	*1%*	**1%k**	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**21**	-	21	14	7	7	4	7	-	4	-	-	10	7	4	-	17	4	22
	*	-	*	*1%*	*	**1%h**	*1%*	*1%*	-	*	-	-	**1%no**	*	*	-	*	*1%*	*
Other problems	**22**	-	22	15	8	4	2	8	4	3	*	-	7	12	3	*	17	6	26
	*	-	*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	-	*	**1%no**	*	*	*	*1%*	*1%*
No - there have been no problems	**1733**	-	1733	824	905	138	192	320	290	327	244	219	329	610	791	464	1470	241	1628
	34%	-	*34%*	*33%*	*34%*	*20%*	**27%e**	**34%ef**	**40%ef**	**36%ef**	**39%ef**	**42%efg**	*24%*	**36%l**	**38%l**	**40%l**	*34%*	*31%*	*32%*
NET Any problem experienced	**237**	-	237	108	129	44	37	59	30	31	32	6	80	89	68	37	188	45	243
	5%	-	*5%*	*4%*	*5%*	**6%ik**	**5%k**	**6%ik**	**4%k**	**3%k**	**5%k**	*1%*	**6%no**	**5%no**	*3%*	*3%*	*4%*	*6%*	*5%*
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2698**	-	2698	1337	1357	448	446	488	341	435	286	250	894	829	971	536	2241	412	2798
	52%	-	*52%*	*53%*	*52%*	**65%ghijk**	**63%ghijk**	*51%*	*47%*	*48%*	*45%*	*48%*	**64%mno**	*49%*	*47%*	*46%*	*52%*	*54%*	*54%*
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**502**	-	502	248	254	62	40	90	74	113	74	48	102	164	235	123	418	78	507
	10%	-	*10%*	*10%*	*10%*	*9%*	*6%*	**10%f**	**10%f**	**12%f**	**12%f**	*9%*	*7%*	*10%*	**11%l**	**11%l**	*10%*	*10%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	50	12	17	7	13	29	20	28	22	10	6	13	15	3	37	10	37
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%m	1%	1%	1%	*	1%	2%	1%
Damaged mail	83	23	27	13	21	50	33	52	31	9	5	26	15	18	63	9	67
	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%
Delayed mail	104	33	34	12	24	68	36	61	42	13	14	18	38	16	87	13	88
	2%	3%c	2%	1%	2%	2%	2%	2%	2%	2%	2%	1%	3%k	2%	2%	2%	2%
Mis-delivered mail	51	19	14	10	8	34	18	37	13	6	4	19	12	8	43	6	43
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	21	9	2	6	5	10	11	14	7	3	4	4	7	1	16	3	16
	*	1%b	*	1%	*	*	*	*	*	1%	1%	*	1%	*	*	1%	*
Other problems	22	6	5	7	5	11	12	15	7	4	4	2	7	2	15	4	16
	*	*	*	1%	*	*	1%	*	*	1%	1%	*	1%	*	*	1%	*
No - there have been no problems	1733	387	630	326	390	1017	716	978	742	164	240	479	451	264	1433	166	1465
	34%	33%	36%c	31%	34%	35%	32%	32%	37%g	27%	34%l	35%l	36%l	35%l	35%l	27%	35%o
NET Any problem experienced	237	74	74	37	52	148	90	147	89	35	30	62	57	38	187	35	193
	5%	6%c	4%	4%	5%	5%	4%	5%	4%	6%	4%	5%	5%	5%	5%	6%	5%
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2698	624	897	599	578	1521	1177	1691	969	344	349	713	633	383	2079	351	2132
	52%	53%	51%	56%d	50%	52%	53%	55%h	48%	57%jln	50%	52%	50%	51%	51%	57%p	51%
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	502	109	157	107	129	266	236	277	221	59	87	123	122	75	407	59	410
	10%	9%	9%	10%	11%	9%	11%	9%	11%	10%	12%	9%	10%	10%	10%	10%	10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	50	41	8	5	43	3	3	1	4	4	5	7	-	2	9	8	4	1	2
	1%	1%	1%	2%	1%	1%	1%	1%	2%lm	1%	1%	2%l	-	*	1%	1%	1%	1%l	1%
Damaged mail	83	70	13	3	72	6	4	1	5	12	7	8	6	5	3	22	5	*	6
	2%	2%	2%	1%	2%	1%	2%	1%	2%n	2%n	2%	2%n	1%	1%	*	3%n	1%	*	2%
Delayed mail	104	88	16	6	90	8	3	3	4	6	13	9	7	6	15	17	13	1	7
	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	3%	2%	2%	1%	2%	2%	3%	1%	2%
Mis-delivered mail	51	47	5	4	44	3	3	1	3	-	3	2	11	4	3	4	13	1	3
	1%	1%	1%	2%	1%	1%	1%	1%	1%l	-	1%	*	3%ino	1%	*	1%	3%lknor	1%l	1%
Mail that has been tampered with	21	18	3	*	20	1	*	-	2	2	1	1	2	1	3	8	-	-	1
	*	*	*	*	*	*	*	-	1%	*	*	*	*	*	*	1%	-	-	*
Other problems	22	22	1	*	20	*	1	1	1	-	1	3	*	-	3	8	4	-	*
	*	*	*	*	*	*	*	1%	1%	-	*	1%	*	-	1%	1%	1%	-	*
No - there have been no problems	1733	1484	249	77	1482	140	67	42	68	205	117	124	155	189	199	260	165	16	124
	34%	34%	34%	32%	34%f	32%	27%	29%	33%q	37%jq	28%	33%q	34%q	40%jnq	29%	37%jnq	37%jnq	21%	34%q
NET Any problem experienced	237	202	36	12	206	14	12	5	13	20	23	24	25	14	24	35	28	1	12
	5%	5%	5%	5%	5%	3%	5%	4%	6%m	3%	5%	6%	5%	3%	4%	5%	6%	2%	3%
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2698	2313	385	130	2223	252	134	89	112	273	228	184	235	233	397	348	215	53	198
	52%	52%	52%	53%	52%	57%d	54%	61%dr	54%	49%	54%	49%	52%	49%	59%ikmop	49%	49%	69%hijklmopr	55%
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	502	435	67	23	419	35	38	10	15	68	57	42	42	40	58	64	33	7	28
	10%	10%	9%	10%	10%	8%	15%dqq	7%	7%	12%	14%hpr	11%	9%	8%	9%	9%	8%	9%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	50	20	12	8	6	3	32	9	25	19	3	*	3	44	3
	1%	1%	1%	1%	2%	2%	1%	2%b	1%	1%	*	*	3%j	1%	1%
Damaged mail	83	30	31	11	8	4	61	11	38	32	9	4	-	69	4
	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	1%	2%	-	2%	1%
Delayed mail	104	37	40	11	10	5	77	16	46	42	11	3	2	88	5
	2%	2%	2%	2%	3%	4%	2%	3%	2%	2%	1%	1%	2%	2%	1%
Mis-delivered mail	51	17	24	5	5	1	41	5	17	27	5	3	-	43	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
Mail that has been tampered with	21	5	12	2	1	-	17	1	8	10	2	*	-	19	*
	*	*	1%	*	*	-	*	*	*	1%	*	*	-	*	*
Other problems	22	8	11	4	-	-	19	-	10	10	2	*	-	21	*
	*	*	1%	1%	-	-	*	-	1%	*	*	*	-	1%	*
No - there have been no problems	1733	693	675	204	112	42	1368	154	733	647	216	103	26	1380	129
	34%	37%cdg	33%	29%	29%	31%	35%c	30%	37%ij	31%	30%	38%	25%	34%	34%
NET Any problem experienced	237	82	101	22	22	10	183	32	104	94	26	9	4	198	13
	5%	4%	5%	3%	6%	8%	5%	6%c	5%	5%	4%	3%	4%	5%	3%
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2698	910	1066	411	219	71	1976	290	942	1116	416	143	57	2058	200
	52%	48%	53%a	59%abf	57%a	52%	51%	55%a	48%	54%h	58%hm	52%	56%	51%	53%
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	502	208	187	57	34	12	394	46	196	209	58	20	15	406	35
	10%	11%	9%	8%	9%	9%	10%	9%	10%	10%	8%	7%	15%	10%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**50**	3	45	1	23	24	2	47	2	1	-	50	-
	1%	*1%*	*1%*	*1%*	**2%e**	*1%*	*1%*	*1%*	*3%*	*2%*	-	*1%*	-
Damaged mail	**83**	6	76	1	41	39	3	81	-	3	-	83	-
	2%	*2%*	*2%*	*1%*	**3%e**	*1%*	*1%*	*2%*	-	*7%*	-	*2%*	-
Delayed mail	**104**	6	96	1	47	49	7	101	-	2	-	103	*
	2%	*2%*	*2%*	*1%*	**3%e**	*1%*	*2%*	*2%*	-	*7%*	-	*2%*	*1%*
Mis-delivered mail	**51**	6	44	2	16	35	*	51	-	-	-	51	-
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-
Mail that has been tampered with	**21**	1	19	*	16	5	*	20	-	1	-	21	-
	*	*1%*	*	*	**1%e**	*	*	*	-	*2%*	-	*	-
Other problems	**22**	*	22	-	13	9	1	22	-	1	-	22	-
	*	*	*	-	**1%e**	*	*	*	-	*2%*	-	*	-
No - there have been no problems	**1733**	84	1626	22	501	1163	69	1726	3	4	-	1733	-
	34%	*32%*	*34%*	*24%*	**35%f**	**34%f**	*22%*	**34%h**	*5%*	*12%*	-	**34%h**	-
NET Any problem experienced	**237**	15	219	3	106	121	10	233	2	3	-	237	*
	5%	*6%*	*5%*	*3%*	**7%ef**	*4%*	*3%*	*5%*	*3%*	*7%*	-	*5%*	*1%*
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2698**	141	2494	64	697	1799	203	2598	52	23	3	2673	22
	52%	*54%*	*52%*	**69%ab**	*48%*	**53%d**	**66%de**	*52%*	**92%gk**	*63%*	*100%*	*52%*	*99%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**502**	19	480	3	151	324	27	493	2	7	-	502	-
	10%	*7%*	*10%*	*3%*	*10%*	*10%*	*9%*	*10%*	*3%*	*20%*	-	*10%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_16. In the last 12 months, have you experienced any problems with services from these providers?
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	50 1%	4 *	19 1%a	12 1%	14 1%	1 *	1 *	1 *	6 1%	8 2%	5 1%	2 1%	5 1%	5 1%	8 2%	5 1%	1 *
Damaged mail	83 2%	13 1%	27 2%	15 1%	29 2%	* *	5 1%	7 2%e	12 3%ejk	12 3%ejk	2 *	2 *	6 1%	7 2%	15 3%ejk	9 2%e	6 1%
Delayed mail	104 2%	22 2%	30 2%	33 3%	19 1%	9 2%	2 *	11 3%f	12 3%f	13 3%fjop	4 1%	12 3%f	5 1%	16 4%fjop	13 3%f	3 1%	3 1%
Mis-delivered mail	51 1%	7 1%	15 1%	20 2%a	9 1%	1 *	3 1%	3 1%	7 2%	6 2%	3 1%	8 2%	5 1%	7 2%	5 1%	1 *	4 1%
Mail that has been tampered with	21 *	3 *	5 *	6 *	7 1%	1 *	1 *	* *	1 *	2 1%	1 *	2 *	* *	4 1%	7 2%	* *	* *
Other problems	22 *	9 1%	3 *	6 *	4 *	2 1%	1 *	6 1%j	2 *	1 *	* *	2 1%	2 *	2 *	3 1%	1 *	* *
No - there have been no problems	1733 34%	447 35%	413 32%	447 35%	424 33%	153 36%h	159 35%	135 33%	118 28%	133 33%	162 35%	160 38%h	151 35%	137 32%	156 36%h	126 30%	143 32%
NET Any problem experienced	237 5%	44 3%	73 6%a	68 5%	52 4%	12 3%	8 2%	24 6%f	28 7%efj	32 8%efjlop	13 3%	27 6%fj	14 3%	27 6%fj	23 5%f	16 4%	13 3%
Not aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2698 52%	631 49%	683 53%	669 52%	715 55%a	209 49%	222 49%	200 49%	231 54%	211 52%	241 52%	202 48%	239 55%	228 53%	219 51%	239 58%k	257 58%k
Aware but not used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	502 10%	168 13%cd	135 10%	100 8%	100 8%	54 13%lnp	67 15%iklmnop	47 12%	55 13%ilnp	31 8%	49 11%	33 8%	32 7%	35 8%	32 7%	35 8%	33 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	-	1
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	*	*	-	*
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	3	-	3	-	-	-	3	-	-	-	-	3	-	-	3	-	1
	*	-	*	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-	*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	-	15	6	10	1	*	1	1	3	3	6	1	2	12	9	13	2	19
	*	-	*	*	*	*	*	*	*	*	*1%*	**1%q**	*	*	*1%*	**1%lm**	*	*	*
NET Any problem experienced	**4**	-	4	-	4	-	-	-	3	-	1	-	-	3	1	1	4	-	2
	*	-	*	-	*	-	-	-	*	-	*	-	-	*	*	*	*	-	*
Not aware of Other	**5124**	-	5124	2502	2613	686	711	945	727	902	630	517	1397	1672	2049	1147	4281	766	5123
	100%	-	*100%*	*100%*	*99%*	*100%*	**100%k**	*100%*	*99%*	*100%*	*99%*	*99%*	**100%no**	*99%*	*99%*	*99%*	*100%*	*99%*	*100%*
Aware but not used Other	**5**	-	5	1	4	-	-	4	1	-	-	-	-	5	-	-	2	3	4
	*	-	*	*	*	-	-	*	*	-	-	-	-	*	-	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Lost mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	1
	*	*	-	-	-	*	-	-	*	-	-	-	*	-	*	-	*
Delayed mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	3	-	3	-	-	3	-	3	-	-	3	-	-	-	3	-	3
	*	-	*	-	-	*	-	*	-	-	*	-	-	-	*	-	*
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	15	2	8	2	3	10	5	2	13	4	-	4	7	-	10	4	10
	*	*	*	*	*	*	*	*	1%g	1%	-	*	1%	-	*	1%	*
NET Any problem experienced	4	1	3	-	-	4	-	3	1	-	3	-	1	-	4	-	4
	*	*	*	-	-	*	-	*	*	-	*	-	*	-	*	-	*
Not aware of Other	5124	1182	1738	1066	1137	2921	2203	3071	1996	597	697	1364	1250	755	4066	606	4160
	100%	100%	99%	100%	99%	100%	100%	100%h	99%	99%	100%	100%	99%	100%	100%	99%	100%
Aware but not used Other	5	-	-	-	5	-	5	3	2	1	-	1	3	-	4	1	4
	*	-	-	-	*b	-	*e	*	*	*	-	*	*	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 310

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*d	-	-	-	-	-	-	-	-	-	-	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	6	9	*	13	*	1	*	-	2	3	-	-	1	2	-	5	*	*
	*	*	1%a	*	*	*	*	*	-	*	1%	-	-	*	*	-	1%o	*	*
NET Any problem experienced	**4**	4	-	-	3	-	-	1	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	-	*d	-	-	-	-	-	-	*	-	-	-	-
Not aware of Other	**5124**	4398	725	243	4291	440	249	145	208	560	420	369	452	473	672	702	435	77	362
	100%	100%b	*99%*	*100%*	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	*99%*	*99%*	*100%*	*99%*	*99%*	100%p	*99%*	*100%*	*100%*
Aware but not used Other	**5**	5	-	-	5	-	-	-	-	-	1	3	-	1	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	*	1%	-	*	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	-	-	-	1	-	1	-	-	-	-	1	-
	*****	-	*	-	-	-	*	-	*	-	-	-	-	*	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	3	-	-	-	-	3	-	3	-	-	-	-	3	-
	*****	*	-	-	-	-	*	-	*	-	-	-	-	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	7	4	1	3	-	11	3	4	7	2	2	*	11	2
	*****	*	*	*	*1%*	-	*	*1%*	*	*	*	*1%*	*	*	*1%*
NET Any problem experienced	**4**	3	1	-	-	-	4	-	4	-	-	-	-	4	-
	*****	*	*	-	-	-	*	-	*	-	-	-	-	*	-
Not aware of Other	**5124**	1870	2012	691	382	136	3882	518	1956	2048	711	272	102	4004	374
	100%	*99%*	*100%*	*100%*	*99%*	*100%*	*100%*	*99%*	*100%*	*100%*	*100%*	*99%*	*100%*	*100%*	*99%*
Aware but not used Other	**5**	2	2	-	1	-	4	1	1	3	1	-	-	4	-
	*****	*	*	-	*	-	*	*	*	*	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	-	-	1	-	-	1	-	-	-	1	-
	*****	*b	-	-	*	-	-	*	-	-	-	*	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	*****	-	*	-	*e	-	-	*	-	-	-	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	3	12	-	7	8	-	14	-	1	-	15	-
	*****	*1%*	*	-	*	*	-	*	-	*2%*	-	*	-
NET Any problem experienced	**4**	1	3	-	4	-	-	4	-	-	-	4	-
	*****	*	*	-	*e	-	-	*	-	-	-	*	-
Not aware of Other	**5124**	256	4775	92	1433	3384	308	5008	57	34	3	5098	22
	100%	*99%*	*100%*	*100%*	*99%*	*100%*	*100%*	*100%*	*100%*	*94%*	*100%*	*100%*	*100%*
Aware but not used Other	**5**	-	5	-	2	3	-	3	-	2	-	5	-
	*****	-	*	-	*	*	-	*	-	*6%*	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_17. In the last 12 months, have you experienced any problems with services from these providers?
Other

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	*****	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-
	*****	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*1%*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	4	2	5	4	*	3	1	1	-	1	2	3	*	2	2	1
	*****	*	*	*	*	*	*1%*	*	*	-	*	*	*1%*	*	*	*	*
NET Any problem experienced	**4**	-	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-
	*****	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*1%*	-
Not aware of Other	**5124**	1276	1286	1279	1283	423	448	406	424	403	458	420	432	428	428	409	446
	100%	*100%*	*100%*	*100%*	*99%*	*100%*	*99%*	*100%*	*100%*	**100%o**	*100%*	*100%*	*99%*	**100%o**	*100%*	*98%*	*100%*
Aware but not used Other	**5**	2	1	-	1	2	1	-	-	-	1	-	-	-	-	1	-
	*****	*	*	-	*	*	*	-	-	-	*	-	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Citipost	**18**	-	18	11	7	7	9	1	2	-	-	-	16	2	-	-	14	5	13
	*	-	*	*	*	1%gi	1%gijk	*	*	-	-	-	1%mno	*	-	-	*	1%	*
Collect + (Collect Plus)	**18**	-	18	8	10	7	5	5	1	-	-	-	12	5	-	-	15	3	18
	*	-	*	*	*	1%i	1%i	*	*	-	-	-	1%no	*n	-	-	*	*	*
DHL	**31**	-	31	18	13	4	5	11	4	*	*	6	9	15	7	6	23	7	32
	1%	-	*1%*	*1%*	*	*1%*	*1%*	1%ij	*1%*	*	*	1%i	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
FedEx	**28**	-	28	17	11	12	9	1	4	*	-	2	20	5	2	2	20	8	28
	1%	-	*1%*	*1%*	*	2%gij	1%gij	*	*1%*	*	-	*	1%mno	*	*	*	*	*1%*	*1%*
Hermes	**198**	-	198	91	107	36	32	37	24	30	27	11	69	61	69	38	168	30	212
	4%	-	*4%*	*4%*	*4%*	5%k	*5%*	*4%*	*3%*	*3%*	*4%*	*2%*	*5%*	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*
Interlink	**6**	-	6	4	2	2	4	-	-	-	-	-	6	-	-	-	4	2	5
	*	-	*	*	*	*	*1%*	-	-	-	-	-	*mn	-	-	-	*	*	*
DPD	**35**	-	35	16	19	17	3	4	5	1	4	2	20	8	7	6	30	5	41
	1%	-	*1%*	*1%*	*1%*	3%fghijk	*	*	*1%*	*	*1%*	*	1%mn	*	*	*	*1%*	*1%*	*1%*
Parcelforce	**26**	-	26	15	11	6	1	6	2	7	2	2	8	9	10	4	21	5	28
	1%	-	*1%*	*1%*	*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*
TNT Express	**9**	-	9	3	6	4	3	3	-	-	-	-	7	3	-	-	5	4	7
	*	-	*	*	*	*1%*	*	*	-	-	-	-	*n	*	-	-	*	*1%*	*
TNT Post UK	**3**	-	3	-	3	1	1	-	-	-	-	-	3	-	-	-	3	-	2
	*	-	*	-	*	*	*	-	-	-	-	-	*	-	-	-	*	-	*
UPS	**18**	-	18	9	9	4	5	1	2	3	-	2	9	3	5	2	14	4	17
	*	-	*	*	*	*1%*	*1%*	*	*	*	-	*	*1%*	*	*	*	*	*1%*	*
UK Mail (not to be confused with Royal Mail)	**17**	-	17	7	9	7	4	2	1	-	2	-	11	3	2	2	10	6	16
	*	-	*	*	*	1%i	*1%*	*	*	-	*	-	1%mn	*	*	*	*	1%p	*
DX	**2**	-	2	1	1	-	2	*	-	-	-	-	2	*	-	-	1	1	3
	*	-	*	*	*	-	*	*	-	-	-	-	*	*	-	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Yodel	**35**	-	35	12	23	10	6	7	5	2	2	3	15	12	7	5	27	8	43
	1%	-	*1%*	*	*1%*	**1%l**	*1%*	*1%*	*1%*	*	*	*1%*	**1%n**	*1%*	*	*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**50**	-	50	20	29	13	9	12	10	4	-	2	22	22	6	2	36	13	56
	1%	-	*1%*	*1%*	*1%*	**2%ij**	**1%j**	**1%j**	**1%j**	*	-	*	**2%no**	**1%no**	*	*	*1%*	*2%*	*1%*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4754**	-	4754	2312	2434	591	644	870	681	861	596	505	1235	1551	1963	1101	3974	705	4736
	92%	-	*92%*	*92%*	*93%*	*86%*	**91%e**	**92%e**	**93%e**	**95%efg**	**94%e**	**97%efgh**	*88%*	**92%l**	**95%lm**	**95%lm**	*92%*	*92%*	*92%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Citipost	18	6	2	10	1	7	11	15	3	2	4	6	2	3	15	2	15
	*	*	*	1%bd	*	*	1%	*	*	*	1%	*	*	*	*	*	*
Collect + (Collect Plus)	18	4	4	5	5	8	10	13	5	2	3	3	6	4	16	2	16
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
DHL	31	14	5	9	3	19	11	25	6	3	*	11	9	8	27	3	27
	1%	1%bd	*	1%	*	1%	1%	1%	*	*	*	1%	1%	1%j	1%	*	1%
FedEx	28	9	2	11	6	11	16	23	5	2	6	4	7	7	24	2	24
	1%	1%b	*	1%b	*	*	1%	1%	*	*	1%	*	1%	1%	1%	*	1%
Hermes	198	45	54	53	46	99	99	116	80	21	27	52	51	30	160	21	167
	4%	4%	3%	5%	4%	3%	4%	4%	4%	3%	4%	4%	4%	4%	4%	3%	4%
Interlink	6	3	-	3	-	3	3	3	3	-	-	-	3	3	6	-	6
	*	*	-	*	-	*	*	*	*	-	-	-	*	*	*	-	*
DPD	35	16	9	3	8	25	11	23	10	6	11	7	5	6	29	6	29
	1%	1%c	*	*	1%	1%	*	1%	*	1%	2%kl	*	*	1%	1%	1%	1%
Parcelforce	26	12	5	3	6	17	9	17	10	2	1	5	12	7	25	2	25
	1%	1%b	*	*	1%	1%	*	1%	*	*	*	*	1%	1%	1%	*	1%
TNT Express	9	4	2	2	1	6	4	9	-	2	1	-	-	4	5	2	5
	*	*	*	*	*	*	*	*h	-	*	*	-	-	1%k	*	*	*
TNT Post UK	3	-	-	1	1	-	3	1	-	1	-	-	-	1	1	1	1
	*	-	-	*	*	-	*	*	-	*	-	-	-	*	*	*	*
UPS	18	6	1	8	3	7	11	13	5	2	*	*	11	5	16	2	16
	*	1%	*	1%b	*	*	*	*	*	*	*	*	1%k	1%k	*	*	*
UK Mail (not to be confused with Royal Mail)	17	5	4	1	7	8	8	10	5	5	6	1	1	3	11	5	11
	*	*	*	*	1%	*	*	*	*	1%kl	1%kln	*	*	*	*	1%	*
DX	2	-	1	1	*	1	1	2	*	-	-	*	-	2	2	-	2
	*	-	*	*	*	*	*	*	*	-	-	*	-	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Yodel	**35**	7	6	15	7	13	22	18	17	4	5	11	8	6	30	4	30
	1%	*1%*	*	**1%b**	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**50**	12	17	7	13	29	20	28	22	10	6	13	15	3	37	10	37
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%m**	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4754**	1075	1651	967	1061	2726	2028	2831	1873	553	640	1269	1160	694	3764	562	3851
	92%	*91%*	**94%ac**	*91%*	*93%*	*93%*	*92%*	*92%*	*93%*	*92%*	*91%*	*93%*	*92%*	*92%*	*92%*	*92%*	*92%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Citipost	18	18	-	-	18	-	-	-	1	2	1	5	3	1	2	2	1	-	-
	*	*	-	-	*	-	-	-	1%	*	*	1%r	1%	*	*	*	*	-	-
Collect + (Collect Plus)	18	17	*	*	15	2	*	*	1	-	-	3	1	2	7	-	1	*	2
	*	*	*	*	*	*	*	*	1%	-	-	1%	*	*	1%	-	*	1%o	*
DHL	31	26	5	4	28	1	*	1	2	2	3	3	2	-	16	-	-	*	1
	1%	1%	1%	2%a	1%	*	*	1%	1%mop	*	1%	1%	1%	-	2%imopr	-	-	*	*
FedEx	28	25	3	*	26	*	*	1	4	6	2	1	5	1	3	3	2	-	*
	1%	1%	*	*	1%	*	*	1%e	2%mr	1%	*	*	1%	*	*	*	*	-	*
Hermes	198	164	34	16	168	16	12	3	12	14	11	17	19	20	25	31	20	4	13
	4%	4%	5%	6%	4%	4%	5%	2%	6%	3%	3%	4%	4%	4%	4%	4%	4%	5%	3%
Interlink	6	6	-	-	6	-	-	-	1	-	2	1	-	-	2	-	-	-	-
	*	*	-	-	*	-	-	-	*	-	*	*	-	-	*	-	-	-	-
DPD	35	22	13	2	22	10	2	2	1	3	1	2	3	-	5	2	6	3	7
	1%	1%	2%a	1%	1%	2%df	1%	1%	*	*	*	1%	1%	-	1%	*	1%	4%hijklmno	2%jmo
Parcelforce	26	21	5	2	23	1	1	1	-	2	4	1	2	-	7	4	3	*	1
	1%	*	1%	1%	1%	*	1%	1%	-	*	1%	*	*	-	1%	1%	1%	*	*
TNT Express	9	7	2	-	8	1	-	-	1	-	-	1	3	-	1	-	2	-	1
	*	*	*	-	*	*	-	-	*	-	-	*	1%	-	*	-	*	-	*
TNT Post UK	3	1	1	1	3	-	-	-	-	1	-	1	-	-	-	-	-	-	-
	*	*	*	1%a	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-
UPS	18	17	1	*	17	-	1	*	1	-	1	3	3	1	3	4	-	-	-
	*	*	*	*	*	-	*	*	1%	-	*	1%	1%	*	*	1%	-	-	-
UK Mail (not to be confused with Royal Mail)	17	16	*	*	15	-	2	*	-	*	1	2	2	-	5	3	1	-	-
	*	*	*	*	*	-	1%	*	-	*	*	1%	*	-	1%	*	*	-	-
DX	2	2	*	*	2	*	-	-	-	-	1	1	-	-	-	-	-	-	*
	*	*	*	*	*	*	-	-	-	-	*	*	-	-	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 311

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Yodel	35	28	7	3	30	3	1	*	-	2	7	6	3	3	4	3	2	1	2
	1%	1%	1%	1%	1%	1%	*	*	-	*	2%	2%	1%	1%	1%	*	*	1%	1%
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	50	41	8	5	43	3	3	1	4	4	5	7	-	2	9	8	4	1	2
	1%	1%	1%	2%	1%	1%	1%	1%	2%lm	1%	1%	2%l	-	*	1%	1%	1%	1%l	1%
{EQI1.QI1_oth}	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	4754	4090	664	213	3980	407	231	137	183	531	388	339	416	447	619	647	410	70	337
	92%	93%c	90%	88%	92%	92%	92%	94%	88%	94%h	92%	91%	92%	94%h	91%	92%	93%h	91%	93%h

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Citipost	**18**	6	5	6	-	2	11	2	7	4	1	3	4	10	7
	*	*	*	*1%*	-	*1%*	*	*	*	*	*	*1%*	**4%hijm**	*	**2%hijm**
Collect + (Collect Plus)	**18**	6	8	2	2	-	14	2	9	5	2	2	*	14	2
	*	*	*	*	*1%*	-	*	*	*	*	*	*1%*	*	*	*
DHL	**31**	14	10	4	1	2	24	3	11	13	4	1	2	23	3
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*
FedEx	**28**	7	14	1	2	4	21	6	2	17	2	4	3	19	7
	1%	*	*1%*	*	*	**3%abcdf**	*1%*	*1%*	*	**1%h**	*	**2%hm**	**3%hjm**	*	**2%hjm**
Hermes	**198**	68	89	7	26	8	158	34	85	75	17	18	3	161	21
	4%	**4%c**	**4%c**	*1%*	**7%acf**	**6%c**	**4%c**	**6%acf**	*4%*	*4%*	*2%*	**6%j**	*3%*	*4%*	**5%j**
Interlink	**6**	2	3	1	-	-	5	-	1	4	-	1	-	5	1
	*	*	*	*	-	-	*	-	*	*	-	*	-	*	*
DPD	**35**	6	11	5	3	9	17	12	11	16	2	3	2	27	5
	1%	*	*1%*	*1%*	*1%*	**7%abcdf**	*	**2%abf**	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*
Parcelforce	**26**	10	8	2	3	3	18	7	9	11	1	2	3	21	5
	1%	*1%*	*	*	*1%*	**3%abcf**	*	**1%b**	*	*1%*	*	*1%*	**3%hijm**	*1%*	**1%j**
TNT Express	**9**	5	1	-	3	-	6	3	1	3	5	-	-	4	-
	*	*	*	-	**1%bf**	-	*	**1%b**	*	*	**1%hm**	-	-	*	-
TNT Post UK	**3**	1	-	-	1	-	1	1	1	1	-	-	-	3	-
	*	*	-	-	*b	-	*	*	*	*	-	-	-	*	-
UPS	**18**	8	5	*	3	2	13	5	4	10	3	-	2	13	2
	*	*	*	*	*1%*	**1%c**	*	*1%*	*	*	*	-	**2%h**	*	*
UK Mail (not to be confused with Royal Mail)	**17**	8	1	2	4	-	8	4	7	5	2	1	-	12	1
	*	*	*	*	**1%bf**	-	*	**1%b**	*	*	*	*	-	*	*
DX	**2**	1	-	-	1	-	1	1	1	-	1	-	-	1	-
	*	*	-	-	*	-	*	*	*	-	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Yodel	**35**	9	18	2	4	2	27	6	14	9	7	3	2	23	5
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**50**	20	12	8	6	3	32	9	25	19	3	*	3	44	3
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	**2%b**	*1%*	*1%*	*	*	**3%j**	*1%*	*1%*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4754**	1755	1858	656	339	116	3613	454	1817	1893	678	245	89	3709	334
	92%	**93%deg**	**92%deg**	**95%deg**	*88%*	*85%*	**93%deg**	*87%*	*93%*	*92%*	**95%klin**	*89%*	*88%*	*92%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Citipost	18	1	17	1	11	4	3	15	3	-	-	18	-
	*	*	*	1%	1%e	*	1%e	*	5%gk	-	-	*	-
Collect + (Collect Plus)	18	*	17	-	11	5	2	16	2	-	-	18	-
	*	*	*	-	1%e	*	1%	*	3%gk	-	-	*	-
DHL	31	1	30	-	17	11	3	26	1	4	-	31	*
	1%	*	1%	-	1%e	*	1%	1%	1%	10%	-	1%	*
FedEx	28	2	25	1	14	11	3	24	3	1	-	28	-
	1%	1%	1%	1%	1%e	*	1%	*	5%gk	3%	-	1%	-
Hermes	198	13	181	4	65	122	12	197	2	*	-	198	-
	4%	5%	4%	4%	4%	4%	4%	4%	3%	*	-	4%	-
Interlink	6	1	5	-	2	3	1	4	2	-	-	6	-
	*	*	*	-	*	*	*	*	3%gk	-	-	*	-
DPD	35	7	29	-	14	18	4	33	1	-	-	34	2
	1%	3%b	1%	-	1%	1%	1%	1%	2%	-	-	1%	7%
Parcelforce	26	2	25	-	9	16	2	26	-	1	-	26	-
	1%	1%	1%	-	1%	*	1%	1%	-	2%	-	1%	-
TNT Express	9	1	8	-	3	6	-	8	2	-	-	9	-
	*	*	*	-	*	*	-	*	3%gk	-	-	*	-
TNT Post UK	3	-	3	-	3	-	-	3	-	-	-	3	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
UPS	18	2	16	-	6	12	-	18	-	-	-	18	-
	*	1%	*	-	*	*	-	*	-	-	-	*	-
UK Mail (not to be confused with Royal Mail)	17	2	14	*	8	7	2	14	-	1	-	15	2
	*	1%	*	*	1%	*	1%	*	-	2%	-	*	8%
DX	2	-	2	-	1	1	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Yodel	**35**	1	33	1	10	22	3	34	1	*	-	35	-
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**50**	3	45	1	23	24	2	47	2	1	-	50	-
	1%	*1%*	*1%*	*1%*	**2%e**	*1%*	*1%*	*1%*	*3%*	*2%*	-	*1%*	-
{£QI1.QI1_oth}	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4754**	228	4440	86	1300	3180	275	4658	43	30	3	4731	20
	92%	*88%*	**93%a**	*93%*	*90%*	**94%df**	*89%*	**93%h**	*76%*	*82%*	*100%*	**92%h**	*92%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Citipost	18	5	6	4	3	-	1	4	1	2	3	2	-	2	-	-	3
	*	*	*	*	*	-	*	1%	*	1%	1%	*	-	1%	-	-	1%
Collect + (Collect Plus)	18	5	6	*	6	1	1	3	1	2	3	-	*	*	4	-	2
	*	*	*	*	*	*	*	1%	*	*	1%	-	*	*	1%	-	1%
DHL	31	2	13	9	6	1	2	-	8	4	1	1	*	7	5	1	1
	1%	*	1%a	1%	1%	*	*	-	2%gjl	1%	*	*	*	2%g	1%	*	*
FedEx	28	5	8	3	12	-	5	-	3	3	2	1	1	1	2	1	9
	1%	*	1%	*	1%	-	1%	-	1%	1%	1%	*	*	*	*	*	2%eg
Hermes	198	39	51	63	46	18	7	15	16	18	17	23	19	21	18	17	11
	4%	3%	4%	5%	4%	4%f	1%	4%	4%	5%f	4%	5%f	4%f	5%f	4%	4%	2%
Interlink	6	-	4	1	1	-	-	-	1	1	2	-	-	1	-	-	1
	*	-	*	*	*	-	-	-	*	*	*	-	-	*	-	-	*
DPD	35	8	12	7	8	8	*	*	2	7	3	3	3	1	4	3	*
	1%	1%	1%	1%	1%	2%fgp	*	*	1%	2%fgp	1%	1%	1%	*	1%	1%	*
Parcelforce	26	4	9	8	6	1	*	2	3	2	4	*	2	6	1	3	2
	1%	*	1%	1%	1%	*	*	1%	1%	*	1%	*	*	1%	*	1%	1%
TNT Express	9	1	5	-	2	1	-	-	2	3	-	-	-	-	-	2	1
	*	*	*	-	*	*	-	-	1%	1%	-	-	-	-	-	*	*
TNT Post UK	3	-	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-
	*	-	*	-	*	-	-	-	*	-	-	-	-	-	*	-	-
UPS	18	2	4	6	6	-	-	2	1	2	1	1	4	2	1	3	2
	*	*	*	*	*	-	-	*	*	*	*	*	1%	*	*	1%	*
UK Mail (not to be confused with Royal Mail)	17	4	4	3	5	-	2	3	1	3	-	1	2	-	1	4	-
	*	*	*	*	*	-	*	1%	*	1%	-	*	*	-	*	1%	-
DX	2	-	1	1	*	-	-	-	1	-	-	-	1	-	-	-	*
	*	-	*	*	*	-	-	-	*	-	-	-	*	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Yodel	**35**	1	10	11	12	*	1	*	4	3	4	4	4	3	8	2	2
	1%	*	**1%a**	**1%a**	**1%a**	*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%efg**	*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**50**	4	19	12	14	1	1	1	6	8	5	2	5	5	8	5	1
	1%	*	**1%a**	*1%*	*1%*	*	*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4754**	1207	1187	1170	1190	395	433	379	397	364	427	385	400	384	387	384	419
	92%	**94%c**	*92%*	*91%*	*92%*	*93%*	**96%iklmn**	*93%*	*93%*	*90%*	*93%*	*91%*	*92%*	*90%*	*90%*	*92%*	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Citipost	**9**	-	9	6	3	2	7	-	*	-	-	-	9	*	-	-	9	-	7
	*	-	*	*	*	*	1%gl	-	*	-	-	-	1%mno	*	-	-	*	-	*
Collect + (Collect Plus)	**22**	-	22	13	9	12	3	4	2	-	*	-	15	6	*	*	15	6	17
	*	-	*	*1%*	*	2%ghijk	*	*	*	-	*	-	1%no	*n	*	*	*	*1%*	*
DHL	**40**	-	40	20	20	3	9	7	7	9	3	3	12	14	15	6	33	7	57
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
FedEx	**37**	-	37	24	13	17	7	6	3	*	*	3	24	9	3	3	27	10	28
	1%	-	*1%*	*1%*	*	2%ghijk	1%l	*1%*	*	*	*	*1%*	2%mno	*1%*	*	*	*1%*	*1%*	*1%*
Hermes	**245**	-	245	90	155	42	31	60	32	31	31	17	73	92	80	48	203	40	267
	5%	-	*5%*	*4%*	6%c	6%l	*4%*	6%lk	*4%*	*3%*	*5%*	*3%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*5%*
Interlink	**10**	-	10	6	4	6	1	2	-	*	-	1	7	2	1	1	9	2	8
	*	-	*	*	*	1%l	*	*	-	*	-	*	*n	*	*	*	*	*	*
DPD	**61**	-	61	28	33	17	12	12	9	4	7	-	29	21	10	7	47	12	76
	1%	-	*1%*	*1%*	*1%*	2%lk	2%lk	1%k	1%k	*	*1%*	-	2%no	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Parcelforce	**50**	-	50	28	20	7	2	14	8	11	6	2	9	21	20	8	39	11	52
	1%	-	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
TNT Express	**8**	-	8	4	5	2	2	3	1	*	-	-	4	4	*	-	7	2	10
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	*	*
TNT Post UK	**3**	-	3	1	2	-	2	1	-	-	-	-	2	1	-	-	3	-	4
	*	-	*	*	*	-	*	*	-	-	-	-	*	*	-	-	*	-	*
UPS	**20**	-	20	12	8	7	4	2	1	*	3	3	11	3	6	6	15	5	18
	*	-	*	*	*	1%l	*1%*	*	*	*	*	*1%*	*1%*	*	*	*	*	*1%*	*
UK Mail (not to be confused with Royal Mail)	**20**	-	20	8	12	3	7	6	2	-	2	-	10	7	2	2	11	9	15
	*	-	*	*	*	*	1%l	*1%*	*	-	*	-	1%n	*	*	*	*	1%p	*
DX	**5**	-	5	2	3	1	2	2	*	-	1	-	3	2	1	1	3	2	8
	*	-	*	*	*	*	*	*	*	-	*	-	*	*	*	*	*	*	*
Yodel	**82**	-	82	30	53	7	16	20	5	13	16	5	23	26	34	21	68	14	95
	2%	-	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**83**	-	83	40	43	9	10	27	7	15	14	-	20	34	29	14	78	5	83
	2%	-	*2%*	*2%*	*2%*	**1%k**	**1%k**	**3%hk**	*1%*	**2%k**	**2%k**	-	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
{EQI1.QI1_oth}	**1**	-	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	-	1
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	*	*	-	*
None of these	**4627**	-	4627	2271	2349	584	637	819	673	838	572	498	1221	1492	1908	1070	3872	683	4611
	90%	-	*90%*	*91%*	*89%*	*85%*	**90%e**	*86%*	**92%eg**	**93%eg**	**90%e**	**95%efgj**	*87%*	*89%*	**93%lm**	**93%lm**	*90%*	*89%*	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Citipost	**9**	5	*	4	-	5	4	9	-	-	3	2	1	3	9	-	9
	*	*	*	*	-	*	*	*	-	-	*	*	*	*	*	-	*
Collect + (Collect Plus)	**22**	4	8	6	3	12	9	17	5	1	7	5	3	5	20	1	20
	*	*	*	1%	*	*	*	1%	*	*	1%	*	*	1%	*	*	*
DHL	**40**	8	14	12	7	21	19	26	14	7	5	13	10	2	30	7	33
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%
FedEx	**37**	19	5	10	4	23	14	33	4	2	8	7	10	9	34	2	34
	1%	2%bd	*	1%	*	1%	1%	1%h	*	*	1%	1%	1%	1%	1%	*	1%
Hermes	**245**	54	70	62	60	123	122	152	90	30	28	83	60	27	198	30	206
	5%	5%	4%	6%	5%	4%	5%	5%	4%	5%	4%	6%	5%	4%	5%	5%	5%
Interlink	**10**	3	1	3	3	4	6	7	1	2	2	-	4	2	9	2	9
	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*
DPD	**61**	22	12	8	19	34	27	41	19	10	7	18	15	7	47	10	47
	1%	2%b	1%	1%	2%b	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%
Parcelforce	**50**	11	15	11	13	26	24	35	14	3	7	19	11	4	41	3	41
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
TNT Express	**8**	2	5	1	-	7	1	8	*	2	*	2	3	2	7	2	7
	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
TNT Post UK	**3**	2	-	1	*	2	1	3	*	-	-	*	2	1	3	-	3
	*	*	-	*	*	*	*	*	*	-	-	*	*	*	*	-	*
UPS	**20**	7	8	3	3	15	5	16	4	1	*	4	10	3	17	1	17
	*	1%	*	*	*	1%	*	1%	*	*	*	*	1%	*	*	*	*
UK Mail (not to be confused with Royal Mail)	**20**	6	6	3	4	12	7	15	3	4	5	5	1	4	16	4	16
	*	1%	*	*	*	*	*	*	*	1%	1%l	*	*	1%	*	1%	*
DX	**5**	1	-	1	3	1	5	1	4	1	-	*	2	1	4	1	4
	*	*	-	*	*	*	*	*	*	*	-	*	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Yodel	**82**	23	25	10	24	48	35	56	26	14	13	35	7	6	61	14	64
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	**2%lm**	**2%l**	**3%lmn**	*1%*	*1%*	*1%*	*2%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**83**	23	27	13	21	50	33	52	31	9	5	26	15	18	63	9	67
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
{EQI1.QI1_oth}	**1**	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	1
	*******	*	-	-	-	*	-	-	*	-	-	-	*	-	*	-	*
None of these	**4627**	1050	1595	952	1029	2645	1981	2736	1840	543	627	1206	1139	693	3665	552	3746
	90%	*89%*	*91%*	*89%*	*90%*	*90%*	*90%*	*89%*	**91%g**	*90%*	*90%*	*88%*	*90%*	**92%k**	*90%*	*91%*	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Citipost	9	9	*	-	9	-	*	-	1	-	1	5	1	-	-	-	-	-	-
	*	*	*	-	*	-	*	-	*1%*	-	*	**1%lmnor**	*	-	-	-	-	-	-
Collect + (Collect Plus)	22	20	2	*	19	2	1	*	-	1	-	5	2	-	2	5	3	1	1
	*	*	*	*	*	*	*	*	-	*	-	**1%m**	*	-	*	*1%*	*1%*	**1%jm**	*
DHL	40	36	4	3	30	5	3	2	3	-	3	6	-	6	2	8	3	1	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%il**	-	*1%*	**2%il**	-	*1%*	*	*1%*	*1%*	**1%il**	**1%l**
FedEx	37	28	9	1	28	8	*	1	2	4	4	1	4	1	4	4	3	-	8
	1%	*1%*	*1%*	*	*1%*	**2%df**	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	-	**2%kmn**
Hermes	245	208	37	16	207	14	20	4	10	12	19	18	44	17	21	47	19	3	11
	5%	*5%*	*5%*	*7%*	*5%*	*3%*	**8%deg**	*3%*	*5%*	*2%*	*4%*	*5%*	**10%hijkmnpr**	*4%*	*3%*	**7%inr**	*4%*	*4%*	*3%*
Interlink	10	10	*	*	10	1	*	-	-	-	-	1	-	3	4	-	1	-	1
	*	*	*	*	*	*	*	-	-	-	-	*	-	*1%*	*1%*	-	*	-	*
DPD	61	51	11	5	49	7	3	2	1	5	3	6	8	2	8	6	10	2	5
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*	*1%*	*1%*	*2%*	*2%*	*1%*
Parcelforce	50	43	7	6	40	6	2	2	1	9	7	6	2	3	5	4	4	-	6
	1%	*1%*	*1%*	**3%a**	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*2%*	*	*1%*	*1%*	*1%*	*1%*	-	*2%*
TNT Express	8	8	*	*	5	2	2	-	1	-	-	1	2	-	-	-	2	*	1
	*	*	*	*	*	*	**1%d**	-	*	-	-	*	*	-	-	-	*	**1%no**	*
TNT Post UK	3	3	*	*	2	1	-	*	1	-	-	1	-	-	-	-	-	-	1
	*	*	*	*	*	*	-	*	*1%*	-	-	*	-	-	-	-	-	-	*
UPS	20	17	3	*	17	2	1	*	2	2	-	1	2	2	7	-	2	-	2
	*	*	*	*	*	*	*	*	**1%o**	*	-	*	*	*	*1%*	-	*	-	*
UK Mail (not to be confused with Royal Mail)	20	18	2	*	18	1	1	-	1	2	1	3	2	-	3	3	3	-	1
	*	*	*	*	*	*	*	-	*	*	*	*1%*	*	-	*	*	*1%*	-	*
DX	5	3	2	1	5	*	*	1	-	-	-	1	*	2	1	-	-	-	*
	*	*	*	*	*	*	*	*	-	-	-	*	*	*	*	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Yodel	82	73	9	4	70	5	6	2	-	8	5	13	11	7	8	8	10	1	4
	2%	2%	1%	2%	2%	1%	2%	1%	-	1%	1%	4%hn	2%h	1%	1%	1%	2%h	1%	1%
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	83	70	13	3	72	6	4	1	5	12	7	8	6	5	3	22	5	*	6
	2%	2%	2%	1%	2%	1%	2%	1%	2%n	2%n	2%	2%n	1%	1%	*	3%n	1%	*	2%
{EQI1.QI1_oth}	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*d	-	-	-	-	-	-	-	-	-	-	-
None of these	4627	3971	656	216	3877	396	219	135	187	518	383	322	391	438	632	616	389	72	324
	90%	90%	89%	89%	90%	90%	88%	93%f	90%	92%kl	91%	87%	87%	92%kl	93%klop	88%	88%	94%	89%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Citipost	9 *	7 *b	* *	2 *	- -	- -	7 *	- -	3 *	5 *	- -	2 *1%*	- -	7 *	2 *
Collect + (Collect Plus)	22 *	4 *	14 *1%*	2 *	2 *1%*	- -	18 *	2 *	3 *	9 *	7 **1%hm**	1 *	2 **2%hm**	12 *	3 **1%h**
DHL	40 *1%*	18 *1%*	17 *1%*	4 *1%*	2 *1%*	* *	34 *1%*	2 *	13 *1%*	20 *1%*	5 *1%*	2 *1%*	- -	33 *1%*	2 *1%*
FedEx	37 *1%*	10 *1%*	8 *	11 **2%abf**	1 *	7 **5%abcdfg**	18 *	8 **2%bf**	8 *	20 *1%*	4 *1%*	1 *1%*	3 **3%hjm**	29 *1%*	4 *1%*
Hermes	245 *5%*	84 *4%*	108 **5%c**	20 *3%*	29 **7%c**	5 *3%*	192 *5%*	34 **6%c**	98 *5%*	106 *5%*	28 *4%*	9 *3%*	4 *4%*	204 *5%*	13 *3%*
Interlink	10 *	4 *	2 *	1 *	2 *	- -	6 *	2 *	4 *	4 *	- -	1 *	- -	8 *	1 *
DPD	61 *1%*	22 *1%*	23 *1%*	3 *	10 **3%cf**	1 *1%*	45 *1%*	11 **2%c**	24 *1%*	26 *1%*	7 *1%*	2 *1%*	* *	50 *1%*	2 *1%*
Parcelforce	50 *1%*	14 *1%*	17 *1%*	5 *1%*	12 **3%abcf**	3 *2%*	31 *1%*	14 **3%abcf**	21 *1%*	16 *1%*	3 *	8 **3%hijm**	2 *2%*	37 *1%*	10 **3%hijm**
TNT Express	8 *	4 *	4 *	- -	- -	- -	8 *	- -	4 *	3 *	1 *	- -	- -	7 *	- -
TNT Post UK	3 *	3 *	- -	- -	* *	- -	3 *	* *	2 *	1 *	- -	- -	- -	3 *	- -
UPS	20 *	9 *	3 *	5 **1%b**	4 **1%b**	- -	11 *	4 *1%*	2 *	7 *	8 **1%hlm**	2 *1%*	1 **1%h**	9 *	3 **1%h**
UK Mail (not to be confused with Royal Mail)	20 *	8 *	4 *	2 *	3 *1%*	- -	12 *	3 *1%*	8 *	6 *	3 *	1 *	- -	14 *	1 *
DX	5 *	1 *	2 *	2 *	* *	- -	3 *	* *	3 *	* *	- -	1 **1%i**	- -	3 *	1 *i

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Yodel	**82**	28	34	14	5	1	62	6	37	34	10	1	*	71	2
	2%	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*	*	*2%*	*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**83**	30	31	11	8	4	61	11	38	32	9	4	-	69	4
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	-	*2%*	*1%*
{£QI1.QI1_oth}	**1**	-	1	-	-	-	1	-	1	-	-	-	-	1	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
None of these	**4627**	1709	1809	629	332	117	3518	449	1767	1832	661	245	90	3599	335
	90%	**91%dg**	*90%*	**91%g**	*86%*	*86%*	**90%dg**	*86%*	*90%*	*89%*	**93%l**	*89%*	*88%*	*89%*	*89%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Citipost	9	-	9	-	7	1	-	9	-	-	-	9	-
	*	-	*	-	1%e	*	-	*	-	-	-	*	-
Collect + (Collect Plus)	22	-	22	-	16	5	-	19	3	-	-	22	-
	*	-	*	-	1%e	*	-	*	5%gk	-	-	*	-
DHL	40	7	33	1	18	16	6	34	4	1	-	40	-
	1%	3%b	1%	1%	1%e	*	2%e	1%	8%gk	3%	-	1%	-
FedEx	37	4	33	-	22	13	2	36	1	-	-	37	-
	1%	2%	1%	-	2%e	*	1%	1%	2%	-	-	1%	-
Hermes	245	24	215	6	84	149	12	245	*	*	-	245	-
	5%	9%b	4%	7%	6%	4%	4%	5%	*	*	-	5%	-
Interlink	10	2	8	-	8	1	2	9	-	-	-	9	2
	*	1%	*	-	1%e	*	1%e	*	-	-	-	*	7%
DPD	61	6	55	-	30	26	5	55	2	2	-	59	2
	1%	2%	1%	-	2%e	1%	2%	1%	4%	6%	-	1%	7%
Parcelforce	50	3	47	-	16	32	2	48	1	1	-	50	-
	1%	1%	1%	-	1%	1%	1%	1%	2%	3%	-	1%	-
TNT Express	8	2	7	-	7	2	-	8	-	-	-	8	-
	*	1%	*	-	*e	*	-	*	-	-	-	*	-
TNT Post UK	3	-	3	-	1	2	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
UPS	20	1	19	-	8	12	-	17	4	-	-	20	-
	*	*	*	-	1%	*	-	*	6%gk	-	-	*	-
UK Mail (not to be confused with Royal Mail)	20	2	17	-	8	8	3	18	-	-	-	18	2
	*	1%	*	-	1%	*	1%	*	-	-	-	*	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
DX	**5**	2	4	-	3	1	1	4	-	-	-	4	1
	*	1%b	*	-	*	*	*e	*	-	-	-	*	7%
Yodel	**82**	8	71	3	33	47	2	81	-	*	1	81	*
	2%	3%	1%	3%	2%	1%	1%	2%	-	*	33%	2%	1%
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**83**	6	76	1	41	39	3	81	-	3	-	83	-
	2%	2%	2%	1%	3%e	1%	1%	2%	-	7%	-	2%	-
{EQI1.QI1_oth}	**1**	1	-	-	1	-	-	1	-	-	-	1	-
	*	*b	-	-	*	-	-	*	-	-	-	*	-
None of these	**4627**	210	4332	85	1237	3111	279	4533	42	31	2	4606	19
	90%	81%	90%a	92%a	86%	92%d	91%	90%h	75%	85%	67%	90%h	85%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Citipost	9	6	2	*	-	-	1	5	2	-	-	*	-	-	-	-	-
	*	*	*	*	-	-	*	1%	1%	-	-	*	-	-	-	-	-
Collect + (Collect Plus)	22	9	8	2	2	1	3	4	3	3	1	1	2	*	2	-	-
	*	1%	1%	*	*	*	1%	1%	1%	1%	*	*	*	*	1%	-	-
DHL	40	7	19	8	7	2	2	3	9	6	4	2	2	4	4	-	3
	1%	1%	1%a	1%	1%	1%	*	1%	2%o	1%	1%	*	*	1%	1%	-	1%
FedEx	37	10	9	10	9	7	1	2	4	2	2	3	*	6	2	3	4
	1%	1%	1%	1%	1%	2%l	*	*	1%	1%	1%	1%	*	1%	*	1%	1%
Hermes	245	43	56	74	72	16	9	19	18	18	20	33	22	19	34	15	23
	5%	3%	4%	6%a	6%a	4%	2%	5%	4%	4%	4%	8%f	5%f	4%	8%efo	4%	5%f
Interlink	10	-	4	1	5	-	-	-	1	-	3	-	1	-	-	2	3
	*	-	*	*	*	-	-	-	*	-	1%	-	*	-	-	*	1%
DPD	61	15	19	8	19	3	3	9	8	4	7	1	2	5	12	4	3
	1%	1%	1%	1%	1%	1%	1%	2%k	2%	1%	2%	*	1%	1%	3%k	1%	1%
Parcelforce	50	4	16	13	18	-	1	3	5	6	5	*	6	7	6	7	4
	1%	*	1%a	1%	1%a	-	*	1%	1%	1%e	1%	*	1%	2%e	1%	2%ek	1%
TNT Express	8	1	4	2	2	1	-	-	2	2	1	-	2	*	-	2	-
	*	*	*	*	*	*	-	-	*	*	*	-	*	*	-	1%	-
TNT Post UK	3	1	2	*	-	-	-	1	1	-	1	-	*	-	-	-	-
	*	*	*	*	-	-	-	*	*	-	*	-	*	-	-	-	-
UPS	20	5	6	4	6	4	*	*	1	4	-	-	*	3	1	2	3
	*	*	*	*	*	1%	*	*	*	1%	-	-	*	1%	*	*	1%
UK Mail (not to be confused with Royal Mail)	20	5	8	3	4	-	3	2	3	5	-	2	1	-	-	3	1
	*	*	1%	*	*	-	1%	1%	1%	1%	-	*	*	-	-	1%	*
DX	5	*	2	1	2	-	-	*	1	-	1	-	-	1	-	1	2
	*	*	*	*	*	-	-	*	*	-	*	-	-	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Yodel	**82**	10	22	28	22	1	4	5	7	7	8	11	5	12	12	6	4
	2%	*1%*	*2%*	**2%a**	*2%*	*	*1%*	*1%*	*2%*	*2%*	*2%*	**3%e**	*1%*	**3%e**	**3%e**	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**83**	13	27	15	29	*	5	7	12	12	2	2	6	7	15	9	6
	2%	*1%*	*2%*	*1%*	*2%*	*	*1%*	**2%e**	**3%ejk**	**3%ejk**	*	*	*1%*	*2%*	**3%ejk**	**2%e**	*1%*
{EQI1.QI1_oth}	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
None of these	**4627**	1172	1153	1160	1142	392	424	357	376	358	418	381	393	386	367	375	400
	90%	**91%d**	*89%*	*90%*	*88%*	**92%n**	**94%ghin**	*88%*	*88%*	*89%*	**91%n**	*90%*	*90%*	*90%*	*85%*	*90%*	*90%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Citipost	**11**	-	11	7	4	4	5	2	-	-	-	-	9	2	-	-	10	1	10
	*	-	*	*	*	1%	1%i	*	-	-	-	-	1%mno	*	-	-	*	*	*
Collect + (Collect Plus)	**32**	-	32	16	15	14	4	11	2	*	*	-	18	13	1	*	22	10	29
	1%	-	1%	1%	1%	2%hijk	1%	1%i	*	*	*	-	1%no	1%no	*	*	1%	1%	1%
DHL	**81**	-	81	48	32	19	9	15	16	15	2	5	28	31	22	7	61	17	90
	2%	-	2%	2%	1%	3%j	1%	2%	2%j	2%	*	1%	2%o	2%o	1%	1%	1%	2%	2%
FedEx	**52**	-	52	25	28	22	8	11	2	6	3	1	30	12	11	4	42	10	54
	1%	-	1%	1%	1%	3%fghijk	1%	1%	*	1%	*	*	2%mno	1%	1%	*	1%	1%	1%
Hermes	**381**	-	381	155	227	81	56	75	58	54	34	23	137	133	111	57	307	72	427
	7%	-	7%	6%	9%c	12%fgjjk	8%	8%k	8%	6%	5%	4%	10%no	8%no	5%	5%	7%	9%	8%
Interlink	**6**	-	6	3	2	1	2	2	-	-	-	-	3	2	-	-	5	1	4
	*	-	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	*	*
DPD	**106**	-	106	46	61	38	24	17	10	13	3	2	62	27	18	5	79	28	133
	2%	-	2%	2%	2%	5%ghijk	3%ijk	2%	1%	1%	*	*	4%mno	2%o	1%	*	2%	4%p	3%
Parcelforce	**86**	-	86	34	50	14	9	11	8	26	16	3	23	18	45	19	78	5	101
	2%	-	2%	1%	2%	2%	1%	1%	1%	3%ghk	3%k	1%	2%	1%	2%m	2%	2%	1%	2%
TNT Express	**9**	-	9	5	4	5	2	-	-	2	-	-	7	-	2	-	8	1	7
	*	-	*	*	*	1%g	*	-	-	*	-	-	*m	-	*	-	*	*	*
TNT Post UK	**8**	-	8	6	2	3	1	3	-	*	-	-	4	3	*	-	8	-	5
	*	-	*	*	*	*	*	*	-	*	-	-	*	*	*	-	*	-	*
UPS	**36**	-	36	15	21	11	10	10	1	3	*	-	21	11	3	*	27	8	41
	1%	-	1%	1%	1%	2%hijk	1%hijk	1%	*	*	*	-	2%no	1%no	*	*	1%	1%	1%
UK Mail (not to be confused with Royal Mail)	**25**	-	25	11	14	8	7	5	*	-	3	2	15	5	5	5	18	6	25
	*	-	*	*	1%	1%hi	1%hi	1%	*	-	*	*	1%mn	*	*	*	*	1%	*
DX	**7**	-	7	3	4	2	3	*	*	1	-	-	5	*	1	-	5	2	11
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Yodel	**124**	-	124	68	56	20	16	39	13	19	11	6	36	52	36	17	99	23	153
	2%	-	*2%*	*3%*	*2%*	*3%*	*2%*	***4%hijk***	*2%*	*2%*	*2%*	*1%*	*3%*	***3%no***	*2%*	*1%*	*2%*	*3%*	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**104**	-	104	51	52	23	18	26	17	7	8	4	41	43	19	12	73	27	111
	2%	-	*2%*	*2%*	*2%*	***3%ik***	***3%l***	***3%ik***	*2%*	*1%*	*1%*	*1%*	***3%no***	***3%no***	*1%*	*1%*	*2%*	***4%p***	*2%*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4426**	-	4426	2163	2256	523	604	794	638	808	569	484	1127	1432	1861	1053	3730	632	4368
	86%	-	*86%*	*86%*	*86%*	*76%*	***85%e***	***84%e***	***87%e***	***89%efg***	***90%efg***	***93%efgh***	*81%*	***85%l***	***90%lm***	***91%lm***	***87%q***	*82%*	*85%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Citipost	11 *	3 *	2 *	5 *	1 *	5 *	6 *	10 *	1 *	- -	1 *	8 1%	1 *	1 *	11 *	- -	11 *
Collect + (Collect Plus)	32 1%	6 1%	13 1%	5 *	9 1%	19 1%	13 1%	24 1%	8 *	3 1%	3 *	7 *	13 1%	6 1%	28 1%	3 1%	28 1%
DHL	81 2%	30 3%bd	21 1%	16 2%	13 1%	52 2%	29 1%	60 2%h	20 1%	7 1%	13 2%	17 1%	18 1%	24 3%k	72 2%	7 1%	72 2%
FedEx	52 1%	12 1%	16 1%	17 2%	7 1%	28 1%	24 1%	39 1%	13 1%	8 1%	10 1%	14 1%	14 1%	5 1%	43 1%	8 1%	43 1%
Hermes	381 7%	82 7%	133 8%	80 7%	87 8%	215 7%	166 8%	240 8%	137 7%	40 7%	41 6%	93 7%	122 10%jk	60 8%	316 8%	41 7%	322 8%
Interlink	6 *	- -	2 *	4 *	- -	2 *	4 *	6 *	- -	- -	1 *	- -	2 *	2 *	6 *	- -	6 *
DPD	106 2%	35 3%b	22 1%	24 2%	26 2%	56 2%	50 2%	67 2%	36 2%	18 3%	16 2%	21 2%	31 2%	15 2%	83 2%	18 3%	87 2%
Parcelforce	86 2%	18 2%	29 2%	16 1%	23 2%	47 2%	39 2%	63 2%h	21 1%	9 2%	12 2%	25 2%	29 2%	8 1%	73 2%	9 2%	74 2%
TNT Express	9 *	2 *	2 *	2 *	4 *	3 *	6 *	8 *	1 *	3 *	- -	1 *	2 *	2 *	6 *	3 *	6 *
TNT Post UK	8 *	6 *b	- -	1 *	* *	6 *	2 *	8 *	- -	2 *	* *	- -	4 *	1 *	6 *	2 *	6 *
UPS	36 1%	7 1%	11 1%	10 1%	8 1%	18 1%	18 1%	25 1%	11 1%	5 1%	2 *	8 1%	13 1%	8 1%	31 1%	5 1%	31 1%
UK Mail (not to be confused with Royal Mail)	25 *	6 1%	12 1%	2 *	5 *	18 1%	7 *	16 1%	9 *	3 1%	7 1%	3 *	5 *	5 1%	20 *	3 1%	20 *
DX	7 *	2 *	2 *	2 *	1 *	3 *	4 *	5 *	2 *	1 *	2 *	1 *	2 *	1 *	6 *	1 *	6 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Yodel	**124**	39	32	20	33	71	53	84	40	16	8	32	38	24	102	16	105
	2%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	**3%j**	**3%j**	*2%*	*3%*	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**104**	33	34	12	24	68	36	61	42	13	14	18	38	16	87	13	88
	2%	**3%c**	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**3%k**	*2%*	*2%*	*2%*	*2%*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4426**	987	1525	916	998	2512	1914	2606	1774	524	605	1196	1043	637	3481	533	3564
	86%	*83%*	**87%a**	*86%*	**87%a**	*86%*	*87%*	*85%*	**88%g**	**87%l**	*86%*	**87%l**	*83%*	*84%*	*85%*	*87%*	*85%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Citipost	11	11	-	-	11	-	-	-	3	2	-	3	1	-	-	*	1	-	-
	*	*	-	-	*	-	-	-	2%jlmnor	*	-	1%	*	-	-	*	*	-	-
Collect + (Collect Plus)	32	29	3	1	29	1	1	1	-	-	-	6	2	1	7	11	1	*	1
	1%	1%	*	*	1%	*	*	1%	-	-	-	2%jl	*	*	1%	2%l	*	*	*
DHL	81	68	13	3	69	5	2	4	3	6	15	4	1	4	14	17	4	2	4
	2%	2%	2%	1%	2%	1%	1%	3%f	2%l	1%	4%ilmpr	1%	*	1%	2%l	2%l	1%	2%l	1%
FedEx	52	48	5	2	47	3	1	2	1	3	7	7	4	-	8	12	5	*	3
	1%	1%	1%	1%	1%	1%	*	1%	*	1%	2%m	2%m	1%	-	1%	2%m	1%	*	1%
Hermes	381	321	60	20	306	38	28	11	24	25	40	26	30	34	48	53	26	3	34
	7%	7%	8%	8%	7%	9%	11%d	7%	11%ilp	5%	9%i	7%	7%	7%	7%	8%	6%	4%	9%i
Interlink	6	3	2	2	6	-	-	-	-	-	1	1	-	-	2	-	1	-	-
	*	*	*	1%a	*	-	-	-	-	-	*	*	-	-	*	-	*	-	-
DPD	106	88	18	5	76	17	8	6	1	9	7	6	10	5	21	11	6	3	14
	2%	2%	2%	2%	2%	4%d	3%	4%d	1%	2%	2%	2%	2%	1%	3%	2%	1%	4%hm	4%hmp
Parcelforce	86	70	16	11	68	10	5	4	2	8	6	5	10	8	12	12	5	4	6
	2%	2%	2%	4%a	2%	2%	2%	2%	1%	1%	1%	1%	2%	2%	2%	2%	1%	5%hijkp	2%
TNT Express	9	9	-	-	8	1	-	-	1	-	1	1	2	-	-	2	-	-	1
	*	*	-	-	*	*	-	-	1%n	-	*	*	*	-	-	*	-	-	*
TNT Post UK	8	8	-	-	6	-	2	-	-	-	-	1	2	-	3	-	-	-	-
	*	*	-	-	*	-	1%de	-	-	-	-	*	*	-	*	-	-	-	-
UPS	36	33	3	1	28	3	4	2	1	-	4	2	2	2	6	9	3	*	3
	1%	1%	*	*	1%	1%	2%d	1%	*	-	1%	1%	*	*	1%	1%	1%	*	1%
UK Mail (not to be confused with Royal Mail)	25	22	3	2	22	2	1	1	2	2	-	5	3	-	5	3	1	-	2
	*	1%	*	1%	*	*	1%	*	1%	*	-	1%jm	1%	-	1%	*	*	-	*
DX	7	6	*	*	6	1	*	-	1	-	1	1	1	-	-	-	1	-	1
	*	*	*	*	*	*	*	-	1%no	-	*	*	*	-	-	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Yodel	**124**	107	17	5	99	12	9	4	5	6	12	14	7	9	9	30	7	1	11
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*3%*	*2%*	*1%*	*3%*	**4%in**	*2%*	*2%*	*1%*	**4%in**	*2%*	*1%*	*3%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**104**	88	16	6	90	8	3	3	4	6	13	9	7	6	15	17	13	1	7
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4426**	3807	619	201	3727	371	205	122	172	516	357	318	392	420	570	588	394	69	303
	86%	*86%*	*84%*	*83%*	**86%f**	*84%*	*82%*	*84%*	*83%*	**92%hjklnor**	*84%*	*86%*	*87%*	*88%*	*84%*	*84%*	**90%hor**	*89%*	*83%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Citipost	**11**	6	5	-	*	-	11	*	6	3	1	1	-	9	1
	*	*	*	-	*	-	*	*	*	*	*	*	-	*	*
Collect + (Collect Plus)	**32**	13	13	4	2	*	26	2	14	14	-	1	2	28	4
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	-	*1%*	**2%j**	*1%*	**1%j**
DHL	**81**	18	43	7	12	-	62	12	20	40	15	5	-	60	5
	2%	*1%*	**2%a**	*1%*	**3%a**	-	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	-	*2%*	*1%*
FedEx	**52**	16	26	7	4	*	42	4	20	21	10	2	-	41	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Hermes	**381**	128	158	43	45	6	287	50	155	152	37	31	6	307	37
	7%	*7%*	*8%*	*6%*	**12%acf**	*4%*	*7%*	*10%*	*8%*	*7%*	*5%*	**11%j**	*6%*	*8%*	**10%j**
Interlink	**6**	4	1	-	1	-	5	1	1	2	1	1	-	4	1
	*	*	*	-	*	-	*	*	*	*	*	*	-	*	*
DPD	**106**	37	38	10	11	9	75	20	43	46	13	2	*	89	3
	2%	*2%*	*2%*	*1%*	*3%*	**7%abcf**	*2%*	**4%bcf**	*2%*	*2%*	*2%*	*1%*	*	*2%*	*1%*
Parcelforce	**86**	30	37	12	7	1	66	8	31	43	6	6	*	73	6
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*	*2%*	*2%*
TNT Express	**9**	5	3	1	-	-	8	-	4	3	1	-	-	8	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
TNT Post UK	**8**	3	4	-	-	-	8	-	6	-	2	-	-	6	-
	*	*	*	-	-	-	*	-	*	-	*	-	-	*	-
UPS	**36**	9	20	3	3	1	29	4	13	17	4	1	*	30	2
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*
UK Mail (not to be confused with Royal Mail)	**25**	11	5	6	3	-	17	3	11	10	4	1	-	20	1
	*	*1%*	*	*1%*	*1%*	-	*	*1%*	*1%*	*	*1%*	*	-	*1%*	*
DX	**7**	3	2	1	1	-	5	1	3	1	1	1	-	5	1
	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Yodel	**124**	44	58	14	6	1	102	7	51	58	14	2	-	108	2
	2%	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*1%*	**3%n**	**3%n**	*2%*	*1%*	-	**3%n**	*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**104**	37	40	11	10	5	77	16	46	42	11	3	2	88	5
	2%	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4426**	1656	1708	605	311	116	3365	427	1694	1744	637	227	91	3438	318
	86%	**88%bdg**	*85%*	**87%dg**	*81%*	*85%*	**86%dg**	*82%*	*86%*	*85%*	**89%lkm**	*83%*	*90%*	*85%*	*85%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Citipost	11	1	10	-	7	4	-	11	-	-	-	11	-
	*	*	*	-	1%e	*	-	*	-	-	-	*	-
Collect + (Collect Plus)	32	4	28	-	16	8	8	29	2	-	-	30	1
	1%	2%	1%	-	1%e	*	3%e	1%	3%	-	-	1%	7%
DHL	81	11	65	5	25	50	5	77	3	1	-	81	-
	2%	4%b	1%	6%b	2%	1%	2%	2%	5%	2%	-	2%	-
FedEx	52	5	45	2	20	29	3	50	3	-	-	52	-
	1%	2%	1%	3%	1%	1%	1%	1%	5%gk	-	-	1%	-
Hermes	381	28	344	9	126	237	19	378	1	2	-	381	*
	7%	11%	7%	10%	9%	7%	6%	8%	3%	5%	-	7%	1%
Interlink	6	-	6	-	4	2	-	6	-	-	-	6	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
DPD	106	12	92	2	40	59	7	101	1	3	-	105	2
	2%	5%b	2%	3%	3%	2%	2%	2%	2%	7%	-	2%	8%
Parcelforce	86	9	75	3	31	51	4	84	2	-	-	86	*
	2%	3%	2%	3%	2%	2%	1%	2%	3%	-	-	2%	1%
TNT Express	9	4	5	-	7	2	-	9	-	-	-	9	-
	*	2%b	*	-	*e	*	-	*	-	-	-	*	-
TNT Post UK	8	2	6	-	3	4	-	8	-	-	-	8	-
	*	1%	*	-	*	*	-	*	-	-	-	*	-
UPS	36	3	32	-	18	16	1	35	1	-	-	36	-
	1%	1%	1%	-	1%e	*	*	1%	2%	-	-	1%	-
UK Mail (not to be confused with Royal Mail)	25	2	23	-	10	14	1	23	2	-	-	25	-
	*	1%	*	-	1%	*	*	*	3%g	-	-	*	-
DX	7	1	6	-	5	2	-	6	1	-	-	7	-
	*	*	*	-	*	*	-	*	1%	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Yodel	**124**	13	110	1	42	79	3	124	-	*	-	124	*
	2%	**5%b**	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	-	*	-	*2%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**104**	6	96	1	47	49	7	101	-	2	-	103	*
	2%	*2%*	*2%*	*1%*	**3%e**	*1%*	*2%*	*2%*	-	*7%*	-	*2%*	*1%*
{£QI1.QI1_oth}	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4426**	203	4144	80	1195	2962	270	4331	42	31	3	4404	19
	86%	*78%*	**86%a**	*86%*	*83%*	**87%d**	*88%*	*86%*	*75%*	*86%*	*100%*	*86%*	*86%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Citipost	11	3	4	1	3	-	-	3	1	-	3	-	-	1	-	-	3
	*	*	*	*	*	-	-	1%	*	-	1%	-	-	*	-	-	1%
Collect + (Collect Plus)	32	9	6	7	9	1	4	4	6	-	1	4	*	3	3	2	4
	1%	1%	*	1%	1%	*	1%	1%	1%	-	*	1%	*	1%	1%	*	1%
DHL	81	21	25	20	14	11	6	4	9	12	4	7	6	7	10	3	2
	2%	2%	2%	2%	1%	3%p	1%	1%	2%	3%op	1%	2%	1%	2%	2%	1%	*
FedEx	52	10	9	11	23	1	7	2	5	2	2	4	4	3	10	6	6
	1%	1%	1%	1%	2%	*	2%	*	1%	1%	*	1%	1%	1%	2%ej	1%	1%
Hermes	381	98	73	126	85	34	29	35	29	20	24	45	39	43	40	19	25
	7%	8%	6%	10%bd	7%	8%	6%	9%	7%	5%	5%	11%ijop	9%	10%ijo	9%o	5%	6%
Interlink	6	-	5	1	-	-	-	-	1	2	1	-	1	-	-	-	-
	*	-	*	*	-	-	-	-	*	1%	*	-	*	-	-	-	-
DPD	106	34	24	27	21	16	10	8	7	14	4	11	12	5	11	7	3
	2%	3%	2%	2%	2%	4%jp	2%	2%	2%	3%jp	1%	3%	3%	1%	3%	2%	1%
Parcelforce	86	13	15	31	27	5	3	5	2	6	7	14	3	14	11	8	9
	2%	1%	1%	2%a	2%	1%	1%	1%	*	1%	1%	3%fhl	1%	3%fhl	3%	2%	2%
TNT Express	9	-	2	5	2	-	-	-	1	-	1	2	1	1	-	2	-
	*	-	*	*	*	-	-	-	*	-	*	1%	*	*	-	1%	-
TNT Post UK	8	2	1	-	4	*	2	-	1	-	-	-	-	-	-	4	-
	*	*	*	-	*	*	*	-	*	-	-	-	-	-	-	1%	-
UPS	36	9	7	13	7	2	6	*	3	2	2	5	6	3	2	4	1
	1%	1%	1%	1%	1%	1%	1%	*	1%	*	*	1%	1%	1%	1%	1%	*
UK Mail (not to be confused with Royal Mail)	25	6	6	5	8	2	1	3	2	2	2	2	2	2	3	4	1
	*	*	*	*	1%	*	*	1%	*	*	*	*	*	*	1%	1%	*
DX	7	-	3	2	2	-	-	-	1	-	2	1	-	1	1	-	1
	*	-	*	*	*	-	-	-	*	-	*	*	-	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Yodel	**124**	29	28	33	34	8	14	8	12	6	10	10	9	14	17	7	11
	2%	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**104**	22	30	33	19	9	2	11	12	13	4	12	5	16	13	3	3
	2%	*2%*	*2%*	*3%*	*1%*	*2%*	*	**3%f**	**3%f**	**3%fjop**	*1%*	**3%f**	*1%*	**4%fjop**	**3%f**	*1%*	*1%*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4426**	1090	1132	1071	1132	356	396	339	370	350	412	346	375	350	358	375	400
	86%	*85%*	**88%c**	*83%*	**88%c**	*84%*	*88%*	*83%*	*87%*	*87%*	**89%egkmn**	*82%*	*86%*	*82%*	*83%*	**90%egkmn**	**89%gkmn**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Citipost	**11**	-	11	6	5	5	2	3	-	-	-	-	8	3	-	-	11	-	8
	*	-	*	*	*	1%i	*	*	-	-	-	-	1%n	*	-	-	*	-	*
Collect + (Collect Plus)	**9**	-	9	5	4	6	3	-	*	-	-	-	9	*	-	-	6	3	9
	*	-	*	*	*	1%gi	*	-	*	-	-	-	1%mno	*	-	-	*	*	*
DHL	**39**	-	39	21	18	9	9	5	1	5	10	*	18	6	15	10	28	9	40
	1%	-	*1%*	*1%*	*1%*	1%hk	1%hk	*1%*	*	*1%*	2%hk	*	1%m	*	*1%*	*1%*	*1%*	*1%*	*1%*
FedEx	**27**	-	27	22	6	16	3	*	4	1	-	3	19	4	4	3	25	2	20
	1%	-	*1%*	1%d	*	2%fghijk	*	*	*1%*	*	-	*1%*	1%mno	*	*	*	*1%*	*	*
Hermes	**153**	-	153	66	87	19	23	29	32	29	14	8	43	60	50	21	117	37	163
	3%	-	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	4%k	*3%*	*2%*	*1%*	*3%*	4%o	*2%*	*2%*	*3%*	5%p	*3%*
Interlink	**2**	-	2	1	1	1	1	-	-	-	-	-	2	-	-	-	1	1	2
	*	-	*	*	*	*	*	-	-	-	-	-	*	-	-	-	*	*	*
DPD	**61**	-	61	27	34	17	13	8	7	10	4	2	30	15	17	6	41	18	68
	1%	-	*1%*	*1%*	*1%*	2%gjk	*2%*	*1%*	*1%*	*1%*	*1%*	*	2%mno	*1%*	*1%*	*1%*	*1%*	2%p	*1%*
Parcelforce	**21**	-	21	14	8	4	1	2	3	6	4	2	5	5	11	6	21	*	27
	*	-	*	*1%*	*	*1%*	*	*	*	*1%*	*1%*	*	*	*	*1%*	*	*	*	*1%*
TNT Express	**6**	-	6	3	2	4	1	-	-	-	-	-	6	-	-	-	5	1	4
	*	-	*	*	*	*1%*	*	-	-	-	-	-	*mn	-	-	-	*	*	*
TNT Post UK	**7**	-	7	6	1	4	1	2	-	-	-	-	5	2	-	-	6	1	6
	*	-	*	*	*	*1%*	*	*	-	-	-	-	*n	*	-	-	*	*	*
UPS	**15**	-	15	4	11	5	4	1	-	-	4	-	9	1	4	4	12	3	12
	*	-	*	*	*	1%i	*1%*	*	-	-	*1%*	-	1%m	*	*	*	*	*	*
UK Mail (not to be confused with Royal Mail)	**12**	-	12	7	5	2	2	5	-	-	2	-	5	5	2	2	11	1	12
	*	-	*	*	*	*	*	*1%*	-	-	*	-	*	*	*	*	*	*	*
DX	**5**	-	5	3	2	1	2	2	-	-	-	-	3	2	-	-	2	3	5
	*	-	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	*	*
Yodel	**57**	-	57	24	34	9	6	15	5	11	4	7	15	20	22	12	46	11	60
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**51**	-	51	19	32	8	5	10	13	5	9	-	14	23	15	9	43	6	56
	1%	-	*1%*	*1%*	*1%*	**1%k**	*1%*	*1%*	**2%k**	*1%*	**1%k**	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
{EQI1.QI1_oth}	**3**	-	3	-	3	-	-	-	3	-	-	-	-	3	-	-	3	-	1
	*	-	*	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-	*
None of these	**4760**	-	4760	2318	2434	604	658	874	680	846	591	501	1261	1554	1939	1093	4001	688	4773
	92%	-	*92%*	*92%*	*93%*	*88%*	**92%e**	**92%e**	**93%e**	**94%e**	**93%e**	**96%eg**	*90%*	*92%*	**94%l**	**94%l**	**93%q**	*89%*	*93%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Citipost	**11**	4	1	4	1	5	5	10	1	-	3	6	-	1	11	-	11
	*	*	*	*	*	*	*	*	*	-	*	*	-	*	*	-	*
Collect + (Collect Plus)	**9**	2	3	5	-	5	5	6	3	*	3	1	1	3	9	*	9
	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
DHL	**39**	11	10	12	5	21	17	19	18	5	2	15	7	8	32	5	32
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
FedEx	**27**	16	*	6	5	17	11	25	2	3	11	2	4	6	23	3	23
	1%	**1%b**	*	**1%b**	*b	*1%*	*	**1%h**	*	*	**2%klm**	*	*	*1%*	*1%*	*	*1%*
Hermes	**153**	51	39	30	34	89	64	102	51	23	18	41	25	34	118	23	121
	3%	**4%b**	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**4%l**	*3%*	*3%*	*2%*	**4%l**	*3%*	*4%*	*3%*
Interlink	**2**	-	-	1	1	-	2	1	1	-	-	-	-	1	1	-	1
	*	-	-	*	*	-	*	*	*	-	-	-	-	*	*	-	*
DPD	**61**	23	11	19	8	34	27	39	21	12	4	16	16	13	49	12	49
	1%	**2%bd**	*1%*	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	**2%j**	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
Parcelforce	**21**	3	4	7	7	7	14	11	9	7	1	6	3	4	14	7	14
	*	*	*	*1%*	*1%*	*	*1%*	*	*	**1%n**	*	*	*	*1%*	*	**1%p**	*
TNT Express	**6**	2	2	2	-	3	2	6	-	3	-	-	-	1	1	3	1
	*	*	*	*	-	*	*	*	-	*kn	-	-	-	*	*	*p	*
TNT Post UK	**7**	2	1	4	-	4	4	6	1	2	*	1	2	1	6	2	6
	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
UPS	**15**	6	1	4	3	8	7	7	6	*	1	2	7	2	12	*	14
	*	*1%*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*
UK Mail (not to be confused with Royal Mail)	**12**	5	5	1	1	9	3	9	3	2	5	1	2	2	10	2	10
	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*	*	*
DX	**5**	1	1	3	*	2	3	5	*	-	-	1	1	1	3	-	3
	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Yodel	**57**	15	16	14	12	31	26	40	17	8	5	18	11	7	41	8	41
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**51**	19	14	10	8	34	18	37	13	6	4	19	12	8	43	6	43
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
{EQI1.QI1_oth}	**3**	-	3	-	-	3	-	3	-	-	3	-	-	-	3	-	3
	*****	-	*	-	-	*	-	*	-	-	*	-	-	-	*	-	*
None of these	**4760**	1052	1657	984	1069	2708	2052	2816	1893	549	647	1258	1183	692	3780	558	3868
	92%	*89%*	***95%ac***	***92%a***	***93%a***	*92%*	*93%*	*91%*	***94%g***	*91%*	*92%*	*92%*	*94%*	*92%*	*93%*	*92%*	*93%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Citipost	11	11	-	-	11	-	-	-	2	-	-	5	3	-	-	-	1	-	-
	*	*	-	-	*	-	-	-	1%no	-	-	1%lmnor	1%	-	-	-	*	-	-
Collect + (Collect Plus)	9	7	2	*	8	2	*	*	-	2	-	5	-	-	-	-	1	-	2
	*	*	*	*	*	*	*	*	-	*	-	1%no	-	-	-	-	*	-	*
DHL	39	34	5	2	35	2	1	1	3	8	3	3	3	4	6	3	4	-	2
	1%	1%	1%	1%	1%	*	*	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	-	*
FedEx	27	18	10	*	19	7	*	1	-	3	1	1	3	-	6	3	2	-	7
	1%	*	1%a	*	*	2%df	*	1%	-	*	*	*	1%	-	1%	*	*	-	2%hjmop
Hermes	153	132	21	9	133	10	9	2	6	10	11	12	21	4	27	25	18	1	9
	3%	3%	3%	4%	3%	2%	4%	1%	3%	2%	2%	3%m	5%m	1%	4%m	3%m	4%m	1%	2%
Interlink	2	2	-	-	2	-	-	-	-	-	-	1	-	1	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	*	-	*	-	-	-	-	-
DPD	61	53	8	3	54	4	2	2	1	7	2	8	6	1	12	11	4	*	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%m	1%	*	2%	2%	1%	1%	1%
Parcelforce	21	14	7	6	17	2	1	1	1	-	2	1	3	3	2	2	3	1	1
	*	*	1%	2%a	*	*	*	1%	*	-	*	*	1%	1%	*	*	1%	1%l	*
TNT Express	6	6	-	-	5	1	-	-	-	-	-	1	3	-	-	-	-	-	1
	*	*	-	-	*	*	-	-	-	-	-	*	1%	-	-	-	-	-	*
TNT Post UK	7	5	2	2	7	*	*	-	-	-	-	1	2	-	4	-	-	-	*
	*	*	*	1%a	*	*	*	-	-	-	-	*	*	-	1%	-	-	-	*
UPS	15	10	5	-	12	1	1	-	-	2	-	1	-	-	5	2	1	*	1
	*	*	1%	-	*	*	1%	-	-	*	-	*	-	-	1%	*	*	1%	*
UK Mail (not to be confused with Royal Mail)	12	11	1	1	10	1	1	*	1	*	-	3	2	2	-	2	-	-	1
	*	*	*	*	*	*	*	*	1%	*	-	1%	*	1%	-	*	-	-	*
DX	5	5	*	*	5	*	-	-	1	-	3	1	-	-	-	-	-	-	*
	*	*	*	*	*	*	-	-	*	-	1%	*	-	-	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Yodel	57	48	9	2	50	4	3	1	-	6	3	7	-	2	8	16	8	1	2
	1%	1%	1%	1%	1%	1%	1%	*	-	1%	1%	2%hl	-	*	1%	2%hl	2%l	2%hl	1%
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	51	47	5	4	44	3	3	1	3	-	3	2	11	4	3	4	13	1	3
	1%	1%	1%	2%	1%	1%	1%	1%	1%l	-	1%	*	3%lno	1%	*	1%	3%lknor	1%l	1%
{EQI1.QI1_oth}	3	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
None of these	4760	4087	673	221	3979	410	233	138	193	526	397	342	403	460	617	644	397	73	337
	92%	93%	92%	91%	92%	93%	93%	95%	93%	94%	94%	92%	89%	97%hklnopr	91%	92%	90%	94%	93%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Citipost	11 *	6 *	3 *	2 *	- -	- -	8 *	- -	5 *	4 *	1 *	1 *	- -	9 *	1 *
Collect + (Collect Plus)	9 *	5 *	5 *	- -	* *	- -	9 *	* *	3 *	4 *	1 *	1 *	* *	7 *	1 *
DHL	39 *1%*	14 *1%*	17 *1%*	1 *	6 **2%c**	- -	31 *1%*	6 *1%*	21 *1%*	14 *1%*	2 *	* *	2 *2%*	35 *1%*	2 *
FedEx	27 *1%*	7 *	8 *	3 *	2 *	8 **6%abcdfg**	14 *	10 **2%abf**	3 *	17 **1%h**	7 **1%h**	- -	- -	20 *1%*	- -
Hermes	153 *3%*	63 *3%*	63 *3%*	15 *2%*	10 *3%*	3 *2%*	125 *3%*	13 *3%*	61 *3%*	68 *3%*	16 *2%*	4 *2%*	4 *4%*	129 *3%*	8 *2%*
Interlink	2 *	1 *	1 *	- -	- -	- -	2 *	- -	1 *	- -	- -	- -	- -	1 *	- -
DPD	61 *1%*	24 *1%*	28 *1%*	3 *	7 *2%*	- -	52 *1%*	7 *1%*	36 **2%i**	15 *1%*	6 *1%*	4 *2%*	- -	51 *1%*	4 *1%*
Parcelforce	21 *	5 *	10 *	2 *	5 **1%a**	- -	14 *	5 *1%*	10 *1%*	6 *	1 *	4 **2%ijm**	- -	16 *	4 *1%*
TNT Express	6 *	6 *	- -	- -	- -	- -	6 *	- -	3 *	1 *	2 *	- -	- -	4 *	- -
TNT Post UK	7 *	5 *	- -	2 *	* *	- -	5 *	* *	3 *	4 *	- -	* *	- -	7 *	* *
UPS	15 *	6 *	3 *	4 *1%*	- -	2 **1%b**	9 *	2 *	4 *	5 *	- -	4 **1%hijm**	1 **1%j**	9 *	5 **1%hijm**
UK Mail (not to be confused with Royal Mail)	12 *	5 *	4 *	2 *	1 *	- -	9 *	1 *	5 *	6 *	- -	1 *	- -	11 *	1 *
DX	5 *	3 *	2 *	- -	- -	- -	5 *	- -	4 *	1 *	- -	- -	- -	5 *	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Yodel	**57**	20	29	2	4	2	49	6	18	30	6	1	2	48	3
	1%	*1%*	**1%c**	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**51**	17	24	5	5	1	41	5	17	27	5	3	-	43	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
{EQI1.QI1_oth}	**3**	3	-	-	-	-	3	-	3	-	-	-	-	3	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
None of these	**4760**	1744	1858	653	352	121	3602	473	1824	1886	672	253	93	3710	346
	92%	*93%*	*92%*	**94%g**	*91%*	*89%*	*92%*	*91%*	*93%*	*92%*	*94%*	*92%*	*91%*	*92%*	*92%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Citipost	11	3	8	-	7	3	2	8	-	-	-	8	2
	*	1%b	*	-	*e	*	*	*	-	-	-	*	10%
Collect + (Collect Plus)	9	1	8	-	5	4	-	9	-	-	-	9	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
DHL	39	5	31	3	11	22	5	36	2	-	-	39	-
	1%	2%	1%	3%b	1%	1%	2%	1%	4%gk	-	-	1%	-
FedEx	27	2	25	1	16	10	*	21	3	4	-	27	-
	1%	1%	1%	1%	1%e	*	*	*	5%gk	11%	-	1%	-
Hermes	153	12	141	1	53	95	5	149	2	3	-	153	-
	3%	5%	3%	1%	4%	3%	2%	3%	3%	8%	-	3%	-
Interlink	2	-	2	-	1	1	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
DPD	61	8	52	1	31	27	3	59	2	*	-	61	-
	1%	3%b	1%	1%	2%e	1%	1%	1%	4%	1%	-	1%	-
Parcelforce	21	4	18	-	10	10	1	21	-	*	-	21	-
	*	1%b	*	-	1%	*	*	*	-	1%	-	*	-
TNT Express	6	2	4	-	3	3	-	4	2	-	-	6	-
	*	1%b	*	-	*	*	-	*	3%gk	-	-	*	-
TNT Post UK	7	2	6	-	6	1	-	7	-	-	-	7	-
	*	1%	*	-	*e	*	-	*	-	-	-	*	-
UPS	15	-	14	*	6	5	4	13	-	-	-	13	1
	*	-	*	*	*	*	1%e	*	-	-	-	*	7%
UK Mail (not to be confused with Royal Mail)	12	2	10	*	4	8	*	12	-	-	-	12	*
	*	1%	*	*	*	*	*	*	-	-	-	*	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
DX	**5**	2	3	-	2	3	-	5	-	-	-	5	-
	*	1%b	*	-	*	*	-	*	-	-	-	*	-
Yodel	**57**	1	56	1	16	36	5	57	-	-	-	57	-
	1%	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**51**	6	44	2	16	35	*	51	-	-	-	51	-
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-
{EQI1.QI1_oth}	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	*	-	*	-	*e	-	-	*	-	-	-	*	-
None of these	**4760**	227	4450	84	1314	3163	283	4661	46	32	3	4739	18
	92%	*87%*	93%a	*91%*	*91%*	93%d	*92%*	93%h	*81%*	*88%*	*100%*	93%h	*82%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Citipost	11	3	5	2	2	-	-	3	4	-	1	-	-	2	-	1	1
	*	*	*	*	*	-	-	1%	1%	-	*	-	-	*	-	*	*
Collect + (Collect Plus)	9	2	4	2	1	-	-	2	3	-	1	-	1	*	-	-	1
	*	*	*	*	*	-	-	1%	1%	-	*	-	*	*	-	-	*
DHL	39	5	15	9	9	1	4	1	7	1	7	2	*	7	2	2	5
	1%	*	1%	1%	1%	*	1%	*	2%	*	2%	*	*	2%	*	1%	1%
FedEx	27	11	2	3	10	7	4	-	1	-	1	*	*	3	5	3	3
	1%	1%b	*	*	1%	2%gil	1%	-	*	-	*	*	*	1%	1%	1%	1%
Hermes	153	34	48	34	38	16	8	10	18	15	15	7	20	7	15	14	8
	3%	3%	4%	3%	3%	4%	2%	3%	4%	4%	3%	2%	5%	2%	4%	3%	2%
Interlink	2	-	1	1	-	-	-	-	1	-	-	-	-	1	-	-	-
	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	-
DPD	61	17	11	21	12	2	7	8	3	5	4	6	9	6	8	3	1
	1%	1%	1%	2%	1%	*	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%	*
Parcelforce	21	6	9	4	2	1	1	4	3	3	3	1	*	3	*	2	*
	*	1%	1%	*	*	*	*	1%	1%	1%	1%	*	*	1%	*	*	*
TNT Express	6	-	2	-	3	-	-	-	2	-	-	-	-	-	-	3	-
	*	-	*	-	*	-	-	-	1%	-	-	-	-	-	-	1%	-
TNT Post UK	7	-	4	*	3	-	-	-	1	2	-	*	-	-	*	3	-
	*	-	*	*	*	-	-	-	*	1%	-	*	-	-	*	1%	-
UPS	15	5	3	4	3	2	2	*	1	2	-	-	-	4	1	-	1
	*	*	*	*	*	1%	1%	*	*	*	-	-	-	1%	*	-	*
UK Mail (not to be confused with Royal Mail)	12	5	6	*	2	-	2	3	2	3	1	-	*	-	-	2	-
	*	*	*	*	*	-	*	1%	*	1%	*	-	*	-	-	*	-
DX	5	-	2	1	2	-	-	-	1	-	1	-	-	1	-	-	2
	*	-	*	*	*	-	-	-	*	-	*	-	-	*	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Yodel	**57**	5	18	17	17	2	3	-	10	3	6	12	4	1	11	-	5
	1%	*	**1%a**	*1%*	*1%*	*	*1%*	-	**2%gmo**	*1%*	*1%*	**3%egmo**	*1%*	*	**3%gmo**	-	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**51**	7	15	20	9	1	3	3	7	6	3	8	5	7	5	1	4
	1%	*1%*	*1%*	**2%a**	*1%*	*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*	*1%*
{EQI1.QI1_oth}	**3**	-	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*1%*	-
None of these	**4760**	1191	1183	1181	1205	392	425	374	389	370	424	387	405	390	394	391	420
	92%	*93%*	*92%*	*92%*	*93%*	*92%*	*94%*	*92%*	*91%*	*92%*	*92%*	*92%*	*93%*	*91%*	*92%*	*94%*	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Citipost	8 *	- -	8 *	4 *	5 *	4 *1%*	3 *	1 *	1 *	- -	- -	- -	7 *n*	1 *	- -	- -	6 *	2 *	8 *
Collect + (Collect Plus)	23 *	- -	23 *	15 *1%*	8 *	11 **2%ghijk**	10 **1%ghijk**	1 *	* *	- -	- -	- -	22 **2%mno**	1 *	- -	- -	19 *	4 *	19 *
DHL	22 *	- -	22 *	16 *1%*	6 *	4 *1%*	8 **1%jk**	3 *	2 *	5 *	- -	- -	13 **1%no**	5 *	5 *	- -	15 *	7 *1%*	21 *
FedEx	27 *1%*	- -	27 *1%*	22 **1%d**	6 *	16 **2%fghijk**	5 *1%*	7 **1%i**	- -	- -	- -	- -	21 **1%mno**	7 *n*	- -	- -	19 *	8 *1%*	16 *
Hermes	69 *1%*	- -	69 *1%*	21 *1%*	48 **2%c**	13 *2%*	16 **2%ij**	11 *1%*	14 *2%*	7 *1%*	3 *	5 *1%*	29 **2%no**	25 *1%*	15 *1%*	8 *1%*	52 *1%*	14 *2%*	68 *1%*
Interlink	8 *	- -	8 *	6 *	2 *	3 *	4 *1%*	2 *	- -	- -	- -	- -	6 *n*	2 *	- -	- -	8 *	- -	5 *
DPD	25 *	- -	25 *	12 *	13 *1%*	6 *1%*	4 *1%*	7 *1%*	* *	4 *	3 *	* *	10 *1%*	8 *	8 *	3 *	17 *	5 *1%*	24 *
Parcelforce	19 *	- -	19 *	10 *	10 *	10 **1%ghijk**	5 *1%*	2 *	1 *	2 *	- -	- -	15 **1%mno**	2 *	2 *	- -	14 *	5 *1%*	17 *
TNT Express	3 *	- -	3 *	- -	3 *	2 *	1 *	- -	- -	- -	- -	- -	3 *	- -	- -	- -	1 *	2 *	3 *
TNT Post UK	8 *	- -	8 *	2 *	6 *	1 *	4 *1%*	3 *	- -	- -	- -	- -	6 *n*	3 *	- -	- -	2 *	6 **1%p**	6 *
UPS	12 *	- -	12 *	3 *	9 *	6 **1%i**	4 *1%*	2 *	- -	- -	- -	- -	10 **1%mno**	2 *	- -	- -	8 *	4 *1%*	10 *
UK Mail (not to be confused with Royal Mail)	13 *	- -	13 *	6 *	7 *	6 **1%hi**	3 *	3 *	- -	* *	* *	- -	9 **1%no**	3 *	1 *	* *	8 *	5 *1%*	10 *
DX	3 *	- -	3 *	1 *	2 *	1 *	2 *	* *	- -	- -	- -	- -	3 *	* *	- -	- -	2 *	1 *	4 *
Yodel	27 *1%*	- -	27 *1%*	18 *1%*	9 *	6 *1%*	4 *1%*	5 *1%*	2 *	2 *	5 *1%*	3 *1%*	10 *1%*	7 *	10 *	8 *1%*	21 *	6 *1%*	26 *1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 315

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**21**	-	21	14	7	7	4	7	-	4	-	-	10	7	4	-	17	4	22
	*	-	*	*1%*	*	**1%h**	*1%*	*1%*	-	*	-	-	**1%no**	*	*	-	*	*1%*	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4943**	-	4943	2397	2538	623	665	909	713	889	622	515	1288	1622	2026	1137	4153	718	4966
	96%	-	*96%*	*96%*	*97%*	*91%*	*94%*	**96%e**	**97%ef**	**98%efg**	**98%ef**	**99%efg**	*92%*	**96%l**	**98%lm**	**98%lm**	**97%q**	*93%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Citipost	8	3	3	1	1	6	2	6	2	-	1	4	1	2	8	-	8
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
Collect + (Collect Plus)	23	11	7	6	-	17	6	18	5	2	4	5	6	6	21	2	21
	*	1%d	*	1%d	-	1%	*	1%	*	*	1%	*	1%	1%	1%	*	1%
DHL	22	3	5	9	4	9	14	14	8	4	4	10	*	3	18	4	18
	*	*	*	1%	*	*	1%	*	*	1%l	1%l	1%l	*	*	*	1%	*
FedEx	27	12	*	13	3	12	15	27	1	2	12	2	7	4	26	2	26
	1%	1%b	*	1%bd	*	*	1%	1%h	*	*	2%ikln	*	1%	1%	1%	*	1%
Hermes	69	25	16	17	12	40	28	48	19	10	8	23	9	15	55	10	55
	1%	2%b	1%	2%	1%	1%	1%	2%	1%	2%	1%	2%	1%	2%l	1%	2%	1%
Interlink	8	-	1	7	-	1	7	7	2	-	1	2	2	3	8	-	8
	*	-	*	1%abd	-	*	*e	*	*	-	*	*	*	*	*	-	*
DPD	25	4	7	7	7	11	14	16	7	5	4	4	8	5	20	5	20
	*	*	*	1%	1%	*	1%	1%	*	1%	1%	*	1%	1%	*	1%	*
Parcelforce	19	4	*	12	3	4	16	17	2	4	2	4	5	5	15	4	15
	*	*	*	1%b	*	*	1%e	1%h	*	1%	*	*	*	1%	*	1%	*
TNT Express	3	-	1	2	-	1	2	3	-	1	-	1	-	1	2	1	2
	*	-	*	*	-	*	*	*	-	*	-	*	-	*	*	*	*
TNT Post UK	8	3	3	1	-	7	1	7	1	-	-	1	4	3	8	-	8
	*	*	*	*	-	*	*	*	*	-	-	*	*	*	*	-	*
UPS	12	6	2	1	3	8	4	11	1	1	-	3	1	4	9	1	9
	*	1%	*	*	*	*	*	*	*	*	-	*	*	1%	*	*	*
UK Mail (not to be confused with Royal Mail)	13	2	3	6	2	5	8	11	-	3	5	2	2	1	9	3	9
	*	*	*	1%	*	*	*	*h	-	1%	1%	*	*	*	*	1%	*
DX	3	1	1	1	*	2	1	3	*	-	-	1	1	1	3	-	3
	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Yodel	**27**	6	4	8	9	11	16	19	8	5	3	8	6	3	21	5	21
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**21**	9	2	6	5	10	11	14	7	3	4	4	7	1	16	3	16
	*	**1%b**	*	*1%*	*	*	*	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4943**	1117	1703	1016	1108	2820	2123	2925	1965	573	668	1315	1211	722	3916	582	4010
	96%	*94%*	**97%ac**	*95%*	**97%a**	*96%*	*96%*	*95%*	**98%g**	*95%*	*95%*	*96%*	*96%*	*96%*	*96%*	*95%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Citipost	8	8	-	-	8	-	-	-	1	-	2	3	1	1	-	-	1	-	-
	*	*	-	-	*	-	-	-	*	-	*	1%	*	*	-	-	*	-	-
Collect + (Collect Plus)	23	21	2	*	21	1	*	*	3	2	-	4	3	-	7	2	1	1	*
	*	*	*	*	*	*	*	*	1%jmr	*	-	1%	1%	-	1%	*	*	1%jm	*
DHL	22	20	2	*	19	1	-	2	-	4	1	1	3	1	4	3	1	-	1
	*	*	*	*	*	*	-	1%df	-	1%	*	*	1%	*	1%	*	*	-	*
FedEx	27	15	13	2	19	8	-	*	1	2	-	1	4	-	4	5	2	-	8
	1%	*	2%a	1%	*	2%df	-	*	*	*	-	*	1%	-	1%	1%	*	-	2%jkmnp
Hermes	69	56	13	5	64	3	2	*	5	4	6	5	4	1	13	16	9	1	1
	1%	1%	2%	2%	1%	1%	1%	*	2%mr	1%	1%	1%	1%	*	2%	2%	2%	1%	*
Interlink	8	8	-	-	8	-	-	-	-	2	-	1	-	2	2	-	1	-	-
	*	*	-	-	*	-	-	-	-	*	-	*	-	*	*	-	*	-	-
DPD	25	16	9	1	24	*	*	1	-	2	2	3	1	2	4	7	3	-	*
	*	*	1%a	1%	1%	*	*	1%	-	*	*	1%	*	*	1%	1%	1%	-	*
Parcelforce	19	13	6	3	19	*	*	-	1	2	2	1	4	3	5	2	-	-	*
	*	*	1%	1%	*	*	*	-	*	*	*	*	1%	1%	1%	*	-	-	*
TNT Express	3	3	-	-	2	1	-	-	1	-	-	1	-	-	-	-	-	-	1
	*	*	-	-	*	*	-	-	*	-	-	*	-	-	-	-	-	-	*
TNT Post UK	8	6	2	-	7	1	-	-	1	-	-	1	-	-	3	-	2	-	1
	*	*	*	-	*	*	-	-	*	-	-	*	-	-	1%	-	*	-	*
UPS	12	11	2	-	12	-	-	*	-	2	3	1	3	-	3	-	-	-	-
	*	*	*	-	*	-	-	*	-	*	1%	*	1%	-	*	-	-	-	-
UK Mail (not to be confused with Royal Mail)	13	11	2	-	12	-	1	-	-	*	-	4	2	-	3	3	-	-	-
	*	*	*	-	*	-	*	-	-	*	-	1%	*	-	*	*	-	-	-
DX	3	3	*	*	3	*	-	-	2	-	-	1	-	-	-	-	-	-	*
	*	*	*	*	*	*	-	-	1%lno	-	-	*	-	-	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Yodel	**27**	23	4	1	26	*	*	*	-	7	2	6	3	-	4	2	2	*	*
	1%	*1%*	*1%*	*	*1%*	*	*	*	-	*1%*	*	**2%mn**	*1%*	-	*1%*	*	*1%*	*	*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**21**	18	3	*	20	1	*	-	2	2	1	1	2	1	3	8	-	-	1
	*	*	*	*	*	*	*	-	*1%*	*	*	*	*	*	*	*1%*	-	-	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4943**	4246	698	231	4130	425	247	142	197	544	408	355	431	466	636	667	425	76	349
	96%	*96%*	*95%*	*95%*	*96%*	*97%*	**99%d**	*97%*	*95%*	*97%*	*96%*	*95%*	*95%*	**98%n**	*94%*	*95%*	*97%*	*98%*	*96%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Citipost	8 *	4 *	2 *	1 *	2 *	- -	6 *	2 *	3 *	3 *	1 *	2 *1%*	- -	6 *	2 *
Collect + (Collect Plus)	23 *	7 *	12 *1%*	3 *1%*	* *	- -	19 *	* *	7 *	9 *	2 *	3 *1%*	2 **2%hm**	16 *	5 *1%*
DHL	22 *	9 *	9 *	1 *	3 *1%*	- -	18 *	3 *1%*	9 *	5 *	7 **1%im**	1 *	- -	14 *	1 *
FedEx	27 *1%*	6 *	9 *	3 *	2 *1%*	7 **5%abcdf**	15 *	9 **2%abf**	5 *	18 **1%h**	2 *	1 *	2 **2%hj**	23 *1%*	3 *1%*
Hermes	69 *1%*	21 *1%*	31 *2%*	4 *1%*	12 **3%acf**	1 *1%*	51 *1%*	14 **3%ac**	22 *1%*	27 *1%*	9 *1%*	8 *3%*	3 *3%*	49 *1%*	10 *3%*
Interlink	8 *	1 *	5 *	- -	2 *	- -	6 *	2 *	4 *	4 *	- -	1 *	- -	7 *	1 *
DPD	25 *	4 *	17 **1%a**	* *	2 *1%*	- -	21 *1%*	2 *	7 *	9 *	5 *1%*	1 *	- -	17 *	1 *
Parcelforce	19 *	3 *	9 *	2 *	5 **1%af**	* *	12 *	5 **1%a**	4 *	9 *	2 *	3 *1%*	2 **2%hijm**	12 *	5 **1%hm**
TNT Express	3 *	2 *	1 *	- -	- -	- -	3 *	- -	2 *	1 *	- -	- -	- -	3 *	- -
TNT Post UK	8 *	5 *	- -	1 *	2 *b	- -	5 *	2 *b	4 *	2 *	2 *	- -	- -	6 *	- -
UPS	12 *	5 *	5 *	- -	2 *	- -	11 *	2 *	6 *	3 *	3 *	- -	- -	9 *	- -
UK Mail (not to be confused with Royal Mail)	13 *	5 *	6 *	- -	- -	- -	11 *	- -	3 *	6 *	2 *	- -	- -	9 *	- -
DX	3 *	2 *	1 *	- -	- -	- -	3 *	- -	2 *	1 *	- -	- -	- -	3 *	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Yodel	**27**	3	16	8	*	-	19	*	11	8	5	3	-	19	3
	1%	*	**1%a**	**1%a**	*	-	*	*	***1%***	*	***1%***	***1%***	-	*	***1%***
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**21**	5	12	2	1	-	17	1	8	10	2	*	-	19	*
	*	*	*1%*	*	*	-	*	*	*	*1%*	*	*	-	*	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4943**	1827	1928	668	361	128	3755	489	1901	1971	686	258	95	3872	352
	96%	**97%bdg**	*96%*	*97%*	*94%*	*94%*	**96%dg**	*94%*	**97%n**	*96%*	*96%*	*94%*	*93%*	**96%n**	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Citipost	8	1	8	-	5	2	1	8	1	-	-	8	-
	*	*	*	-	*	*	*	*	*1%*	-	-	*	-
Collect + (Collect Plus)	23	4	17	3	13	7	3	21	2	-	-	23	-
	*	**1%b**	*	**3%b**	**1%e**	*	*1%*	*	**3%gk**	-	-	*	-
DHL	22	3	18	1	12	7	3	20	2	-	-	22	-
	*	*1%*	*	*1%*	**1%e**	*	*1%*	*	**3%gk**	-	-	*	-
FedEx	27	2	25	-	14	11	3	24	3	1	-	27	-
	1%	*1%*	*1%*	-	**1%e**	*	*1%*	*	**5%gk**	*2%*	-	*1%*	-
Hermes	69	5	62	2	27	37	5	65	*	3	-	69	-
	1%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*8%*	-	*1%*	-
Interlink	8	2	6	-	6	3	-	7	2	-	-	8	-
	*	*1%*	*	-	*	*	-	*	**3%gk**	-	-	*	-
DPD	25	3	22	-	13	9	3	23	-	*	-	23	2
	*	*1%*	*	-	**1%e**	*	*1%*	*	-	*	-	*	*7%*
Parcelforce	19	1	18	-	11	9	-	17	3	-	-	19	-
	*	*1%*	*	-	*1%*	*	-	*	**4%gk**	-	-	*	-
TNT Express	3	-	3	-	2	1	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
TNT Post UK	8	1	7	-	2	6	-	8	-	-	-	8	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
UPS	12	2	10	-	6	6	-	11	2	-	-	12	-
	*	*1%*	*	-	*	*	-	*	**3%gk**	-	-	*	-
UK Mail (not to be confused with Royal Mail)	13	2	11	*	8	2	3	8	3	-	-	11	2
	*	*1%*	*	*	**1%e**	*	**1%e**	*	**5%gk**	-	-	*	*8%*
DX	3	-	3	-	2	1	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Yodel	**27**	1	25	1	14	12	2	23	-	1	1	24	1
	1%	*1%*	*1%*	*1%*	**1%e**	*	*1%*	*	-	*3%*	*33%*	*	*7%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**21**	1	19	*	16	5	*	20	-	1	-	21	-
	*	*1%*	*	*	**1%e**	*	*	*	-	*2%*	-	*	-
{£QI1.QI1_oth}	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4943**	241	4617	86	1356	3300	287	4845	47	31	2	4922	19
	96%	*93%*	**96%a**	*93%*	*94%*	**97%df**	*93%*	**96%h**	*82%*	*85%*	*67%*	**96%h**	*86%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Citipost	8	3	4	1	-	-	-	3	1	1	2	-	1	-	-	-	-
	*	*	*	*	-	-	-	*1%*	*	*	*	-	*	-	-	-	-
Collect + (Collect Plus)	23	5	8	1	9	1	-	4	2	1	4	-	1	*	4	2	4
	*	*	*1%*	*	*1%*	*	-	*1%*	*1%*	*	*1%*	-	*	*	*1%*	*	*1%*
DHL	22	3	8	3	9	1	2	-	4	3	1	1	2	*	1	3	4
	*	*	*1%*	*	*1%*	*	*	-	*1%*	*1%*	*	*	*	*	*	*1%*	*1%*
FedEx	27	11	5	5	6	8	3	-	1	4	-	2	*	3	1	2	4
	1%	*1%*	*	*	*	**2%gl**	*1%*	-	*	*1%*	-	*1%*	*	*1%*	*	*	*1%*
Hermes	69	9	24	12	23	1	1	7	12	7	6	3	4	4	8	5	10
	1%	*1%*	**2%a**	*1%*	*2%*	*	*	**2%f**	**3%ef**	*2%*	*1%*	*1%*	*1%*	*1%*	**2%f**	*1%*	**2%f**
Interlink	8	-	6	-	2	-	-	-	1	-	5	-	-	-	-	-	2
	*	-	*a	-	*	-	-	-	*	-	*1%*	-	-	-	-	-	*1%*
DPD	25	6	6	6	7	2	3	1	5	-	1	3	1	1	1	3	2
	*	*	*	*	*1%*	*1%*	*1%*	*	*1%*	-	*	*1%*	*	*	*	*1%*	*
Parcelforce	19	3	5	8	3	-	-	3	2	1	2	3	*	5	2	2	-
	*	*	*	*1%*	*	-	-	*1%*	*	*	*	*1%*	*	*1%*	*	*	-
TNT Express	3	-	3	-	-	-	-	-	2	-	1	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	*1%*	-	*	-	-	-	-	-	-
TNT Post UK	8	1	5	-	2	-	-	1	1	4	-	-	-	-	-	1	1
	*	*	*	-	*	-	-	*	*	*1%*	-	-	-	-	-	*	*
UPS	12	2	4	*	6	-	2	-	3	1	-	-	-	*	3	3	-
	*	*	*	*	*	-	*	-	*1%*	*	-	-	-	*	*1%*	*1%*	-
UK Mail (not to be confused with Royal Mail)	13	5	1	2	5	1	4	-	1	-	-	2	-	-	2	3	-
	*	*	*	*	*	*	*1%*	-	*	-	-	*	-	-	*	*1%*	-
DX	3	-	3	-	*	-	-	-	1	-	2	-	-	-	-	-	*
	*	-	*	-	*	-	-	-	*	-	*	-	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Yodel	**27**	*	7	6	14	-	*	-	2	3	3	*	-	6	4	6	5
	1%	*	**1%a**	*	**1%a**	-	*	-	*	*1%*	*1%*	*	-	*1%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**21**	3	5	6	7	1	1	*	1	2	1	2	*	4	7	*	*
	*	*	*	*	*1%*	*	*	*	*	*1%*	*	*	*	*1%*	*2%*	*	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4943**	1238	1230	1250	1224	410	440	388	403	384	444	411	428	411	406	398	420
	96%	*97%*	*95%*	**97%bd**	*95%*	*97%*	**98%p**	*95%*	*95%*	*95%*	*96%*	*98%*	**98%ghinp**	*96%*	*95%*	*96%*	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Citipost	**6**	-	6	5	1	4	1	1	-	-	-	-	5	1	-	-	5	1	4
	*	-	*	*	*	*1%*	*	*	-	-	-	-	*n	*	-	-	*	*	*
Collect + (Collect Plus)	**11**	-	11	6	5	2	3	4	*	-	1	-	5	4	1	1	6	5	10
	*	-	*	*	*	*	*	*	*	-	*	-	*	*	*	*	*	**1%p**	*
DHL	**28**	-	28	20	8	11	3	1	2	6	*	4	14	4	11	4	26	2	32
	1%	-	*1%*	*1%*	*	**2%gj**	*	*	*	*1%*	*	*1%*	**1%m**	*	*1%*	*	*1%*	*	*1%*
FedEx	**17**	-	17	14	4	4	1	5	2	3	-	3	5	6	6	3	14	3	17
	*	-	*	**1%d**	*	*1%*	*	*1%*	*	*	-	*1%*	*	*	*	*	*	*	*
Hermes	**111**	-	111	48	63	8	6	23	20	27	13	14	15	43	53	27	92	17	125
	2%	-	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	**3%f**	**3%f**	*2%*	**3%f**	*1%*	**3%l**	**3%l**	*2%*	*2%*	*2%*	*2%*
Interlink	**5**	-	5	3	2	2	1	2	-	*	-	-	3	2	*	-	3	2	5
	*	-	*	*	*	*	*	*	-	*	-	-	*	*	*	-	*	*	*
DPD	**36**	-	36	13	22	5	6	7	4	8	2	4	11	10	15	6	29	5	42
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Parcelforce	**27**	-	27	13	12	6	1	10	1	3	3	3	7	11	9	6	19	8	24
	1%	-	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*
TNT Express	**13**	-	13	6	7	6	3	2	-	1	-	*	9	2	2	*	6	7	11
	*	-	*	*	*	*1%*	*	*	-	*	-	*	**1%no**	*	*	*	*	**1%p**	*
TNT Post UK	**2**	-	2	2	-	1	*	-	-	-	-	-	2	-	-	-	*	1	2
	*	-	*	*	-	*	*	-	-	-	-	-	*	-	-	-	*	*p	*
UPS	**20**	-	20	11	9	2	2	4	2	6	1	3	3	7	10	4	13	5	21
	*	-	*	*	*	*	*	*	*	*1%*	*	*1%*	*	*	*1%*	*	*	*1%*	*
UK Mail (not to be confused with Royal Mail)	**7**	-	7	5	2	3	-	2	-	-	1	-	3	2	1	1	3	3	5
	*	-	*	*	*	*	-	*	-	-	*	-	*	*	*	*	*	*p	*
DX	**4**	-	4	3	*	-	-	2	-	1	-	-	-	2	1	-	3	*	5
	*	-	*	*	*	-	-	*	-	*	-	-	-	*	*	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Yodel	**56**	-	56	24	31	1	3	10	11	17	11	4	4	21	31	14	42	11	58
	1%	-	*1%*	*1%*	*1%*	*	*	*1%*	**2%e**	**2%ef**	**2%e**	*1%*	*	**1%l**	**1%l**	**1%l**	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	-	22	15	8	4	2	8	4	3	*	-	7	12	3	*	17	6	26
	*	-	*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	-	*	**1%no**	*	*	*	*1%*	*1%*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4871**	-	4871	2366	2498	638	685	885	701	853	607	496	1323	1586	1956	1103	4081	718	4863
	95%	-	*95%*	*94%*	*95%*	*93%*	**96%eg**	*93%*	*96%*	*94%*	*96%*	*95%*	*95%*	*94%*	*95%*	*95%*	*95%*	*93%*	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Citipost	**6**	3	-	2	1	3	3	5	1	-	-	5	1	-	6	-	6
	*	*	-	*	*	*	*	*	*	-	-	*	*	-	*	-	*
Collect + (Collect Plus)	**11**	*	5	*	6	5	6	5	6	*	2	6	2	*	10	*	10
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
DHL	**28**	15	5	6	3	19	9	23	5	3	11	4	8	2	25	3	25
	1%	**1%bd**	*	*1%*	*	*1%*	*	*1%*	*	*1%*	**2%kmn**	*	*1%*	*	*1%*	*1%*	*1%*
FedEx	**17**	6	2	5	4	9	9	14	3	2	3	3	4	4	14	2	14
	*	*1%*	*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*
Hermes	**111**	24	38	25	24	62	50	69	40	11	19	22	33	14	88	11	90
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*
Interlink	**5**	1	*	2	2	1	3	3	*	2	-	-	3	*	3	2	3
	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	*
DPD	**36**	8	14	7	7	22	14	23	11	6	4	8	13	4	30	6	30
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Parcelforce	**27**	9	6	6	6	15	12	21	6	*	4	3	12	4	23	*	23
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*1%*	*	*1%*
TNT Express	**13**	5	4	1	3	9	4	11	1	5	-	2	4	-	6	5	6
	*	*	*	*	*	*	*	*	*	**1%jmn**	-	*	*	-	*	**1%p**	*
TNT Post UK	**2**	-	1	-	*	1	*	-	2	-	-	2	-	-	2	-	2
	*	-	*	-	*	*	*	-	*	-	-	*	-	-	*	-	*
UPS	**20**	8	-	5	8	8	12	11	9	7	1	1	4	6	13	7	13
	*	**1%b**	-	*b	**1%b**	*	*1%*	*	*	**1%kn**	*	*	*	*1%*	*	**1%p**	*
UK Mail (not to be confused with Royal Mail)	**7**	3	-	2	2	3	3	4	2	3	-	*	1	-	2	3	2
	*	*	-	*	*	*	*	*	*	**1%kn**	-	*	*	-	*	**1%p**	*
DX	**4**	-	2	*	1	2	2	2	1	1	-	*	2	-	2	1	2
	*	-	*	*	*	*	*	*	*	*	-	*	*	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Yodel	**56**	12	26	10	8	37	18	36	19	3	10	10	19	10	49	3	49
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	6	5	7	5	11	12	15	7	4	4	2	7	2	15	4	16
	*	*	*	*1%*	*	*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4871**	1115	1671	1004	1081	2786	2085	2896	1922	567	650	1311	1183	723	3866	576	3957
	95%	*94%*	*95%*	*94%*	*94%*	*95%*	*94%*	*94%*	*96%*	*94%*	*93%*	***96%j***	*94%*	*96%*	*95%*	*95%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Citipost	6	4	2	-	6	-	-	-	3	-	-	2	1	-	-	-	-	-	-
	*	*	*	-	*	-	-	-	1%jmnopr	-	-	1%	*	-	-	-	-	-	-
Collect + (Collect Plus)	11	9	2	-	9	*	2	*	-	-	-	1	-	2	4	2	-	*	-
	*	*	*	-	*	*	1%	*	-	-	-	*	-	*	1%	*	-	*	-
DHL	28	18	11	1	15	11	1	1	1	-	5	-	3	-	5	1	-	1	10
	1%	*	1%a	1%	*	2%df	1%	*	*	-	1%	-	1%	-	1%	*	-	1%jkmp	3%hiklmnop
FedEx	17	16	1	1	17	*	-	*	3	4	3	-	1	1	2	3	-	*	*
	*	*	*	*	*	*	-	*	1%kpr	1%	1%	-	*	*	*	*	-	*	*
Hermes	111	94	17	4	87	10	9	5	6	13	10	6	6	13	16	17	1	2	8
	2%	2%	2%	1%	2%	2%	4%d	4%	3%p	2%	2%p	2%	1%	3%p	2%p	2%p	*	3%p	2%p
Interlink	5	5	*	*	5	-	-	*	1	-	-	-	-	2	2	-	-	-	-
	*	*	*	*	*	-	-	*	1%	-	-	-	-	*	*	-	-	-	-
DPD	36	30	6	3	30	3	2	1	1	3	4	4	2	-	7	2	6	1	2
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	*	-	1%	*	1%m	1%m	1%
Parcelforce	27	22	5	3	26	1	*	*	1	6	3	1	2	3	5	2	3	*	1
	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	*	1%	1%	1%	*	1%	*	*
TNT Express	13	12	*	*	11	1	-	*	1	4	1	-	3	*	1	-	-	*	1
	*	*	*	*	*	*	-	*	1%	1%	*	-	1%	*	*	-	-	*	*
TNT Post UK	2	1	*	*	1	-	-	*	-	-	-	-	-	-	1	-	-	-	-
	*	*	*	*	*	-	-	*	-	-	-	-	-	-	*	-	-	-	-
UPS	20	14	6	3	17	1	1	*	*	1	3	-	-	1	7	2	2	-	1
	*	*	1%	1%	*	*	*	*	*	*	1%	-	-	*	1%	*	*	-	*
UK Mail (not to be confused with Royal Mail)	7	7	*	-	7	-	*	-	-	-	2	-	2	-	3	-	-	-	-
	*	*	*	-	*	-	*	-	-	-	*	-	*	-	*	-	-	-	-
DX	4	3	*	*	3	*	*	-	-	-	3	-	-	-	-	-	-	-	*
	*	*	*	*	*	*	*	-	-	-	1%	-	-	-	-	-	-	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Yodel	**56**	45	10	3	44	6	5	1	1	10	3	4	2	4	7	8	4	1	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	22	1	*	20	*	1	1	1	-	1	3	*	-	3	8	4	-	*
	*	*	*	*	*	*	*	*1%*	*1%*	-	*	*1%*	*	-	*1%*	*1%*	*1%*	-	*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4871**	4185	685	227	4083	416	233	138	196	532	405	354	431	450	632	660	423	73	343
	95%	*95%*	*93%*	*93%*	*95%*	*95%*	*93%*	*95%*	*94%*	*95%*	*96%*	*95%*	*95%*	*95%*	*93%*	*94%*	*96%*	*95%*	*95%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Citipost	**6**	4	2	-	-	-	6	-	3	3	-	-	-	6	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Collect + (Collect Plus)	**11**	5	*	4	1	-	5	1	5	2	*	1	2	7	4
	*	*	*	**1%b**	*b	-	*	*	*	*	*	*1%*	**2%hijm**	*	**1%im**
DHL	**28**	13	1	4	*	7	14	8	6	14	6	2	*	20	2
	1%	**1%b**	*	**1%b**	*	**5%abcdfg**	*	**1%bf**	*	*1%*	*1%*	*1%*	*	*	*1%*
FedEx	**17**	3	9	4	2	-	11	2	1	8	5	-	3	9	3
	*	*	*	*1%*	*	-	*	*	*	*	**1%h**	-	**3%hikm**	*	**1%h**
Hermes	**111**	49	49	8	6	*	98	6	44	54	5	8	-	99	8
	2%	*3%*	*2%*	*1%*	*1%*	*	*3%*	*1%*	**2%j**	**3%j**	*1%*	**3%j**	-	**2%j**	*2%*
Interlink	**5**	1	-	*	2	-	1	2	*	3	-	*	-	3	*
	*	*	-	*	*bf	-	*	*bf	*	*	-	*	-	*	*
DPD	**36**	11	12	6	3	2	23	5	11	13	5	4	1	23	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Parcelforce	**27**	7	5	6	7	1	13	8	9	11	4	3	-	19	3
	1%	*	*	*1%*	**2%abf**	*1%*	*	**2%abf**	*	*1%*	*1%*	*1%*	-	*	*1%*
TNT Express	**13**	8	2	1	2	-	10	2	6	2	4	-	-	8	-
	*	*	*	*	*	-	*	*	*	*	*1%*	-	-	*	-
TNT Post UK	**2**	-	-	1	*	-	-	*	-	2	-	-	-	2	-
	*	-	-	*f	*	-	-	*	-	*	-	-	-	*	-
UPS	**20**	10	6	2	3	-	16	3	5	11	3	1	*	16	1
	*	*1%*	*	*	*1%*	-	*	*	*	*1%*	*	*	*	*	*
UK Mail (not to be confused with Royal Mail)	**7**	5	-	-	-	-	5	-	5	-	-	-	-	5	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
DX	**4**	*	2	1	-	-	2	-	*	2	1	-	-	2	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Yodel	**56**	24	28	2	1	-	52	1	18	28	5	3	*	47	4
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	8	11	4	-	-	19	-	10	10	2	*	-	21	*
	*	*	*1%*	*1%*	-	-	*	-	*1%*	*	*	*	-	*1%*	*
{£QI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4871**	1774	1919	661	363	125	3693	488	1862	1937	685	259	94	3799	354
	95%	*94%*	*95%*	*96%*	*94%*	*92%*	*95%*	*93%*	*95%*	*94%*	*96%*	*94%*	*93%*	*94%*	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Citipost	6	1	5	-	4	2	-	6	-	-	-	6	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Collect + (Collect Plus)	11	1	9	-	6	*	4	9	-	-	-	9	1
	*	*1%*	*	-	*e	*	**1%e**	*	-	-	-	*	*7%*
DHL	28	1	27	1	16	12	*	28	-	-	-	28	-
	1%	*	*1%*	*1%*	**1%e**	*	*	*1%*	-	-	-	*1%*	-
FedEx	17	2	15	1	11	6	-	13	3	1	-	17	-
	*	*1%*	*	*1%*	**1%e**	*	-	*	**5%gk**	*3%*	-	*	-
Hermes	111	4	105	2	44	64	4	111	1	-	-	111	-
	2%	*2%*	*2%*	*2%*	**3%e**	*2%*	*1%*	*2%*	*1%*	-	-	*2%*	-
Interlink	5	2	3	-	2	1	2	3	-	-	-	3	2
	*	**1%b**	*	-	*	*	**1%e**	*	-	-	-	*	*7%*
DPD	36	2	33	-	15	19	2	34	-	*	-	34	2
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	*7%*
Parcelforce	27	2	25	-	8	18	-	27	-	-	-	27	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
TNT Express	13	2	11	-	3	9	-	11	2	-	-	13	-
	*	*1%*	*	-	*	*	-	*	**3%gk**	-	-	*	-
TNT Post UK	2	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
UPS	20	1	19	*	8	12	*	20	-	-	-	20	-
	*	*	*	*	*1%*	*	*	*	-	-	-	*	-
UK Mail (not to be confused with Royal Mail)	7	4	3	-	3	2	2	5	-	-	-	5	2
	*	**1%b**	*	-	*	*	*1%*	*	-	-	-	*	*7%*
DX	4	-	4	-	1	2	-	4	-	-	-	4	-
	*	-	*	-	*	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Yodel	**56**	3	52	*	15	41	-	56	-	-	-	56	-
	1%	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	*	22	-	13	9	1	22	-	1	-	22	-
	*	*	*	-	**1%d**	*	*	*	-	*2%*	-	*	-
{£QI1.QI1_oth}	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4871**	240	4542	89	1332	3243	296	4763	51	34	3	4848	19
	95%	*92%*	*95%*	*96%*	*92%*	**96%d**	*96%*	*95%*	*91%*	*95%*	*100%*	*95%*	*86%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Citipost	6	3	2	-	1	-	-	3	-	-	2	-	-	-	-	-	1
	*	*	*	-	*	-	-	*1%*	-	-	*	-	-	-	-	-	*
Collect + (Collect Plus)	11	2	2	5	2	-	-	2	2	-	-	*	1	3	-	*	1
	*	*	*	*	*	-	-	*	*1%*	-	-	*	*	*1%*	-	*	*
DHL	28	16	4	4	4	10	6	*	2	2	-	*	*	4	*	*	3
	1%	**1%bd**	*	*	*	**2%ghjklno**	*1%*	*	*	*1%*	-	*	*	*1%*	*	*	*1%*
FedEx	17	3	3	3	8	*	3	-	3	-	-	1	*	2	-	3	5
	*	*	*	*	*1%*	*	*1%*	-	*1%*	-	-	*	*	*1%*	-	*1%*	*1%*
Hermes	111	26	29	30	26	13	2	11	9	8	13	13	11	6	6	7	13
	2%	*2%*	*2%*	*2%*	*2%*	**3%f**	*	**3%f**	*2%*	*2%*	**3%f**	**3%f**	**2%f**	*1%*	*1%*	*2%*	**3%f**
Interlink	5	-	3	*	2	-	-	-	-	-	3	*	-	-	-	2	-
	*	-	*	*	*	-	-	-	-	-	*1%*	*	-	-	-	*	-
DPD	36	4	15	5	11	1	2	2	*	4	10	1	3	1	1	4	7
	1%	*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	**2%ehn**	*	*1%*	*	*	*1%*	*2%*
Parcelforce	27	4	6	9	8	*	*	4	2	3	1	*	6	3	*	8	-
	1%	*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*	**2%efjknp**	-
TNT Express	13	2	3	1	6	*	2	-	1	1	1	*	*	1	-	6	-
	*	*	*	*	*	*	*	-	*	*	*	*	*	*	-	*1%*	-
TNT Post UK	2	-	-	*	1	-	-	-	-	-	-	-	*	-	-	1	-
	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	*	-
UPS	20	7	6	4	3	5	1	*	-	6	-	1	1	2	-	3	-
	*	*1%*	*	*	*	**1%j**	*	*	-	**1%hjnp**	-	*	*	*	-	*1%*	-
UK Mail (not to be confused with Royal Mail)	7	1	-	*	5	1	-	-	-	-	-	-	*	-	-	3	2
	*	*	-	*	*	*	-	-	-	-	-	-	*	-	-	*1%*	*
DX	4	*	-	1	2	-	*	-	-	-	-	-	-	1	-	*	2
	*	*	-	*	*	-	*	-	-	-	-	-	-	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Yodel	**56**	16	15	9	15	4	3	9	2	3	10	2	3	3	1	6	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%n**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**22**	9	3	6	4	2	1	6	2	1	*	2	2	2	3	1	*
	*	*1%*	*	*	*	*1%*	*	**1%j**	*	*	*	*1%*	*	*	*1%*	*	*
{EQI1.QI1_oth}	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	**4871**	1202	1219	1228	1222	394	432	376	405	384	429	404	414	410	419	385	418
	95%	*94%*	*95%*	*96%*	*95%*	*93%*	*96%*	*93%*	*95%*	*95%*	*93%*	*96%*	*95%*	*96%*	**97%egjop**	*93%*	*94%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Citipost	33	-	33	23	11	11	17	3	2	-	-	-	28	6	-	-	26	7	28
	1%	-	1%	1%	*	2%ghijk	2%ghijk	*	*	-	-	-	2%mno	*n	-	-	1%	1%	1%
Collect + (Collect Plus)	77	-	77	42	34	34	20	16	5	*	2	-	54	20	2	2	53	24	64
	1%	-	1%	2%	1%	5%ghijk	3%hijk	2%ik	1%	*	*	-	4%mno	1%no	*	*	1%	3%p	1%
DHL	193	-	193	116	77	44	29	35	28	29	14	14	73	63	57	28	151	39	204
	4%	-	4%	5%d	3%	6%gijk	4%	4%	4%	3%	2%	3%	5%no	4%	3%	2%	4%	5%	4%
FedEx	131	-	131	82	49	48	23	26	12	9	3	9	71	38	21	12	96	35	115
	3%	-	3%	3%d	2%	7%fghijk	3%ij	3%il	2%	1%	*	2%	5%mno	2%n	1%	1%	2%	5%p	2%
Hermes	783	-	783	306	476	145	112	147	115	122	86	54	258	262	262	140	651	127	841
	15%	-	15%	12%	18%c	21%fghijk	16%k	16%k	16%k	13%	14%	10%	18%no	16%o	13%	12%	15%	17%	16%
Interlink	23	-	23	18	5	8	9	4	-	*	-	1	17	4	1	1	18	5	19
	*	-	*	1%d	*	1%hij	1%hij	*	-	*	-	*	1%mno	*	*	*	*	1%	*
DPD	237	-	237	102	134	65	43	43	30	29	19	8	108	73	56	27	171	58	282
	5%	-	5%	4%	5%	9%ghijk	6%ijk	5%k	4%k	3%	3%	2%	8%mno	4%no	3%	2%	4%	8%p	5%
Parcelforce	171	-	171	75	95	32	15	36	18	39	23	9	47	54	70	32	139	29	189
	3%	-	3%	3%	4%	5%fk	2%	4%	2%	4%k	4%	2%	3%	3%	3%	3%	3%	4%	4%
TNT Express	28	-	28	11	17	9	7	8	1	3	-	*	16	9	3	*	17	10	26
	1%	-	1%	*	1%	1%hjk	1%	1%	*	*	-	*	1%no	1%	*	*	*	1%p	1%
TNT Post UK	20	-	20	12	8	6	5	8	-	*	-	-	12	8	*	-	14	6	16
	*	-	*	*	*	1%hi	1%	1%	-	*	-	-	1%no	*n	*	-	*	1%	*
UPS	93	-	93	45	48	26	19	17	7	10	6	7	46	24	23	13	69	21	91
	2%	-	2%	2%	2%	4%ghijk	3%h	2%	1%	1%	1%	1%	3%mno	1%	1%	1%	2%	3%	2%
UK Mail (not to be confused with Royal Mail)	53	-	53	28	25	14	13	16	3	*	4	2	27	19	7	6	34	19	50
	1%	-	1%	1%	1%	2%hik	2%il	2%l	*	*	1%	*	2%no	1%n	*	1%	1%	2%p	1%
DX	18	-	18	13	6	3	7	5	*	1	1	-	10	6	2	1	11	7	24
	*	-	*	*	*	*	1%h	1%	*	*	*	-	1%no	*	*	*	*	1%p	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Yodel	**282**	-	282	115	167	37	35	70	32	52	38	19	71	102	109	57	231	45	310
	5%	-	*5%*	*5%*	**6%c**	*5%*	*5%*	**7%hk**	*4%*	*6%*	*6%*	*4%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*6%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**237**	-	237	108	129	44	37	59	30	31	32	6	80	89	68	37	188	45	243
	5%	-	*5%*	*4%*	*5%*	**6%ik**	**5%k**	**6%ik**	**4%k**	**3%k**	**5%k**	*1%*	**6%no**	**5%no**	*3%*	*3%*	*4%*	*6%*	*5%*
{EQI1.QI1_oth}	**4**	-	4	-	4	-	-	-	3	-	1	-	-	3	1	1	4	-	2
	*	-	*	-	*	-	-	-	*	-	*	-	-	*	*	*	*	-	*
None of these	**3784**	-	3784	1896	1882	430	507	676	546	690	492	438	938	1222	1620	930	3198	527	3720
	74%	-	*74%*	**76%d**	*72%*	*63%*	**71%e**	**71%e**	**75%e**	**76%e**	**78%efg**	**84%efghi**	*67%*	**73%l**	**79%lm**	**80%lm**	**74%q**	*68%*	*72%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Citipost	33	12	3	16	2	15	18	28	6	2	7	12	7	4	30	2	30
	1%	1%bd	*	2%bd	*	1%	1%	1%h	*	*	1%	1%	1%	1%	1%	*	1%
Collect + (Collect Plus)	77	22	23	14	17	45	32	57	19	7	14	16	25	15	69	7	69
	1%	2%	1%	1%	2%	2%	1%	2%h	1%	1%	2%	1%	2%	2%	2%	1%	2%
DHL	193	68	50	47	28	118	75	135	57	24	29	51	46	38	163	24	166
	4%	6%bd	3%	4%d	2%	4%	3%	4%h	3%	4%	4%	4%	4%	5%	4%	4%	4%
FedEx	131	49	24	38	20	73	59	109	22	14	22	28	39	24	114	14	114
	3%	4%bd	1%	4%bd	2%	2%	3%	4%h	1%	2%	3%	2%	3%	3%	3%	2%	3%
Hermes	783	177	256	174	175	433	350	488	285	83	107	214	205	107	632	83	652
	15%	15%	15%	16%	15%	15%	16%	16%	14%	14%	15%	16%	16%	14%	15%	14%	16%
Interlink	23	7	2	10	4	9	13	16	5	2	2	2	11	5	20	2	20
	*	1%	*	1%b	*	*	1%	1%	*	*	*	*	1%	1%	*	*	*
DPD	237	80	62	45	51	142	95	157	75	33	30	57	69	38	194	33	198
	5%	7%bc	4%	4%	4%	5%	4%	5%	4%	5%	4%	4%	5%	5%	5%	5%	5%
Parcelforce	171	44	50	33	44	94	77	118	49	24	25	47	48	19	139	24	139
	3%	4%	3%	3%	4%	3%	3%	4%h	2%	4%	4%	3%	4%	2%	3%	4%	3%
TNT Express	28	9	11	3	5	20	8	26	1	5	1	5	9	5	21	5	21
	1%	1%	1%	*	*	1%	*	1%h	*	1%	*	*	1%	1%	1%	1%	*
TNT Post UK	20	11	3	4	2	14	5	17	2	3	1	2	11	3	17	3	17
	*	1%bd	*	*	*	*	*	1%h	*	*	*	*	1%k	*	*	*	*
UPS	93	33	20	22	18	53	40	64	27	13	5	16	38	18	76	13	78
	2%	3%b	1%	2%	2%	2%	2%	2%	1%	2%	1%	1%	3%jk	2%j	2%	2%	2%
UK Mail (not to be confused with Royal Mail)	53	14	18	10	10	33	20	40	11	7	14	11	9	8	42	7	42
	1%	1%	1%	1%	1%	1%	1%	1%h	1%	1%	2%l	1%	1%	1%	1%	1%	1%
DX	18	5	5	4	5	9	9	12	6	2	2	1	8	2	13	2	13
	*	*	*	*	*	*	*	*	*	*	*	*	1%k	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Yodel	**282**	82	89	50	61	171	111	192	88	32	28	87	72	39	226	32	232
	5%	*7%*	*5%*	*5%*	*5%*	*6%*	*5%*	**6%h**	*4%*	*5%*	*4%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**237**	74	74	37	52	148	90	147	89	35	30	62	57	38	187	35	193
	5%	**6%c**	*4%*	*4%*	*5%*	*5%*	*4%*	*5%*	*4%*	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*
{EQI1.QI1_oth}	**4**	1	3	-	-	4	-	3	1	-	3	-	1	-	4	-	4
	*	*	*	-	-	*	-	*	*	-	*	-	*	-	*	-	*
None of these	**3784**	834	1314	785	851	2148	1636	2210	1534	446	503	995	914	563	2976	455	3044
	74%	*70%*	**75%a**	*74%*	*74%*	*73%*	*74%*	*72%*	**76%g**	*74%*	*72%*	*73%*	*73%*	*75%*	*73%*	*75%*	*73%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Citipost	33	32	2	-	33	-	*	-	8	2	3	6	7	1	2	2	1	-	-
	1%	1%	*	-	1%	-	*	-	4%ljmnopr	*	1%	2%nr	2%r	*	*	*	*	-	-
Collect + (Collect Plus)	77	68	8	1	67	6	3	1	4	5	-	11	4	5	18	14	4	1	4
	1%	2%	1%	*	2%	1%	1%	1%	2%j	1%	-	3%j	1%	1%	3%j	2%j	1%	2%j	1%j
DHL	193	159	34	12	160	20	7	7	8	18	24	11	12	12	39	23	12	2	18
	4%	4%	5%	5%	4%	5%	3%	5%	4%	3%	6%	3%	3%	3%	6%	3%	3%	3%	5%
FedEx	131	108	23	6	115	13	1	3	7	18	15	7	19	3	19	16	11	*	13
	3%	2%	3%	2%	3%f	3%f	*	2%	3%m	3%m	4%m	2%	4%m	1%	3%	2%	3%	*	4%m
Hermes	783	672	110	40	647	66	52	17	37	56	66	60	88	58	97	119	67	8	58
	15%	15%	15%	16%	15%	15%	21%deg	12%	18%l	10%	16%l	16%l	19%lm	12%	14%	17%l	15%	10%	16%l
Interlink	23	20	3	3	22	1	*	*	2	2	3	1	-	4	8	-	1	-	1
	*	*	*	1%	1%	*	*	*	1%o	*	1%	*	-	1%	1%	-	*	-	*
DPD	237	192	45	15	187	29	13	8	5	21	18	17	22	7	40	31	25	6	23
	5%	4%	6%	6%	4%	6%d	5%	6%	2%	4%	4%	5%m	5%m	2%	6%m	4%m	6%m	8%hm	6%hm
Parcelforce	171	142	29	15	140	16	9	6	4	27	14	9	19	9	25	19	13	4	12
	3%	3%	4%	6%a	3%	4%	4%	4%	2%	5%	3%	2%	4%	2%	4%	3%	3%	5%	3%
TNT Express	28	25	2	*	22	4	2	*	3	4	1	1	5	*	1	2	3	1	3
	1%	1%	*	*	1%	1%	1%	*	2%mn	1%	*	*	1%	*	*	*	1%	1%	1%
TNT Post UK	20	14	6	4	16	1	2	*	2	1	-	1	2	-	8	-	2	-	1
	*	*	1%	2%a	*	*	1%	*	1%mo	*	-	*	*	-	1%o	-	*	-	*
UPS	93	77	16	3	78	7	6	2	4	5	6	3	8	7	22	15	7	1	6
	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%	3%	2%	2%	1%	2%
UK Mail (not to be confused with Royal Mail)	53	46	7	3	47	3	3	1	3	5	3	8	3	2	12	6	3	-	3
	1%	1%	1%	1%	1%	1%	1%	*	2%	1%	1%	2%	1%	1%	2%	1%	1%	-	1%
DX	18	15	3	1	16	1	*	1	3	-	7	1	1	2	1	-	1	-	1
	*	*	*	*	*	*	*	*	1%lo	-	2%lno	*	*	*	*	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Yodel	**282**	244	38	12	233	25	18	6	6	33	21	24	25	17	28	53	25	4	21
	5%	*6%*	*5%*	*5%*	*5%*	*6%*	*7%*	*4%*	*3%*	*6%*	*5%*	*6%*	*6%*	*4%*	*4%*	**8%hm**	*6%*	*5%*	*6%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**237**	202	36	12	206	14	12	5	13	20	23	24	25	14	24	35	28	1	12
	5%	*5%*	*5%*	*5%*	*5%*	*3%*	*5%*	*4%*	**6%m**	*3%*	*5%*	*6%*	*5%*	*3%*	*4%*	*5%*	*6%*	*2%*	*3%*
{£QI1.QI1_oth}	**4**	4	-	-	3	-	-	1	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	-	*d	-	-	-	-	-	-	*	-	-	-	-
None of these	**3784**	3250	534	167	3176	328	171	110	148	440	316	262	316	377	489	499	329	61	267
	74%	*74%*	*73%*	*69%*	**74%f**	**75%f**	*68%*	**75%f**	*71%*	**78%klo**	*75%*	*70%*	*70%*	**79%hklo**	*72%*	*71%*	*75%*	*79%*	*74%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Citipost	33 1%	12 1%	9 *	9 1%	2 *	2 1%	21 1%	4 1%	13 1%	10 1%	2 *	3 1%	4 4%hijm	24 1%	8 2%hijm
Collect + (Collect Plus)	77 1%	27 1%	37 2%	6 1%	7 2%	* *	64 2%	7 1%	28 1%	32 2%	10 1%	4 1%	2 2%	60 1%	6 2%
DHL	193 4%	66 3%	80 4%	14 2%	21 5%c	9 7%c	146 4%	30 6%c	57 3%	94 5%h	29 4%	10 3%	4 4%	151 4%	13 3%
FedEx	131 3%	33 2%	52 3%	22 3%	12 3%	13 9%abcdf	86 2%	24 5%af	28 1%	67 3%h	21 3%h	8 3%	8 8%hijm	95 2%	16 4%h
Hermes	783 15%	285 15%c	335 17%c	71 10%	75 19%c	15 11%	620 16%c	90 17%c	314 16%j	334 16%j	78 11%	46 17%	10 10%	649 16%j	56 15%
Interlink	23 *	8 *	8 *	2 *	3 1%	- -	17 *	3 1%	6 *	11 1%	1 *	2 1%	- -	17 *	2 *
DPD	237 5%	83 4%	96 5%	20 3%	24 6%c	12 9%c	179 5%	36 7%c	105 5%	90 4%	26 4%	11 4%	3 3%	195 5%	14 4%
Parcelforce	171 3%	53 3%	72 4%	18 3%	23 6%acf	6 4%	125 3%	28 5%acf	62 3%	77 4%	14 2%	10 4%	6 6%	140 3%	17 4%
TNT Express	28 1%	13 1%	10 *	1 *	3 1%	- -	23 1%	3 1%	10 1%	11 1%	7 1%	- -	- -	21 1%	- -
TNT Post UK	20 *	10 1%	4 *	2 *	3 1%	- -	15 *	3 1%	9 *	7 *	3 *	* *	- -	16 *	* *
UPS	93 2%	29 2%	35 2%	11 2%	12 3%	5 3%	65 2%	17 3%	21 1%	43 2%h	17 2%h	8 3%	5 5%h	63 2%	12 3%h
UK Mail (not to be confused with Royal Mail)	53 1%	22 1%	17 1%	6 1%	7 2%	- -	39 1%	7 1%	21 1%	20 1%	10 1%	1 *	- -	41 1%	1 *
DX	18 *	7 *	6 *	4 1%	2 *	- -	13 *	2 *	7 *	6 *	2 *	3 1%	- -	13 *	3 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Yodel	**282**	94	133	29	19	7	228	25	105	130	32	10	5	235	14
	5%	*5%*	*7%*	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*4%*	*4%*	*6%*	*4%*
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**237**	82	101	22	22	10	183	32	104	94	26	9	4	198	13
	5%	*4%*	*5%*	*3%*	*6%*	*8%*	*5%*	**6%c**	*5%*	*5%*	*4%*	*3%*	*4%*	*5%*	*3%*
{EQI1.QI1_oth}	**4**	3	1	-	-	-	4	-	4	-	-	-	-	4	-
	*	*	*	-	-	-	*	-	*	-	-	-	-	*	-
None of these	**3784**	1406	1435	551	269	96	2841	365	1432	1472	579	196	75	2904	271
	74%	**75%b**	*71%*	**80%abdfg**	*70%*	*70%*	*73%*	*70%*	*73%*	*72%*	**81%hikmn**	*71%*	*73%*	*72%*	*72%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Citipost	33	5	28	1	18	9	6	28	4	-	-	31	2
	1%	*2%*	*1%*	*1%*	**1%e**	*	**2%e**	*1%*	**6%gk**	-	-	*1%*	*10%*
Collect + (Collect Plus)	77	7	66	3	41	23	13	69	6	-	-	75	1
	1%	*3%*	*1%*	*3%*	**3%e**	*1%*	**4%e**	*1%*	**11%gk**	-	-	*1%*	*7%*
DHL	193	20	165	8	74	104	15	179	9	4	-	193	*
	4%	**8%b**	*3%*	**9%b**	**5%e**	*3%*	*5%*	*4%*	**16%gk**	*12%*	-	*4%*	*
FedEx	131	11	117	4	62	62	8	123	4	5	-	131	-
	3%	*4%*	*2%*	*4%*	**4%e**	*2%*	*3%*	*2%*	*7%*	*13%*	-	*3%*	-
Hermes	783	54	710	19	266	473	43	773	5	5	-	782	*
	15%	**21%b**	*15%*	*21%*	**18%e**	*14%*	*14%*	*15%*	*9%*	*13%*	-	*15%*	*1%*
Interlink	23	3	20	-	13	7	2	19	2	-	-	21	2
	*	*1%*	*	-	**1%e**	*	*1%*	*	**3%gk**	-	-	*	*7%*
DPD	237	19	215	3	97	125	15	228	4	3	-	235	2
	5%	*7%*	*4%*	*4%*	**7%e**	*4%*	*5%*	*5%*	*8%*	*9%*	-	*5%*	*8%*
Parcelforce	171	19	149	3	69	96	6	163	5	2	-	171	*
	3%	**7%b**	*3%*	*3%*	**5%e**	*3%*	*2%*	*3%*	*9%*	*7%*	-	*3%*	*1%*
TNT Express	28	5	23	-	13	15	-	26	2	-	-	28	-
	1%	**2%b**	*	-	*1%*	*	-	*1%*	*3%*	-	-	*1%*	-
TNT Post UK	20	2	17	-	8	11	-	20	-	-	-	20	-
	*	*1%*	*	-	*1%*	*	-	*	-	-	-	*	-
UPS	93	7	85	*	36	51	5	87	5	-	-	91	1
	2%	*3%*	*2%*	*	*3%*	*2%*	*2%*	*2%*	**8%gk**	-	-	*2%*	*7%*
UK Mail (not to be confused with Royal Mail)	53	5	48	*	21	28	4	46	4	1	-	51	2
	1%	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**8%gk**	*2%*	-	*1%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
DX	**18**	4	14	-	7	10	1	16	1	-	-	17	1
	*	2%b	*	-	*	*	*	*	1%	-	-	*	7%
Yodel	**282**	25	253	4	95	176	11	277	1	1	1	279	2
	5%	10%b	5%	4%	7%	5%	4%	6%	1%	4%	33%	5%	8%
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**237**	15	219	3	106	121	10	233	2	3	-	237	*
	5%	6%	5%	3%	7%ef	4%	3%	5%	3%	7%	-	5%	1%
{EQI1.QI1_oth}	**4**	1	3	-	4	-	-	4	-	-	-	4	-
	*	*	*	-	*e	-	-	*	-	-	-	*	-
None of these	**3784**	158	3560	66	946	2614	224	3711	29	25	2	3766	17
	74%	61%	74%a	72%	66%	77%d	73%	74%h	52%	70%	67%	74%h	75%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Citipost	33	7	14	7	5	-	1	6	5	3	6	2	1	5	-	1	4
	1%	1%	1%	1%	*	-	*	1%e	1%	1%	1%	*	*	1%	-	*	1%
Collect + (Collect Plus)	77	19	19	15	23	3	7	9	9	5	5	4	4	7	10	2	11
	1%	1%	1%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	2%	1%	2%
DHL	193	44	61	44	44	21	16	8	21	24	16	12	9	23	19	8	17
	4%	3%	5%	3%	3%	5%	4%	2%	5%g	6%glo	3%	3%	2%	5%glo	4%	2%	4%
FedEx	131	24	28	27	52	9	11	4	9	12	7	11	5	11	15	13	24
	3%	2%	2%	2%	4%abc	2%	2%	1%	2%	3%	1%	3%	1%	3%	4%g	3%	5%gjl
Hermes	783	182	167	224	210	73	46	62	52	54	61	84	68	72	85	59	65
	15%	14%	13%	17%b	16%	17%f	10%	15%	12%	13%	13%	20%fhij	16%	17%f	20%fhij	14%	15%
Interlink	23	-	10	5	8	-	-	-	1	3	6	*	2	2	-	2	6
	*	-	1%a	*	1%a	-	-	-	*	1%	1%	*	1%	*	-	*	1%
DPD	237	59	69	52	57	23	17	19	16	28	25	18	22	13	29	13	15
	5%	5%	5%	4%	4%	5%	4%	5%	4%	7%mo	5%	4%	5%	3%	7%	3%	3%
Parcelforce	171	22	43	54	51	7	5	11	8	18	18	18	12	24	18	18	16
	3%	2%	3%a	4%a	4%a	2%	1%	3%	2%	4%f	4%f	4%f	3%	6%efh	4%f	4%f	4%
TNT Express	28	4	9	6	8	2	2	-	3	5	2	3	3	1	-	7	1
	1%	*	1%	1%	1%	1%	*	-	1%	1%	*	1%	1%	*	-	2%gn	*
TNT Post UK	20	3	9	1	8	*	2	1	1	6	1	*	*	-	1	6	1
	*	*	1%c	*	1%	*	*	*	*	2%lm	*	*	*	-	*	1%	*
UPS	93	19	22	27	24	10	6	3	3	16	3	5	11	11	4	13	7
	2%	1%	2%	2%	2%	2%	1%	1%	1%	4%ghjkn	1%	1%	3%	3%	1%	3%ghl	2%
UK Mail (not to be confused with Royal Mail)	53	16	16	8	13	4	8	4	4	9	3	4	2	2	3	6	4
	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	*	1%	2%	1%
DX	18	*	5	5	8	-	*	*	1	-	4	1	1	3	1	1	6
	*	*	*	*	1%a	-	*	*	*	-	1%	*	*	1%	*	*	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Yodel	**282**	55	63	79	85	14	23	18	21	20	23	34	19	27	34	17	33
	5%	*4%*	*5%*	*6%*	*7%*	*3%*	*5%*	*4%*	*5%*	*5%*	*5%*	**8%e**	*4%*	*6%*	**8%e**	*4%*	**7%e**
Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**237**	44	73	68	52	12	8	24	28	32	13	27	14	27	23	16	13
	5%	*3%*	**6%a**	*5%*	*4%*	*3%*	*2%*	**6%f**	**7%efj**	**8%efiljop**	*3%*	**6%fj**	*3%*	**6%fj**	**5%f**	*4%*	*3%*
{EQI1.QI1_oth}	**4**	-	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*1%*	-
None of these	**3784**	961	971	922	930	308	355	298	325	293	353	298	328	296	297	309	325
	74%	*75%*	*75%*	*72%*	*72%*	*72%*	**79%kmn**	*73%*	*76%*	*73%*	**77%n**	*71%*	*75%*	*69%*	*69%*	*74%*	*73%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**28**	-	28	18	10	9	13	3	3	-	-	-	22	6	-	-	20	8	28
Weighted Base	**33***	-**	33**	23**	11**	11**	17**	3**	2**	-**	-**	-**	28**	6**	-**	-**	26**	7**	28*
Effective Base	**22**	-	22	15	8	7	11	3	2	-	-	-	18	5	-	-	17	6	28
Yes	**24**	-	24	18	6	6	14	2	2	-	-	-	20	4	-	-	18	6	18
	71%	-	*71%*	*77%*	*58%*	*50%*	*86%*	*52%*	*96%*	-	-	-	*72%*	*71%*	-	-	*70%*	*75%*	*64%*
No	**8**	-	8	3	4	4	2	2	*	-	-	-	6	2	-	-	6	2	9
	23%	-	*23%*	*15%*	*42%*	*35%*	*14%*	*48%*	*4%*	-	-	-	*22%*	*29%*	-	-	*23%*	*25%*	*32%*
I can't remember	**2**	-	2	2	-	2	-	-	-	-	-	-	2	-	-	-	2	-	1
	5%	-	*5%*	*8%*	-	*16%*	-	-	-	-	-	-	*6%*	-	-	-	*7%*	-	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**28**	10	5	11	2	15	13	21	6	1	5	10	7	4	26	1	26
Weighted Base	**33***	12**	3**	16**	2**	15**	18**	28**	6**	2**	7**	12**	7**	4**	30**	2**	30**
Effective Base	**22**	8	4	10	2	11	11	17	5	1	5	7	5	4	20	1	20
Yes	**24**	9	2	11	2	11	13	21	3	-	6	6	6	4	22	-	22
	71%	*75%*	*51%*	*70%*	*100%*	*69%*	*73%*	*76%*	*46%*	-	*86%*	*54%*	*88%*	*88%*	*74%*	-	*74%*
No	**8**	1	2	5	-	3	5	7	1	-	1	5	1	1	8	-	8
	23%	*11%*	*49%*	*30%*	-	*19%*	*27%*	*24%*	*22%*	-	*14%*	*46%*	*12%*	*12%*	*26%*	-	*26%*
I can't remember	**2**	2	-	-	-	2	-	-	2	2	-	-	-	-	-	2	-
	5%	*15%*	-	-	-	*11%*	-	-	*31%*	*100%*	-	-	-	-	-	*100%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**28**	26	2	-	27	-	1	-	8	1	3	4	5	2	1	2	1	-	-
Weighted Base	**33***	32**	2**	-**	33**	-**	***	-**	8**	2**	3**	6**	7**	1**	2**	2**	1**	-**	-**
Effective Base	**22**	21	1	-	22	-	1	-	7	1	3	4	4	2	1	1	1	-	-
Yes	**24**	24	-	-	24	-	-	-	4	2	2	5	7	1	-	2	-	-	-
	71%	*76%*	-	-	*72%*	-	-	-	*50%*	*100%*	*76%*	*76%*	*100%*	*57%*	-	*100%*	-	-	-
No	**8**	6	2	-	8	-	*	-	4	-	1	2	-	1	-	-	1	-	-
	23%	*19%*	*100%*	-	*23%*	-	*100%*	-	*50%*	-	*24%*	*24%*	-	*43%*	-	-	*100%*	-	-
I can't remember	**2**	2	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-
	5%	*6%*	-	-	*5%*	-	-	-	-	-	-	-	-	-	*100%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**28**	10	8	6	3	1	18	4	10	9	3	4	2	19	6
Weighted Base	**33***	12**	9**	9**	2**	2**	21**	4**	13**	10**	2**	3**	4**	24**	8**
Effective Base	**22**	9	6	5	2	1	15	3	8	7	3	3	2	16	5
Yes	**24**	11	4	8	2	-	14	2	9	9	2	2	2	18	4
	71%	*93%*	*38%*	*86%*	*100%*	-	*68%*	*52%*	*70%*	*84%*	*79%*	*48%*	*57%*	*76%*	*53%*
No	**8**	1	6	1	-	-	7	-	4	2	1	2	-	6	2
	23%	*7%*	*62%*	*14%*	-	-	*32%*	-	*30%*	*16%*	*21%*	*52%*	-	*24%*	*23%*
I can't remember	**2**	-	-	-	-	2	-	2	-	-	-	-	2	-	2
	5%	-	-	-	-	*100%*	-	*48%*	-	-	-	-	*43%*	-	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**28**	4	23	1	14	9	5	24	3	-	-	27	1
Weighted Base	**33***	5**	28**	1**	18**	9**	6**	28**	4**	-**	-**	31**	2**
Effective Base	**22**	3	19	1	11	8	4	19	3	-	-	22	1
Yes	**24**	5	19	-	17	4	2	20	2	-	-	22	2
	71%	*100%*	*68%*	-	*96%*	*48%*	*36%*	*72%*	*50%*	-	-	*69%*	*100%*
No	**8**	-	7	1	1	5	2	8	-	-	-	8	-
	23%	-	*26%*	*100%*	*4%*	*52%*	*36%*	*28%*	-	-	-	*25%*	-
I can't remember	**2**	-	2	-	-	-	2	-	2	-	-	2	-
	5%	-	*6%*	-	-	-	*28%*	-	*50%*	-	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost

Base : Experienced a problem with Citipost

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**28**	5	13	6	4	-	1	4	4	3	6	2	1	3	-	1	3
Weighted Base	**33***	7**	14**	7**	5**	-**	1**	6**	5**	3**	6**	2**	1**	5**	-**	1**	4**
Effective Base	**22**	5	10	4	3	-	1	4	3	2	5	1	1	3	-	1	2
Yes	**24**	7	8	5	4	-	1	6	5	-	3	2	1	2	-	-	4
	71%	*100%*	*55%*	*68%*	*83%*	-	*100%*	*100%*	*100%*	-	*46%*	*94%*	*100%*	*51%*	-	-	*100%*
No	**8**	-	5	2	1	-	-	-	-	1	3	*	-	2	-	1	-
	23%	-	*33%*	*32%*	*17%*	-	-	-	-	*42%*	*54%*	*6%*	-	*49%*	-	*100%*	-
I can't remember	**2**	-	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-
	5%	-	*12%*	-	-	-	-	-	-	*58%*	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**64**	-	64	28	36	21	17	15	7	1	3	-	38	22	4	3	48	16	64
Weighted Base	**77***	-**	77*	42**	34**	34**	20**	16**	5**	***	2**	-**	54**	20**	2**	2**	53*	24**	64*
Effective Base	**46**	-	46	22	24	18	12	11	4	1	2	-	30	15	2	2	32	14	64
Yes	**32**	-	32	24	8	15	13	2	1	-	*	-	29	3	*	*	24	8	27
	42%	-	*42%*	*57%*	*24%*	*45%*	*66%*	*16%*	*17%*	-	*20%*	-	*53%*	*16%*	*17%*	*20%*	*45%*	*35%*	*42%*
No	**38**	-	38	15	23	16	7	11	3	*	1	-	22	14	2	1	27	11	32
	50%	-	*50%*	*35%*	*68%*	*45%*	*34%*	*72%*	*60%*	*100%*	*80%*	-	*41%*	*69%*	*83%*	*80%*	*51%*	*46%*	*50%*
I can't remember	**6**	-	6	4	3	3	-	2	1	-	-	-	3	3	-	-	2	4	5
	8%	-	*8%*	*9%*	*8%*	*10%*	-	*13%*	*23%*	-	-	-	*6%*	*15%*	-	-	*4%*	*19%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**64**	19	21	11	13	40	24	43	21	7	11	14	22	10	57	7	57
Weighted Base	**77***	22**	23**	14**	17**	45**	32**	57*	19**	7**	14**	16**	25**	15**	69*	7**	69*
Effective Base	**46**	12	14	8	12	27	19	32	15	6	8	10	15	8	40	6	40
Yes	**32**	16	5	9	2	21	11	24	8	2	6	5	11	8	30	2	30
	42%	*75%*	*21%*	*59%*	*14%*	*47%*	*35%*	*42%*	*43%*	*29%*	*44%*	*31%*	*43%*	*57%*	*43%*	*29%*	*43%*
No	**38**	5	15	5	12	21	17	29	9	2	7	10	12	6	36	2	36
	50%	*25%*	*66%*	*36%*	*69%*	*46%*	*54%*	*51%*	*47%*	*31%*	*52%*	*63%*	*49%*	*43%*	*51%*	*31%*	*51%*
I can't remember	**6**	-	3	1	3	3	3	4	2	3	1	1	2	-	4	3	4
	8%	-	*13%*	*4%*	*16%*	*7%*	*11%*	*8%*	*11%*	*39%*	*5%*	*6%*	*8%*	-	*5%*	*39%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**64**	53	11	5	42	11	6	5	5	3	-	8	4	4	9	6	3	4	7
Weighted Base	**77***	68*	8**	1**	67*	6**	3**	1**	4**	5**	-**	11**	4**	5**	18**	14**	4**	1**	4**
Effective Base	**46**	40	5	3	37	8	4	4	5	3	-	8	4	3	8	6	3	3	6
Yes	**32**	30	2	*	30	2	1	*	4	2	-	6	4	3	9	-	1	1	1
	42%	*44%*	*25%*	*6%*	*44%*	*27%*	*28%*	*18%*	*100%*	*40%*	-	*53%*	*85%*	*55%*	*52%*	-	*24%*	*61%*	*17%*
No	**38**	32	6	1	32	3	2	1	-	2	-	5	-	2	7	12	3	1	3
	50%	*47%*	*75%*	*94%*	*48%*	*55%*	*72%*	*82%*	-	*32%*	-	*47%*	-	*45%*	*40%*	*85%*	*76%*	*39%*	*59%*
I can't remember	**6**	6	-	-	5	1	-	-	-	1	-	-	1	-	1	2	-	-	1
	8%	*9%*	-	-	*8%*	*18%*	-	-	-	*29%*	-	-	*15%*	-	*7%*	*15%*	-	-	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**64**	22	28	6	7	1	50	8	21	29	8	3	3	50	6
Weighted Base	**77***	27**	37**	6**	7**	***	64*	7**	28**	32**	10**	4**	2**	60*	6**
Effective Base	**46**	17	20	4	6	1	37	6	15	20	7	3	1	35	4
Yes	**32**	16	14	2	1	-	30	1	14	16	-	3	-	30	3
	42%	*58%*	*37%*	*32%*	*13%*	-	*46%*	*12%*	*51%*	*48%*	-	*63%*	-	*49%*	*40%*
No	**38**	8	22	4	4	*	30	4	14	14	6	1	2	28	4
	50%	*30%*	*59%*	*68%*	*59%*	*100%*	*47%*	*59%*	*49%*	*43%*	*63%*	*37%*	*100%*	*46%*	*60%*
I can't remember	**6**	3	1	-	2	-	4	2	-	3	4	-	-	3	-
	8%	*11%*	*4%*	-	*29%*	-	*7%*	*28%*	-	*8%*	*37%*	-	-	*4%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**64**	6	57	1	33	22	9	59	4	-	-	63	1
Weighted Base	**77***	7**	66*	3**	41**	23**	13**	69*	6**	-**	-**	75*	1**
Effective Base	**46**	5	40	1	25	15	6	42	3	-	-	45	1
Yes	**32**	4	26	3	20	7	5	30	3	-	-	32	-
	42%	*50%*	*39%*	*100%*	*50%*	*29%*	*39%*	*43%*	*43%*	-	-	*43%*	-
No	**38**	4	34	-	18	12	8	34	3	-	-	36	1
	50%	*50%*	*52%*	-	*44%*	*53%*	*61%*	*49%*	*47%*	-	-	*49%*	*100%*
I can't remember	**6**	-	6	-	2	4	-	6	1	-	-	6	-
	8%	-	*10%*	-	*6%*	*18%*	-	*8%*	*10%*	-	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)

Base : Experienced a problem with Collect + (Collect Plus)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**64**	15	17	15	17	2	5	8	6	5	6	5	5	5	7	3	7
Weighted Base	**77***	19**	19**	15**	23**	3**	7**	9**	9**	5**	5**	4**	4**	7**	10**	2**	11**
Effective Base	**46**	11	13	10	12	2	4	6	5	4	4	3	4	4	5	2	5
Yes	**32**	6	10	3	13	1	-	5	5	*	5	1	2	1	3	2	8
	42%	*34%*	*50%*	*23%*	*55%*	*49%*	-	*56%*	*51%*	*9%*	*89%*	*23%*	*39%*	*13%*	*26%*	*77%*	*77%*
No	**38**	11	7	9	11	1	5	4	4	2	1	3	1	6	7	*	3
	50%	*56%*	*38%*	*63%*	*45%*	*51%*	*73%*	*44%*	*49%*	*45%*	*11%*	*62%*	*25%*	*87%*	*74%*	*23%*	*23%*
I can't remember	**6**	2	2	2	-	-	2	-	-	2	-	1	1	-	-	-	-
	8%	*10%*	*12%*	*14%*	-	-	*27%*	-	-	*46%*	-	*15%*	*36%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**204**	-	204	108	96	39	35	29	29	41	17	14	74	58	72	31	168	33	204
Weighted Base	**193**	-**	193	116*	77*	44**	29**	35**	28**	29**	14**	14**	73*	63*	57*	28**	151*	39**	204
Effective Base	**105**	-	105	54	55	19	21	20	16	19	6	9	37	36	32	14	79	25	204
Yes	**87**	-	87	60	26	16	16	16	17	13	3	5	32	33	21	8	73	12	86
	45%	-	*45%*	*52%*	*34%*	*37%*	*53%*	*47%*	*61%*	*47%*	*24%*	*33%*	*43%*	*53%*	*38%*	*28%*	*48%*	*30%*	*42%*
No	**91**	-	91	44	46	21	14	19	9	12	8	8	34	27	29	17	65	25	108
	47%	-	*47%*	*38%*	***60%c***	*47%*	*47%*	*53%*	*31%*	*43%*	*60%*	*58%*	*47%*	*43%*	*51%*	*59%*	*43%*	*64%*	*53%*
I can't remember	**16**	-	16	12	4	7	-	*	2	3	2	1	7	2	7	4	14	2	10
	8%	-	*8%*	*10%*	*6%*	*16%*	-	*1%*	*8%*	*10%*	*17%*	*9%*	*10%*	*4%*	*12%*	*13%*	*9%*	*6%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**204**	69	58	46	31	127	77	122	78	23	23	55	53	37	168	23	171
Weighted Base	**193**	68*	50**	47**	28**	118*	75*	135*	57*	24**	29**	51**	46**	38**	163*	24**	166*
Effective Base	**105**	30	27	30	23	57	52	66	40	19	10	29	28	21	83	19	85
Yes	**87**	29	19	27	11	49	38	63	22	10	9	22	20	24	76	10	76
	45%	*43%*	*38%*	*57%*	*41%*	*41%*	*51%*	*47%*	*39%*	*41%*	*33%*	*44%*	*44%*	*63%*	*46%*	*41%*	*46%*
No	**91**	29	30	18	14	59	32	60	30	11	12	27	24	14	77	11	77
	47%	*43%*	*59%*	*38%*	*49%*	*50%*	*42%*	*45%*	*52%*	*45%*	*41%*	*54%*	*53%*	*37%*	*47%*	*45%*	*47%*
I can't remember	**16**	10	1	2	3	11	5	11	5	3	7	1	1	-	10	3	13
	8%	*14%*	*2%*	*5%*	*10%*	*9%*	*7%*	*8%*	*9%*	*14%*	*26%*	*2%*	*3%*	*-*	*6%*	*14%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**204**	130	74	39	108	35	30	31	10	10	18	10	10	10	20	12	8	8	27
Weighted Base	**193**	159*	34**	12**	160*	20**	7**	7**	8**	18**	24**	11**	12**	12**	39**	23**	12**	2**	18**
Effective Base	**105**	92	14	12	87	7	20	18	9	7	16	8	9	8	18	11	7	4	5
Yes	**87**	78	9	6	78	3	4	2	6	4	3	7	7	6	23	16	5	1	2
	45%	*49%*	*27%*	*46%*	*49%*	*15%*	*55%*	*29%*	*68%*	*23%*	*14%*	*62%*	*60%*	*51%*	*59%*	*71%*	*42%*	*51%*	*11%*
No	**91**	74	16	6	76	7	2	5	2	14	19	4	5	5	16	7	4	1	6
	47%	*47%*	*48%*	*54%*	*47%*	*38%*	*36%*	*71%*	*18%*	*77%*	*81%*	*38%*	*40%*	*38%*	*41%*	*29%*	*38%*	*49%*	*36%*
I can't remember	**16**	8	8	-	6	9	1	-	1	-	1	-	-	1	-	-	2	-	9
	8%	*5%*	*25%*	-	*4%*	*48%*	*10%*	-	*14%*	-	*5%*	-	-	*11%*	-	-	*20%*	-	*53%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**204**	76	82	17	22	5	158	27	75	82	30	11	5	157	16
Weighted Base	**193**	66*	80*	14**	21**	9**	146*	30**	57*	94*	29**	10**	4**	151*	13**
Effective Base	**105**	39	48	11	15	2	86	11	34	45	19	7	2	78	9
Yes	**87**	29	40	4	10	*	70	10	24	48	11	4	*	72	4
	45%	*45%*	*50%*	*30%*	*46%*	*2%*	*48%*	*32%*	*43%*	*51%*	*37%*	*37%*	*9%*	*48%*	*30%*
No	**91**	28	40	9	11	2	68	13	30	35	16	6	3	65	9
	47%	*43%*	*50%*	*61%*	*54%*	*21%*	*47%*	*44%*	*53%*	*37%*	*55%*	*63%*	*91%*	*43%*	*70%*
I can't remember	**16**	8	-	1	-	7	8	7	3	11	2	-	-	14	-
	8%	12%b	-	*9%*	-	*77%*	*5%*	*23%*	*5%*	*12%*	*8%*	-	-	*9%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**204**	20	179	5	77	111	16	192	8	3	-	203	1
Weighted Base	**193**	20**	165*	8**	74*	104*	15**	179*	9**	4**	-**	193	***
Effective Base	**105**	12	89	4	48	50	8	97	6	2	-	105	1
Yes	**87**	13	71	3	44	37	5	76	7	4	-	87	-
	45%	*67%*	*43%*	*34%*	*60%g*	*36%*	*35%*	*42%*	*73%*	*100%*	-	*45%*	-
No	**91**	6	79	5	26	56	9	88	2	-	-	90	*
	47%	*32%*	*48%*	*66%*	*35%*	*54%*	*56%*	*49%*	*27%*	-	-	*47%*	*100%*
I can't remember	**16**	*	16	-	4	11	1	16	-	-	-	16	-
	8%	*1%*	*10%*	-	*5%*	*11%*	*9%*	*9%*	-	-	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL

Base : Experienced a problem with DHL

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**204**	42	58	57	47	14	15	13	23	19	16	17	17	23	18	10	19
Weighted Base	**193**	44**	61*	44**	44**	21**	16**	8**	21**	24**	16**	12**	9**	23**	19**	8**	17**
Effective Base	**105**	19	43	23	24	6	10	9	16	16	11	8	6	10	10	6	9
Yes	**87**	16	30	20	21	8	8	1	11	9	10	4	5	11	10	3	7
	45%	*37%*	*49%*	*45%*	*47%*	*37%*	*50%*	*10%*	*49%*	*37%*	*65%*	*32%*	*53%*	*50%*	*55%*	*41%*	*41%*
No	**91**	20	25	23	23	6	7	7	8	12	5	8	4	10	8	5	10
	47%	*44%*	*41%*	*52%*	*53%*	*27%*	*44%*	*90%*	*39%*	*48%*	*34%*	*68%*	*47%*	*45%*	*45%*	*59%*	*59%*
I can't remember	**16**	8	6	1	-	7	1	-	2	4	*	-	-	1	-	-	-
	8%	*19%*	*10%*	*3%*	-	*36%*	*6%*	-	*12%*	*15%*	*1%*	-	-	*5%*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**115**	-	115	67	48	36	25	21	9	12	5	6	61	30	23	11	90	25	115
Weighted Base	**131***	-**	131*	82*	49*	48**	23**	26**	12**	9**	3**	9**	71*	38**	21**	12**	96*	35**	115
Effective Base	**67**	-	67	37	32	20	16	14	7	6	2	4	35	21	11	5	46	21	115
Yes	**48**	-	48	36	13	16	11	10	4	3	-	4	27	14	7	4	37	11	42
	37%	-	*37%*	*43%*	*26%*	*33%*	*49%*	*40%*	*29%*	*30%*	-	*45%*	*38%*	*36%*	*32%*	*33%*	*39%*	*32%*	*37%*
No	**75**	-	75	43	32	31	9	14	8	5	3	5	40	22	13	8	54	21	63
	57%	-	*57%*	*52%*	*66%*	*65%*	*38%*	*57%*	*63%*	*56%*	*100%*	*54%*	*56%*	*59%*	*62%*	*66%*	*56%*	*60%*	*55%*
I can't remember	**8**	-	8	4	4	1	3	1	1	1	-	*	4	2	1	*	5	3	10
	6%	-	*6%*	*4%*	*8%*	*3%*	*13%*	*4%*	*8%*	*13%*	-	*2%*	*6%*	*5%*	*6%*	*1%*	*5%*	*8%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**115**	41	28	25	21	69	46	80	33	14	15	29	32	20	96	14	98
Weighted Base	**131***	49**	24**	38**	20**	73*	59*	109*	22**	14**	22**	28**	39**	24**	114*	14**	114*
Effective Base	**67**	19	16	20	16	33	35	51	18	11	7	17	22	12	55	11	55
Yes	**48**	17	9	18	5	25	23	44	5	5	9	9	15	10	43	5	43
	37%	*34%*	*36%*	*47%*	*25%*	*35%*	*39%*	*40%*	*21%*	*38%*	*38%*	*33%*	*38%*	*43%*	*38%*	*38%*	*38%*
No	**75**	29	13	20	13	42	33	60	15	7	12	15	24	14	64	7	65
	57%	*60%*	*54%*	*53%*	*63%*	*58%*	*57%*	*55%*	*68%*	*51%*	*52%*	*53%*	*62%*	*57%*	*57%*	*51%*	*57%*
I can't remember	**8**	3	2	-	2	5	2	5	3	1	2	4	-	-	6	1	6
	6%	*6%*	*10%*	-	*12%*	*7%*	*4%*	*5%*	*11%*	*10%*	*10%*	*14%*	-	-	*5%*	*10%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**115**	78	37	17	76	18	8	13	7	9	12	4	14	4	10	7	9	3	15
Weighted Base	**131***	108*	23**	6**	115*	13**	1**	3**	7**	18**	15**	7**	19**	3**	19**	16**	11**	***	13**
Effective Base	**67**	62	8	4	64	3	7	11	7	8	10	4	13	3	9	7	8	3	3
Yes	**48**	40	8	3	45	2	*	1	5	7	6	3	6	1	6	8	3	*	2
	37%	*37%*	*36%*	*52%*	*40%*	*13%*	*22%*	*42%*	*82%*	*40%*	*37%*	*43%*	*32%*	*39%*	*34%*	*46%*	*29%*	*23%*	*13%*
No	**75**	61	14	3	64	9	1	1	1	9	8	4	13	2	13	9	6	*	9
	57%	*56%*	*62%*	*45%*	*56%*	*69%*	*74%*	*49%*	*18%*	*49%*	*55%*	*57%*	*68%*	*61%*	*66%*	*54%*	*54%*	*77%*	*69%*
I can't remember	**8**	7	1	*	5	2	*	*	-	2	1	-	-	-	-	-	2	-	2
	6%	*7%*	*2%*	*3%*	*4%*	*18%*	*4%*	*9%*	-	*11%*	*8%*	-	-	-	-	-	*17%*	-	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**115**	35	42	18	15	5	77	20	34	51	20	6	4	85	10
Weighted Base	**131***	33**	52**	22**	12**	13**	86*	24**	28**	67**	21**	8**	8**	95*	16**
Effective Base	**67**	22	29	12	9	3	51	8	19	28	15	5	3	45	8
Yes	**48**	16	21	5	6	*	38	6	9	28	6	3	4	36	6
	37%	*49%*	*41%*	*23%*	*48%*	*2%*	*44%*	*24%*	*31%*	*41%*	*28%*	*33%*	*48%*	*38%*	*40%*
No	**75**	15	28	15	6	12	43	18	16	39	12	4	4	55	8
	57%	*45%*	*53%*	*68%*	*49%*	*98%*	*50%*	*75%*	*58%*	*58%*	*57%*	*55%*	*52%*	*58%*	*54%*
I can't remember	**8**	2	3	2	*	-	5	*	3	1	3	1	-	4	1
	6%	*6%*	*6%*	*9%*	*3%*	-	*6%*	*1%*	*11%*	*1%*	*15%*	*13%*	-	*4%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**115**	12	99	4	57	51	7	110	2	3	-	115	-
Weighted Base	**131***	11**	117*	4**	62*	62**	8**	123*	4**	5**	-**	131*	-**
Effective Base	**67**	7	58	4	35	28	5	63	2	2	-	67	-
Yes	**48**	8	39	1	28	19	1	45	3	-	-	48	-
	37%	*75%*	*34%*	*25%*	*45%*	*31%*	*17%*	*37%*	*77%*	-	-	*37%*	-
No	**75**	3	70	3	31	38	7	70	1	5	-	75	-
	57%	*23%*	*60%*	*75%*	*50%*	*61%*	*83%*	*57%*	*23%*	*100%*	-	*57%*	-
I can't remember	**8**	*	7	-	3	5	-	8	-	-	-	8	-
	6%	*2%*	*6%*	-	*5%*	*8%*	-	*6%*	-	-	-	*6%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx

Base : Experienced a problem with FedEx

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**115**	17	22	33	43	6	9	2	8	8	6	13	9	11	15	8	20
Weighted Base	**131***	24**	28**	27**	52**	9**	11**	4**	9**	12**	7**	11**	5**	11**	15**	13**	24**
Effective Base	**67**	7	18	17	30	2	6	2	7	7	4	7	3	7	9	6	15
Yes	**48**	8	13	6	21	2	6	-	5	5	4	3	3	*	6	8	7
	37%	*34%*	*48%*	*21%*	*40%*	*19%*	*59%*	-	*51%*	*42%*	*56%*	*24%*	*53%*	*3%*	*41%*	*58%*	*30%*
No	**75**	13	12	20	30	8	2	4	4	6	2	8	2	10	9	5	16
	57%	*57%*	*41%*	*75%*	*57%*	*81%*	*22%*	*100%*	*40%*	*50%*	*29%*	*76%*	*47%*	*86%*	*59%*	*40%*	*65%*
I can't remember	**8**	2	3	1	1	-	2	-	1	1	1	*	-	1	-	*	1
	6%	*9%*	*10%*	*5%*	*3%*	-	*19%*	-	*9%*	*9%*	*15%*	*	-	*11%*	-	*2%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**841**	-	841	333	506	150	114	158	115	162	93	45	264	273	300	138	743	92	841
Weighted Base	**783**	-**	783	306	476	145	112*	147	115*	122*	86*	54*	258	262	262	140*	651	127*	841
Effective Base	**482**	-	482	203	280	108	71	104	63	83	36	30	178	164	143	65	413	68	841
Yes	**389**	-	389	168	221	56	53	70	52	74	48	36	109	122	157	84	329	59	392
	50%	-	*50%*	*55%*	*46%*	*38%*	*47%*	*48%*	*46%*	**61%e**	*55%*	**67%e**	*42%*	*47%*	**60%lm**	**60%l**	*51%*	*46%*	*47%*
No	**349**	-	349	123	226	81	53	71	54	39	35	16	134	125	90	50	289	59	402
	45%	-	*45%*	*40%*	*47%*	**56%ik**	*48%*	**48%i**	*47%*	*32%*	*40%*	*30%*	**52%no**	**48%n**	*34%*	*36%*	*44%*	*47%*	*48%*
I can't remember	**44**	-	44	15	29	9	6	6	9	9	4	2	14	15	15	6	33	9	47
	6%	-	*6%*	*5%*	*6%*	*6%*	*5%*	*4%*	*7%*	*7%*	*5%*	*4%*	*6%*	*6%*	*6%*	*5%*	*5%*	*7%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**841**	205	266	162	208	471	370	430	396	98	126	223	214	110	673	99	695
Weighted Base	**783**	177*	256	174*	175	433	350	488	285	83*	107*	214	205	107*	632	83*	652
Effective Base	**482**	98	154	100	139	252	232	271	214	62	76	117	124	63	378	63	390
Yes	**389**	92	106	97	93	198	191	232	153	46	68	102	79	54	303	46	314
	50%	*52%*	*41%*	**56%b**	**53%b**	*46%*	*55%*	*47%*	*54%*	**56%l**	**63%klm**	*48%*	*39%*	*50%*	*48%*	*56%*	*48%*
No	**349**	77	132	67	74	209	141	232	113	29	35	107	114	45	300	29	304
	45%	*43%*	**52%c**	*38%*	*42%*	*48%*	*40%*	*48%*	*40%*	*35%*	*32%*	**50%j**	**56%ij**	*43%*	**48%j**	*35%*	*47%*
I can't remember	**44**	8	18	10	8	26	18	25	20	7	5	5	11	8	29	7	34
	6%	*5%*	*7%*	*6%*	*5%*	*6%*	*5%*	*5%*	*7%*	*8%*	*4%*	*2%*	*6%*	*7%*	*5%*	*8%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**841**	565	276	117	443	180	158	60	51	37	47	49	59	41	56	57	46	33	147
Weighted Base	**783**	672	110*	40*	647	66*	52*	17**	37*	56*	66*	60*	88*	58*	97*	119*	67*	8**	58*
Effective Base	**482**	398	90	37	355	91	85	28	47	33	41	44	41	33	47	52	41	20	75
Yes	**389**	328	61	24	328	25	27	9	16	34	28	30	47	31	43	68	30	3	22
	50%	*49%*	*56%*	*60%*	**51%e**	*38%*	*51%*	*52%*	*44%*	**62%r**	*43%*	*50%*	*53%*	*54%*	*45%*	**57%r**	*45%*	*42%*	*37%*
No	**349**	305	45	14	280	38	23	8	18	20	32	23	38	22	49	44	33	4	34
	45%	*45%*	*40%*	*35%*	*43%*	**58%d**	*45%*	*44%*	*50%*	*36%*	*48%*	*38%*	*44%*	*38%*	*51%*	*37%*	*49%*	*55%*	**59%iko**
I can't remember	**44**	40	4	2	39	3	2	1	2	1	6	7	2	5	4	7	4	*	3
	6%	*6%*	*4%*	*5%*	*6%*	*4%*	*4%*	*3%*	*5%*	*2%*	*9%*	*12%*	*3%*	*8%*	*4%*	*6%*	*6%*	*4%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 322

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**841**	322	339	77	83	18	661	101	372	334	82	41	11	706	52
Weighted Base	**783**	285	335	71*	75*	15**	620	90*	314	334	78*	46**	10**	649	56*
Effective Base	**482**	177	195	49	51	10	372	61	205	191	54	28	7	394	35
Yes	**389**	149	170	34	27	9	318	36	166	154	39	23	7	320	30
	50%	***52%d***	*51%*	*48%*	*36%*	*57%*	***51%d***	*40%*	*53%*	*46%*	*50%*	*51%*	*67%*	*49%*	*54%*
No	**349**	123	147	33	41	6	269	47	137	154	37	19	3	291	22
	45%	*43%*	*44%*	*47%*	*54%*	*41%*	*43%*	*52%*	*44%*	*46%*	*47%*	*41%*	*29%*	*45%*	*39%*
I can't remember	**44**	14	19	4	7	*	33	7	11	26	2	4	*	38	4
	6%	*5%*	*6%*	*6%*	*9%*	*2%*	*5%*	*8%*	*4%*	*8%*	*3%*	*8%*	*3%*	*6%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**841**	65	757	19	307	493	41	829	6	5	-	840	1
Weighted Base	**783**	54*	710	19**	266	473	43**	773	5**	5**	-**	782	***
Effective Base	**482**	35	437	11	170	285	27	476	4	2	-	482	1
Yes	**389**	26	350	13	132	242	15	383	3	3	-	389	-
	50%	*48%*	*49%*	*69%*	*50%*	*51%*	*34%*	*50%*	*55%*	*63%*	-	*50%*	-
No	**349**	23	322	5	115	211	23	346	2	1	-	349	-
	45%	*43%*	*45%*	*24%*	*43%*	*45%*	*54%*	*45%*	*45%*	*15%*	-	*45%*	-
I can't remember	**44**	5	38	1	19	21	5	43	-	1	-	44	*
	6%	*9%*	*5%*	*6%*	*7%*	*4%*	*12%*	*6%*	-	*22%*	-	*6%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes

Base : Experienced a problem with Hermes

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**841**	194	185	238	224	74	54	66	59	64	62	85	70	83	85	69	70
Weighted Base	**783**	182	167	224	210	73*	46*	62*	52*	54*	61*	84*	68*	72*	85*	59*	65*
Effective Base	**482**	123	127	122	119	47	33	44	37	46	45	40	38	45	46	36	37
Yes	**389**	85	94	104	106	37	21	26	33	26	34	39	38	27	44	32	30
	50%	*47%*	*56%*	*47%*	*51%*	*51%*	*46%*	*42%*	**63%m**	*49%*	*57%*	*47%*	*55%*	*38%*	*52%*	*54%*	*46%*
No	**349**	85	61	113	90	29	23	34	16	25	20	44	29	41	38	20	32
	45%	*47%*	*37%*	**51%b**	*43%*	*39%*	*49%*	**54%h**	*31%*	*46%*	*33%*	*52%*	*43%*	**56%hl**	*44%*	*34%*	*49%*
I can't remember	**44**	12	12	7	13	7	2	3	3	3	6	1	1	4	3	7	4
	6%	*7%*	*7%*	*3%*	*6%*	*10%*	*5%*	*4%*	*6%*	*5%*	*10%*	*1%*	*2%*	*6%*	*4%*	*11%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**19**	-	19	13	6	6	8	2	-	2	-	1	14	2	3	1	14	5	19
Weighted Base	**23***	-**	23**	18**	5**	8**	9**	4**	-**	***	-**	1**	17**	4**	1**	1**	18**	5**	19*
Effective Base	**14**	-	14	10	4	5	6	2	-	2	-	1	11	2	1	1	10	5	19
Yes	**13**	-	13	11	2	3	5	4	-	-	-	-	9	4	-	-	11	2	9
	58%	-	*58%*	*61%*	*48%*	*42%*	*63%*	*100%*	-	-	-	-	*53%*	*100%*	-	-	*64%*	*38%*	*47%*
No	**8**	-	8	7	1	3	3	-	-	*	-	1	7	-	1	1	6	2	9
	35%	-	*35%*	*39%*	*20%*	*39%*	*37%*	-	-	*100%*	-	*100%*	*38%*	-	*100%*	*100%*	*36%*	*32%*	*47%*
I can't remember	**2**	-	2	-	2	2	-	-	-	-	-	-	2	-	-	-	-	2	1
	7%	-	*7%*	-	*32%*	*19%*	-	-	-	-	-	-	*9%*	-	-	-	-	*30%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**19**	8	3	5	3	11	8	13	5	1	2	1	9	5	17	1	17
Weighted Base	**23***	7**	2**	10**	4**	9**	13**	16**	5**	2**	2**	2**	11**	5**	20**	2**	20**
Effective Base	**14**	5	2	5	3	7	7	9	4	1	2	1	6	4	12	1	12
Yes	**13**	6	2	6	-	8	6	13	-	-	1	-	10	2	13	-	13
	58%	*78%*	*95%*	*57%*	-	*82%*	*42%*	*80%*	-	-	*44%*	-	*91%*	*49%*	*65%*	-	*65%*
No	**8**	2	*	4	2	2	6	3	5	-	1	2	1	3	7	-	7
	35%	*22%*	*5%*	*43%*	*58%*	*18%*	*47%*	*20%*	*100%*	-	*56%*	*100%*	*9%*	*51%*	*35%*	-	*35%*
I can't remember	**2**	-	-	-	2	-	2	-	-	2	-	-	-	-	-	2	-
	7%	-	-	-	*42%*	-	*12%*	-	-	*100%*	-	-	-	-	-	*100%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**19**	15	4	4	15	1	1	2	2	1	3	1	-	3	4	-	1	-	1
Weighted Base	**23***	20**	3**	3**	22**	1**	***	***	2**	2**	3**	1**	-**	4**	8**	-**	1**	-**	1**
Effective Base	**14**	13	1	1	13	1	1	2	2	1	3	1	-	3	4	-	1	-	1
Yes	**13**	11	2	2	13	-	-	-	2	-	2	1	-	2	5	-	1	-	-
	58%	*54%*	*89%*	*89%*	*61%*	-	-	-	*100%*	-	*74%*	*100%*	-	*48%*	*59%*	-	*100%*	-	-
No	**8**	8	*	*	7	1	*	*	-	2	1	-	-	2	2	-	-	-	1
	35%	*38%*	*11%*	*11%*	*32%*	*100%*	*100%*	*100%*	-	*100%*	*26%*	-	-	*52%*	*22%*	-	-	-	*100%*
I can't remember	**2**	2	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-
	7%	*8%*	-	-	*7%*	-	-	-	-	-	-	-	-	-	*19%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**19**	7	6	3	2	-	13	2	5	8	1	3	-	13	3
Weighted Base	**23***	8**	8**	2**	3**	-**	17**	3**	6**	11**	1**	2**	-**	17**	2**
Effective Base	**14**	4	5	2	2	-	10	2	3	7	1	2	-	10	2
Yes	**13**	8	2	-	3	-	10	3	4	7	1	1	-	11	1
	58%	*98%*	*25%*	-	*100%*	-	*61%*	*100%*	*60%*	*67%*	*100%*	*53%*	-	*64%*	*53%*
No	**8**	*	6	2	-	-	6	-	3	4	-	1	-	6	1
	35%	*2%*	*75%*	*100%*	-	-	*39%*	-	*40%*	*33%*	-	*47%*	-	*36%*	*47%*
I can't remember	**2**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**19**	2	17	-	9	8	2	17	1	-	-	18	1
Weighted Base	**23***	3**	20**	-**	13**	7**	2**	19**	2**	-**	-**	21**	2**
Effective Base	**14**	2	12	-	7	6	2	12	1	-	-	13	1
Yes	**13**	3	10	-	9	4	-	13	-	-	-	13	-
	58%	*100%*	*52%*	-	*67%*	*60%*	-	*68%*	-	-	-	*62%*	-
No	**8**	-	8	-	4	3	1	6	2	-	-	8	-
	35%	-	*40%*	-	*33%*	*40%*	*33%*	*32%*	*100%*	-	-	*38%*	-
I can't remember	**2**	-	2	-	-	-	2	-	-	-	-	-	2
	7%	-	*8%*	-	-	-	*67%*	-	-	-	-	-	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink

Base : Experienced a problem with Interlink

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**19**	-	7	7	5	-	-	-	1	2	4	2	3	2	-	1	4
Weighted Base	**23***	-**	10**	5**	8**	-**	-**	-**	1**	3**	6**	***	2**	2**	-**	2**	6**
Effective Base	**14**	-	6	4	4	-	-	-	1	2	4	2	2	2	-	1	3
Yes	**13**	-	8	2	3	-	-	-	1	2	4	-	1	1	-	-	3
	58%	-	*75%*	*48%*	*42%*	-	-	-	*100%*	*76%*	*69%*	-	*45%*	*56%*	-	-	*52%*
No	**8**	-	3	2	3	-	-	-	-	1	2	*	1	1	-	-	3
	35%	-	*25%*	*52%*	*38%*	-	-	-	-	*24%*	*31%*	*100%*	*55%*	*44%*	-	-	*48%*
I can't remember	**2**	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-
	7%	-	-	-	*20%*	-	-	-	-	-	-	-	-	-	-	*100%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**282**	-	282	114	167	55	54	54	46	45	21	7	109	100	73	28	236	41	282
Weighted Base	**237**	-**	237	102*	134*	65*	43*	43**	30**	29**	19**	8**	108*	73*	56*	27**	171	58**	282
Effective Base	**137**	-	137	54	84	31	31	29	18	20	8	5	60	47	31	13	106	29	282
Yes	**103**	-	103	53	50	24	20	23	17	12	6	*	44	40	18	7	70	29	110
	43%	-	*43%*	*52%*	*37%*	*37%*	*46%*	*53%*	*58%*	*41%*	*34%*	*2%*	*41%*	*55%*	*33%*	*24%*	*41%*	*50%*	*39%*
No	**115**	-	115	40	75	36	22	17	10	11	12	7	57	27	31	19	90	25	149
	49%	-	*49%*	*39%*	*56%*	*55%*	*51%*	*40%*	*34%*	*40%*	*66%*	*82%*	*53%*	*37%*	*55%*	*71%*	*52%*	*44%*	*53%*
I can't remember	**19**	-	19	9	9	5	1	3	2	5	*	1	7	5	7	1	12	4	23
	8%	-	*8%*	*9%*	*7%*	*8%*	*3%*	*7%*	*8%*	*19%*	*	*16%*	*6%*	*7%*	*12%*	*5%*	*7%*	*7%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**282**	90	78	50	64	168	114	151	124	36	33	67	83	46	229	36	234
Weighted Base	**237**	80*	62*	45**	51*	142*	95*	157*	75*	33**	30**	57*	69*	38**	194	33**	198
Effective Base	**137**	40	35	29	37	74	66	78	63	24	11	32	45	24	107	24	110
Yes	**103**	35	26	24	17	61	41	74	28	19	10	23	27	21	80	19	80
	43%	*44%*	*43%*	*54%*	*34%*	*43%*	*43%*	*47%*	*37%*	*57%*	*32%*	*40%*	*39%*	*54%*	*41%*	*57%*	*40%*
No	**115**	38	31	18	28	69	46	75	38	10	18	32	36	16	102	10	105
	49%	*48%*	*50%*	*40%*	*55%*	*49%*	*48%*	*48%*	*51%*	*30%*	*60%*	*55%*	*52%*	*44%*	*52%*	*30%*	*53%*
I can't remember	**19**	7	4	2	6	11	8	8	9	4	3	3	7	1	12	4	13
	8%	*9%*	*7%*	*5%*	*11%*	*8%*	*8%*	*5%*	*13%*	*13%*	*8%*	*5%*	*9%*	*2%*	*6%*	*13%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**282**	163	119	64	124	65	58	35	7	15	14	12	15	8	21	15	17	18	47
Weighted Base	**237**	192	45**	15**	187	29**	13*	8**	5**	21**	18**	17**	22**	7**	40**	31**	25**	6**	23**
Effective Base	**137**	116	22	21	104	13	34	23	6	13	12	11	11	6	19	14	16	11	8
Yes	**103**	88	15	4	90	5	5	2	2	15	3	9	12	2	21	13	13	3	2
	43%	*46%*	*33%*	*27%*	*48%*	*18%*	*41%*	*27%*	*47%*	*73%*	*17%*	*49%*	*56%*	*29%*	*52%*	*41%*	*52%*	*44%*	*11%*
No	**115**	91	25	9	83	20	7	5	3	4	13	7	10	5	18	14	10	3	17
	49%	*47%*	*55%*	*58%*	*45%*	*71%*	*50%*	*62%*	*53%*	*19%*	*72%*	*42%*	*44%*	*71%*	*44%*	*44%*	*41%*	*56%*	*75%*
I can't remember	**19**	13	5	2	14	3	1	1	-	2	2	2	-	-	2	5	2	-	3
	8%	*7%*	*12%*	*15%*	*7%*	*11%*	*9%*	*11%*	-	*8%*	*12%*	*9%*	-	-	*4%*	*16%*	*7%*	-	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**282**	119	97	26	32	6	216	38	129	102	33	13	3	231	16
Weighted Base	**237**	83*	96*	20**	24**	12**	179	36**	105*	90*	26**	11**	3**	195	14**
Effective Base	**137**	60	54	14	18	2	112	14	67	43	22	8	2	107	10
Yes	**103**	40	44	6	13	*	84	13	56	36	8	2	2	91	3
	43%	*48%*	*45%*	*32%*	*52%*	*	*47%*	*35%*	*53%*	*39%*	*32%*	*14%*	*47%*	*47%*	*22%*
No	**115**	39	43	11	12	12	82	23	44	50	11	9	2	93	11
	49%	*47%*	*44%*	*54%*	*47%*	*100%*	*45%*	*64%*	*42%*	*55%*	*43%*	*84%*	*53%*	*48%*	*77%*
I can't remember	**19**	4	10	3	*	-	14	*	5	5	6	*	-	10	*
	8%	*5%*	*10%*	*14%*	*	-	*8%*	*	*5%*	*6%*	*25%*	*2%*	-	*5%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**282**	28	248	6	112	150	20	272	4	4	-	280	2
Weighted Base	**237**	19**	215	3**	97*	125*	15**	228	4**	3**	-**	235	2**
Effective Base	**137**	14	121	4	60	68	10	130	4	3	-	136	1
Yes	**103**	9	92	2	42	57	4	99	2	2	-	103	-
	43%	*48%*	*43%*	*59%*	*43%*	*46%*	*26%*	*44%*	*45%*	*49%*	-	*44%*	-
No	**115**	10	105	1	51	57	7	111	2	2	-	115	-
	49%	*52%*	*49%*	*36%*	*52%*	*46%*	*50%*	*49%*	*55%*	*51%*	-	*49%*	-
I can't remember	**19**	*	19	*	5	10	4	17	-	-	-	17	2
	8%	*1%*	*9%*	*5%*	*5%*	*8%*	*24%*	*8%*	-	-	-	*7%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD

Base : Experienced a problem with DPD

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**282**	56	68	78	80	16	17	23	20	24	24	31	25	22	37	24	19
Weighted Base	**237**	59**	69*	52*	57*	23**	17**	19**	16**	28**	25**	18**	22**	13**	29**	13**	15**
Effective Base	**137**	27	45	34	34	7	10	14	11	17	17	14	12	9	15	10	9
Yes	**103**	27	28	23	25	7	8	11	3	11	14	8	7	8	13	3	9
	43%	*45%*	*41%*	*43%*	*44%*	*32%*	*47%*	*59%*	*20%*	*41%*	*56%*	*46%*	*32%*	*60%*	*43%*	*24%*	*62%*
No	**115**	26	35	27	27	14	5	8	12	14	9	10	13	4	16	7	5
	49%	*45%*	*51%*	*51%*	*48%*	*61%*	*29%*	*40%*	*78%*	*48%*	*38%*	*54%*	*61%*	*28%*	*54%*	*52%*	*31%*
I can't remember	**19**	6	5	3	5	2	4	*	*	3	2	*	1	1	1	3	1
	8%	*10%*	*7%*	*6%*	*9%*	*7%*	*24%*	*1%*	*2%*	*11%*	*7%*	*1%*	*7%*	*11%*	*2%*	*24%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**189**	-	189	88	99	28	19	41	25	49	20	7	47	66	76	27	164	23	189
Weighted Base	**171***	-**	171*	75*	95*	32**	15**	36**	18**	39**	23**	9**	47*	54*	70*	32**	139*	29**	189
Effective Base	**94**	-	94	53	44	20	11	24	14	20	7	5	31	38	30	11	75	18	189
Yes	**69**	-	69	29	38	18	6	14	5	11	14	*	24	19	26	14	57	9	57
	40%	-	*40%*	*38%*	*41%*	*57%*	*39%*	*40%*	*27%*	*29%*	*62%*	*3%*	*51%*	*35%*	*37%*	*46%*	*41%*	*31%*	*30%*
No	**92**	-	92	39	53	12	9	20	10	25	8	9	21	30	41	17	78	14	119
	54%	-	*54%*	*53%*	*56%*	*37%*	*61%*	*55%*	*55%*	*64%*	*35%*	*97%*	*45%*	*55%*	*59%*	*53%*	*56%*	*50%*	*63%*
I can't remember	**10**	-	10	7	3	2	-	2	3	3	1	-	2	5	3	1	4	6	13
	6%	-	*6%*	*9%*	*3%*	*6%*	-	*5%*	*18%*	*7%*	*2%*	-	*4%*	*9%*	*5%*	*2%*	*3%*	*19%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**189**	57	52	32	48	109	80	112	71	27	26	44	54	26	150	27	152
Weighted Base	**171***	44**	50**	33**	44*	94*	77*	118*	49*	24**	25**	47**	48**	19**	139*	24**	139*
Effective Base	**94**	19	26	20	31	45	50	57	38	17	15	20	26	13	72	17	73
Yes	**69**	21	16	18	13	38	31	51	15	12	7	20	16	10	53	12	53
	40%	*49%*	*32%*	*54%*	*30%*	*40%*	*40%*	*43%*	*31%*	*50%*	*28%*	*42%*	*33%*	*56%*	*38%*	*50%*	*38%*
No	**92**	19	29	15	30	48	45	60	31	12	16	24	29	8	78	12	78
	54%	*43%*	*58%*	*45%*	*67%*	*51%*	*58%*	*51%*	*63%*	*49%*	*66%*	*51%*	*61%*	*44%*	*56%*	*49%*	*56%*
I can't remember	**10**	3	5	*	1	8	2	7	3	*	2	3	3	-	8	*	8
	6%	*8%*	*10%*	*1%*	*3%*	*9%*	*2%*	*6%*	*6%*	*1%*	*6%*	*7%*	*6%*	-	*5%*	*1%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**189**	117	72	40	87	42	35	25	5	15	10	8	10	7	15	8	9	11	31
Weighted Base	**171***	142*	29**	15**	140*	16**	9**	6**	4**	27**	14**	9**	19**	9**	25**	19**	13**	4**	12**
Effective Base	**94**	73	23	13	66	24	21	18	5	13	9	6	6	5	13	7	8	6	18
Yes	**69**	57	12	6	61	5	2	2	2	16	5	1	11	3	10	10	3	2	3
	40%	*40%*	*40%*	*37%*	*44%*	*28%*	*19%*	*27%*	*43%*	*59%*	*36%*	*14%*	*59%*	*28%*	*39%*	*53%*	*24%*	*46%*	*22%*
No	**92**	75	17	9	71	10	7	4	2	9	8	8	6	7	12	9	10	2	8
	54%	*53%*	*58%*	*61%*	*51%*	*64%*	*74%*	*69%*	*57%*	*33%*	*55%*	*86%*	*33%*	*72%*	*49%*	*47%*	*76%*	*54%*	*68%*
I can't remember	**10**	10	1	*	8	1	1	*	-	2	1	-	2	-	3	-	-	-	1
	6%	*7%*	*2%*	*2%*	*6%*	*8%*	*7%*	*4%*	-	*8%*	*9%*	-	*8%*	-	*12%*	-	-	-	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**189**	67	77	15	23	6	144	29	82	73	18	10	4	155	14
Weighted Base	**171***	53*	72*	18**	23**	6**	125*	28**	62*	77*	14**	10**	6**	140*	17**
Effective Base	**94**	36	33	10	14	4	66	18	41	36	10	6	3	74	9
Yes	**69**	20	34	8	8	-	53	8	26	33	1	6	3	58	9
	40%	*37%*	*47%*	*43%*	*33%*	-	*43%*	*26%*	*41%*	*42%*	*7%*	*60%*	*43%*	*42%*	*54%*
No	**92**	31	37	8	13	2	68	16	34	40	12	4	2	74	6
	54%	*58%*	*52%*	*46%*	*58%*	*43%*	*55%*	*55%*	*55%*	*51%*	*86%*	*40%*	*30%*	*53%*	*37%*
I can't remember	**10**	2	*	2	2	3	3	5	2	5	1	-	2	7	2
	6%	*5%*	*1%*	*10%*	*9%*	*57%*	*2%*	*18%*	*4%*	*6%*	*7%*	-	*26%*	*5%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**189**	23	164	2	76	105	8	181	4	3	-	188	1
Weighted Base	**171***	19**	149*	3**	69*	96*	6**	163*	5**	2**	-**	171*	***
Effective Base	**94**	13	80	1	45	47	3	88	4	3	-	94	1
Yes	**69**	7	62	-	30	38	1	65	4	-	-	69	-
	40%	*36%*	*41%*	-	*43%*	*40%*	*17%*	*39%*	*83%*	-	-	*40%*	-
No	**92**	11	79	3	37	52	3	90	1	1	-	92	-
	54%	*57%*	*53%*	*94%*	*54%*	*54%*	*51%*	*55%*	*17%*	*51%*	-	*54%*	-
I can't remember	**10**	1	9	*	2	6	2	9	-	1	-	10	*
	6%	*7%*	*6%*	*6%*	*3%*	*6%*	*33%*	*5%*	-	*49%*	-	*6%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce

Base : Experienced a problem with Parcelforce

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**189**	36	44	53	56	11	13	12	11	17	16	19	14	20	25	17	14
Weighted Base	**171***	22**	43*	54**	51**	7**	5**	11**	8**	18**	18**	18**	12**	24**	18**	18**	16**
Effective Base	**94**	19	30	22	29	6	10	7	7	12	12	5	7	11	10	10	8
Yes	**69**	8	18	24	18	2	1	6	4	3	11	11	4	10	6	8	4
	40%	*38%*	*41%*	*45%*	*36%*	*27%*	*18%*	*54%*	*50%*	*15%*	*62%*	*61%*	*30%*	*40%*	*35%*	*44%*	*27%*
No	**92**	14	20	28	31	5	4	5	2	12	6	7	6	14	11	8	11
	54%	*61%*	*45%*	*51%*	*61%*	*73%*	*76%*	*46%*	*28%*	*67%*	*31%*	*39%*	*54%*	*60%*	*65%*	*47%*	*71%*
I can't remember	**10**	*	6	2	2	-	*	-	2	3	1	*	2	-	-	2	*
	6%	*1%*	*14%*	*4%*	*3%*	-	*6%*	-	*22%*	*18%*	*7%*	*	*16%*	-	-	*9%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**26**	-	26	12	14	6	6	6	1	6	-	1	12	7	7	1	19	7	26
Weighted Base	**28***	-**	28**	11**	17**	9**	7**	8**	1**	3**	-**	***	16**	9**	3**	***	17**	10**	26*
Effective Base	**19**	-	19	9	10	5	5	5	1	3	-	1	10	6	3	1	13	6	26
Yes	**10**	-	10	3	6	5	2	3	-	*	-	-	7	3	*	-	8	2	11
	35%	-	*35%*	*30%*	*39%*	*56%*	*26%*	*37%*	-	*4%*	-	-	*42%*	*33%*	*4%*	-	*47%*	*16%*	*42%*
No	**16**	-	16	5	10	4	5	5	-	1	-	*	9	5	2	*	8	8	13
	57%	-	*57%*	*49%*	*61%*	*44%*	*74%*	*63%*	-	*50%*	-	*100%*	*58%*	*56%*	*53%*	*100%*	*46%*	*74%*	*50%*
I can't remember	**2**	-	2	2	-	-	-	-	1	1	-	-	-	1	1	-	1	1	2
	8%	-	*8%*	*21%*	-	-	-	-	*100%*	*46%*	-	-	-	*11%*	*43%*	-	*7%*	*10%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**26**	8	12	3	3	20	6	21	4	4	2	6	8	5	21	4	21
Weighted Base	**28***	9**	11**	3**	5**	20**	8**	26**	1**	5**	1**	5**	9**	5**	21**	5**	21**
Effective Base	**19**	6	7	3	3	13	5	17	1	4	1	4	5	4	14	4	14
Yes	**10**	2	5	2	-	7	2	10	*	3	*	1	2	3	6	3	6
	35%	*28%*	*47%*	*73%*	-	*38%*	*28%*	*37%*	*8%*	*50%*	*4%*	*24%*	*18%*	*49%*	*27%*	*50%*	*27%*
No	**16**	6	5	1	4	11	5	15	*	1	1	3	7	3	14	1	14
	57%	*72%*	*43%*	*27%*	*76%*	*56%*	*57%*	*59%*	*7%*	*26%*	*96%*	*55%*	*82%*	*51%*	*68%*	*26%*	*68%*
I can't remember	**2**	-	1	-	1	1	1	1	1	1	-	1	-	-	1	1	1
	8%	-	*10%*	-	*24%*	*5%*	*15%*	*4%*	*85%*	*24%*	-	*20%*	-	-	*5%*	*24%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 326

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**26**	21	5	3	16	5	4	1	4	2	1	1	3	1	1	1	2	2	3
Weighted Base	**28***	25**	2**	***	22**	4**	2**	***	3**	4**	1**	1**	5**	***	1**	2**	3**	1**	3**
Effective Base	**19**	17	2	3	14	4	3	1	4	2	1	1	3	1	1	1	2	1	3
Yes	**10**	10	*	*	8	1	1	-	1	-	-	1	3	-	-	-	2	1	1
	35%	*38%*	*5%*	*54%*	*34%*	*43%*	*35%*	-	*43%*	-	-	*100%*	*71%*	-	-	-	*47%*	*100%*	*32%*
No	**16**	13	2	*	13	1	1	*	2	4	-	-	1	*	1	2	2	-	1
	57%	*53%*	*95%*	*46%*	*60%*	*28%*	*65%*	*100%*	*57%*	*100%*	-	-	*29%*	*100%*	*100%*	*100%*	*53%*	-	*33%*
I can't remember	**2**	2	-	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	8%	*9%*	-	-	*5%*	*29%*	-	-	-	-	*100%*	-	-	-	-	-	-	-	*34%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**26**	14	8	1	3	-	22	3	12	9	5	-	-	21	-
Weighted Base	**28***	13**	10**	1**	3**	-**	23**	3**	10**	11**	7**	-**	-**	21**	-**
Effective Base	**19**	9	6	1	2	-	15	2	6	8	5	-	-	14	-
Yes	**10**	6	3	-	-	-	10	-	4	4	2	-	-	8	-
	35%	*49%*	*33%*	-	-	-	*42%*	-	*42%*	*37%*	*23%*	-	-	*40%*	-
No	**16**	6	7	-	3	-	12	3	6	7	3	-	-	12	-
	57%	*43%*	*67%*	-	*100%*	-	*53%*	*100%*	*58%*	*63%*	*45%*	-	-	*60%*	-
I can't remember	**2**	1	-	1	-	-	1	-	-	-	2	-	-	-	-
	8%	*8%*	-	*100%*	-	-	*4%*	-	-	-	*32%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**26**	3	23	-	13	13	-	25	1	-	-	26	-
Weighted Base	**28***	5**	23**	-**	13**	15**	-**	26**	2**	-**	-**	28**	-**
Effective Base	**19**	3	16	-	9	10	-	18	1	-	-	19	-
Yes	**10**	2	7	-	7	3	-	8	2	-	-	10	-
	35%	*51%*	*32%*	-	*51%*	*22%*	-	*31%*	*100%*	-	-	*35%*	-
No	**16**	2	13	-	4	12	-	16	-	-	-	16	-
	57%	*49%*	*58%*	-	*31%*	*78%*	-	*60%*	-	-	-	*57%*	-
I can't remember	**2**	-	2	-	2	-	-	2	-	-	-	2	-
	8%	-	*10%*	-	*17%*	-	-	*9%*	-	-	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express

Base : Experienced a problem with TNT Express

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**26**	4	9	7	6	3	1	-	3	4	2	2	3	2	-	5	1
Weighted Base	**28***	4**	9**	6**	8**	2**	2**	-**	3**	5**	2**	3**	3**	1**	-**	7**	1**
Effective Base	**19**	3	7	4	5	2	1	-	2	3	2	1	2	1	-	4	1
Yes	**10**	-	3	2	5	-	-	-	2	*	1	-	2	*	-	4	1
	35%	-	*38%*	*27%*	*59%*	-	-	-	*91%*	*10%*	*36%*	-	*63%*	*5%*	-	*54%*	*100%*
No	**16**	4	4	4	3	2	2	-	*	3	1	3	1	-	-	3	-
	57%	*100%*	*51%*	*54%*	*41%*	*100%*	*100%*	-	*9%*	*68%*	*64%*	*100%*	*37%*	-	-	*46%*	-
I can't remember	**2**	-	1	1	-	-	-	-	-	1	-	-	-	1	-	-	-
	8%	-	*11%*	*19%*	-	-	-	-	-	*22%*	-	-	-	*95%*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**16**	-	16	9	7	5	6	4	-	1	-	-	11	4	1	-	12	4	16
Weighted Base	**20***	-**	20**	12**	8**	6**	5**	8**	-**	***	-**	-**	12**	8**	***	-**	14**	6**	16*
Effective Base	**12**	-	12	7	5	5	4	3	-	1	-	-	8	3	1	-	8	4	16
Yes	**12**	-	12	9	3	6	3	2	-	-	-	-	10	2	-	-	10	2	9
	61%	-	*61%*	*77%*	*34%*	*100%*	*60%*	*31%*	-	-	-	-	*82%*	*31%*	-	-	*71%*	*38%*	*56%*
No	**7**	-	7	3	5	-	2	5	-	-	-	-	2	5	-	-	4	4	6
	37%	-	*37%*	*23%*	*61%*	-	*40%*	*69%*	-	-	-	-	*18%*	*69%*	-	-	*26%*	*62%*	*38%*
I can't remember	*	-	*	-	*	-	-	-	-	*	-	-	-	-	*	-	*	-	1
	2%	-	*2%*	-	*5%*	-	-	-	-	*100%*	-	-	-	-	*100%*	-	*3%*	-	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**16**	9	2	2	3	11	5	13	2	2	2	2	8	2	14	2	14
Weighted Base	**20***	11**	3**	4**	2**	14**	5**	17**	2**	3**	1**	2**	11**	3**	17**	3**	17**
Effective Base	**12**	7	2	2	2	8	3	10	1	2	2	1	6	2	10	2	10
Yes	**12**	6	1	4	1	7	5	9	1	3	*	1	6	1	9	3	9
	61%	*51%*	*42%*	*100%*	*73%*	*49%*	*91%*	*54%*	*96%*	*100%*	*54%*	*96%*	*51%*	*42%*	*54%*	*100%*	*54%*
No	**7**	5	2	-	*	7	*	7	*	-	-	*	6	2	7	-	7
	37%	*49%*	*58%*	-	*3%*	*51%*	*1%*	*43%*	*4%*	-	-	*4%*	*49%*	*58%*	*44%*	-	*44%*
I can't remember	*	-	-	-	*	-	*	*	-	-	*	-	-	-	*	-	*
	2%	-	-	-	*24%*	-	*8%*	*2%*	-	-	*46%*	-	-	-	*2%*	-	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**16**	11	5	3	10	2	3	1	2	1	-	1	1	-	4	-	1	-	2
Weighted Base	**20***	14**	6**	4**	16**	1**	2**	***	2**	1**	-**	1**	2**	-**	8**	-**	2**	-**	1**
Effective Base	**12**	9	3	2	9	1	2	1	2	1	-	1	1	-	4	-	1	-	1
Yes	**12**	8	4	4	10	-	2	-	2	1	-	1	2	-	4	-	-	-	-
	61%	*59%*	*65%*	*98%*	*60%*	-	*83%*	-	*100%*	*100%*	-	*100%*	*100%*	-	*45%*	-	-	-	-
No	**7**	5	2	*	6	1	-	*	-	-	-	-	-	-	5	-	2	-	1
	37%	*38%*	*35%*	*2%*	*40%*	*100%*	-	*100%*	-	-	-	-	-	-	*55%*	-	*100%*	-	*100%*
I can't remember	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
	2%	*3%*	-	-	-	-	*17%*	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**16**	8	2	2	4	-	10	4	6	7	2	1	-	13	1
Weighted Base	**20***	10**	4**	2**	3**	-**	15**	3**	9**	7**	3**	***	-**	16**	***
Effective Base	**12**	7	2	2	2	-	8	2	5	5	2	1	-	9	1
Yes	**12**	7	2	2	1	-	9	1	3	7	2	*	-	10	*
	61%	*70%*	*36%*	*100%*	*39%*	-	*60%*	*39%*	*33%*	*98%*	*46%*	*100%*	-	*62%*	*100%*
No	**7**	3	3	-	2	-	5	2	5	*	2	-	-	6	-
	37%	*26%*	*64%*	-	*61%*	-	*37%*	*61%*	*62%*	*2%*	*54%*	-	-	*35%*	-
I can't remember	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
	2%	*4%*	-	-	-	-	*3%*	-	*5%*	-	-	-	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**16**	2	14	-	8	8	-	16	-	-	-	16	-
Weighted Base	**20***	2**	17**	-**	8**	11**	-**	20**	-**	-**	-**	20**	-**
Effective Base	**12**	2	10	-	6	6	-	12	-	-	-	12	-
Yes	**12**	2	9	-	8	4	-	12	-	-	-	12	-
	61%	*100%*	*55%*	-	*94%*	*36%*	-	*61%*	-	-	-	*61%*	-
No	**7**	-	7	-	*	7	-	7	-	-	-	7	-
	37%	-	*43%*	-	*1%*	*64%*	-	*37%*	-	-	-	*37%*	-
I can't remember	*	-	*	-	*	-	-	*	-	-	-	*	-
	2%	-	*2%*	-	*5%*	-	-	*2%*	-	-	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK

Base : Experienced a problem with TNT Post UK

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**16**	3	5	2	6	1	1	1	1	3	1	1	1	-	2	3	1
Weighted Base	**20***	3**	9**	1**	8**	***	2**	1**	1**	6**	1**	***	***	-**	1**	6**	1**
Effective Base	**12**	2	5	1	4	1	1	1	1	3	1	1	1	-	1	3	1
Yes	**12**	2	5	*	5	-	2	-	1	2	1	*	-	-	1	3	1
	61%	*57%*	*56%*	*89%*	*65%*	-	*100%*	-	*100%*	*38%*	*100%*	*100%*	-	-	*94%*	*53%*	*100%*
No	**7**	1	4	*	3	-	-	1	-	4	-	-	*	-	*	3	-
	37%	*28%*	*44%*	*11%*	*35%*	-	-	*100%*	-	*62%*	-	-	*100%*	-	*6%*	*47%*	-
I can't remember	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
	2%	*15%*	-	-	-	*100%*	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**91**	-	91	38	53	25	20	15	10	11	5	5	45	25	21	10	72	18	91
Weighted Base	**93***	-**	93*	45**	48*	26**	19**	17**	7**	10**	6**	7**	46*	24**	23**	13**	69*	21**	91*
Effective Base	**58**	-	58	27	31	19	13	10	4	5	3	4	32	14	13	7	43	15	91
Yes	**27**	-	27	14	14	5	8	7	2	4	2	-	13	8	6	2	24	1	23
	29%	-	*29%*	*30%*	*28%*	*20%*	*40%*	*38%*	*28%*	*35%*	*41%*	-	*28%*	*35%*	*26%*	*18%*	*35%*	*4%*	*25%*
No	**53**	-	53	23	29	21	9	7	4	5	1	6	30	11	11	7	37	16	57
	57%	-	*57%*	*52%*	*61%*	*80%*	*46%*	*43%*	*57%*	*48%*	*11%*	*82%*	*66%*	*47%*	*50%*	*50%*	*54%*	*73%*	*63%*
I can't remember	**13**	-	13	8	5	-	3	3	1	2	3	1	3	4	6	4	8	5	11
	14%	-	*14%*	*17%*	*10%*	-	*14%*	*20%*	*15%*	*16%*	*47%*	*18%*	*6%*	*18%*	*25%*	*31%*	*11%*	*23%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**91**	31	24	17	19	55	36	56	32	11	9	15	35	17	76	11	78
Weighted Base	**93***	33**	20**	22**	18**	53*	40**	64*	27**	13**	5**	16**	38**	18**	76*	13**	78*
Effective Base	**58**	20	15	11	12	35	23	37	20	8	6	9	22	11	47	8	48
Yes	**27**	10	7	10	1	16	11	19	8	3	1	2	13	8	24	3	24
	29%	*29%*	*33%*	*46%*	*6%*	*31%*	*28%*	*30%*	*29%*	*24%*	*12%*	*15%*	*34%*	*47%*	*32%*	*24%*	*31%*
No	**53**	19	10	10	13	29	23	40	12	8	4	8	22	9	42	8	43
	57%	*58%*	*51%*	*48%*	*72%*	*55%*	*59%*	*62%*	*43%*	*60%*	*79%*	*48%*	*58%*	*53%*	*56%*	*60%*	*55%*
I can't remember	**13**	4	3	1	4	8	5	5	8	2	*	6	3	-	10	2	11
	14%	*13%*	*16%*	*7%*	*22%*	*14%*	*13%*	*8%*	*28%*	*16%*	*9%*	*37%*	*8%*	-	*12%*	*16%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**91**	65	26	10	51	12	16	12	5	3	5	3	6	5	12	7	5	2	10
Weighted Base	**93***	77*	16**	3**	78*	7**	6**	2**	4**	5**	6**	3**	8**	7**	22**	15**	7**	1**	6**
Effective Base	**58**	48	10	2	43	8	10	9	4	3	5	3	5	4	10	7	5	1	7
Yes	**27**	21	7	2	25	1	1	*	2	4	-	3	2	1	7	4	1	*	1
	29%	*27%*	*41%*	*72%*	*32%*	*18%*	*18%*	*15%*	*70%*	*74%*	-	*81%*	*23%*	*19%*	*30%*	*29%*	*15%*	*84%*	*12%*
No	**53**	46	7	1	44	3	5	2	1	-	3	1	6	4	14	11	5	*	2
	57%	*60%*	*41%*	*28%*	*57%*	*36%*	*75%*	*72%*	*30%*	-	*50%*	*19%*	*77%*	*53%*	*64%*	*71%*	*67%*	*16%*	*38%*
I can't remember	**13**	10	3	-	9	3	*	*	-	1	3	-	-	2	1	-	1	-	3
	14%	*13%*	*17%*	-	*12%*	*46%*	*7%*	*13%*	-	*26%*	*50%*	-	-	*29%*	*6%*	-	*18%*	-	*50%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**91**	30	31	11	16	3	61	19	28	37	13	8	5	65	13
Weighted Base	**93***	29**	35**	11**	12**	5**	65*	17**	21**	43**	17**	8**	5**	63*	12**
Effective Base	**58**	18	20	7	9	3	39	12	15	24	10	5	4	39	9
Yes	**27**	10	12	2	4	-	22	4	5	19	2	1	*	24	2
	29%	*35%*	*33%*	*14%*	*30%*	-	*34%*	*22%*	*25%*	*44%*	*9%*	*14%*	*10%*	*38%*	*13%*
No	**53**	15	21	5	8	4	36	12	14	19	13	3	4	32	7
	57%	*51%*	*58%*	*46%*	*68%*	*82%*	*55%*	*72%*	*65%*	*44%*	*78%*	*42%*	*90%*	*51%*	*60%*
I can't remember	**13**	4	3	5	*	1	7	1	2	5	2	3	-	7	3
	14%	*14%*	*9%*	*40%*	*2%*	*18%*	*11%*	*6%*	*10%*	*12%*	*13%*	*44%*	-	*11%*	*27%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**91**	6	84	1	39	43	9	86	4	-	-	90	1
Weighted Base	**93***	7**	85*	***	36**	51**	5**	87*	5**	-**	-**	91*	1**
Effective Base	**58**	5	53	1	24	30	5	54	3	-	-	57	1
Yes	**27**	2	25	-	12	15	-	26	1	-	-	27	-
	29%	*26%*	*30%*	-	*34%*	*29%*	-	*30%*	*23%*	-	-	*30%*	-
No	**53**	6	47	*	19	31	2	51	2	-	-	53	-
	57%	*74%*	*55%*	*100%*	*52%*	*61%*	*46%*	*59%*	*36%*	-	-	*58%*	-
I can't remember	**13**	-	13	-	5	5	3	9	2	-	-	11	1
	14%	-	*15%*	-	*14%*	*10%*	*54%*	*11%*	*40%*	-	-	*12%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS

Base : Experienced a problem with UPS

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**91**	17	20	30	24	7	5	5	2	14	4	8	9	13	8	9	7
Weighted Base	**93***	19**	22**	27**	24**	10**	6**	3**	3**	16**	3**	5**	11**	11**	4**	13**	7**
Effective Base	**58**	10	16	16	16	5	3	3	2	10	4	3	6	7	4	8	5
Yes	**27**	13	5	3	6	7	5	2	1	3	1	2	-	1	2	1	3
	29%	*67%*	*24%*	*10%*	*26%*	*67%*	*74%*	*56%*	*44%*	*18%*	*33%*	*33%*	-	*11%*	*43%*	*10%*	*47%*
No	**53**	6	9	23	15	3	1	1	-	7	2	3	11	9	2	10	2
	57%	*29%*	*40%*	*85%*	*62%*	*29%*	*22%*	*44%*	-	*42%*	*67%*	*67%*	*100%*	*78%*	*57%*	*79%*	*33%*
I can't remember	**13**	1	8	1	3	*	*	-	2	6	-	-	-	1	-	1	1
	14%	*4%*	*36%*	*4%*	*12%*	*4%*	*4%*	-	*56%*	*41%*	-	-	-	*11%*	-	*11%*	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**50**	-	50	22	27	12	12	16	5	1	3	1	24	21	5	4	34	15	50
Weighted Base	**53***	-**	53*	28**	25**	14**	13**	16**	3**	***	4**	2**	27**	19**	7**	6**	34**	19**	50*
Effective Base	**35**	-	35	18	17	9	9	11	2	1	2	1	18	14	3	3	22	13	50
Yes	**16**	-	16	13	3	3	7	5	*	-	*	-	10	5	*	*	11	5	15
	30%	-	*30%*	*46%*	*12%*	*23%*	*55%*	*31%*	*8%*	-	*5%*	-	*38%*	*28%*	*3%*	*3%*	*32%*	*25%*	*30%*
No	**30**	-	30	15	16	10	5	10	3	-	4	-	14	12	4	4	19	11	28
	58%	-	*58%*	*54%*	*62%*	*67%*	*38%*	*58%*	*92%*	-	*95%*	-	*53%*	*63%*	*58%*	*62%*	*57%*	*59%*	*56%*
I can't remember	**7**	-	7	-	7	2	1	2	-	*	-	2	2	2	3	2	3	3	7
	13%	-	*13%*	-	*26%*	*11%*	*7%*	*10%*	-	*100%*	-	*100%*	*9%*	*9%*	*39%*	*35%*	*10%*	*16%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**50**	15	14	8	13	29	21	34	14	8	12	10	11	6	39	8	39
Weighted Base	**53***	14**	18**	10**	10**	33**	20**	40**	11**	7**	14**	11**	9**	8**	42**	7**	42**
Effective Base	**35**	11	11	5	10	21	14	26	8	6	8	7	8	5	27	6	27
Yes	**16**	5	3	6	2	8	8	14	1	2	4	1	3	3	10	2	10
	30%	*32%*	*18%*	*55%*	*23%*	*24%*	*39%*	*36%*	*12%*	*27%*	*30%*	*8%*	*30%*	*31%*	*25%*	*27%*	*25%*
No	**30**	9	11	5	6	20	10	23	8	4	9	6	6	6	27	4	27
	58%	*61%*	*62%*	*44%*	*58%*	*62%*	*51%*	*57%*	*69%*	*51%*	*61%*	*58%*	*70%*	*69%*	*64%*	*51%*	*64%*
I can't remember	**7**	1	4	*	2	5	2	3	2	2	1	4	-	-	5	2	5
	13%	*7%*	*20%*	*	*19%*	*14%*	*10%*	*7%*	*20%*	*22%*	*9%*	*34%*	-	-	*12%*	*22%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**50**	39	11	5	33	7	8	2	4	3	2	6	2	2	9	3	2	-	7
Weighted Base	**53***	46*	7**	3**	47**	3**	3**	1**	3**	5**	3**	8**	3**	2**	12**	6**	3**	-**	3**
Effective Base	**35**	31	4	2	28	5	5	2	4	2	2	6	2	2	8	3	2	-	5
Yes	**16**	14	2	*	15	*	1	-	2	-	3	3	3	-	2	1	1	-	*
	30%	*30%*	*29%*	*7%*	*31%*	*8%*	*29%*	-	*48%*	-	*100%*	*35%*	*100%*	-	*13%*	*16%*	*38%*	-	*8%*
No	**30**	28	3	1	27	2	2	1	2	2	-	4	-	2	9	5	2	-	2
	58%	*60%*	*39%*	*25%*	*57%*	*64%*	*56%*	*100%*	*52%*	*49%*	-	*47%*	-	*100%*	*74%*	*84%*	*62%*	-	*64%*
I can't remember	**7**	4	2	2	5	1	*	-	-	2	-	2	-	-	2	-	-	-	1
	13%	*10%*	*32%*	*67%*	*12%*	*29%*	*15%*	-	-	*51%*	-	*18%*	-	-	*13%*	-	-	-	*29%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**50**	22	14	5	7	-	36	7	22	18	7	1	-	40	1
Weighted Base	**53***	22**	17**	6**	7**	-**	39**	7**	21**	20**	10**	1**	-**	41**	1**
Effective Base	**35**	16	10	3	6	-	26	6	15	12	6	1	-	27	1
Yes	**16**	10	3	*	2	-	14	2	8	4	3	1	-	12	1
	30%	*49%*	*19%*	*4%*	*25%*	-	*35%*	*25%*	*38%*	*19%*	*33%*	*100%*	-	*29%*	*100%*
No	**30**	7	14	5	5	-	21	5	10	15	6	-	-	25	-
	58%	*32%*	*81%*	*81%*	*75%*	-	*54%*	*75%*	*49%*	*73%*	*58%*	-	-	*61%*	-
I can't remember	**7**	4	-	1	-	-	4	-	3	2	1	-	-	4	-
	13%	*19%*	-	*15%*	-	-	*11%*	-	*13%*	*8%*	*9%*	-	-	*10%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**50**	5	44	1	19	26	5	45	2	1	-	48	2
Weighted Base	**53***	5**	48*	***	21**	28**	4**	46*	4**	1**	-**	51*	2**
Effective Base	**35**	4	31	1	13	19	3	32	2	1	-	34	1
Yes	**16**	4	11	-	7	8	-	14	2	-	-	16	-
	30%	*84%*	*24%*	-	*35%*	*30%*	-	*31%*	*36%*	-	-	*31%*	-
No	**30**	1	30	-	11	19	1	27	3	1	-	30	-
	58%	*15%*	*62%*	-	*52%*	*67%*	*21%*	*58%*	*64%*	*100%*	-	*60%*	-
I can't remember	**7**	*	6	*	3	1	3	5	-	-	-	5	2
	13%	*1%*	*14%*	*100%*	*13%*	*3%*	*79%*	*11%*	-	-	-	*10%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)

Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**50**	14	14	10	12	4	6	4	5	7	2	5	4	1	2	5	5
Weighted Base	**53***	16**	16**	8**	13**	4**	8**	4**	4**	9**	3**	4**	2**	2**	3**	6**	4**
Effective Base	**35**	9	10	7	9	3	4	2	3	6	2	4	2	1	2	5	3
Yes	**16**	2	2	4	8	*	1	-	2	1	-	3	1	-	2	4	3
	30%	*10%*	*13%*	*48%*	*65%*	*5%*	*16%*	-	*39%*	*6%*	-	*64%*	*51%*	-	*58%*	*64%*	*71%*
No	**30**	12	12	4	2	3	5	4	2	9	1	1	1	2	1	1	*
	58%	*78%*	*73%*	*52%*	*17%*	*85%*	*65%*	*100%*	*56%*	*94%*	*34%*	*36%*	*49%*	*100%*	*42%*	*12%*	*6%*
I can't remember	**7**	2	2	-	2	*	2	-	*	-	2	-	-	-	-	2	1
	13%	*12%*	*14%*	-	*19%*	*10%*	*19%*	-	*4%*	-	*66%*	-	-	-	-	*24%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**24**	-	24	14	10	5	8	5	2	3	1	-	13	7	4	1	16	8	24
Weighted Base	**18***	-**	18**	13**	6**	3**	7**	5**	***	1**	1**	-**	10**	6**	2**	1**	11**	7**	24*
Effective Base	**16**	-	16	10	7	4	7	3	2	1	1	-	11	3	2	1	10	6	24
Yes	**11**	-	11	7	4	2	5	2	*	*	1	-	8	2	1	1	6	5	15
	61%	-	*61%*	*58%*	*67%*	*76%*	*76%*	*39%*	*42%*	*18%*	*100%*	-	*76%*	*39%*	*44%*	*100%*	*53%*	*72%*	*63%*
No	**4**	-	4	3	2	1	2	2	*	-	-	-	2	2	-	-	4	1	6
	24%	-	*24%*	*21%*	*30%*	*19%*	*24%*	*34%*	*58%*	-	-	-	*23%*	*35%*	-	-	*34%*	*9%*	*25%*
I can't remember	**3**	-	3	3	*	*	-	1	-	1	-	-	*	1	1	-	1	1	3
	15%	-	*15%*	*21%*	*3%*	*5%*	-	*26%*	-	*82%*	-	-	*2%*	*25%*	*56%*	-	*13%*	*19%*	*13%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**24**	5	4	6	9	9	15	13	9	4	2	3	10	2	17	4	17
Weighted Base	**18***	5**	5**	4**	5**	9**	9**	12**	6**	2**	2**	1**	8**	2**	13**	2**	13**
Effective Base	**16**	5	3	3	5	8	8	9	6	2	2	2	7	2	12	2	12
Yes	**11**	4	3	3	1	6	5	9	2	*	1	1	4	2	8	*	8
	61%	*82%*	*59%*	*82%*	*24%*	*70%*	*51%*	*77%*	*29%*	*4%*	*61%*	*100%*	*48%*	*100%*	*63%*	*4%*	*63%*
No	**4**	1	2	1	1	3	2	3	2	1	1	-	3	-	3	1	3
	24%	*18%*	*41%*	*18%*	*19%*	*30%*	*18%*	*23%*	*26%*	*42%*	*39%*	-	*34%*	-	*26%*	*42%*	*26%*
I can't remember	**3**	-	-	-	3	-	3	-	3	1	-	-	1	-	1	1	1
	15%	-	-	-	*57%*	-	*31%*	-	*45%*	*55%*	-	-	*18%*	-	*11%*	*55%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**24**	15	9	5	16	3	4	1	3	-	6	1	2	2	1	-	1	-	3
Weighted Base	**18***	15**	3**	1**	16**	1**	***	1**	3**	-**	7**	1**	1**	2**	1**	-**	1**	-**	1**
Effective Base	**16**	13	3	2	13	1	4	1	3	-	5	1	1	2	1	-	1	-	1
Yes	**11**	11	1	*	10	*	*	1	3	-	4	1	-	1	-	-	1	-	*
	61%	*69%*	*20%*	*23%*	*62%*	*5%*	*78%*	*100%*	*100%*	-	*58%*	*100%*	-	*52%*	-	-	*100%*	-	*5%*
No	**4**	3	1	1	3	1	*	-	-	-	2	-	1	1	-	-	-	-	1
	24%	*22%*	*33%*	*77%*	*21%*	*95%*	*22%*	-	-	-	*26%*	-	*80%*	*48%*	-	-	-	-	*95%*
I can't remember	**3**	1	1	-	3	-	-	-	-	-	1	-	*	-	1	-	-	-	-
	15%	*9%*	*47%*	-	*17%*	-	-	-	-	-	*16%*	-	*20%*	-	*100%*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**24**	10	6	5	3	-	16	3	11	7	2	3	-	18	3
Weighted Base	**18***	7**	6**	4**	2**	-**	13**	2**	7**	6**	2**	3**	-**	13**	3**
Effective Base	**16**	5	5	3	2	-	11	2	6	5	2	2	-	11	2
Yes	**11**	6	4	-	1	-	10	1	5	3	1	1	-	8	1
	61%	*87%*	*69%*	-	*58%*	-	*79%*	*58%*	*74%*	*55%*	*47%*	*39%*	-	*65%*	*39%*
No	**4**	1	2	1	1	-	3	1	2	3	-	*	-	4	*
	24%	*13%*	*31%*	*28%*	*34%*	-	*21%*	*34%*	*26%*	*43%*	-	*4%*	-	*34%*	*4%*
I can't remember	**3**	-	-	3	*	-	-	*	-	*	1	1	-	*	1
	15%	-	-	*72%*	*8%*	-	-	*8%*	-	*3%*	*53%*	*57%*	-	*1%*	*57%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**24**	4	20	-	12	11	1	22	1	-	-	23	1
Weighted Base	**18***	4**	14**	-**	7**	10**	1**	16**	1**	-**	-**	17**	1**
Effective Base	**16**	3	13	-	8	8	1	14	1	-	-	15	1
Yes	**11**	3	8	-	4	7	-	11	-	-	-	11	-
	61%	*81%*	*55%*	-	*55%*	*74%*	-	*69%*	-	-	-	*66%*	-
No	**4**	1	4	-	2	3	-	4	1	-	-	4	-
	24%	*19%*	*25%*	-	*25%*	*26%*	-	*23%*	*100%*	-	-	*26%*	-
I can't remember	**3**	-	3	-	1	-	1	1	-	-	-	1	1
	15%	-	*20%*	-	*20%*	-	*100%*	*8%*	-	-	-	*8%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX

Base : Experienced a problem with DX

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**24**	2	5	5	12	-	1	1	1	-	4	1	1	3	3	2	7
Weighted Base	**18***	***	5**	5**	8**	-**	***	***	1**	-**	4**	1**	1**	3**	1**	1**	6**
Effective Base	**16**	2	5	5	6	-	1	1	1	-	4	1	1	3	2	1	4
Yes	**11**	*	4	3	4	-	*	-	1	-	3	-	1	2	-	1	3
	61%	*56%*	*83%*	*62%*	*47%*	-	*100%*	-	*100%*	-	*77%*	-	*100%*	*62%*	-	*100%*	*47%*
No	**4**	-	1	1	3	-	-	-	-	-	1	1	-	-	1	-	2
	24%	-	*17%*	*13%*	*36%*	-	-	-	-	-	*23%*	*100%*	-	-	*100%*	-	*30%*
I can't remember	**3**	*	-	1	1	-	-	*	-	-	-	-	-	1	-	-	1
	15%	*44%*	-	*25%*	*18%*	-	-	*100%*	-	-	-	-	-	*38%*	-	-	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**310**	-	310	116	193	38	38	68	46	67	38	15	76	114	120	53	267	36	310
Weighted Base	**282**	-**	282	115*	167*	37**	35**	70*	32**	52**	38**	19**	71*	102*	109*	57**	231	45**	310
Effective Base	**159**	-	159	67	91	27	21	45	20	27	14	9	47	65	50	24	129	26	310
Yes	**121**	-	121	60	61	16	12	22	20	28	12	12	28	41	52	24	100	19	132
	43%	-	*43%*	*52%*	*37%*	*43%*	*36%*	*31%*	*62%*	*54%*	*31%*	*63%*	*39%*	*41%*	*48%*	*42%*	*43%*	*42%*	*43%*
No	**148**	-	148	51	97	21	21	46	10	21	23	7	41	56	51	30	119	26	160
	53%	-	*53%*	*45%*	*58%*	*56%*	*59%*	*65%*	*32%*	*41%*	*60%*	*37%*	*58%*	*55%*	*47%*	*52%*	*52%*	*58%*	*52%*
I can't remember	**13**	-	13	4	9	*	2	3	2	2	3	-	2	5	6	3	13	-	18
	4%	-	*4%*	*3%*	*5%*	*1%*	*5%*	*4%*	*6%*	*4%*	*9%*	-	*3%*	*5%*	*5%*	*6%*	*5%*	-	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**310**	90	96	50	74	186	124	169	138	39	41	84	86	38	249	39	254
Weighted Base	**282**	82*	89*	50*	61*	171*	111*	192*	88*	32**	28**	87*	72*	39**	226	32**	232
Effective Base	**159**	36	52	31	45	87	75	95	70	25	21	42	42	21	124	25	126
Yes	**121**	27	43	32	20	69	52	81	40	19	9	40	24	21	93	19	96
	43%	*33%*	*48%*	**63%ad**	*33%*	*41%*	*47%*	*42%*	*45%*	*58%*	*32%*	*46%*	*33%*	*53%*	*41%*	*58%*	*41%*
No	**148**	55	42	15	36	97	51	105	43	12	16	44	46	16	123	12	126
	53%	**67%c**	*47%*	*31%*	**59%c**	*57%*	*46%*	*54%*	*48%*	*36%*	*57%*	*51%*	*64%*	*42%*	*54%*	*36%*	*54%*
I can't remember	**13**	*	5	3	5	5	8	7	6	2	3	3	2	2	11	2	11
	4%	*	*5%*	*6%*	*8%*	*3%*	*7%*	*4%*	*6%*	*5%*	*12%*	*4%*	*3%*	*5%*	*5%*	*5%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 331

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**310**	192	118	51	143	76	63	28	8	19	16	18	15	12	16	23	16	15	61
Weighted Base	**282**	244	38*	12**	233	25*	18*	6**	6**	33**	21**	24**	25**	17**	28**	53**	25**	4**	21**
Effective Base	**159**	130	34	14	115	36	31	23	7	17	14	17	9	11	14	22	13	9	28
Yes	**121**	105	16	8	102	9	7	3	3	17	4	12	13	11	9	25	7	2	7
	43%	*43%*	*42%*	*61%*	*44%*	*36%*	*41%*	*49%*	*49%*	*53%*	*19%*	*52%*	*51%*	*66%*	*31%*	*48%*	*29%*	*48%*	*33%*
No	**148**	127	21	4	123	13	9	3	2	15	16	10	12	6	20	26	15	1	12
	53%	*52%*	*55%*	*35%*	*53%*	*52%*	*50%*	*51%*	*42%*	*47%*	*75%*	*42%*	*49%*	*34%*	*69%*	*48%*	*61%*	*34%*	*55%*
I can't remember	**13**	12	1	1	8	3	2	-	1	-	1	2	-	-	-	2	3	1	2
	4%	*5%*	*2%*	*5%*	*3%*	**12%d**	*9%*	-	*9%*	-	*6%*	*6%*	-	-	-	*4%*	*10%*	*18%*	*11%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**310**	121	136	26	21	5	257	26	130	133	31	10	5	263	15
Weighted Base	**282**	94*	133*	29**	19**	7**	228	25**	105*	130*	32**	10**	5**	235	14**
Effective Base	**159**	59	68	16	13	4	126	17	64	67	19	6	3	130	9
Yes	**121**	42	65	7	7	-	107	7	46	57	13	4	1	103	5
	43%	*44%*	*49%*	*25%*	*36%*	-	*47%*	*27%*	*44%*	*44%*	*41%*	*43%*	*12%*	*44%*	*33%*
No	**148**	47	64	18	12	7	111	18	54	67	18	5	4	121	9
	53%	*50%*	*48%*	*63%*	*64%*	*100%*	*49%*	*73%*	*51%*	*51%*	*56%*	*56%*	*88%*	*51%*	*66%*
I can't remember	**13**	5	4	3	-	-	9	-	5	6	1	*	-	11	*
	4%	*5%*	*3%*	*11%*	-	-	*4%*	-	*5%*	*5%*	*4%*	*1%*	-	*5%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**310**	31	273	6	118	176	16	302	1	3	1	306	3
Weighted Base	**282**	25**	253	4**	95*	176*	11**	277	1**	1**	1**	279	2**
Effective Base	**159**	16	140	3	65	92	5	155	1	1	1	156	1
Yes	**121**	12	107	2	41	77	3	120	-	1	-	121	*
	43%	*48%*	*42%*	*55%*	*43%*	*44%*	*31%*	*43%*	-	*100%*	-	*43%*	*10%*
No	**148**	10	136	2	51	90	8	145	1	-	1	146	2
	53%	*40%*	*54%*	*45%*	*53%*	*51%*	*69%*	*52%*	*100%*	-	*100%*	*52%*	*90%*
I can't remember	**13**	3	9	-	3	9	-	13	-	-	-	13	-
	4%	*12%*	*4%*	-	*4%*	*5%*	-	*5%*	-	-	-	*5%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel

Base : Experienced a problem with Yodel

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**310**	68	71	83	88	21	25	22	29	22	20	27	25	31	37	19	32
Weighted Base	**282**	55*	63*	79*	85*	14**	23**	18**	21**	20**	23**	34**	19**	27**	34**	17**	33**
Effective Base	**159**	40	44	35	46	11	16	13	15	14	15	11	11	15	20	9	18
Yes	**121**	27	27	26	42	6	12	8	10	3	13	13	6	6	14	13	14
	43%	*49%*	*43%*	*32%*	*49%*	*46%*	*54%*	*46%*	*50%*	*15%*	*59%*	*39%*	*33%*	*23%*	*43%*	*78%*	*42%*
No	**148**	25	35	51	38	7	10	8	9	16	9	21	12	18	18	4	16
	53%	*45%*	*55%*	*64%*	*45%*	*51%*	*44%*	*42%*	*46%*	*82%*	*38%*	*61%*	*67%*	*67%*	*52%*	*22%*	*49%*
I can't remember	**13**	3	2	3	5	*	*	2	1	*	*	*	-	3	2	-	3
	4%	*5%*	*3%*	*4%*	*6%*	*3%*	*2%*	*12%*	*4%*	*2%*	*2%*	*	-	*10%*	*6%*	-	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**243**	-	243	112	129	45	42	62	33	35	21	5	87	95	61	26	202	37	243
Weighted Base	**237**	-**	237	108*	129*	44*	37**	59*	30**	31**	32**	6**	80*	89*	68**	37**	188	45**	243
Effective Base	**141**	-	141	72	70	34	28	41	18	21	10	3	62	60	29	12	111	28	243
Yes	**124**	-	124	57	67	21	23	38	15	17	10	*	44	53	28	11	102	20	133
	52%	-	*52%*	*53%*	*52%*	*47%*	*63%*	*64%*	*52%*	*55%*	*33%*	*6%*	*54%*	*60%*	*40%*	*29%*	*54%*	*44%*	*55%*
No	**107**	-	107	45	61	22	11	20	14	13	21	5	33	34	40	27	80	25	101
	45%	-	*45%*	*42%*	*48%*	*51%*	*29%*	*34%*	*48%*	*42%*	*67%*	*94%*	*41%*	*39%*	*58%*	*71%*	*43%*	*55%*	*42%*
I can't remember	**6**	-	6	5	1	1	3	1	-	1	-	-	4	1	1	-	6	*	9
	3%	-	*3%*	*5%*	*1%*	*2%*	*8%*	*2%*	-	*4%*	-	-	*5%*	*1%*	*2%*	-	*3%*	*1%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**243**	61	69	40	73	130	113	120	119	41	30	61	54	36	181	41	187
Weighted Base	**237**	74*	74*	37**	52*	148*	90*	147*	89*	35**	30**	62**	57*	38**	187	35**	193
Effective Base	**141**	33	44	28	50	75	76	78	66	28	18	30	35	22	104	28	108
Yes	**124**	36	32	27	29	69	56	79	44	19	13	35	29	19	96	19	100
	52%	*49%*	*44%*	*72%*	*55%*	*47%*	*62%*	*54%*	*50%*	*55%*	*43%*	*56%*	*52%*	*50%*	*51%*	*55%*	*52%*
No	**107**	36	40	10	20	76	31	67	40	14	16	26	27	19	88	14	89
	45%	*49%*	*54%*	*28%*	*39%*	***52%f***	*34%*	*45%*	*45%*	*41%*	*52%*	*43%*	*47%*	*50%*	*47%*	*41%*	*46%*
I can't remember	**6**	1	1	*	3	3	3	1	4	1	2	1	1	-	3	1	3
	3%	*2%*	*2%*	*1%*	*6%*	*2%*	*4%*	*1%*	*5%*	*3%*	*5%*	*2%*	*1%*	-	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**243**	172	71	29	145	36	36	26	16	12	18	16	15	12	18	20	18	6	30
Weighted Base	**237**	202	36**	12**	206	14**	12**	5**	13**	20**	23**	24**	25**	14**	24**	35**	28**	1**	12**
Effective Base	**141**	119	23	9	111	20	21	21	15	10	16	14	8	10	15	18	14	4	17
Yes	**124**	110	14	6	108	6	8	3	9	14	11	14	13	6	9	20	11	*	6
	52%	*55%*	*39%*	*52%*	*52%*	*42%*	*62%*	*59%*	*67%*	*74%*	*49%*	*60%*	*53%*	*43%*	*35%*	*57%*	*40%*	*7%*	*46%*
No	**107**	85	22	6	93	7	5	2	4	4	10	10	10	8	15	15	16	1	6
	45%	*42%*	*61%*	*48%*	*45%*	*49%*	*38%*	*41%*	*33%*	*20%*	*45%*	*40%*	*41%*	*57%*	*63%*	*43%*	*58%*	*61%*	*48%*
I can't remember	**6**	6	-	-	5	1	-	-	-	1	1	-	1	-	*	-	1	*	1
	3%	*3%*	-	-	*2%*	*9%*	-	-	-	*6%*	*5%*	-	*5%*	-	*2%*	-	*3%*	*32%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**243**	94	96	22	22	8	190	30	103	99	25	12	3	202	15
Weighted Base	**237**	82*	101*	22**	22**	10**	183	32**	104*	94*	26**	9**	4**	198	13**
Effective Base	**141**	54	53	15	15	7	105	22	64	51	20	6	3	114	9
Yes	**124**	42	49	13	13	7	92	19	59	45	15	2	2	104	5
	52%	*51%*	*49%*	*62%*	*58%*	*65%*	*50%*	*60%*	*57%*	*48%*	*60%*	*28%*	*56%*	*52%*	*37%*
No	**107**	39	49	7	8	4	88	12	44	46	9	5	2	91	7
	45%	*47%*	*49%*	*31%*	*39%*	*35%*	*48%*	*38%*	*43%*	*49%*	*34%*	*62%*	*44%*	*46%*	*56%*
I can't remember	**6**	1	3	1	1	-	4	1	1	3	1	1	-	4	1
	3%	*1%*	*3%*	*7%*	*4%*	-	*2%*	*2%*	*1%*	*3%*	*6%*	*11%*	-	*2%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**243**	24	214	5	121	110	12	238	1	3	-	242	1
Weighted Base	**237**	15**	219	3**	106*	121*	10**	233	2**	3**	-**	237	***
Effective Base	**141**	11	128	3	71	64	8	138	1	2	-	141	1
Yes	**124**	10	112	2	58	60	6	122	-	3	-	124	-
	52%	*63%*	*51%*	*76%*	*55%*	*50%*	*57%*	*52%*	-	*100%*	-	*52%*	-
No	**107**	6	101	*	43	60	4	105	2	-	-	107	-
	45%	*37%*	*46%*	*13%*	*40%*	*50%*	*39%*	*45%*	*100%*	-	-	*45%*	-
I can't remember	**6**	-	6	*	5	1	*	6	-	-	-	6	*
	3%	-	*3%*	*11%*	*5%*	*1%*	*3%*	*3%*	-	-	-	*3%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**243**	50	71	63	59	13	11	26	29	28	14	23	16	24	23	18	18
Weighted Base	**237**	44*	73*	68*	52*	12**	8**	24**	28**	32**	13**	27**	14**	27**	23**	16**	13**
Effective Base	**141**	32	48	32	33	8	7	17	19	20	10	10	9	16	15	10	8
Yes	**124**	20	40	31	33	4	4	11	17	16	8	7	11	13	19	5	10
	52%	*45%*	*55%*	*46%*	*63%*	*36%*	*56%*	*46%*	*60%*	*50%*	*59%*	*27%*	*81%*	*47%*	*80%*	*30%*	*74%*
No	**107**	22	31	34	19	6	3	12	11	15	5	20	3	12	5	11	3
	45%	*49%*	*43%*	*51%*	*37%*	*53%*	*44%*	*49%*	*40%*	*47%*	*41%*	*73%*	*19%*	*44%*	*20%*	*70%*	*26%*
I can't remember	**6**	3	1	3	-	1	-	1	*	1	-	-	-	3	-	-	-
	3%	*6%*	*1%*	*4%*	-	*11%*	-	*5%*	*1%*	*3%*	-	-	-	*10%*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2**	-	2	-	2	-	-	-	1	-	1	-	-	1	1	1	2	-	2
Weighted Base	**4***	-**	4**	-**	4**	-**	-**	-**	3**	-**	1**	-**	-**	3**	1**	1**	4**	-**	2*
Effective Base	**1**	-	1	-	1	-	-	-	1	-	1	-	-	1	1	1	1	-	2
Yes	**4**	-	4	-	4	-	-	-	3	-	1	-	-	3	1	1	4	-	2
	100%	-	*100%*	-	*100%*	-	-	-	*100%*	-	*100%*	-	-	*100%*	*100%*	*100%*	*100%*	-	*100%*
No	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I can't remember	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2**	1	1	-	-	2	-	1	1	-	1	-	1	-	2	-	2
Weighted Base	**4***	1**	3**	-**	-**	4**	-**	3**	1**	-**	3**	-**	1**	-**	4**	-**	4**
Effective Base	**1**	1	1	-	-	1	-	1	1	-	1	-	1	-	1	-	1
Yes	**4**	1	3	-	-	4	-	3	1	-	3	-	1	-	4	-	4
	100%	*100%*	*100%*	-	-	*100%*	-	*100%*	*100%*	-	*100%*	-	*100%*	-	*100%*	-	*100%*
No	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I can't remember	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2**	2	-	-	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-
Weighted Base	**4***	4**	-**	-**	3**	-**	-**	1**	-**	-**	-**	-**	-**	-**	3**	-**	-**	-**	-**
Effective Base	**1**	1	-	-	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-
Yes	**4**	4	-	-	3	-	-	1	-	-	-	-	-	-	3	-	-	-	-
	100%	*100%*	-	-	*100%*	-	-	*100%*	-	-	-	-	-	-	*100%*	-	-	-	-
No	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I can't remember	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2**	1	1	-	-	-	2	-	2	-	-	-	-	2	-
Weighted Base	**4***	3**	1**	-**	-**	-**	4**	-**	4**	-**	-**	-**	-**	4**	-**
Effective Base	**1**	1	1	-	-	-	1	-	1	-	-	-	-	1	-
Yes	**4**	3	1	-	-	-	4	-	4	-	-	-	-	4	-
	100%	*100%*	*100%*	-	-	-	*100%*	-	*100%*	-	-	-	-	*100%*	-
No	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I can't remember	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2**	1	1	-	2	-	-	2	-	-	-	2	-
Weighted Base	**4***	1**	3**	-**	4**	-**	-**	4**	-**	-**	-**	4**	-**
Effective Base	**1**	1	1	-	1	-	-	1	-	-	-	1	-
Yes	**4**	1	3	-	4	-	-	4	-	-	-	4	-
	100%	*100%*	*100%*	-	*100%*	-	-	*100%*	-	-	-	*100%*	-
No	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
I can't remember	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other

Base : Experienced a problem with Other

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2**	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-
Weighted Base	**4***	-**	-**	-**	4**	-**	-**	-**	-**	-**	-**	-**	-**	-**	-**	4**	-**
Effective Base	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
Yes	**4**	-	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-
	100%	-	-	-	*100%*	-	-	-	-	-	-	-	-	-	-	*100%*	-
No	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I can't remember	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of Citipost	833	-	833	499	334	64	82	160	152	165	126	84	146	313	375	210	699	122	832
	16%	-	16%	20%d	13%	9%	11%	17%ef	21%ef	18%ef	20%ef	16%e	10%	19%l	18%l	18%l	16%	16%	16%
Used Citipost to send	47	-	47	28	18	9	14	11	7	4	2	-	23	18	6	2	29	15	34
	1%	-	1%	1%	1%	1%k	2%ijk	1%	1%	*	*	-	2%no	1%no	*	*	1%	2%p	1%
Used Citipost to receive	130	-	130	86	44	22	20	25	24	22	8	9	42	48	39	17	102	27	117
	3%	-	3%	3%d	2%	3%	3%	3%	3%	2%	1%	2%	3%o	3%	2%	1%	2%	4%	2%
Net used	159	-	159	104	55	24	30	33	28	26	8	9	54	61	43	17	119	37	138
	3%	-	3%	4%d	2%	3%j	4%jk	4%j	4%j	3%	1%	2%	4%no	4%no	2%	1%	3%	5%p	3%
Lost mail	18	-	18	11	7	7	9	1	2	-	-	-	16	2	-	-	14	5	13
	*	-	*	*	*	1%gi	1%gijk	*	*	-	-	-	1%mno	*	-	-	*	1%	*
Damaged mail	9	-	9	6	3	2	7	-	*	-	-	-	9	*	-	-	9	-	7
	*	-	*	*	*	*	1%gi	-	*	-	-	-	1%mno	*	-	-	*	-	*
Delayed mail	11	-	11	7	4	4	5	2	-	-	-	-	9	2	-	-	10	1	10
	*	-	*	*	*	1%	1%i	*	-	-	-	-	1%mno	*	-	-	*	*	*
Mis-delivered mail	11	-	11	6	5	5	2	3	-	-	-	-	8	3	-	-	11	-	8
	*	-	*	*	*	1%i	*	*	-	-	-	-	1%n	*	-	-	*	-	*
Mail that has been tampered with	8	-	8	4	5	4	3	1	1	-	-	-	7	1	-	-	6	2	8
	*	-	*	*	*	1%	*	*	*	-	-	-	*n	*	-	-	*	*	*
Other problems	6	-	6	5	1	4	1	1	-	-	-	-	5	1	-	-	5	1	4
	*	-	*	*	*	1%	*	*	-	-	-	-	*n	*	-	-	*	*	*
No - there have been no problems	125	-	125	81	44	13	14	30	26	26	8	9	27	56	43	17	93	29	110
	2%	-	2%	3%d	2%	2%	2%	3%	4%	3%	1%	2%	2%	3%o	2%	1%	2%	4%p	2%
Any problem experienced	33	-	33	23	11	11	17	3	2	-	-	-	28	6	-	-	26	7	28
	1%	-	1%	1%	*	2%ghijk	2%ghijk	*	*	-	-	-	2%mno	*n	-	-	1%	1%	1%
Made a complaint about Citipost	24	-	24	18	6	6	14	2	2	-	-	-	20	4	-	-	18	6	18
	*	-	*	1%	*	1%i	2%ghijk	*	*	-	-	-	1%mno	*	-	-	*	1%	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of Citipost	**833**	165	296	168	204	461	372	482	346	89	124	222	218	117	681	89	700
	16%	*14%*	*17%*	*16%*	18%a	*16%*	*17%*	*16%*	*17%*	*15%*	*18%*	*16%*	*17%*	*15%*	*17%*	*15%*	*17%*
Used Citipost to send	**47**	9	9	21	8	17	29	36	9	-	8	16	9	6	39	-	39
	1%	*1%*	*	2%abd	*1%*	*1%*	1%e	1%h	*	-	1%i	1%i	*1%*	*1%*	1%i	-	1%o
Used Citipost to receive	**130**	40	37	28	25	76	53	89	37	4	15	54	27	23	118	4	118
	3%	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*1%*	*2%*	4%il	*2%*	3%l	3%l	*1%*	3%o
Net used	**159**	42	42	45	30	84	75	113	42	4	20	64	33	26	142	4	142
	3%	*4%*	*2%*	4%b	*3%*	*3%*	*3%*	4%h	*2%*	*1%*	3%i	5%il	3%i	3%i	3%i	*1%*	3%o
Lost mail	**18**	6	2	10	1	7	11	15	3	2	4	6	2	3	15	2	15
	*	*	*	1%bd	*	*	*1%*	*	*	*	*1%*	*	*	*	*	*	*
Damaged mail	**9**	5	*	4	-	5	4	9	-	-	3	2	1	3	9	-	9
	*	*	*	*	-	*	*	*	-	-	*	*	*	*	*	-	*
Delayed mail	**11**	3	2	5	1	5	6	10	1	-	1	8	1	1	11	-	11
	*	*	*	*	*	*	*	*	*	-	*	*1%*	*	*	*	-	*
Mis-delivered mail	**11**	4	1	4	1	5	5	10	1	-	3	6	-	1	11	-	11
	*	*	*	*	*	*	*	*	*	-	*	*	-	*	*	-	*
Mail that has been tampered with	**8**	3	3	1	1	6	2	6	2	-	1	4	1	2	8	-	8
	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	-	*
Other problems	**6**	3	-	2	1	3	3	5	1	-	-	5	1	-	6	-	6
	*	*	-	*	*	*	*	*	*	-	-	*	*	-	*	-	*
No - there have been no problems	**125**	30	38	29	28	69	57	86	37	2	12	52	26	21	112	2	112
	2%	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*	*2%*	4%il	2%l	3%l	3%l	*	3%o
Any problem experienced	**33**	12	3	16	2	15	18	28	6	2	7	12	7	4	30	2	30
	1%	1%bd	*	2%bd	*	*1%*	*1%*	1%h	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about Citipost	**24**	9	2	11	2	11	13	21	3	-	6	6	6	4	22	-	22
	*	1%b	*	1%bd	*	*	1%	1%h	*	-	1%	*	*	*	1%	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of Citipost	833	723	110	37	714	59	39	21	38	86	71	82	80	77	105	107	69	8	51
	16%	*16%*	*15%*	*15%*	*17%*	*13%*	*16%*	*14%*	*18%*	*15%*	*17%*	22%lnoqr	*18%*	*16%*	*15%*	*15%*	*16%*	*11%*	*14%*
Used Citipost to send	47	42	5	2	46	1	-	-	4	6	6	6	10	1	9	4	1	-	1
	1%	*1%*	*1%*	*1%*	1%f	*	-	-	2%mpr	*1%*	*1%*	*2%*	2%mpr	*	*1%*	*1%*	*	-	*
Used Citipost to receive	130	107	23	6	119	5	3	2	10	13	9	11	17	19	18	15	8	1	4
	3%	*2%*	*3%*	*2%*	*3%*	*1%*	*1%*	*2%*	5%opr	*2%*	*2%*	*3%*	4%r	4%r	*3%*	*2%*	*2%*	*1%*	*1%*
Net used	159	134	25	8	148	6	3	2	12	16	13	15	22	19	23	19	8	1	5
	3%	*3%*	*3%*	*3%*	3%ef	*1%*	*1%*	*2%*	6%pr	*3%*	*3%*	4%r	5%pr	*4%*	*3%*	*3%*	*2%*	*1%*	*1%*
Lost mail	18	18	-	-	18	-	-	-	1	2	1	5	3	1	2	2	1	-	-
	*	*	-	-	*	-	-	-	*1%*	*	*	1%r	*1%*	*	*	*	*	-	-
Damaged mail	9	9	*	-	9	-	*	-	1	-	1	5	1	-	-	-	-	-	-
	*	*	*	-	*	-	*	-	*1%*	-	*	1%lmnor	*	-	-	-	-	-	-
Delayed mail	11	11	-	-	11	-	-	-	3	2	-	3	1	-	-	*	1	-	-
	*	*	-	-	*	-	-	-	2%jlmnor	*	-	*1%*	*	-	-	*	*	-	-
Mis-delivered mail	11	11	-	-	11	-	-	-	2	-	-	5	3	-	-	-	1	-	-
	*	*	-	-	*	-	-	-	1%no	-	-	1%lmnor	*1%*	-	-	-	*	-	-
Mail that has been tampered with	8	8	-	-	8	-	-	-	1	-	2	3	1	1	-	-	1	-	-
	*	*	-	-	*	-	-	-	*	-	*	*1%*	*	*	-	-	*	-	-
Other problems	6	4	2	-	6	-	-	-	3	-	-	2	1	-	-	-	-	-	-
	*	*	*	-	*	-	-	-	1%ljmnopr	-	-	*1%*	*	-	-	-	-	-	-
No - there have been no problems	125	102	23	8	114	6	3	2	4	14	10	9	15	18	22	17	7	1	5
	2%	*2%*	*3%*	*3%*	*3%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*3%*	*2%*	*1%*	*1%*	*1%*
Any problem experienced	33	32	2	-	33	-	*	-	8	2	3	6	7	1	2	2	1	-	-
	1%	*1%*	*	-	*1%*	-	*	-	4%ljmnopr	*	*1%*	2%nr	2%r	*	*	*	*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about Citipost	24	24	-	-	24	-	-	-	4	2	2	5	7	1	-	2	-	-	-
	*	1%	-	-	1%	-	-	-	2%mnopr	*	1%	1%nr	2%npr	*	-	*	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of Citipost	**833**	343	292	106	65	23	635	88	329	311	114	55	22	640	77
	16%	***18%b***	*14%*	*15%*	*17%*	*17%*	*16%*	*17%*	*17%*	*15%*	*16%*	*20%*	*22%*	*16%*	***21%i***
Used Citipost to send	**47**	16	18	10	2	1	34	3	18	18	3	5	2	36	8
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*1%*	***2%j***
Used Citipost to receive	**130**	54	53	12	5	5	107	10	64	43	10	8	5	107	12
	3%	*3%*	*3%*	*2%*	*1%*	*4%*	*3%*	*2%*	***3%j***	*2%*	*1%*	*3%*	*4%*	*3%*	*3%*
Net used	**159**	64	64	19	6	6	128	13	71	58	12	11	7	129	18
	3%	*3%*	*3%*	*3%*	*2%*	*5%*	*3%*	*2%*	***4%j***	*3%*	*2%*	*4%*	***7%j***	*3%*	***5%j***
Lost mail	**18**	6	5	6	-	2	11	2	7	4	1	3	4	10	7
	*	*	*	*1%*	-	*1%*	*	*	*	*	*	*1%*	***4%hijm***	*	***2%hijm***
Damaged mail	**9**	7	*	2	-	-	7	-	3	5	-	2	-	7	2
	*	*b	*	*	-	-	*	-	*	*	-	*1%*	-	*	*
Delayed mail	**11**	6	5	-	*	-	11	*	6	3	1	1	-	9	1
	*	*	*	-	*	-	*	*	*	*	*	*	-	*	*
Mis-delivered mail	**11**	6	3	2	-	-	8	-	5	4	1	1	-	9	1
	*	*	*	*	-	-	*	-	*	*	*	*	-	*	*
Mail that has been tampered with	**8**	4	2	1	2	-	6	2	3	3	1	2	-	6	2
	*	*	*	*	*	-	*	*	*	*	*	*1%*	-	*	*
Other problems	**6**	4	2	-	-	-	6	-	3	3	-	-	-	6	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
No - there have been no problems	**125**	52	55	10	4	4	107	9	58	48	10	7	3	106	10
	2%	*3%*	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*	*3%*	*3%*	*3%*
Any problem experienced	**33**	12	9	9	2	2	21	4	13	10	2	3	4	24	8
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	***4%hijm***	*1%*	***2%hijm***

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about Citipost	**24**	11	4	8	2	-	14	2	9	9	2	2	2	18	4
	*	*1%*	*	**1%bf**	*	-	*	*	*	*	*	*1%*	**2%ijm**	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of Citipost	**833**	51	773	9	262	526	45	819	5	5	-	829	4
	16%	*20%*	*16%*	*10%*	*18%*	*15%*	*15%*	*16%*	*8%*	*15%*	-	*16%*	*19%*
Used Citipost to send	**47**	9	37	-	18	24	5	42	2	-	-	44	3
	1%	**4%b**	*1%*	-	*1%*	*1%*	*2%*	*1%*	*3%*	-	-	*1%*	*13%*
Used Citipost to receive	**130**	11	118	1	47	75	7	123	2	2	-	127	2
	3%	*4%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*3%*	*7%*	-	*2%*	*10%*
Net used	**159**	18	141	1	61	85	12	150	4	2	-	156	3
	3%	**7%b**	*3%*	*1%*	**4%e**	*3%*	*4%*	*3%*	*6%*	*7%*	-	*3%*	*13%*
Lost mail	**18**	1	17	1	11	4	3	15	3	-	-	18	-
	*	*	*	*1%*	**1%e**	*	**1%e**	*	**5%gk**	-	-	*	-
Damaged mail	**9**	-	9	-	7	1	-	9	-	-	-	9	-
	*	-	*	-	**1%e**	*	-	*	-	-	-	*	-
Delayed mail	**11**	1	10	-	7	4	-	11	-	-	-	11	-
	*	*	*	-	**1%e**	*	-	*	-	-	-	*	-
Mis-delivered mail	**11**	3	8	-	7	3	2	8	-	-	-	8	2
	*	**1%b**	*	-	*e	*	*	*	-	-	-	*	*10%*
Mail that has been tampered with	**8**	1	8	-	5	2	1	8	1	-	-	8	-
	*	*	*	-	*	*	*	*	*1%*	-	-	*	-
Other problems	**6**	1	5	-	4	2	-	6	-	-	-	6	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
No - there have been no problems	**125**	13	112	-	43	76	6	122	-	2	-	125	1
	2%	**5%b**	*2%*	-	*3%*	*2%*	*2%*	*2%*	-	*7%*	-	*2%*	*3%*
Any problem experienced	**33**	5	28	1	18	9	6	28	4	-	-	31	2
	1%	*2%*	*1%*	*1%*	**1%e**	*	**2%e**	*1%*	**6%gk**	-	-	*1%*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about Citipost	**24**	5	19	-	17	4	2	20	2	-	-	22	2
	*	**2%b**	*	-	**1%a**	*	*1%*	*	**3%gk**	-	-	*	*10%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of Citipost	833 16%	201 16%	212 16%	192 15%	229 18%	65 15%	68 15%	67 16%	74 17%	65 16%	74 16%	53 13%	62 14%	77 18%	92 21%klp	78 19%	59 13%
Used Citipost to send	47 1%	10 1%	22 2%d	11 1%	4 *	- -	4 1%	6 1%e	4 1%	9 2%eno	9 2%en	2 *	3 1%	7 2%e	1 *	1 *	3 1%
Used Citipost to receive	130 3%	25 2%	36 3%	28 2%	41 3%	7 2%	11 2%	7 2%	8 2%	6 2%	22 5%eghi	8 2%	9 2%	10 2%	17 4%	11 3%	13 3%
Net used	159 3%	31 2%	45 4%	39 3%	45 3%	7 2%	12 3%	12 3%	8 2%	13 3%	24 5%eh	10 2%	12 3%	17 4%	18 4%	11 3%	15 3%
Lost mail	18 *	5 *	6 *	4 *	3 *	- -	1 *	4 1%	1 *	2 1%	3 1%	2 *	- -	2 1%	- -	- -	3 1%
Damaged mail	9 *	6 *	2 *	* *	- -	- -	1 *	5 1%	2 1%	- -	- -	* *	- -	- -	- -	- -	- -
Delayed mail	11 *	3 *	4 *	1 *	3 *	- -	- -	3 1%	1 *	- -	3 1%	- -	- -	1 *	- -	- -	3 1%
Mis-delivered mail	11 *	3 *	5 *	2 *	2 *	- -	- -	3 1%	4 1%	- -	1 *	- -	- -	2 *	- -	1 *	1 *
Mail that has been tampered with	8 *	3 *	4 *	1 *	- -	- -	- -	3 1%	1 *	1 *	2 *	- -	1 *	- -	- -	- -	- -
Other problems	6 *	3 *	2 *	- -	1 *	- -	- -	3 1%	- -	- -	2 *	- -	- -	- -	- -	- -	1 *
No - there have been no problems	125 2%	23 2%	31 2%	31 2%	40 3%	7 2%	11 2%	6 1%	3 1%	10 3%	17 4%h	8 2%	11 2%	12 3%	18 4%h	11 3%	11 3%
Any problem experienced	33 1%	7 1%	14 1%	7 1%	5 *	- -	1 *	6 1%e	5 1%	3 1%	6 1%	2 *	1 *	5 1%	- -	1 *	4 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_2. Competitive landscape - Citipost

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about Citipost	**24**	7	8	5	4	-	1	6	5	-	3	2	1	2	-	-	4
	*	*1%*	*1%*	*	*	-	*	**1%ei**	*1%*	-	*1%*	*	*	*1%*	-	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of Collect + (Collect Plus)	**1511**	-	1511	621	888	203	228	388	262	216	118	95	431	650	429	213	1215	280	1486
	29%	-	*29%*	*25%*	**34%c**	**30%ijk**	**32%ijk**	**41%efijk**	**36%ijk**	**24%k**	*19%*	*18%*	**31%no**	**39%lno**	*21%*	*18%*	*28%*	**36%p**	*29%*
Used Collect + (Collect Plus) to send	**338**	-	338	141	196	57	43	90	54	43	28	22	100	144	92	50	271	62	360
	7%	-	*7%*	*6%*	**7%c**	**8%ijk**	*6%*	**10%fijk**	*7%*	*5%*	*4%*	*4%*	**7%no**	**9%no**	*4%*	*4%*	*6%*	*8%*	*7%*
Used Collect + (Collect Plus) to receive	**445**	-	445	162	282	81	64	126	85	60	17	13	145	211	90	30	343	98	429
	9%	-	*9%*	*6%*	**11%c**	**12%ijk**	**9%jk**	**13%fijk**	**12%ijk**	**7%jk**	*3%*	*2%*	**10%no**	**13%no**	*4%*	*3%*	*8%*	**13%p**	*8%*
Net used	**646**	-	646	258	388	111	90	176	115	88	36	29	201	291	153	65	505	133	640
	13%	-	*13%*	*10%*	**15%c**	**16%ijk**	**13%jk**	**19%fijk**	**16%ijk**	**10%jk**	*6%*	*5%*	**14%no**	**17%no**	*7%*	*6%*	*12%*	**17%p**	*12%*
Lost mail	**18**	-	18	8	10	7	5	5	1	-	-	-	12	5	-	-	15	3	18
	*	-	*	*	*	**1%l**	**1%l**	*	*	-	-	-	**1%no**	*n	-	-	*	*	*
Damaged mail	**22**	-	22	13	9	12	3	4	2	-	*	-	15	6	*	*	15	6	17
	*	-	*	*1%*	*	**2%ghijk**	*	*	*	-	*	-	**1%no**	*n	*	*	*	*1%*	*
Delayed mail	**32**	-	32	16	15	14	4	11	2	*	*	-	18	13	1	*	22	10	29
	1%	-	*1%*	*1%*	*1%*	**2%hijk**	*1%*	**1%l**	*	*	*	-	**1%no**	**1%no**	*	*	*1%*	*1%*	*1%*
Mis-delivered mail	**9**	-	9	5	4	6	3	-	*	-	-	-	9	*	-	-	6	3	9
	*	-	*	*	*	**1%gl**	*	-	*	-	-	-	**1%mno**	*	-	-	*	*	*
Mail that has been tampered with	**23**	-	23	15	8	11	10	1	*	-	-	-	22	1	-	-	19	4	19
	*	-	*	*1%*	*	**2%ghijk**	**1%ghijk**	*	*	-	-	-	**2%mno**	*	-	-	*	*	*
Other problems	**11**	-	11	6	5	2	3	4	*	-	1	-	5	4	1	1	6	5	10
	*	-	*	*	*	*	*	*	*	-	*	-	*	*	*	*	*	**1%p**	*
No - there have been no problems	**569**	-	569	215	354	76	70	160	110	88	34	29	146	271	151	63	452	110	576
	11%	-	*11%*	*9%*	**13%c**	**11%jk**	**10%jk**	**17%efijk**	**15%fijk**	**10%jk**	*5%*	*5%*	**10%no**	**16%lno**	*7%*	*5%*	*11%*	**14%p**	*11%*
Any problem experienced	**77**	-	77	42	34	34	20	16	5	*	2	-	54	20	2	2	53	24	64
	1%	-	*1%*	*2%*	*1%*	**5%ghijk**	**3%hijk**	**2%ik**	*1%*	*	*	-	**4%mno**	**1%no**	*	*	*1%*	**3%p**	*1%*
Made a complaint about Collect + (Collect Plus)	**32**	-	32	24	8	15	13	2	1	-	*	-	29	3	*	*	24	8	27
	1%	-	*1%*	**1%d**	*	**2%ghijk**	**2%ghijk**	*	*	-	*	-	**2%mno**	*	*	*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of Collect + (Collect Plus)	**1511**	292	514	338	367	806	706	995	510	161	199	392	410	243	1244	161	1268
	29%	*25%*	*29%a*	*32%a*	*32%a*	*27%*	*32%e*	*32%h*	*25%*	*27%*	*28%*	*29%*	*33%l*	*32%*	*30%*	*26%*	*30%*
Used Collect + (Collect Plus) to send	**338**	80	103	89	65	184	154	217	119	36	47	90	90	59	285	36	290
	7%	*7%*	*6%*	*8%d*	*6%*	*6%*	*7%*	*7%*	*6%*	*6%*	*7%*	*7%*	*7%*	*8%*	*7%*	*6%*	*7%*
Used Collect + (Collect Plus) to receive	**445**	111	152	78	104	263	182	318	126	38	44	119	130	92	384	38	391
	9%	*9%*	*9%*	*7%*	*9%*	*9%*	*8%*	*10%h*	*6%*	*6%*	*6%*	*9%*	*10%lj*	*12%lj*	*9%lj*	*6%*	*9%o*
Net used	**646**	160	211	134	142	370	275	448	196	58	67	181	189	118	555	58	564
	13%	*13%*	*12%*	*13%*	*12%*	*13%*	*12%*	*15%h*	*10%*	*10%*	*10%*	*13%*	*15%lj*	*16%lj*	*14%lj*	*9%*	*14%o*
Lost mail	**18**	4	4	5	5	8	10	13	5	2	3	3	6	4	16	2	16
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Damaged mail	**22**	4	8	6	3	12	9	17	5	1	7	5	3	5	20	1	20
	*	*	*	*1%*	*	*	*	*1%*	*	*	*1%*	*	*	*1%*	*	*	*
Delayed mail	**32**	6	13	5	9	19	13	24	8	3	3	7	13	6	28	3	28
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*
Mis-delivered mail	**9**	2	3	5	-	5	5	6	3	*	3	1	1	3	9	*	9
	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
Mail that has been tampered with	**23**	11	7	6	-	17	6	18	5	2	4	5	6	6	21	2	21
	*	*1%d*	*	*1%d*	-	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*
Other problems	**11**	*	5	*	6	5	6	5	6	*	2	6	2	*	10	*	10
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	**569**	138	187	119	124	326	244	390	177	50	54	165	164	103	485	51	495
	11%	*12%*	*11%*	*11%*	*11%*	*11%*	*11%*	*13%h*	*9%*	*8%*	*8%*	*12%j*	*13%lj*	*14%lj*	*12%lj*	*8%*	*12%o*
Any problem experienced	**77**	22	23	14	17	45	32	57	19	7	14	16	25	15	69	7	69
	1%	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%h*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about Collect + (Collect Plus)	**32**	16	5	9	2	21	11	24	8	2	6	5	11	8	30	2	30
	1%	*1%bd*	*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of Collect + (Collect Plus)	**1511**	1328	184	61	1286	117	69	39	71	145	113	119	148	139	210	234	107	22	96
	29%	**30%b**	*25%*	*25%*	*30%*	*27%*	*28%*	*27%*	**34%ijpr**	*26%*	*27%*	**32%p**	**33%p**	*29%*	*31%*	**33%ip**	*24%*	*28%*	*26%*
Used Collect + (Collect Plus) to send	**338**	308	30	10	280	30	15	13	17	21	24	26	31	28	50	56	27	7	23
	7%	**7%b**	*4%*	*4%*	*6%*	*7%*	*6%*	*9%*	**8%l**	*4%*	*6%*	*7%*	*7%*	*6%*	*7%*	**8%i**	*6%*	*8%*	*6%*
Used Collect + (Collect Plus) to receive	**445**	389	56	15	384	34	15	13	29	43	18	35	56	29	64	68	41	5	29
	9%	*9%*	*8%*	*6%*	**9%f**	*8%*	*6%*	*9%*	**14%ijmr**	*8%*	*4%*	**10%j**	**12%jm**	*6%*	**9%j**	**10%j**	**9%j**	*6%*	*8%*
Net used	**646**	570	75	21	546	57	25	18	40	54	36	47	69	46	99	102	54	10	47
	13%	*13%*	*10%*	*9%*	*13%*	*13%*	*10%*	*12%*	**19%ijkmpr**	*10%*	*9%*	*13%*	**15%lj**	*10%*	**15%j**	**15%j**	*12%*	*13%*	*13%*
Lost mail	**18**	17	*	*	15	2	*	*	1	-	-	3	1	2	7	-	1	*	2
	*	*	*	*	*	*	*	*	*1%*	-	-	*1%*	*	*	*1%*	-	*	**1%o**	*
Damaged mail	**22**	20	2	*	19	2	1	*	-	1	-	5	2	-	2	5	3	1	1
	*	*	*	*	*	*	*	*	-	*	-	**1%m**	*	-	*	*1%*	*1%*	**1%jm**	*
Delayed mail	**32**	29	3	1	29	1	1	1	-	-	-	6	2	1	7	11	1	*	1
	1%	*1%*	*	*	*1%*	*	*	*1%*	-	-	-	**2%j**	*	*	*1%*	**2%i**	*	*	*
Mis-delivered mail	**9**	7	2	*	8	2	*	*	-	2	-	5	-	-	-	-	1	-	2
	*	*	*	*	*	*	*	*	-	*	-	**1%no**	-	-	-	-	*	-	*
Mail that has been tampered with	**23**	21	2	*	21	1	*	*	3	2	-	4	3	-	7	2	1	1	*
	*	*	*	*	*	*	*	*	**1%jmr**	*	-	*1%*	*1%*	-	*1%*	*	*	**1%jm**	*
Other problems	**11**	9	2	-	9	*	2	*	-	-	-	1	-	2	4	2	-	*	-
	*	*	*	-	*	*	*1%*	*	-	-	-	*	-	*	*1%*	*	-	*	-
No - there have been no problems	**569**	502	67	20	480	51	22	16	35	49	36	36	65	41	80	88	49	9	42
	11%	*11%*	*9%*	*8%*	*11%*	*12%*	*9%*	*11%*	**17%ijkm**	*9%*	*9%*	*10%*	**14%ijm**	*9%*	*12%*	*13%*	*11%*	*11%*	*12%*
Any problem experienced	**77**	68	8	1	67	6	3	1	4	5	-	11	4	5	18	14	4	1	4
	1%	*2%*	*1%*	*	*2%*	*1%*	*1%*	*1%*	**2%j**	*1%*	-	**3%j**	*1%*	*1%*	**3%j**	**2%j**	*1%*	**2%j**	**1%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about Collect + (Collect Plus)	32	30	2	*	30	2	1	*	4	2	-	6	4	3	9	-	1	1	1
	1%	1%	*	*	1%	*	*	*	2%ljopr	*	-	2%jo	1%	1%	1%o	-	*	1%jo	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of Collect + (Collect Plus)	**1511**	551	589	193	123	45	1140	169	609	587	199	77	29	1196	107
	29%	*29%*	*29%*	*28%*	*32%*	*33%*	*29%*	*32%*	*31%*	*29%*	*28%*	*28%*	*29%*	*30%*	*28%*
Used Collect + (Collect Plus) to send	**338**	129	142	30	28	8	270	36	155	126	33	17	6	280	23
	7%	*7%*	*7%*	*4%*	*7%*	*6%*	**7%c**	*7%*	**8%j**	*6%*	*5%*	*6%*	*5%*	*7%*	*6%*
Used Collect + (Collect Plus) to receive	**445**	141	191	50	41	19	332	60	170	189	53	21	12	358	33
	9%	*8%*	*9%*	*7%*	*11%*	**14%a**	*9%*	**11%ac**	*9%*	*9%*	*7%*	*8%*	*12%*	*9%*	*9%*
Net used	**646**	220	272	68	61	20	492	81	254	273	73	30	12	528	42
	13%	*12%*	*13%*	*10%*	**16%c**	*15%*	*13%*	**16%c**	*13%*	*13%*	*10%*	*11%*	*12%*	*13%*	*11%*
Lost mail	**18**	6	8	2	2	-	14	2	9	5	2	2	*	14	2
	*	*	*	*	*1%*	-	*	*	*	*	*	*1%*	*	*	*
Damaged mail	**22**	4	14	2	2	-	18	2	3	9	7	1	2	12	3
	*	*	*1%*	*	*1%*	-	*	*	*	*	**1%hm**	*	**2%hm**	*	**1%h**
Delayed mail	**32**	13	13	4	2	*	26	2	14	14	-	1	2	28	4
	1%	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	-	*1%*	**2%j**	*1%*	**1%j**
Mis-delivered mail	**9**	5	5	-	*	-	9	*	3	4	1	1	*	7	1
	*	*	*	-	*	-	*	*	*	*	*	*	*	*	*
Mail that has been tampered with	**23**	7	12	3	*	-	19	*	7	9	2	3	2	16	5
	*	*	*1%*	*1%*	*	-	*	*	*	*	*	*1%*	**2%hm**	*	*1%*
Other problems	**11**	5	*	4	1	-	5	1	5	2	*	1	2	7	4
	*	*	*	**1%b**	*b	-	*	*	*	*	*	*1%*	**2%hijm**	*	**1%im**
No - there have been no problems	**569**	193	235	62	54	20	428	74	227	241	63	26	10	468	36
	11%	*10%*	*12%*	*9%*	**14%c**	*15%*	*11%*	**14%ac**	*12%*	*12%*	*9%*	*9%*	*10%*	*12%*	*10%*
Any problem experienced	**77**	27	37	6	7	*	64	7	28	32	10	4	2	60	6
	1%	*1%*	*2%*	*1%*	*2%*	*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about Collect + (Collect Plus)	**32**	16	14	2	1	-	30	1	14	16	-	3	-	30	3
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*1%*	-	***1%***	-	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of Collect + (Collect Plus)	1511 29%	86 33%c	1409 29%	17 18%	431 30%	1000 29%	81 26%	1499 30%	11 19%	- -	* 3%	1510 29%	2 7%
Used Collect + (Collect Plus) to send	338 7%	25 10%c	311 6%	1 1%	116 8%e	191 6%	31 10%e	330 7%	6 11%	- -	- -	336 7%	1 7%
Used Collect + (Collect Plus) to receive	445 9%	26 10%	414 9%	5 5%	133 9%	283 8%	29 9%	441 9%	4 7%	- -	- -	445 9%	- -
Net used	646 13%	44 17%c	596 12%	6 6%	204 14%	396 12%	46 15%	636 13%	8 14%	- -	- -	644 13%	1 7%
Lost mail	18 *	* *	17 *	- -	11 1%e	5 *	2 1%	16 *	2 3%gk	- -	- -	18 *	- -
Damaged mail	22 *	- -	22 *	- -	16 1%e	5 *	- -	19 *	3 5%gk	- -	- -	22 *	- -
Delayed mail	32 1%	4 2%	28 1%	- -	16 1%e	8 *	8 3%e	29 1%	2 3%	- -	- -	30 1%	1 7%
Mis-delivered mail	9 *	1 *	8 *	- -	5 *	4 *	- -	9 *	- -	- -	- -	9 *	- -
Mail that has been tampered with	23 *	4 1%b	17 *	3 3%b	13 1%e	7 *	3 1%	21 *	2 3%gk	- -	- -	23 *	- -
Other problems	11 *	1 1%	9 *	- -	6 *e	* *	4 1%e	9 *	- -	- -	- -	9 *	1 7%
No - there have been no problems	569 11%	37 14%c	530 11%	3 3%	163 11%	374 11%	33 11%	567 11%	2 4%	- -	- -	569 11%	- -
Any problem experienced	77 1%	7 3%	66 1%	3 3%	41 3%e	23 1%	13 4%e	69 1%	6 11%gk	- -	- -	75 1%	1 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about Collect + (Collect Plus)	**32**	4	26	3	20	7	5	30	3	-	-	32	-
	1%	*1%*	*1%*	**3%b**	**1%e**	*	**2%e**	*1%*	**5%gk**	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of Collect + (Collect Plus)	**1511** *29%*	421 *33%cd*	373 *29%*	361 *28%*	356 *28%*	135 *32%m*	135 *30%*	151 *37%ijmop*	127 *30%*	113 *28%*	134 *29%*	130 *31%*	133 *30%*	99 *23%*	132 *31%*	107 *26%*	117 *26%*
Used Collect + (Collect Plus) to send	**338** *7%*	91 *7%*	72 *6%*	75 *6%*	100 *8%*	29 *7%*	34 *7%l*	28 *7%*	31 *7%l*	13 *3%*	27 *6%*	26 *6%*	31 *7%l*	18 *4%*	38 *9%lm*	24 *6%*	37 *8%l*
Used Collect + (Collect Plus) to receive	**445** *9%*	123 *10%*	103 *8%*	107 *8%*	112 *9%*	38 *9%*	43 *10%*	42 *10%*	36 *9%*	31 *8%*	36 *8%*	30 *7%*	44 *10%*	33 *8%*	50 *12%*	30 *7%*	32 *7%*
Net used	**646** *13%*	173 *14%*	144 *11%*	150 *12%*	178 *14%*	58 *14%*	61 *14%*	55 *13%*	56 *13%*	37 *9%*	51 *11%*	43 *10%*	63 *15%*	44 *10%*	72 *17%lkm*	49 *12%*	57 *13%*
Lost mail	**18** *	5 *	6 *	* *	6 *	1 *	1 *	3 *1%*	1 *	2 *	3 *1%*	- -	* *	* *	4 *1%*	- -	2 *1%*
Damaged mail	**22** *	9 *1%*	8 *1%*	2 *	2 *	1 *	3 *1%*	4 *1%*	3 *1%*	3 *1%*	1 *	1 *	2 *	* *	2 *1%*	- -	- -
Delayed mail	**32** *1%*	9 *1%*	6 *	7 *1%*	9 *1%*	1 *	4 *1%*	4 *1%*	6 *1%*	- -	1 *	4 *1%*	* *	3 *1%*	3 *1%*	2 *	4 *1%*
Mis-delivered mail	**9** *	2 *	4 *	2 *	1 *	- -	- -	2 *1%*	3 *1%*	- -	1 *	- -	1 *	* *	- -	- -	1 *
Mail that has been tampered with	**23** *	5 *	8 *1%*	1 *	9 *1%*	1 *	- -	4 *1%*	2 *1%*	1 *	4 *1%*	- -	1 *	* *	4 *1%*	2 *	4 *1%*
Other problems	**11** *	2 *	2 *	5 *	2 *	- -	- -	2 *	2 *1%*	- -	- -	* *	1 *	3 *1%*	- -	* *	1 *
No - there have been no problems	**569** *11%*	154 *12%*	125 *10%*	136 *11%*	155 *12%*	55 *13%*	54 *12%*	45 *11%*	47 *11%*	32 *8%*	46 *10%*	39 *9%*	59 *14%l*	37 *9%*	62 *14%l*	47 *11%*	46 *10%*
Any problem experienced	**77** *1%*	19 *1%*	19 *1%*	15 *1%*	23 *2%*	3 *1%*	7 *2%*	9 *2%*	9 *2%*	5 *1%*	5 *1%*	4 *1%*	4 *1%*	7 *2%*	10 *2%*	2 *1%*	11 *2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_3. Competitive landscape - Collect + (Collect Plus)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about Collect + (Collect Plus)	**32**	6	10	3	13	1	-	5	5	*	5	1	2	1	3	2	8
	1%	*1%*	*1%*	*	*1%*	*	-	*1%*	*1%*	*	*1%*	*	*	*	*1%*	*	***2%fi***

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of DHL	**4278**	-	4278	2101	2172	405	506	787	638	843	595	499	911	1425	1937	1094	3614	602	4326
	83%	-	*83%*	*84%*	*83%*	*59%*	**71%e**	**83%ef**	**87%ef**	**93%efgh**	**94%efgh**	**95%efgh**	*65%*	**85%l**	**94%lm**	**95%lm**	**84%q**	*78%*	*84%*
Used DHL to send	**398**	-	398	249	149	52	85	108	71	42	15	25	137	179	82	40	262	125	359
	8%	-	*8%*	**10%d**	*6%*	**8%j**	**12%eijk**	**11%eijk**	**10%ijk**	*5%*	*2%*	*5%*	**10%no**	**11%no**	*4%*	*3%*	*6%*	**16%p**	*7%*
Used DHL to receive	**2172**	-	2172	1095	1072	210	254	403	350	439	285	228	464	752	952	513	1837	310	2315
	42%	-	*42%*	*44%*	*41%*	*31%*	*36%*	**42%ef**	**48%ef**	**49%efg**	**45%ef**	**44%ef**	*33%*	**45%l**	**46%l**	**44%l**	*43%*	*40%*	*45%*
Net used	**2355**	-	2355	1203	1147	233	295	457	380	457	292	237	528	837	987	530	1957	369	2462
	46%	-	*46%*	**48%d**	*44%*	*34%*	**41%e**	**48%ef**	**52%ef**	**51%ef**	**46%e**	**45%e**	*38%*	**50%l**	**48%l**	**46%l**	*46%*	*48%*	*48%*
Lost mail	**31**	-	31	18	13	4	5	11	4	*	*	6	9	15	7	6	23	7	32
	1%	-	*1%*	*1%*	*	*1%*	*1%*	**1%ij**	*1%*	*	*	**1%l**	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**40**	-	40	20	20	3	9	7	7	9	3	3	12	14	15	6	33	7	57
	1%	-	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Delayed mail	**81**	-	81	48	32	19	9	15	16	15	2	5	28	31	22	7	61	17	90
	2%	-	*2%*	*2%*	*1%*	**3%j**	*1%*	*2%*	**2%j**	*2%*	*	*1%*	**2%o**	**2%o**	*1%*	*1%*	*1%*	*2%*	*2%*
Mis-delivered mail	**39**	-	39	21	18	9	9	5	1	5	10	*	18	6	15	10	28	9	40
	1%	-	*1%*	*1%*	*1%*	**1%hk**	**1%hk**	*1%*	*	*1%*	**2%hk**	*	**1%m**	*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**22**	-	22	16	6	4	8	3	2	5	-	-	13	5	5	-	15	7	21
	*	-	*	*1%*	*	*1%*	**1%jk**	*	*	*	-	-	**1%no**	*	*	-	*	*1%*	*
Other problems	**28**	-	28	20	8	11	3	1	2	6	*	4	14	4	11	4	26	2	32
	1%	-	*1%*	*1%*	*	**2%gj**	*	*	*	*1%*	*	*1%*	**1%m**	*	*1%*	*	*1%*	*	*1%*
No - there have been no problems	**2162**	-	2162	1087	1070	189	266	422	352	428	279	223	455	774	930	502	1806	330	2258
	42%	-	*42%*	*43%*	*41%*	*28%*	**37%e**	**45%ef**	**48%ef**	**47%ef**	**44%e**	**43%e**	*33%*	**46%l**	**45%l**	**43%l**	*42%*	*43%*	*44%*
Any problem experienced	**193**	-	193	116	77	44	29	35	28	29	14	14	73	63	57	28	151	39	204
	4%	-	*4%*	**5%d**	*3%*	**6%gijk**	*4%*	*4%*	*4%*	*3%*	*2%*	*3%*	**5%no**	*4%*	*3%*	*2%*	*4%*	*5%*	*4%*
Made a complaint about DHL	**87**	-	87	60	26	16	16	16	17	13	3	5	32	33	21	8	73	12	86
	2%	-	*2%*	**2%d**	*1%*	**2%j**	**2%j**	*2%*	**2%j**	*1%*	*1%*	*1%*	**2%no**	**2%o**	*1%*	*1%*	*2%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of DHL	**4278**	1010	1482	854	932	2491	1787	2484	1753	487	563	1154	1053	661	3431	495	3511
	83%	**85%c**	**85%c**	*80%*	*81%*	**85%f**	*81%*	*81%*	**87%g**	*81%*	*80%*	*84%*	*84%*	**88%ij**	*84%*	*81%*	*84%*
Used DHL to send	**398**	134	106	96	62	240	158	297	99	32	40	112	98	89	339	32	346
	8%	**11%bd**	*6%*	**9%bd**	*5%*	*8%*	*7%*	**10%h**	*5%*	*5%*	*6%*	*8%*	*8%*	**12%ijkln**	**8%l**	*5%*	**8%o**
Used DHL to receive	**2172**	606	767	396	403	1373	799	1327	826	190	232	592	596	402	1822	194	1870
	42%	**51%bcd**	**44%cd**	*37%*	*35%*	**47%f**	*36%*	*43%*	*41%*	*32%*	*33%*	**43%ij**	**47%ij**	**53%ijkln**	**45%ij**	*32%*	**45%o**
Net used	**2355**	673	812	441	429	1485	870	1461	873	208	252	636	651	437	1976	212	2028
	46%	**57%bcd**	**48%cd**	*41%*	*38%*	**51%f**	*39%*	**47%h**	*43%*	*35%*	*36%*	**46%ij**	**52%ijk**	**58%ijkln**	**48%ij**	*35%*	**49%o**
Lost mail	**31**	14	5	9	3	19	11	25	6	3	*	11	9	8	27	3	27
	1%	**1%bd**	*	*1%*	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	**1%j**	*1%*	*	*1%*
Damaged mail	**40**	8	14	12	7	21	19	26	14	7	5	13	10	2	30	7	33
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
Delayed mail	**81**	30	21	16	13	52	29	60	20	7	13	17	18	24	72	7	72
	2%	**3%bd**	*1%*	*2%*	*1%*	*2%*	*1%*	**2%h**	*1%*	*1%*	*2%*	*1%*	*1%*	**3%k**	*2%*	*1%*	*2%*
Mis-delivered mail	**39**	11	10	12	5	21	17	19	18	5	2	15	7	8	32	5	32
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**22**	3	5	9	4	9	14	14	8	4	4	10	*	3	18	4	18
	*	*	*	*1%*	*	*	*1%*	*	*	**1%l**	**1%l**	**1%l**	*	*	*	*1%*	*
Other problems	**28**	15	5	6	3	19	9	23	5	3	11	4	8	2	25	3	25
	1%	**1%bd**	*	*1%*	*	*1%*	*	*1%*	*	*1%*	**2%kmn**	*	*1%*	*	*1%*	*1%*	*1%*
No - there have been no problems	**2162**	605	762	394	401	1366	795	1327	816	184	224	585	605	400	1813	189	1861
	42%	**51%bcd**	**44%cd**	*37%*	*35%*	**47%f**	*36%*	*43%*	*41%*	*31%*	*32%*	**43%ij**	**48%ijk**	**53%ijkn**	**44%ij**	*31%*	**45%o**
Any problem experienced	**193**	68	50	47	28	118	75	135	57	24	29	51	46	38	163	24	166
	4%	**6%bd**	*3%*	**4%d**	*2%*	*4%*	*3%*	**4%h**	*3%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 336

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about DHL	**87**	29	19	27	11	49	38	63	22	10	9	22	20	24	76	10	76
	2%	***2%bd***	*1%*	***2%bd***	*1%*	*2%*	*2%*	***2%h***	*1%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 336

QI_4. Competitive landscape - DHL

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of DHL	4278	3653	625	204	3571	383	209	115	175	469	370	308	350	417	497	593	391	65	317
	83%	83%	85%	84%	83%	87%dg	84%	79%	84%n	83%n	88%ln	83%n	77%	88%ln	73%	84%ln	89%kln	84%n	88%ln
Used DHL to send	398	357	41	18	345	28	17	8	20	57	25	26	32	31	79	46	29	5	23
	8%	8%	6%	7%	8%	6%	7%	5%	10%	10%	6%	7%	7%	7%	12%jmopr	7%	7%	7%	6%
Used DHL to receive	2172	1826	346	110	1773	221	120	58	105	227	171	133	190	191	243	315	198	37	184
	42%	41%	47%a	45%	41%	50%dg	48%dg	40%	51%ijklmn	40%	40%	36%	42%	40%	36%	45%kn	45%kn	48%kn	51%ijklmn
Net used	2355	1987	368	119	1938	232	124	61	113	259	181	151	202	205	283	331	212	38	194
	46%	45%	50%a	49%	45%	53%dg	50%g	42%	55%jklmn	46%	43%	41%	45%	43%	42%	47%	48%	50%	54%jklmn
Lost mail	31	26	5	4	28	1	*	1	2	2	3	3	2	-	16	-	-	*	1
	1%	1%	1%	2%a	1%	*	*	1%	1%mop	*	1%	1%	1%	-	2%imopr	-	-	*	*
Damaged mail	40	36	4	3	30	5	3	2	3	-	3	6	-	6	2	8	3	1	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%il	-	1%	2%il	-	1%	*	1%	1%	1%il	1%l
Delayed mail	81	68	13	3	69	5	2	4	3	6	15	4	1	4	14	17	4	2	4
	2%	2%	2%	1%	2%	1%	1%	3%f	2%l	1%	4%ilmpr	1%	*	1%	2%il	2%l	1%	2%l	1%
Mis-delivered mail	39	34	5	2	35	2	1	1	3	8	3	3	3	4	6	3	4	-	2
	1%	1%	1%	1%	1%	*	*	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	-	*
Mail that has been tampered with	22	20	2	*	19	1	-	2	-	4	1	1	3	1	4	3	1	-	1
	*	*	*	*	*	*	-	1%dl	-	1%	*	*	1%	*	1%	*	*	-	*
Other problems	28	18	11	1	15	11	1	1	1	-	5	-	3	-	5	1	-	1	10
	1%	*	1%a	1%	*	2%dl	1%	*	*	-	1%	-	1%	-	1%	*	-	1%ikmp	3%ghiklmnop
No - there have been no problems	2162	1827	334	107	1778	213	117	54	105	241	157	140	190	193	244	309	201	36	176
	42%	41%	46%	44%	41%	48%dg	47%dg	37%	50%jkmn	43%	37%	38%	42%	40%	36%	44%n	46%jn	47%	49%jkmn
Any problem experienced	193	159	34	12	160	20	7	7	8	18	24	11	12	12	39	23	12	2	18
	4%	4%	5%	5%	4%	5%	3%	5%	4%	3%	6%	3%	3%	3%	6%	3%	3%	3%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about DHL	**87**	78	9	6	78	3	4	2	6	4	3	7	7	6	23	16	5	1	2
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	***3%lr***	*1%*	*1%*	*2%*	*2%*	*1%*	***3%ljr***	*2%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of DHL	4278	1660	1666	503	312	114	3327	426	1722	1692	551	214	76	3414	290
	83%	**88%bcdfg**	**83%c**	*73%*	**81%c**	**84%c**	**85%bc**	**82%c**	**88%jklmn**	**82%j**	*77%*	*78%*	*75%*	**85%jkln**	*77%*
Used DHL to send	398	151	135	55	52	3	286	54	157	160	56	20	6	317	25
	8%	*8%*	*7%*	*8%*	**13%abcef**	*2%*	*7%*	**10%bc**	*8%*	*8%*	*8%*	*7%*	*6%*	*8%*	*7%*
Used DHL to receive	2172	824	862	239	174	60	1686	234	925	874	229	113	23	1799	135
	42%	**44%c**	**43%c**	*35%*	**45%c**	*44%*	**43%c**	**45%c**	**47%jln**	**42%jl**	*32%*	**41%jl**	*22%*	**45%jln**	**36%l**
Net used	2355	900	923	268	192	60	1823	252	998	939	263	120	26	1937	147
	46%	**48%c**	**46%c**	*39%*	**50%c**	*44%*	**47%c**	**48%c**	**51%jln**	**46%jl**	*37%*	**44%l**	*26%*	**48%jln**	*39%*
Lost mail	31	14	10	4	1	2	24	3	11	13	4	1	2	23	3
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*
Damaged mail	40	18	17	4	2	*	34	2	13	20	5	2	-	33	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Delayed mail	81	18	43	7	12	-	62	12	20	40	15	5	-	60	5
	2%	*1%*	**2%a**	*1%*	**3%a**	-	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	-	*2%*	*1%*
Mis-delivered mail	39	14	17	1	6	-	31	6	21	14	2	*	2	35	2
	1%	*1%*	*1%*	*	**2%c**	-	*1%*	*1%*	*1%*	*1%*	*	*	*2%*	*1%*	*
Mail that has been tampered with	22	9	9	1	3	-	18	3	9	5	7	1	-	14	1
	*	*	*	*	*1%*	-	*	*1%*	*	*	**1%lm**	*	-	*	*
Other problems	28	13	1	4	*	7	14	8	6	14	6	2	*	20	2
	1%	**1%b**	*	**1%b**	*	**5%abcdfg**	*	**1%bf**	*	*1%*	*1%*	*1%*	*	*	*1%*
No - there have been no problems	2162	834	843	254	171	51	1677	222	941	845	234	111	23	1786	134
	42%	**44%c**	*42%*	*37%*	*44%*	*37%*	**43%c**	*42%*	**48%jlmn**	**41%jl**	*33%*	**40%l**	*23%*	**44%jln**	*35%*
Any problem experienced	193	66	80	14	21	9	146	30	57	94	29	10	4	151	13
	4%	*3%*	*4%*	*2%*	**5%c**	**7%c**	*4%*	**6%c**	*3%*	**5%h**	*4%*	*3%*	*4%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 336

QI_4. Competitive landscape - DHL

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about DHL	**87**	29	40	4	10	*	70	10	24	48	11	4	*	72	4
	2%	*2%*	*2%*	*1%*	**2%c**	*	*2%*	*2%*	*1%*	**2%h**	*1%*	*1%*	*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of DHL	4278	200	4011	67	1207	2866	205	4234	18	22	*	4274	4
	83%	77%	84%ac	73%	84%f	84%f	67%	84%h	32%	61%	3%	83%h	18%
Used DHL to send	398	28	355	16	100	263	35	386	8	4	-	398	*
	8%	11%	7%	17%b	7%	8%	12%d	8%	14%	11%	-	8%	*
Used DHL to receive	2172	96	2042	33	646	1429	96	2158	8	5	*	2170	1
	42%	37%	43%	36%	45%f	42%f	31%	43%h	14%	14%	3%	42%h	6%
Net used	2355	111	2203	41	690	1544	121	2331	14	9	*	2354	1
	46%	43%	46%	45%	48%f	45%	39%	46%h	24%	25%	3%	46%h	6%
Lost mail	31	1	30	-	17	11	3	26	1	4	-	31	*
	1%	*	1%	-	1%e	*	1%	1%	1%	10%	-	1%	*
Damaged mail	40	7	33	1	18	16	6	34	4	1	-	40	-
	1%	3%b	1%	1%	1%e	*	2%e	1%	8%gk	3%	-	1%	-
Delayed mail	81	11	65	5	25	50	5	77	3	1	-	81	-
	2%	4%b	1%	6%b	2%	1%	2%	2%	5%	2%	-	2%	-
Mis-delivered mail	39	5	31	3	11	22	5	36	2	-	-	39	-
	1%	2%	1%	3%b	1%	1%	2%	1%	4%gk	-	-	1%	-
Mail that has been tampered with	22	3	18	1	12	7	3	20	2	-	-	22	-
	*	1%	*	1%	1%e	*	1%	*	3%gk	-	-	*	-
Other problems	28	1	27	1	16	12	*	28	-	-	-	28	-
	1%	*	1%	1%	1%e	*	*	1%	-	-	-	1%	-
No - there have been no problems	2162	91	2038	33	616	1440	105	2151	4	5	*	2161	1
	42%	35%	42%a	36%	43%f	42%f	34%	43%h	8%	13%	3%	42%h	6%
Any problem experienced	193	20	165	8	74	104	15	179	9	4	-	193	*
	4%	8%b	3%	9%b	5%e	3%	5%	4%	16%gk	12%	-	4%	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about DHL	**87**	13	71	3	44	37	5	76	7	4	-	87	-
	2%	***5%b***	*1%*	*3%*	***3%e***	*1%*	*2%*	*2%*	***12%gk***	*12%*	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 336

QI_4. Competitive landscape - DHL

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of DHL	**4278**	1117	1083	1025	1053	364	399	354	354	351	377	344	340	341	369	344	340
	83%	**87%cd**	**84%c**	*80%*	*82%*	**86%lp**	**88%jklmp**	**87%lmp**	**83%p**	**87%lmp**	*82%*	*82%*	*78%*	*80%*	**86%lp**	*83%*	*76%*
Used DHL to send	**398**	111	129	67	91	35	43	32	46	39	45	22	22	22	32	18	41
	8%	**9%c**	**10%cd**	*5%*	*7%*	*8%*	**10%lo**	*8%*	**11%klmo**	**10%o**	**10%lmo**	*5%*	*5%*	*5%*	*7%*	*4%*	**9%o**
Used DHL to receive	**2172**	540	537	569	526	168	209	163	193	175	169	182	192	195	217	167	142
	42%	*42%*	*42%*	*44%*	*41%*	*40%*	**46%jp**	*40%*	**45%jp**	**43%p**	*37%*	**43%p**	**44%p**	**45%jp**	**51%egjop**	*40%*	*32%*
Net used	**2355**	585	585	611	574	181	228	176	206	191	188	198	204	208	234	175	165
	46%	*46%*	*45%*	*48%*	*44%*	*43%*	**51%jp**	*43%*	**48%p**	**47%p**	*41%*	**47%p**	**47%p**	**49%p**	**54%egjop**	*42%*	*37%*
Lost mail	**31**	2	13	9	6	1	2	-	8	4	1	1	*	7	5	1	1
	1%	*	**1%a**	*1%*	*1%*	*	*	-	**2%gjl**	*1%*	*	*	*	**2%g**	*1%*	*	*
Damaged mail	**40**	7	19	8	7	2	2	3	9	6	4	2	2	4	4	-	3
	1%	*1%*	**1%a**	*1%*	*1%*	*1%*	*	*1%*	**2%o**	*1%*	*1%*	*	*	*1%*	*1%*	-	*1%*
Delayed mail	**81**	21	25	20	14	11	6	4	9	12	4	7	6	7	10	3	2
	2%	*2%*	*2%*	*2%*	*1%*	**3%p**	*1%*	*1%*	*2%*	**3%op**	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*
Mis-delivered mail	**39**	5	15	9	9	1	4	1	7	1	7	2	*	7	2	2	5
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*	*2%*	*	*2%*	*	*	*2%*	*	*1%*	*1%*
Mail that has been tampered with	**22**	3	8	3	9	1	2	-	4	3	1	1	2	*	1	3	4
	*	*	*1%*	*	*1%*	*	*	-	*1%*	*1%*	*	*	*	*	*	*1%*	*1%*
Other problems	**28**	16	4	4	4	10	6	*	2	2	-	*	*	4	*	*	3
	1%	**1%bd**	*	*	*	**2%ghjklno**	*1%*	*	*	*1%*	-	*	*	*1%*	*	*	*1%*
No - there have been no problems	**2162**	541	524	567	530	160	212	169	184	167	172	186	196	185	215	167	148
	42%	*42%*	*41%*	*44%*	*41%*	*38%*	**47%ejp**	*41%*	**43%p**	*41%*	*37%*	**44%p**	**45%p**	**43%p**	**50%ejop**	*40%*	*33%*
Any problem experienced	**193**	44	61	44	44	21	16	8	21	24	16	12	9	23	19	8	17
	4%	*3%*	*5%*	*3%*	*3%*	*5%*	*4%*	*2%*	**5%g**	**6%glo**	*3%*	*3%*	*2%*	**5%glo**	*4%*	*2%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_4. Competitive landscape - DHL

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about DHL	**87**	16	30	20	21	8	8	1	11	9	10	4	5	11	10	3	7
	2%	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*	**2%g**	**2%g**	**2%g**	*1%*	*1%*	**3%g**	**2%g**	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of FedEx	4199	-	4199	2048	2144	461	481	760	615	810	585	481	942	1375	1875	1065	3543	593	4234
	82%	-	82%	82%	82%	67%	68%	80%ef	84%ef	90%efgh	92%efgh	92%efgh	67%	82%l	91%lm	92%lm	82%q	77%	82%
Used FedEx to send	263	-	263	171	92	52	62	67	42	21	9	8	114	109	38	17	169	91	231
	5%	-	5%	7%d	3%	8%ijk	9%ijk	7%ijk	6%ijk	2%	1%	2%	8%no	6%no	2%	1%	4%	12%p	4%
Used FedEx to receive	1373	-	1373	759	609	204	173	266	211	244	146	125	378	477	515	271	1099	253	1420
	27%	-	27%	30%d	23%	30%j	24%	28%	29%	27%	23%	24%	27%	28%o	25%	23%	26%	33%p	28%
Net used	1487	-	1487	823	660	225	206	293	229	251	149	129	431	523	529	278	1171	294	1510
	29%	-	29%	33%d	25%	33%jk	29%	31%jk	31%jk	28%	24%	25%	31%no	31%no	26%	24%	27%	38%p	29%
Lost mail	28	-	28	17	11	12	9	1	4	*	-	2	20	5	2	2	20	8	28
	1%	-	1%	1%	*	2%gij	1%gij	*	1%	*	-	*	1%mno	*	*	*	*	1%	1%
Damaged mail	37	-	37	24	13	17	7	6	3	*	*	3	24	9	3	3	27	10	28
	1%	-	1%	1%	*	2%ghijk	1%i	1%	*	*	*	1%	2%mno	1%	*	*	1%	1%	1%
Delayed mail	52	-	52	25	28	22	8	11	2	6	3	1	30	12	11	4	42	10	54
	1%	-	1%	1%	1%	3%ghijk	1%	1%	*	1%	*	*	2%mno	1%	1%	*	1%	1%	1%
Mis-delivered mail	27	-	27	22	6	16	3	*	4	1	-	3	19	4	4	3	25	2	20
	1%	-	1%	1%d	*	2%ghijk	*	*	1%	*	-	1%	1%mno	*	*	*	1%	*	*
Mail that has been tampered with	27	-	27	22	6	16	5	7	-	-	-	-	21	7	-	-	19	8	16
	1%	-	1%	1%d	*	2%ghijk	1%	1%i	-	-	-	-	1%mno	*n	-	-	*	1%	*
Other problems	17	-	17	14	4	4	1	5	2	3	-	3	5	6	6	3	14	3	17
	*	-	*	1%d	*	1%	*	1%	*	*	-	1%	*	*	*	*	*	*	*
No - there have been no problems	1356	-	1356	740	611	177	183	268	217	242	146	121	360	485	508	266	1075	258	1395
	26%	-	26%	30%d	23%	26%	26%	28%	30%jk	27%	23%	23%	26%	29%no	25%	23%	25%	34%p	27%
Any problem experienced	131	-	131	82	49	48	23	26	12	9	3	9	71	38	21	12	96	35	115
	3%	-	3%	3%d	2%	7%fghijk	3%ij	3%ij	2%	1%	*	2%	5%mno	2%n	1%	1%	2%	5%p	2%
Made a complaint about FedEx	48	-	48	36	13	16	11	10	4	3	-	4	27	14	7	4	37	11	42
	1%	-	1%	1%d	*	2%hij	2%ij	1%	*	*	-	1%	2%mno	1%	*	*	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of FedEx	4199	982	1459	834	924	2441	1758	2412	1754	486	563	1114	1008	655	3339	490	3419
	82%	**83%c**	**83%c**	*78%*	*81%*	**83%f**	*79%*	*78%*	**87%g**	*81%*	*80%*	*81%*	*80%*	**87%ijkln**	*82%*	*80%*	*82%*
Used FedEx to send	263	94	58	67	43	152	110	216	46	19	30	62	65	56	214	19	223
	5%	**8%bd**	*3%*	**6%bd**	*4%*	*5%*	*5%*	**7%h**	*2%*	*3%*	*4%*	*5%*	*5%*	**7%ik**	*5%*	*3%*	*5%*
Used FedEx to receive	1373	410	450	264	248	861	512	868	495	116	153	337	372	300	1161	116	1183
	27%	**35%bcd**	**26%d**	*25%*	*22%*	**29%f**	*23%*	**28%h**	*25%*	*19%*	*22%*	**25%i**	**29%ijk**	**40%ijkln**	**28%ijk**	*19%*	**28%o**
Net used	1487	447	477	298	265	924	564	964	513	124	170	362	405	319	1255	124	1282
	29%	**38%bcd**	**27%d**	**28%d**	*23%*	**31%f**	*25%*	**31%h**	*26%*	*21%*	*24%*	**26%i**	**32%ijk**	**42%ijkln**	**31%ijk**	*20%*	**31%o**
Lost mail	28	9	2	11	6	11	16	23	5	2	6	4	7	7	24	2	24
	1%	**1%b**	*	**1%b**	*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	*1%*	*	*1%*
Damaged mail	37	19	5	10	4	23	14	33	4	2	8	7	10	9	34	2	34
	1%	**2%bd**	*	*1%*	*	*1%*	*1%*	**1%h**	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Delayed mail	52	12	16	17	7	28	24	39	13	8	10	14	14	5	43	8	43
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mis-delivered mail	27	16	*	6	5	17	11	25	2	3	11	2	4	6	23	3	23
	1%	**1%b**	*	**1%b**	*b	*1%*	*	**1%h**	*	*	**2%kln**	*	*	*1%*	*1%*	*	*1%*
Mail that has been tampered with	27	12	*	13	3	12	15	27	1	2	12	2	7	4	26	2	26
	1%	**1%b**	*	**1%bd**	*	*	*1%*	**1%h**	*	*	**2%ijkln**	*	*1%*	*1%*	*1%*	*	*1%*
Other problems	17	6	2	5	4	9	9	14	3	2	3	3	4	4	14	2	14
	*	*1%*	*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*
No - there have been no problems	1356	398	453	260	245	851	505	855	491	110	147	334	366	295	1141	110	1168
	26%	**34%bcd**	**26%d**	*24%*	*21%*	**29%f**	*23%*	**28%h**	*24%*	*18%*	*21%*	**24%i**	**29%ijk**	**39%ijkln**	**28%ijk**	*18%*	**28%o**
Any problem experienced	131	49	24	38	20	73	59	109	22	14	22	28	39	24	114	14	114
	3%	**4%bd**	*1%*	**4%bd**	*2%*	*2%*	*3%*	**4%h**	*1%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 337

QI_5. Competitive landscape - FedEx

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about FedEx	**48**	17	9	18	5	25	23	44	5	5	9	9	15	10	43	5	43
	1%	1%b	*	2%bd	*	*1%*	*1%*	1%h	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 337

QI_5. Competitive landscape - FedEx

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of FedEx	4199	3569	630	205	3515	370	204	110	173	453	352	303	360	407	491	594	383	62	308
	82%	81%	86%a	84%	82%g	84%g	82%g	75%	83%n	81%n	83%n	81%n	80%n	85%n	73%	85%n	87%lln	80%	85%n
Used FedEx to send	263	243	20	6	228	22	10	3	12	37	22	15	35	11	44	34	18	3	19
	5%	5%b	3%	3%	5%g	5%	4%	2%	6%m	7%m	5%	4%	8%m	2%	6%m	5%	4%	4%	5%
Used FedEx to receive	1373	1162	211	71	1135	130	71	37	65	126	115	89	117	116	180	214	112	24	106
	27%	26%	29%	29%	26%	30%	28%	25%	31%l	22%	27%	24%	26%	24%	27%	31%l	25%	32%	29%l
Net used	1487	1266	221	74	1239	138	73	37	71	147	123	98	131	123	201	225	120	24	113
	29%	29%	30%	30%	29%	31%	29%	25%	34%lkm	26%	29%	26%	29%	26%	30%	32%	27%	32%	31%
Lost mail	28	25	3	*	26	*	*	1	4	6	2	1	5	1	3	3	2	-	*
	1%	1%	*	*	1%	*	*	1%e	2%mr	1%	*	*	1%	*	*	*	*	-	*
Damaged mail	37	28	9	1	28	8	*	1	2	4	4	1	4	1	4	4	3	-	8
	1%	1%	1%	*	1%	2%di	*	1%	1%	1%	1%	*	1%	*	1%	1%	1%	-	2%kmn
Delayed mail	52	48	5	2	47	3	1	2	1	3	7	7	4	-	8	12	5	*	3
	1%	1%	1%	1%	1%	1%	*	1%	*	1%	2%m	2%m	1%	-	1%	2%m	1%	*	1%
Mis-delivered mail	27	18	10	*	19	7	*	1	-	3	1	1	3	-	6	3	2	-	7
	1%	*	1%a	*	*	2%di	*	1%	-	*	*	*	1%	-	1%	*	*	-	2%hjmop
Mail that has been tampered with	27	15	13	2	19	8	-	*	1	2	-	1	4	-	4	5	2	-	8
	1%	*	2%a	1%	*	2%di	-	*	*	*	-	*	1%	-	1%	1%	*	-	2%ljkmnp
Other problems	17	16	1	1	17	*	-	*	3	4	3	-	1	1	2	3	-	*	*
	*	*	*	*	*	*	-	*	1%kpr	1%	1%	-	*	*	*	*	-	*	*
No - there have been no problems	1356	1158	198	68	1125	125	72	34	65	129	108	91	112	120	182	209	109	24	101
	26%	26%	27%	28%	26%	28%	29%	24%	31%l	23%	26%	24%	25%	25%	27%	30%	25%	31%	28%
Any problem experienced	131	108	23	6	115	13	1	3	7	18	15	7	19	3	19	16	11	*	13
	3%	2%	3%	2%	3%f	3%f	*	2%	3%m	3%m	4%m	2%	4%m	1%	3%	2%	3%	*	4%m

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about FedEx	**48**	40	8	3	45	2	*	1	5	7	6	3	6	1	6	8	3	*	2
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	***3%mn***	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of FedEx	4199	1636	1652	489	298	107	3288	405	1680	1670	538	216	76	3350	292
	82%	87%bcdefg	82%c	71%	77%	79%	84%cdg	78%c	86%ijkln	81%j	75%	79%	75%	83%jn	78%
Used FedEx to send	263	112	86	35	27	3	198	30	100	103	36	17	6	204	23
	5%	6%	4%	5%	7%	2%	5%	6%	5%	5%	5%	6%	6%	5%	6%
Used FedEx to receive	1373	491	554	158	130	36	1045	166	554	564	153	79	21	1118	100
	27%	26%	27%	23%	34%acf	26%	27%	32%ac	28%j	27%j	21%	29%	21%	28%j	27%
Net used	1487	539	589	177	140	38	1128	178	596	604	172	88	24	1201	112
	29%	29%	29%	26%	36%abcf	28%	29%	34%c	30%j	29%j	24%	32%j	24%	30%j	30%
Lost mail	28	7	14	1	2	4	21	6	2	17	2	4	3	19	7
	1%	*	1%	*	*	3%abcdf	1%	1%	*	1%h	*	2%hm	3%hjm	*	2%hjm
Damaged mail	37	10	8	11	1	7	18	8	8	20	4	1	3	29	4
	1%	1%	*	2%abf	*	5%abcdfg	*	2%bf	*	1%	1%	1%	3%hjm	1%	1%
Delayed mail	52	16	26	7	4	*	42	4	20	21	10	2	-	41	2
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	-	1%	1%
Mis-delivered mail	27	7	8	3	2	8	14	10	3	17	7	-	-	20	-
	1%	*	*	*	*	6%abcdfg	*	2%abf	*	1%h	1%h	-	-	1%	-
Mail that has been tampered with	27	6	9	3	2	7	15	9	5	18	2	1	2	23	3
	1%	*	*	*	1%	5%abcdf	*	2%abf	*	1%h	*	*	2%hj	1%	1%
Other problems	17	3	9	4	2	-	11	2	1	8	5	-	3	9	3
	*	*	*	1%	*	-	*	*	*	*	1%h	-	3%hikm	*	1%h
No - there have been no problems	1356	506	537	156	128	26	1043	154	569	538	151	80	16	1106	97
	26%	27%	27%	23%	33%abcef	19%	27%	29%c	29%jl	26%j	21%	29%jl	16%	28%jl	26%
Any problem experienced	131	33	52	22	12	13	86	24	28	67	21	8	8	95	16
	3%	2%	3%	3%	3%	9%abcdf	2%	5%af	1%	3%h	3%h	3%	8%hjm	2%	4%h

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about FedEx	**48**	16	21	5	6	*	38	6	9	28	6	3	4	36	6
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	**1%h**	*1%*	*1%*	**4%hjm**	*1%*	**2%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of FedEx	**4199**	187	3955	57	1193	2795	211	4157	14	25	*	4196	2
	82%	*72%*	***82%ac***	*62%*	***83%f***	***82%f***	*68%*	***83%h***	*25%*	*70%*	*7%*	***82%h***	*8%*
Used FedEx to send	**263**	15	243	5	89	148	26	253	6	4	-	263	-
	5%	*6%*	*5%*	*5%*	***6%e***	*4%*	***8%e***	*5%*	*11%*	*10%*	-	*5%*	-
Used FedEx to receive	**1373**	72	1281	20	395	904	74	1360	8	4	-	1373	*
	27%	*28%*	*27%*	*22%*	*27%*	*27%*	*24%*	*27%*	*14%*	*12%*	-	*27%*	*1%*
Net used	**1487**	75	1391	21	440	958	89	1467	11	8	-	1487	*
	29%	*29%*	*29%*	*23%*	*30%*	*28%*	*29%*	*29%*	*20%*	*23%*	-	*29%*	*1%*
Lost mail	**28**	2	25	1	14	11	3	24	3	1	-	28	-
	1%	*1%*	*1%*	*1%*	***1%e***	*	*1%*	*	***5%gk***	*3%*	-	*1%*	-
Damaged mail	**37**	4	33	-	22	13	2	36	1	-	-	37	-
	1%	*2%*	*1%*	-	***2%e***	*	*1%*	*1%*	*2%*	-	-	*1%*	-
Delayed mail	**52**	5	45	2	20	29	3	50	3	-	-	52	-
	1%	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*	***5%gk***	-	-	*1%*	-
Mis-delivered mail	**27**	2	25	1	16	10	*	21	3	4	-	27	-
	1%	*1%*	*1%*	*1%*	***1%e***	*	*	*	***5%gk***	*11%*	-	*1%*	-
Mail that has been tampered with	**27**	2	25	-	14	11	3	24	3	1	-	27	-
	1%	*1%*	*1%*	-	***1%e***	*	*1%*	*	***5%gk***	*2%*	-	*1%*	-
Other problems	**17**	2	15	1	11	6	-	13	3	1	-	17	-
	*******	*1%*	*	*1%*	***1%e***	*	-	*	***5%gk***	*3%*	-	*	-
No - there have been no problems	**1356**	64	1274	18	379	896	81	1345	8	4	-	1356	*
	26%	*25%*	*27%*	*19%*	*26%*	*26%*	*26%*	*27%*	*13%*	*10%*	-	*26%*	*1%*
Any problem experienced	**131**	11	117	4	62	62	8	123	4	5	-	131	-
	3%	*4%*	*2%*	*4%*	***4%e***	*2%*	*3%*	*2%*	*7%*	*13%*	-	*3%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about FedEx	**48**	8	39	1	28	19	1	45	3	-	-	48	-
	1%	**3%b**	*1%*	*1%*	**2%e**	*1%*	*	*1%*	**5%gk**	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of FedEx	4199	1103	1064	979	1053	360	387	356	347	339	379	330	339	310	367	348	339
	82%	**86%bcd**	**83%c**	*76%*	**82%c**	**85%lmp**	**86%klmp**	**88%hklmp**	**81%m**	**84%mp**	**82%m**	*78%*	*78%*	*72%*	**85%lmp**	**84%mp**	*76%*
Used FedEx to send	263	83	81	47	52	25	29	29	29	18	34	20	12	14	16	11	25
	5%	**6%cd**	**6%cd**	*4%*	*4%*	*6%*	**6%o**	**7%lo**	**7%lo**	*5%*	**7%lmo**	*5%*	*3%*	*3%*	*4%*	*3%*	*6%*
Used FedEx to receive	1373	377	331	325	340	115	146	116	117	97	118	94	110	121	134	115	90
	27%	*29%*	*26%*	*25%*	*26%*	*27%*	**32%ikp**	**29%p**	*27%*	*24%*	*26%*	*22%*	*25%*	**28%p**	**31%kp**	*28%*	*20%*
Net used	1487	410	359	355	363	127	156	127	129	102	128	108	119	128	141	122	101
	29%	*32%*	*28%*	*28%*	*28%*	*30%*	**35%ikp**	**31%p**	**30%p**	*25%*	*28%*	*26%*	*27%*	*30%*	**33%p**	*29%*	*23%*
Lost mail	28	5	8	3	12	-	5	-	3	3	2	1	1	1	2	1	9
	1%	*	*1%*	*	*1%*	-	*1%*	-	*1%*	*1%*	*1%*	*	*	*	*	*	**2%eg**
Damaged mail	37	10	9	10	9	7	1	2	4	2	2	3	*	6	2	3	4
	1%	*1%*	*1%*	*1%*	*1%*	**2%l**	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*
Delayed mail	52	10	9	11	23	1	7	2	5	2	2	4	4	3	10	6	6
	1%	*1%*	*1%*	*1%*	*2%*	*	*2%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	**2%ej**	*1%*	*1%*
Mis-delivered mail	27	11	2	3	10	7	4	-	1	-	1	*	*	3	5	3	3
	1%	**1%b**	*	*	*1%*	**2%gjl**	*1%*	-	*	-	*	*	*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	27	11	5	5	6	8	3	-	1	4	-	2	*	3	1	2	4
	1%	*1%*	*	*	*	**2%gjl**	*1%*	-	*	*1%*	-	*1%*	*	*1%*	*	*	*1%*
Other problems	17	3	3	3	8	*	3	-	3	-	-	1	*	2	-	3	5
	*	*	*	*	*1%*	*	*1%*	-	*1%*	-	-	*	*	*1%*	-	*1%*	*1%*
No - there have been no problems	1356	387	331	327	311	117	145	124	120	90	121	97	114	117	126	109	77
	26%	**30%bcd**	*26%*	*25%*	*24%*	**28%p**	**32%ikp**	**30%ip**	**28%p**	*22%*	**26%p**	*23%*	**26%p**	**27%p**	**29%p**	**26%p**	*17%*
Any problem experienced	131	24	28	27	52	9	11	4	9	12	7	11	5	11	15	13	24
	3%	*2%*	*2%*	*2%*	**4%abc**	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*3%*	*1%*	*3%*	**4%g**	*3%*	**5%gjl**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_5. Competitive landscape - FedEx

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about FedEx	**48**	8	13	6	21	2	6	-	5	5	4	3	3	*	6	8	7
	1%	*1%*	*1%*	*	**2%c**	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	**2%gm**	**2%g**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of Hermes	**4345**	-	4345	2018	2323	470	514	770	647	840	590	509	983	1417	1939	1099	3711	566	4440
	84%	-	*84%*	*80%*	**88%c**	*68%*	*72%*	**81%ef**	**88%efg**	**93%efgh**	**93%efgh**	**97%efghij**	*70%*	**84%l**	**94%lm**	**95%lm**	**86%q**	*73%*	*86%*
Used Hermes to send	**1016**	-	1016	434	582	165	145	199	157	154	109	87	309	357	350	195	821	184	1033
	20%	-	*20%*	*17%*	**22%c**	**24%ijk**	*20%*	*21%*	*21%*	*17%*	*17%*	*17%*	**22%no**	**21%no**	*17%*	*17%*	*19%*	**24%p**	*20%*
Used Hermes to receive	**3320**	-	3320	1438	1878	339	385	593	482	651	481	384	725	1075	1516	865	2852	410	3492
	65%	-	*65%*	*57%*	**71%c**	*49%*	*54%*	**63%ef**	**66%ef**	**72%efgh**	**76%efgh**	**73%efgh**	*52%*	**64%l**	**74%lm**	**75%lm**	**66%q**	*53%*	*68%*
Net used	**3540**	-	3540	1554	1981	378	419	636	520	690	500	393	797	1156	1583	893	3017	465	3687
	69%	-	*69%*	*62%*	**75%c**	*55%*	*59%*	**67%ef**	**71%ef**	**76%efg**	**79%efgh**	**75%efg**	*57%*	**69%l**	**77%lm**	**77%lm**	**70%q**	*60%*	*72%*
Lost mail	**198**	-	198	91	107	36	32	37	24	30	27	11	69	61	69	38	168	30	212
	4%	-	*4%*	*4%*	*4%*	**5%k**	*5%*	*4%*	*3%*	*3%*	*4%*	*2%*	*5%*	*4%*	*3%*	*3%*	*4%*	*4%*	*4%*
Damaged mail	**245**	-	245	90	155	42	31	60	32	31	31	17	73	92	80	48	203	40	267
	5%	-	*5%*	*4%*	**6%c**	**6%l**	*4%*	**6%lk**	*4%*	*3%*	*5%*	*3%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*5%*
Delayed mail	**381**	-	381	155	227	81	56	75	58	54	34	23	137	133	111	57	307	72	427
	7%	-	*7%*	*6%*	**9%c**	**12%fgijk**	*8%*	**8%k**	*8%*	*6%*	*5%*	*4%*	**10%no**	**8%no**	*5%*	*5%*	*7%*	*9%*	*8%*
Mis-delivered mail	**153**	-	153	66	87	19	23	29	32	29	14	8	43	60	50	21	117	37	163
	3%	-	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**4%k**	*3%*	*2%*	*1%*	*3%*	**4%o**	*2%*	*2%*	*3%*	**5%p**	*3%*
Mail that has been tampered with	**69**	-	69	21	48	13	16	11	14	7	3	5	29	25	15	8	52	14	68
	1%	-	*1%*	*1%*	**2%c**	*2%*	**2%ij**	*1%*	*2%*	*1%*	*	*1%*	**2%no**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other problems	**111**	-	111	48	63	8	6	23	20	27	13	14	15	43	53	27	92	17	125
	2%	-	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	**3%f**	**3%f**	*2%*	**3%f**	*1%*	**3%l**	**3%l**	*2%*	*2%*	*2%*	*2%*
No - there have been no problems	**2757**	-	2757	1248	1505	232	307	489	405	568	414	339	539	894	1321	753	2367	338	2846
	54%	-	*54%*	*50%*	**57%c**	*34%*	**43%e**	**52%ef**	**55%ef**	**63%efgh**	**65%efgh**	**65%efgh**	*39%*	**53%l**	**64%lm**	**65%lm**	**55%q**	*44%*	*55%*
Any problem experienced	**783**	-	783	306	476	145	112	147	115	122	86	54	258	262	262	140	651	127	841
	15%	-	*15%*	*12%*	**18%c**	**21%fghijk**	**16%k**	**16%k**	**16%k**	*13%*	*14%*	*10%*	**18%no**	**16%o**	*13%*	*12%*	*15%*	*17%*	*16%*
Made a complaint about Hermes	**389**	-	389	168	221	56	53	70	52	74	48	36	109	122	157	84	329	59	392
	8%	-	*8%*	*7%*	*8%*	*8%*	*7%*	*7%*	*7%*	*8%*	*8%*	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*8%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of Hermes	**4345**	980	1517	891	958	2496	1849	2492	1811	506	572	1156	1070	638	3437	512	3522
	84%	*83%*	**87%a**	*83%*	*84%*	*85%*	*84%*	*81%*	**90%g**	*84%*	*82%*	*84%*	*85%*	*85%*	*84%*	*84%*	*84%*
Used Hermes to send	**1016**	245	330	231	210	575	441	659	350	114	127	270	262	160	819	118	844
	20%	*21%*	*19%*	*22%*	*18%*	*20%*	*20%*	**21%h**	*17%*	*19%*	*18%*	*20%*	*21%*	*21%*	*20%*	*19%*	*20%*
Used Hermes to receive	**3320**	758	1178	676	708	1935	1384	1889	1406	350	446	926	801	505	2680	356	2744
	65%	*64%*	**67%d**	*63%*	*62%*	*66%*	*63%*	*61%*	**70%g**	*58%*	*64%*	**68%i**	*64%*	**67%i**	**66%i**	*58%*	**66%o**
Net used	**3540**	818	1240	731	751	2058	1482	2045	1469	374	468	984	860	543	2855	379	2925
	69%	*69%*	**71%d**	*68%*	*66%*	*70%*	*67%*	*66%*	**73%g**	*62%*	*67%*	**72%i**	**68%i**	**72%i**	**70%i**	*62%*	**70%o**
Lost mail	**198**	45	54	53	46	99	99	116	80	21	27	52	51	30	160	21	167
	4%	*4%*	*3%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*
Damaged mail	**245**	54	70	62	60	123	122	152	90	30	28	83	60	27	198	30	206
	5%	*5%*	*4%*	*6%*	*5%*	*4%*	*5%*	*5%*	*4%*	*5%*	*4%*	*6%*	*5%*	*4%*	*5%*	*5%*	*5%*
Delayed mail	**381**	82	133	80	87	215	166	240	137	40	41	93	122	60	316	41	322
	7%	*7%*	*8%*	*7%*	*8%*	*7%*	*8%*	*8%*	*7%*	*7%*	*6%*	*7%*	**10%jk**	*8%*	*8%*	*7%*	*8%*
Mis-delivered mail	**153**	51	39	30	34	89	64	102	51	23	18	41	25	34	118	23	121
	3%	**4%b**	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	**4%l**	*3%*	*3%*	*2%*	**4%l**	*3%*	*4%*	*3%*
Mail that has been tampered with	**69**	25	16	17	12	40	28	48	19	10	8	23	9	15	55	10	55
	1%	**2%b**	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	**2%l**	*1%*	*2%*	*1%*
Other problems	**111**	24	38	25	24	62	50	69	40	11	19	22	33	14	88	11	90
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*
No - there have been no problems	**2757**	641	984	557	575	1625	1132	1556	1183	291	361	770	656	437	2223	297	2273
	54%	*54%*	**56%d**	*52%*	*50%*	**55%f**	*51%*	*51%*	**59%g**	*48%*	*52%*	**56%i**	*52%*	**58%i**	**54%i**	*49%*	**54%o**
Any problem experienced	**783**	177	256	174	175	433	350	488	285	83	107	214	205	107	632	83	652
	15%	*15%*	*15%*	*16%*	*15%*	*15%*	*16%*	*16%*	*14%*	*14%*	*15%*	*16%*	*16%*	*14%*	*15%*	*14%*	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about Hermes	**389**	92	106	97	93	198	191	232	153	46	68	102	79	54	303	46	314
	8%	*8%*	*6%*	**9%b**	*8%*	*7%*	*9%*	*8%*	*8%*	*8%*	**10%l**	*7%*	*6%*	*7%*	*7%*	*8%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of Hermes	4345	3703	642	209	3620	380	224	121	180	450	363	321	379	424	477	625	401	69	310
	84%	*84%*	**87%a**	*86%*	*84%*	*86%*	**89%dg**	*83%*	**86%n**	**80%n**	**86%n**	**86%n**	**84%n**	**89%in**	*71%*	**89%in**	**91%ijlnr**	**89%n**	**86%n**
Used Hermes to send	1016	887	129	47	856	81	54	26	47	84	72	63	109	85	153	155	87	9	72
	20%	*20%*	*18%*	*20%*	*20%*	*18%*	*22%*	*18%*	**22%lq**	*15%*	*17%*	*17%*	**24%ijkq**	*18%*	**23%iq**	**22%iq**	*20%*	*12%*	*20%*
Used Hermes to receive	3320	2807	513	172	2736	310	181	93	137	315	279	246	278	348	343	467	323	61	250
	65%	*64%*	**70%a**	**71%a**	*63%*	**71%d**	**72%dg**	*64%*	**66%in**	*56%*	**66%in**	**66%in**	**61%n**	**73%iln**	*51%*	**66%in**	**73%iln**	**78%hijklno**	**69%in**
Net used	3540	3005	535	180	2931	323	189	97	145	341	289	265	311	360	389	496	336	62	261
	69%	*68%*	**73%a**	*74%*	*68%*	**73%dg**	**76%dg**	*67%*	**70%in**	*61%*	**68%n**	**71%in**	**69%in**	**76%in**	*58%*	**71%in**	**76%ijln**	**80%ijln**	**72%in**
Lost mail	198	164	34	16	168	16	12	3	12	14	11	17	19	20	25	31	20	4	13
	4%	*4%*	*5%*	*6%*	*4%*	*4%*	*5%*	*2%*	*6%*	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*3%*
Damaged mail	245	208	37	16	207	14	20	4	10	12	19	18	44	17	21	47	19	3	11
	5%	*5%*	*5%*	*7%*	*5%*	*3%*	**8%deg**	*3%*	*5%*	*2%*	*4%*	*5%*	**10%hijkmnpr**	*4%*	*3%*	**7%inr**	*4%*	*4%*	*3%*
Delayed mail	381	321	60	20	306	38	28	11	24	25	40	26	30	34	48	53	26	3	34
	7%	*7%*	*8%*	*8%*	*7%*	*9%*	**11%d**	*7%*	**11%ilp**	*5%*	**9%l**	*7%*	*7%*	*7%*	*7%*	*8%*	*6%*	*4%*	**9%l**
Mis-delivered mail	153	132	21	9	133	10	9	2	6	10	11	12	21	4	27	25	18	1	9
	3%	*3%*	*3%*	*4%*	*3%*	*2%*	*4%*	*1%*	*3%*	*2%*	*2%*	**3%m**	**5%m**	*1%*	**4%m**	**3%m**	**4%m**	*1%*	*2%*
Mail that has been tampered with	69	56	13	5	64	3	2	*	5	4	6	5	4	1	13	16	9	1	1
	1%	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*	**2%mr**	*1%*	*1%*	*1%*	*1%*	*	*2%*	*2%*	*2%*	*1%*	*
Other problems	111	94	17	4	87	10	9	5	6	13	10	6	6	13	16	17	1	2	8
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	**4%d**	*4%*	**3%p**	*2%*	**2%p**	*2%*	*1%*	**3%p**	**2%p**	**2%p**	*	**3%p**	**2%p**
No - there have been no problems	2757	2332	425	140	2284	257	137	80	108	285	223	204	223	302	293	377	269	54	203
	54%	*53%*	**58%a**	*58%*	*53%*	**58%d**	*55%*	*55%*	**52%n**	*51%*	**53%n**	**55%n**	*49%*	**63%hijklno**	*43%*	**54%n**	**61%hiln**	**70%hijklnor**	**56%n**
Any problem experienced	783	672	110	40	647	66	52	17	37	56	66	60	88	58	97	119	67	8	58
	15%	*15%*	*15%*	*16%*	*15%*	*15%*	**21%deg**	*12%*	**18%l**	*10%*	**16%l**	**16%l**	**19%lm**	*12%*	*14%*	**17%l**	*15%*	*10%*	**16%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 338

QI_6. Competitive landscape - Hermes

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about Hermes	**389**	328	61	24	328	25	27	9	16	34	28	30	47	31	43	68	30	3	22
	8%	*7%*	*8%*	*10%*	*8%*	*6%*	***11%deg***	*6%*	*8%*	*6%*	*7%*	*8%*	*10%*	*7%*	*6%*	*10%*	*7%*	*4%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of Hermes	4345	1671	1690	522	330	112	3361	442	1715	1728	569	224	85	3443	309
	84%	**89%bcfg**	**84%c**	*75%*	**85%c**	*82%*	**86%bc**	**85%c**	**87%jkn**	**84%j**	*80%*	*82%*	*84%*	**86%j**	*82%*
Used Hermes to send	1016	369	419	113	92	20	788	112	404	415	115	55	25	819	79
	20%	*20%*	*21%*	*16%*	**24%c**	*15%*	*20%*	*22%*	**21%j**	*20%*	*16%*	*20%*	*24%*	**20%j**	*21%*
Used Hermes to receive	3320	1304	1297	379	249	75	2601	324	1340	1325	410	179	49	2665	228
	65%	**69%bceg**	**64%c**	*55%*	**65%c**	*55%*	**67%ce**	**62%c**	**68%jln**	**64%jl**	*57%*	**65%l**	*48%*	**66%jl**	*61%*
Net used	3540	1383	1388	396	279	79	2771	358	1421	1420	436	189	57	2840	246
	69%	**74%bce**	**69%ce**	*57%*	**72%ce**	*58%*	**71%ce**	**69%c**	**72%jln**	**69%jl**	*61%*	*69%*	*56%*	**71%jl**	*65%*
Lost mail	198	68	89	7	26	8	158	34	85	75	17	18	3	161	21
	4%	**4%c**	**4%c**	*1%*	**7%acf**	**6%c**	**4%c**	**6%acf**	*4%*	*4%*	*2%*	**6%j**	*3%*	*4%*	**5%j**
Damaged mail	245	84	108	20	29	5	192	34	98	106	28	9	4	204	13
	5%	*4%*	**5%c**	*3%*	**7%c**	*3%*	*5%*	**6%c**	*5%*	*5%*	*4%*	*3%*	*4%*	*5%*	*3%*
Delayed mail	381	128	158	43	45	6	287	50	155	152	37	31	6	307	37
	7%	*7%*	*8%*	*6%*	**12%acf**	*4%*	*7%*	*10%*	*8%*	*7%*	*5%*	**11%j**	*6%*	*8%*	**10%j**
Mis-delivered mail	153	63	63	15	10	3	125	13	61	68	16	4	4	129	8
	3%	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*4%*	*3%*	*2%*
Mail that has been tampered with	69	21	31	4	12	1	51	14	22	27	9	8	3	49	10
	1%	*1%*	*2%*	*1%*	**3%acf**	*1%*	*1%*	**3%ac**	*1%*	*1%*	*1%*	*3%*	*3%*	*1%*	*3%*
Other problems	111	49	49	8	6	*	98	6	44	54	5	8	-	99	8
	2%	*3%*	*2%*	*1%*	*1%*	*	*3%*	*1%*	**2%j**	**3%j**	*1%*	**3%j**	-	**2%j**	*2%*
No - there have been no problems	2757	1097	1053	325	204	64	2150	268	1106	1085	358	144	47	2192	190
	54%	**58%bcag**	*52%*	*47%*	*53%*	*47%*	**55%c**	*51%*	**56%j**	*53%*	*50%*	*52%*	*46%*	*54%*	*51%*
Any problem experienced	783	285	335	71	75	15	620	90	314	334	78	46	10	649	56
	15%	**15%c**	**17%c**	*10%*	**19%c**	*11%*	**16%c**	**17%c**	**16%j**	**16%j**	*11%*	*17%*	*10%*	**16%j**	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about Hermes	**389**	149	170	34	27	9	318	36	166	154	39	23	7	320	30
	8%	**8%c**	**8%c**	*5%*	*7%*	*6%*	**8%c**	*7%*	**8%j**	*7%*	*5%*	*8%*	*7%*	*8%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of Hermes	4345	202	4081	61	1236	2890	219	4299	15	25	*	4338	7
	84%	78%	85%ac	66%	86%f	85%f	71%	85%h	26%	69%	7%	85%h	30%
Used Hermes to send	1016	65	939	13	294	666	57	1003	8	3	*	1014	2
	20%	25%	20%	14%	20%	20%	18%	20%	15%	8%	4%	20%	10%
Used Hermes to receive	3320	160	3115	46	946	2217	157	3300	8	9	*	3317	3
	65%	62%	65%c	49%	65%f	65%f	51%	66%h	14%	24%	3%	65%h	13%
Net used	3540	174	3317	49	996	2368	175	3511	12	12	*	3535	5
	69%	67%	69%c	53%	69%f	70%f	57%	70%h	22%	32%	7%	69%h	23%
Lost mail	198	13	181	4	65	122	12	197	2	*	-	198	-
	4%	5%	4%	4%	4%	4%	4%	4%	3%	*	-	4%	-
Damaged mail	245	24	215	6	84	149	12	245	*	*	-	245	-
	5%	9%b	4%	7%	6%	4%	4%	5%	*	*	-	5%	-
Delayed mail	381	28	344	9	126	237	19	378	1	2	-	381	*
	7%	11%	7%	10%	9%	7%	6%	8%	3%	5%	-	7%	1%
Mis-delivered mail	153	12	141	1	53	95	5	149	2	3	-	153	-
	3%	5%	3%	1%	4%	3%	2%	3%	3%	8%	-	3%	-
Mail that has been tampered with	69	5	62	2	27	37	5	65	*	3	-	69	-
	1%	2%	1%	2%	2%	1%	2%	1%	1%	8%	-	1%	-
Other problems	111	4	105	2	44	64	4	111	1	-	-	111	-
	2%	2%	2%	2%	3%e	2%	1%	2%	1%	-	-	2%	-
No - there have been no problems	2757	120	2607	30	731	1895	132	2738	7	7	*	2752	5
	54%	46%	54%ac	32%	51%	56%df	43%	54%h	13%	19%	7%	54%h	22%
Any problem experienced	783	54	710	19	266	473	43	773	5	5	-	782	*
	15%	21%b	15%	21%	18%e	14%	14%	15%	9%	13%	-	15%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about Hermes	**389**	26	350	13	132	242	15	383	3	3	-	389	-
	8%	*10%*	*7%*	*14%*	*9%*	*7%*	*5%*	*8%*	*5%*	*8%*	-	*8%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of Hermes	**4345**	1106	1090	1077	1073	363	384	359	362	349	380	358	371	347	377	350	346
	84%	*86%*	*85%*	*84%*	*83%*	**85%p**	**85%p**	**88%jmp**	**85%p**	**87%p**	*82%*	**85%p**	**85%p**	*81%*	**88%p**	*84%*	*77%*
Used Hermes to send	**1016**	291	227	239	259	93	101	97	72	68	88	80	100	59	105	72	82
	20%	**23%bc**	*18%*	*19%*	*20%*	**22%m**	**22%m**	**24%hlm**	*17%*	*17%*	*19%*	*19%*	**23%m**	*14%*	**24%hlm**	*17%*	*18%*
Used Hermes to receive	**3320**	841	817	841	821	271	285	284	252	272	293	273	293	275	291	267	263
	65%	*66%*	*63%*	*66%*	*64%*	*64%*	*63%*	**70%hp**	*59%*	**68%hp**	*64%*	*65%*	*67%*	*64%*	**68%hp**	*64%*	*59%*
Net used	**3540**	902	858	902	878	288	312	302	267	281	309	287	325	290	321	277	279
	69%	*70%*	*67%*	*70%*	*68%*	*68%*	*69%*	**74%hp**	*63%*	*70%*	*67%*	*68%*	**75%hp**	*68%*	**75%hp**	*67%*	*63%*
Lost mail	**198**	39	51	63	46	18	7	15	16	18	17	23	19	21	18	17	11
	4%	*3%*	*4%*	*5%*	*4%*	**4%f**	*1%*	*4%*	*4%*	**5%f**	*4%*	**5%f**	**4%f**	**5%f**	*4%*	*4%*	*2%*
Damaged mail	**245**	43	56	74	72	16	9	19	18	18	20	33	22	19	34	15	23
	5%	*3%*	*4%*	**6%a**	**6%a**	*4%*	*2%*	*5%*	*4%*	*4%*	*4%*	**8%f**	**5%f**	*4%*	**8%efo**	*4%*	**5%f**
Delayed mail	**381**	98	73	126	85	34	29	35	29	20	24	45	39	43	40	19	25
	7%	*8%*	*6%*	**10%bd**	*7%*	*8%*	*6%*	*9%*	*7%*	*5%*	*5%*	**11%ljop**	*9%*	**10%ljo**	**9%o**	*5%*	*6%*
Mis-delivered mail	**153**	34	48	34	38	16	8	10	18	15	15	7	20	7	15	14	8
	3%	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*	*4%*	*4%*	*3%*	*2%*	*5%*	*2%*	*4%*	*3%*	*2%*
Mail that has been tampered with	**69**	9	24	12	23	1	1	7	12	7	6	3	4	4	8	5	10
	1%	*1%*	**2%a**	*1%*	*2%*	*	*	**2%f**	**3%ef**	*2%*	*1%*	*1%*	*1%*	*1%*	**2%f**	*1%*	**2%f**
Other problems	**111**	26	29	30	26	13	2	11	9	8	13	13	11	6	6	7	13
	2%	*2%*	*2%*	*2%*	*2%*	**3%f**	*	**3%f**	*2%*	*2%*	**3%f**	**3%f**	**2%f**	*1%*	*1%*	*2%*	**3%f**
No - there have been no problems	**2757**	721	691	678	668	215	266	240	215	228	249	203	257	219	236	218	214
	54%	*56%*	*54%*	*53%*	*52%*	*51%*	**59%hkp**	**59%hkp**	*50%*	*56%*	*54%*	*48%*	**59%kp**	*51%*	*55%*	*52%*	*48%*
Any problem experienced	**783**	182	167	224	210	73	46	62	52	54	61	84	68	72	85	59	65
	15%	*14%*	*13%*	**17%b**	*16%*	**17%f**	*10%*	*15%*	*12%*	*13%*	*13%*	**20%fhij**	*16%*	**17%f**	**20%fhij**	*14%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_6. Competitive landscape - Hermes

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about Hermes	**389**	85	94	104	106	37	21	26	33	26	34	39	38	27	44	32	30
	8%	*7%*	*7%*	*8%*	*8%*	*9%*	*5%*	*6%*	*8%*	*7%*	*7%*	**9%f**	*9%*	*6%*	**10%f**	*8%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of Interlink	1588	-	1588	831	753	72	146	331	289	354	223	171	218	620	748	394	1368	198	1612
	31%	-	31%	33%d	29%	10%	21%e	35%ef	40%ef	39%ef	35%ef	33%ef	16%	37%l	36%l	34%l	32%q	26%	31%
Used Interlink to send	47	-	47	30	17	7	15	13	6	1	2	4	21	20	7	6	32	16	39
	1%	-	1%	1%	1%	1%i	2%ij	1%i	1%	*	*	1%	2%n	1%n	*	1%	1%	2%p	1%
Used Interlink to receive	265	-	265	169	96	12	40	56	53	52	27	25	52	109	104	52	219	46	283
	5%	-	5%	7%d	4%	2%	6%e	6%e	7%e	6%e	4%e	5%e	4%	7%l	5%	4%	5%	6%	5%
Net used	287	-	287	188	99	17	46	64	56	52	27	25	63	119	104	52	235	51	299
	6%	-	6%	7%d	4%	2%	6%e	7%e	8%e	6%e	4%	5%	5%	7%lno	5%	4%	5%	7%	6%
Lost mail	6	-	6	4	2	2	4	-	-	-	-	-	6	-	-	-	4	2	5
	*	-	*	*	*	*	1%	-	-	-	-	-	*mn	-	-	-	*	*	*
Damaged mail	10	-	10	6	4	6	1	2	-	*	-	1	7	2	1	1	9	2	8
	*	-	*	*	*	1%i	*	*	-	*	-	*	*n	*	*	*	*	*	*
Delayed mail	6	-	6	3	2	1	2	2	-	-	-	-	3	2	-	-	5	1	4
	*	-	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	*	*
Mis-delivered mail	2	-	2	1	1	1	1	-	-	-	-	-	2	-	-	-	1	1	2
	*	-	*	*	*	*	*	-	-	-	-	-	*	-	-	-	*	*	*
Mail that has been tampered with	8	-	8	6	2	3	4	2	-	-	-	-	6	2	-	-	8	-	5
	*	-	*	*	*	*	1%	*	-	-	-	-	*n	*	-	-	*	-	*
Other problems	5	-	5	3	2	2	1	2	-	*	-	-	3	2	*	-	3	2	5
	*	-	*	*	*	*	*	*	-	*	-	-	*	*	*	-	*	*	*
No - there have been no problems	264	-	264	170	94	9	37	59	56	52	27	24	46	115	103	51	217	46	280
	5%	-	5%	7%d	4%	1%	5%e	6%e	8%e	6%e	4%e	5%e	3%	7%lo	5%	4%	5%	6%	5%
Any problem experienced	23	-	23	18	5	8	9	4	-	*	-	1	17	4	1	1	18	5	19
	*	-	*	1%d	*	1%hij	1%hij	*	-	*	-	*	1%mno	*	*	*	*	1%	*
Made a complaint about Interlink	13	-	13	11	2	3	5	4	-	-	-	-	9	4	-	-	11	2	9
	*	-	*	*	*	1%	1%i	*	-	-	-	-	1%no	*	-	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 339

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of Interlink	**1588**	359	562	297	369	921	666	940	634	191	195	405	424	267	1291	193	1319
	31%	*30%*	*32%*	*28%*	*32%*	*31%*	*30%*	*31%*	*32%*	*32%*	*28%*	*30%*	**34%j**	**35%jk**	*32%*	*32%*	*32%*
Used Interlink to send	**47**	17	12	13	5	29	18	36	11	3	3	16	16	6	41	3	41
	1%	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Used Interlink to receive	**265**	80	92	54	40	172	93	167	94	19	20	67	82	63	233	19	237
	5%	**7%d**	*5%*	*5%*	*3%*	**6%f**	*4%*	*5%*	*5%*	*3%*	*3%*	*5%*	**7%ij**	**8%ijkn**	**6%ij**	*3%*	**6%o**
Net used	**287**	88	95	60	43	183	103	184	98	19	20	74	93	67	254	19	259
	6%	**7%d**	*5%*	*6%*	*4%*	*6%*	*5%*	*6%*	*5%*	*3%*	*3%*	**5%j**	**7%ij**	**9%ijkn**	**6%ij**	*3%*	**6%o**
Lost mail	**6**	3	-	3	-	3	3	3	3	-	-	-	3	3	6	-	6
	*	*	-	*	-	*	*	*	*	-	-	-	*	*	*	-	*
Damaged mail	**10**	3	1	3	3	4	6	7	1	2	2	-	4	2	9	2	9
	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*
Delayed mail	**6**	-	2	4	-	2	4	6	-	-	1	-	2	2	6	-	6
	*	-	*	*	-	*	*	*	-	-	*	-	*	*	*	-	*
Mis-delivered mail	**2**	-	-	1	1	-	2	1	1	-	-	-	-	1	1	-	1
	*	-	-	*	*	-	*	*	*	-	-	-	-	*	*	-	*
Mail that has been tampered with	**8**	-	1	7	-	1	7	7	2	-	1	2	2	3	8	-	8
	*	-	*	**1%abd**	-	*	*e	*	*	-	*	*	*	*	*	-	*
Other problems	**5**	1	*	2	2	1	3	3	*	2	-	-	3	*	3	2	3
	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	*
No - there have been no problems	**264**	81	93	51	39	174	90	168	94	18	17	71	82	63	234	18	238
	5%	**7%d**	*5%*	*5%*	*3%*	**6%f**	*4%*	*5%*	*5%*	*3%*	*2%*	**5%j**	**7%ij**	**8%ijkn**	**6%ij**	*3%*	**6%o**
Any problem experienced	**23**	7	2	10	4	9	13	16	5	2	2	2	11	5	20	2	20
	*	*1%*	*	**1%b**	*	*	*1%*	*1%*	*	*	*	*	*1%*	*1%*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about Interlink	**13**	6	2	6	-	8	6	13	-	-	1	-	10	2	13	-	13
	*	*	*	*1%*	-	*	*	*h	-	-	*	-	1%k	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 339

QI_7. Competitive landscape - Interlink

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of Interlink	1588	1314	274	88	1332	120	99	37	70	141	113	140	135	184	148	236	165	10	110
	31%	30%	37%a	36%	31%g	27%	40%deg	25%	34%inq	25%q	27%q	38%ijnq	30%nq	39%ijlnqr	22%	34%inq	38%ijnq	13%	30%nq
Used Interlink to send	47	42	6	*	43	2	2	*	1	-	3	3	9	3	13	10	1	-	2
	1%	1%	1%	*	1%	1%	1%	*	1%	-	1%	1%	2%l	1%	2%l	1%	*	-	1%
Used Interlink to receive	265	212	53	25	227	14	17	8	12	26	10	22	28	30	28	44	28	2	12
	5%	5%	7%a	10%a	5%	3%	7%e	5%	6%	5%	2%	6%j	6%j	6%j	4%	6%j	6%j	3%	3%
Net used	287	231	55	25	246	15	18	8	12	26	12	23	31	33	36	46	28	2	13
	6%	5%	8%a	10%a	6%	3%	7%e	5%	6%	5%	3%	6%	7%j	7%j	5%	7%	6%	3%	4%
Lost mail	6	6	-	-	6	-	-	-	1	-	2	1	-	-	2	-	-	-	-
	*	*	-	-	*	-	-	-	*	-	*	*	-	-	*	-	-	-	-
Damaged mail	10	10	*	*	10	1	*	-	-	-	-	1	-	3	4	-	1	-	1
	*	*	*	*	*	*	*	-	-	-	-	*	-	1%	1%	-	*	-	*
Delayed mail	6	3	2	2	6	-	-	-	-	-	1	1	-	-	2	-	1	-	-
	*	*	*	1%a	*	-	-	-	-	-	*	*	-	-	*	-	*	-	-
Mis-delivered mail	2	2	-	-	2	-	-	-	-	-	-	1	-	1	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	*	-	*	-	-	-	-	-
Mail that has been tampered with	8	8	-	-	8	-	-	-	-	2	-	1	-	2	2	-	1	-	-
	*	*	-	-	*	-	-	-	-	*	-	*	-	*	*	-	*	-	-
Other problems	5	5	*	*	5	-	-	*	1	-	-	-	-	2	2	-	-	-	-
	*	*	*	*	*	-	-	*	1%	-	-	-	-	*	*	-	-	-	-
No - there have been no problems	264	211	53	23	224	15	17	7	10	24	9	22	31	29	28	46	27	2	13
	5%	5%	7%a	9%a	5%	3%	7%e	5%	5%	4%	2%	6%j	7%j	6%j	4%	7%j	6%j	3%	4%
Any problem experienced	23	20	3	3	22	1	*	*	2	2	3	1	-	4	8	-	1	-	1
	*	*	*	1%	1%	*	*	*	1%c	*	1%	*	-	1%	1%	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about Interlink	13	11	2	2	13	-	-	-	2	-	2	1	-	2	5	-	1	-	-
	*	*	*	1%	*	-	-	-	1%/c	-	1%	*	-	*	1%	-	*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of Interlink	**1588**	641	584	189	124	43	1224	167	614	625	207	102	34	1239	136
	31%	***34%bc***	***29%***	***27%***	***32%***	***32%***	***31%***	***32%***	***31%***	***30%***	***29%***	***37%***	***33%***	***31%***	***36%***
Used Interlink to send	**47**	20	17	6	3	2	37	5	17	23	2	4	2	40	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*
Used Interlink to receive	**265**	105	103	25	24	7	208	31	103	101	31	23	5	204	28
	5%	*6%*	*5%*	*4%*	*6%*	*5%*	*5%*	*6%*	*5%*	*5%*	*4%*	***8%j***	*5%*	*5%*	*7%*
Net used	**287**	115	109	26	28	7	224	35	112	110	32	25	5	223	30
	6%	*6%*	*5%*	*4%*	*7%*	*5%*	*6%*	*7%*	*6%*	*5%*	*4%*	***9%j***	*5%*	*6%*	*8%*
Lost mail	**6**	2	3	1	-	-	5	-	1	4	-	1	-	5	1
	*	*	*	*	-	-	*	-	*	*	-	*	-	*	*
Damaged mail	**10**	4	2	1	2	-	6	2	4	4	-	1	-	8	1
	*	*	*	*	*	-	*	*	*	*	-	*	-	*	*
Delayed mail	**6**	4	1	-	1	-	5	1	1	2	1	1	-	4	1
	*	*	*	-	*	-	*	*	*	*	*	*	-	*	*
Mis-delivered mail	**2**	1	1	-	-	-	2	-	1	-	-	-	-	1	-
	*	*	*	-	-	-	*	-	*	-	-	-	-	*	-
Mail that has been tampered with	**8**	1	5	-	2	-	6	2	4	4	-	1	-	7	1
	*	*	*	-	*	-	*	*	*	*	-	*	-	*	*
Other problems	**5**	1	-	*	2	-	1	2	*	3	-	*	-	3	*
	*	*	-	*	*bf	-	*	*bf	*	*	-	*	-	*	*
No - there have been no problems	**264**	107	101	25	25	7	207	32	106	99	31	23	5	206	28
	5%	*6%*	*5%*	*4%*	*6%*	*5%*	*5%*	*6%*	*5%*	*5%*	*4%*	***8%j***	*5%*	*5%*	*7%*
Any problem experienced	**23**	8	8	2	3	-	17	3	6	11	1	2	-	17	2
	*	*	*	*	*1%*	-	*	*1%*	*	*1%*	*	*1%*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about Interlink	**13**	8	2	-	3	-	10	3	4	7	1	1	-	11	1
	*	*	*	-	1%b	-	*	*1%*	*	*	*	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of Interlink	**1588**	86	1488	14	482	1033	73	1574	2	6	2	1582	3
	31%	33%c	31%c	*15%*	33%f	*30%*	*24%*	31%h	*4%*	*17%*	*60%*	31%h	*14%*
Used Interlink to send	**47**	6	42	-	13	27	7	44	2	-	-	46	1
	1%	*2%*	*1%*	-	*1%*	*1%*	2%e	*1%*	*3%*	-	-	*1%*	*7%*
Used Interlink to receive	**265**	12	250	3	82	165	18	262	*	1	-	264	2
	5%	*5%*	*5%*	*4%*	*6%*	*5%*	*6%*	*5%*	*	*4%*	-	*5%*	*8%*
Net used	**287**	18	266	3	90	175	21	280	2	1	-	283	3
	6%	*7%*	*6%*	*4%*	*6%*	*5%*	*7%*	*6%*	*4%*	*4%*	-	*6%*	*14%*
Lost mail	**6**	1	5	-	2	3	1	4	2	-	-	6	-
	*	*	*	-	*	*	*	*	3%gk	-	-	*	-
Damaged mail	**10**	2	8	-	8	1	2	9	-	-	-	9	2
	*	*1%*	*	-	1%e	*	1%e	*	-	-	-	*	*7%*
Delayed mail	**6**	-	6	-	4	2	-	6	-	-	-	6	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Mis-delivered mail	**2**	-	2	-	1	1	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Mail that has been tampered with	**8**	2	6	-	6	3	-	7	2	-	-	8	-
	*	*1%*	*	-	*	*	-	*	3%gk	-	-	*	-
Other problems	**5**	2	3	-	2	1	2	3	-	-	-	3	2
	*	1%b	*	-	*	*	1%e	*	-	-	-	*	*7%*
No - there have been no problems	**264**	15	246	3	77	168	19	261	*	1	-	262	2
	5%	*6%*	*5%*	*4%*	*5%*	*5%*	*6%*	*5%*	*	*4%*	-	*5%*	*7%*
Any problem experienced	**23**	3	20	-	13	7	2	19	2	-	-	21	2
	*	*1%*	*	-	1%e	*	*1%*	*	3%gk	-	-	*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about Interlink	**13**	3	10	-	9	4	-	13	-	-	-	13	-
	*	1%b	*	-	1%a	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of Interlink	**1588**	416	411	385	375	136	135	145	128	127	156	124	130	131	146	126	103
	31%	*32%*	*32%*	*30%*	*29%*	**32%p**	*30%*	**36%p**	*30%*	**32%p**	**34%p**	*29%*	*30%*	*31%*	**34%p**	*30%*	*23%*
Used Interlink to send	**47**	13	19	2	13	2	7	4	7	*	12	*	2	-	5	1	7
	1%	**1%c**	**1%c**	*	**1%c**	*1%*	**2%m**	*1%*	**2%ikm**	*	**3%ikmc**	*	*1%*	-	*1%*	*	*2%*
Used Interlink to receive	**265**	64	70	78	53	16	20	29	20	15	35	19	31	27	25	19	9
	5%	*5%*	*5%*	*6%*	*4%*	*4%*	*4%*	**7%p**	*5%*	*4%*	**8%eip**	*5%*	**7%p**	**6%p**	**6%p**	*4%*	*2%*
Net used	**287**	71	77	79	60	16	26	29	21	15	40	19	32	27	25	19	16
	6%	*6%*	*6%*	*6%*	*5%*	*4%*	*6%*	*7%*	*5%*	*4%*	**9%eiop**	*5%*	*7%*	*6%*	*6%*	*4%*	*4%*
Lost mail	**6**	-	4	1	1	-	-	-	1	1	2	-	-	1	-	-	1
	*	-	*	*	*	-	-	-	*	*	*	-	-	*	-	-	*
Damaged mail	**10**	-	4	1	5	-	-	-	1	-	3	-	1	-	-	2	3
	*	-	*	*	*	-	-	-	*	-	*1%*	-	*	-	-	*	*1%*
Delayed mail	**6**	-	5	1	-	-	-	-	1	2	1	-	1	-	-	-	-
	*	-	*	*	-	-	-	-	*	*1%*	*	-	*	-	-	-	-
Mis-delivered mail	**2**	-	1	1	-	-	-	-	1	-	-	-	-	1	-	-	-
	*	-	*	*	-	-	-	-	*	-	-	-	-	*	-	-	-
Mail that has been tampered with	**8**	-	6	-	2	-	-	-	1	-	5	-	-	-	-	-	2
	*	-	*a	-	*	-	-	-	*	-	*1%*	-	-	-	-	-	*1%*
Other problems	**5**	-	3	*	2	-	-	-	-	-	3	*	-	-	-	2	-
	*	-	*	*	*	-	-	-	-	-	*1%*	*	-	-	-	*	-
No - there have been no problems	**264**	71	67	75	52	16	26	29	20	12	35	19	30	25	25	17	10
	5%	*6%*	*5%*	*6%*	*4%*	*4%*	**6%p**	**7%ip**	*5%*	*3%*	**8%eip**	*5%*	**7%ip**	**6%p**	**6%p**	*4%*	*2%*
Any problem experienced	**23**	-	10	5	8	-	-	-	1	3	6	*	2	2	-	2	6
	*	-	**1%a**	*	**1%a**	-	-	-	*	*1%*	*1%*	*	*1%*	*	-	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_7. Competitive landscape - Interlink

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about Interlink	**13**	-	8	2	3	-	-	-	1	2	4	-	1	1	-	-	3
	*	-	1%a	*	*	-	-	-	*	*1%*	*1%*	-	*	*	-	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of DPD	3848	-	3848	1822	2020	402	475	706	579	741	536	403	878	1285	1680	939	3261	528	3927
	75%	-	75%	73%	77%c	59%	67%e	74%ef	79%ef	82%efg	85%efgk	77%ef	63%	76%l	82%lm	81%lm	76%q	69%	76%
Used DPD to send	335	-	335	185	150	58	66	79	62	39	14	17	124	141	70	31	244	85	336
	7%	-	7%	7%	6%	8%ijk	9%ijk	8%ijk	8%ijk	4%	2%	3%	9%no	8%no	3%	3%	6%	11%p	7%
Used DPD to receive	2416	-	2416	1159	1254	275	341	477	376	455	297	192	616	853	943	488	2024	356	2596
	47%	-	47%	46%	48%	40%	48%ek	50%ek	51%ek	50%ek	47%k	37%	44%	51%lno	46%	42%	47%	46%	50%
Net used	2535	-	2535	1221	1310	296	360	507	398	471	302	199	656	904	971	500	2106	388	2699
	49%	-	49%	49%	50%	43%	51%ek	53%ek	54%ek	52%ek	48%k	38%	47%	54%lno	47%	43%	49%	50%	52%
Lost mail	35	-	35	16	19	17	3	4	5	1	4	2	20	8	7	6	30	5	41
	1%	-	1%	1%	1%	3%fghijk	*	*	1%	*	1%	*	1%mn	*	*	*	1%	1%	1%
Damaged mail	61	-	61	28	33	17	12	12	9	4	7	-	29	21	10	7	47	12	76
	1%	-	1%	1%	1%	2%ik	2%ik	1%k	1%k	*	1%	-	2%no	1%	1%	1%	1%	2%	1%
Delayed mail	106	-	106	46	61	38	24	17	10	13	3	2	62	27	18	5	79	28	133
	2%	-	2%	2%	2%	5%ghijk	3%ijk	2%	1%	1%	*	*	4%mno	2%o	1%	*	2%	4%p	3%
Mis-delivered mail	61	-	61	27	34	17	13	8	7	10	4	2	30	15	17	6	41	18	68
	1%	-	1%	1%	1%	2%gjk	2%	1%	1%	1%	1%	*	2%mno	1%	1%	1%	1%	2%p	1%
Mail that has been tampered with	25	-	25	12	13	6	4	7	*	4	3	*	10	8	8	3	17	5	24
	*	-	*	*	1%	1%	1%	1%	*	*	*	*	1%	*	*	*	*	1%	*
Other problems	36	-	36	13	22	5	6	7	4	8	2	4	11	10	15	6	29	5	42
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%
No - there have been no problems	2298	-	2298	1119	1176	231	317	463	368	442	283	190	548	831	915	473	1935	330	2417
	45%	-	45%	45%	45%	34%	45%ek	49%ek	50%ek	49%ek	45%ek	36%	39%	49%lno	44%l	41%	45%	43%	47%
Any problem experienced	237	-	237	102	134	65	43	43	30	29	19	8	108	73	56	27	171	58	282
	5%	-	5%	4%	5%	9%ghijk	6%ijk	5%k	4%k	3%	3%	2%	8%mno	4%no	3%	2%	4%	8%p	5%
Made a complaint about DPD	103	-	103	53	50	24	20	23	17	12	6	*	44	40	18	7	70	29	110
	2%	-	2%	2%	2%	4%ijk	3%k	2%k	2%k	1%k	1%	*	3%no	2%no	1%	1%	2%	4%p	2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of DPD	**3848**	863	1337	784	865	2200	1649	2257	1558	433	490	1046	927	604	3067	439	3137
	75%	*73%*	*76%*	*73%*	*76%*	*75%*	*75%*	*73%*	**77%g**	*72%*	*70%*	**76%j**	*74%*	**80%ijln**	**75%j**	*72%*	*75%*
Used DPD to send	**335**	94	97	82	62	191	144	232	98	29	34	92	87	64	277	30	285
	7%	*8%*	*6%*	*8%*	*5%*	*7%*	*7%*	**8%h**	*5%*	*5%*	*5%*	*7%*	*7%*	**8%j**	*7%*	*5%*	*7%*
Used DPD to receive	**2416**	601	828	467	520	1429	987	1532	867	207	277	652	612	444	1986	211	2041
	47%	**51%cd**	*47%*	*44%*	*45%*	**49%f**	*45%*	**50%h**	*43%*	*35%*	*40%*	**48%ij**	**49%ij**	**59%ijkln**	**49%ij**	*35%*	**49%o**
Net used	**2535**	628	861	500	546	1489	1046	1609	906	221	286	682	645	463	2076	224	2135
	49%	**53%cd**	*49%*	*47%*	*48%*	*51%*	*47%*	**52%h**	*45%*	*37%*	*41%*	**50%ij**	**51%ij**	**61%ijkln**	**51%ij**	*37%*	**51%o**
Lost mail	**35**	16	9	3	8	25	11	23	10	6	11	7	5	6	29	6	29
	1%	**1%c**	*	*	*1%*	*1%*	*	*1%*	*	*1%*	**2%kl**	*	*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**61**	22	12	8	19	34	27	41	19	10	7	18	15	7	47	10	47
	1%	**2%b**	*1%*	*1%*	**2%b**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Delayed mail	**106**	35	22	24	26	56	50	67	36	18	16	21	31	15	83	18	87
	2%	**3%b**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*
Mis-delivered mail	**61**	23	11	19	8	34	27	39	21	12	4	16	16	13	49	12	49
	1%	**2%bd**	*1%*	**2%b**	*1%*	*1%*	*1%*	*1%*	*1%*	**2%j**	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
Mail that has been tampered with	**25**	4	7	7	7	11	14	16	7	5	4	4	8	5	20	5	20
	*	*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*
Other problems	**36**	8	14	7	7	22	14	23	11	6	4	8	13	4	30	6	30
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	**2298**	548	799	455	495	1348	950	1452	831	188	256	625	576	425	1882	192	1937
	45%	*46%*	*46%*	*43%*	*43%*	*46%*	*43%*	**47%h**	*41%*	*31%*	*37%*	**46%ij**	**46%ij**	**56%ijkln**	**46%ij**	*31%*	**46%o**
Any problem experienced	**237**	80	62	45	51	142	95	157	75	33	30	57	69	38	194	33	198
	5%	**7%bc**	*4%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	*5%*	*4%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about DPD	**103**	35	26	24	17	61	41	74	28	19	10	23	27	21	80	19	80
	2%	***3%b***	*2%*	*2%*	*1%*	*2%*	*2%*	***2%h***	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 340

QI_8. Competitive landscape - DPD

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of DPD	3848	3261	587	195	3208	338	197	105	160	423	309	284	330	382	432	534	355	46	292
	75%	74%	80%a	80%a	74%	77%	79%g	72%	77%nq	75%nq	73%nq	76%nq	73%nq	80%jlnq	64%	76%nq	81%jlnq	60%	81%jlnq
Used DPD to send	335	302	33	18	282	29	15	10	13	37	23	16	44	28	66	37	19	4	25
	7%	7%	5%	8%	7%	7%	6%	7%	6%	6%	5%	4%	10%kop	6%	10%kop	5%	4%	5%	7%
Used DPD to receive	2416	2024	392	140	1978	225	142	71	98	234	177	187	205	213	282	351	231	26	199
	47%	46%	53%a	57%a	46%	51%d	57%dg	49%	47%q	42%	42%	50%jnq	45%	45%	42%	50%jnq	53%jnq	33%	55%ijlmnq
Net used	2535	2129	405	147	2086	231	145	73	100	255	183	193	227	225	311	357	236	28	203
	49%	48%	55%a	60%a	48%	52%	58%dg	50%	48%q	45%	43%	52%ijq	50%q	47%	46%	51%q	54%ijq	36%	56%ijmnq
Lost mail	35	22	13	2	22	10	2	2	1	3	1	2	3	-	5	2	6	3	7
	1%	1%	2%a	1%	1%	2%d	1%	1%	*	*	*	1%	1%	-	1%	*	1%	4%hijklmno	2%jmo
Damaged mail	61	51	11	5	49	7	3	2	1	5	3	6	8	2	8	6	10	2	5
	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	2%	*	1%	1%	2%	2%	1%
Delayed mail	106	88	18	5	76	17	8	6	1	9	7	6	10	5	21	11	6	3	14
	2%	2%	2%	2%	2%	4%d	3%	4%d	1%	2%	2%	2%	2%	1%	3%	2%	1%	4%hm	4%hmp
Mis-delivered mail	61	53	8	3	54	4	2	2	1	7	2	8	6	1	12	11	4	*	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%m	1%	*	2%	2%	1%	1%	1%
Mail that has been tampered with	25	16	9	1	24	*	*	1	-	2	2	3	1	2	4	7	3	-	*
	*	*	1%a	1%	1%	*	*	1%	-	*	*	1%	*	*	1%	1%	1%	-	*
Other problems	36	30	6	3	30	3	2	1	1	3	4	4	2	-	7	2	6	1	2
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	*	-	1%	*	1%m	1%m	1%
No - there have been no problems	2298	1937	360	132	1899	202	132	65	95	234	164	175	205	218	271	326	211	22	181
	45%	44%	49%a	54%a	44%	46%	53%dg	45%	46%q	42%q	39%	47%q	45%q	46%q	40%q	46%q	48%jq	28%	50%ijnq
Any problem experienced	237	192	45	15	187	29	13	8	5	21	18	17	22	7	40	31	25	6	23
	5%	4%	6%	6%	4%	6%d	5%	6%	2%	4%	4%	5%m	5%m	2%	6%m	4%m	6%m	8%hm	6%hm

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about DPD	**103**	88	15	4	90	5	5	2	2	15	3	9	12	2	21	13	13	3	2
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	**3%m**	*1%*	*2%*	**3%m**	*	**3%mr**	*2%*	**3%mr**	**3%mr**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of DPD	3848	1463	1504	460	300	104	2967	404	1530	1495	525	209	69	3025	278
	75%	**78%c**	**75%c**	*66%*	**78%c**	*76%*	**76%c**	**77%c**	**78%l**	*73%*	*73%*	*76%*	*68%*	*75%*	*74%*
Used DPD to send	335	130	130	35	32	7	260	39	144	127	45	13	4	271	17
	7%	*7%*	*6%*	*5%*	*8%*	*5%*	*7%*	*7%*	*7%*	*6%*	*6%*	*5%*	*4%*	*7%*	*5%*
Used DPD to receive	2416	857	971	295	213	69	1828	282	962	958	329	126	30	1920	157
	47%	*46%*	*48%*	*43%*	**55%abcf**	*51%*	*47%*	**54%acf**	**49%ln**	**47%l**	**46%l**	**46%l**	*30%*	**48%l**	*42%*
Net used	2535	909	1011	306	225	70	1921	295	1018	991	345	136	33	2009	169
	49%	*48%*	**50%c**	*44%*	**58%abcf**	*52%*	*49%*	**57%abcf**	**52%l**	**48%l**	**48%l**	**49%l**	*32%*	**50%l**	*45%*
Lost mail	35	6	11	5	3	9	17	12	11	16	2	3	2	27	5
	1%	*	*1%*	*1%*	*1%*	**7%abcdf**	*	**2%abf**	*1%*	*1%*	*	*1%*	*2%*	*1%*	*1%*
Damaged mail	61	22	23	3	10	1	45	11	24	26	7	2	*	50	2
	1%	*1%*	*1%*	*	**3%cf**	*1%*	*1%*	**2%c**	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
Delayed mail	106	37	38	10	11	9	75	20	43	46	13	2	*	89	3
	2%	*2%*	*2%*	*1%*	*3%*	**7%abcf**	*2%*	**4%bcf**	*2%*	*2%*	*2%*	*1%*	*	*2%*	*1%*
Mis-delivered mail	61	24	28	3	7	-	52	7	36	15	6	4	-	51	4
	1%	*1%*	*1%*	*	*2%*	-	*1%*	*1%*	**2%l**	*1%*	*1%*	*2%*	-	*1%*	*1%*
Mail that has been tampered with	25	4	17	*	2	-	21	2	7	9	5	1	-	17	1
	*	*	**1%a**	*	*1%*	-	*1%*	*	*	*	*1%*	*	-	*	*
Other problems	36	11	12	6	3	2	23	5	11	13	5	4	1	23	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	2298	826	915	286	201	59	1741	259	913	901	319	125	30	1814	154
	45%	*44%*	*45%*	*41%*	**52%acf**	*43%*	*45%*	**50%c**	**47%l**	**44%l**	**45%l**	**45%l**	*29%*	**45%l**	*41%*
Any problem experienced	237	83	96	20	24	12	179	36	105	90	26	11	3	195	14
	5%	*4%*	*5%*	*3%*	**6%c**	**9%c**	*5%*	**7%c**	*5%*	*4%*	*4%*	*4%*	*3%*	*5%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about DPD	**103**	40	44	6	13	*	84	13	56	36	8	2	2	91	3
	2%	*2%*	*2%*	*1%*	***3%c***	*	*2%*	*2%*	***3%j***	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of DPD	**3848**	182	3610	56	1079	2579	190	3819	11	15	1	3845	2
	75%	*70%*	***75%c***	*61%*	***75%f***	***76%f***	*62%*	***76%h***	*19%*	*43%*	*36%*	***75%h***	*9%*
Used DPD to send	**335**	19	308	8	94	209	33	331	3	*	-	334	2
	7%	*7%*	*6%*	*8%*	*7%*	*6%*	***11%e***	*7%*	*5%*	*	-	*7%*	*8%*
Used DPD to receive	**2416**	124	2259	33	692	1610	115	2401	4	11	*	2416	*
	47%	*48%*	*47%*	*36%*	***48%f***	***47%f***	*37%*	***48%h***	*6%*	*32%*	*3%*	***47%h***	*1%*
Net used	**2535**	128	2371	35	722	1684	129	2516	5	12	*	2533	2
	49%	*49%*	*49%*	*38%*	*50%*	*50%*	*42%*	***50%h***	*9%*	*32%*	*3%*	***49%h***	*9%*
Lost mail	**35**	7	29	-	14	18	4	33	1	-	-	34	2
	1%	***3%b***	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	-	-	*1%*	*7%*
Damaged mail	**61**	6	55	-	30	26	5	55	2	2	-	59	2
	1%	*2%*	*1%*	-	***2%e***	*1%*	*2%*	*1%*	*4%*	*6%*	-	*1%*	*7%*
Delayed mail	**106**	12	92	2	40	59	7	101	1	3	-	105	2
	2%	***5%b***	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*7%*	-	*2%*	*8%*
Mis-delivered mail	**61**	8	52	1	31	27	3	59	2	*	-	61	-
	1%	***3%b***	*1%*	*1%*	***2%e***	*1%*	*1%*	*1%*	*4%*	*1%*	-	*1%*	-
Mail that has been tampered with	**25**	3	22	-	13	9	3	23	-	*	-	23	2
	*	*1%*	*	-	***1%e***	*	*1%*	*	-	*	-	*	*7%*
Other problems	**36**	2	33	-	15	19	2	34	-	*	-	34	2
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	*	-	*1%*	*7%*
No - there have been no problems	**2298**	110	2156	32	625	1559	114	2288	1	8	*	2297	*
	45%	*42%*	*45%*	*35%*	*43%*	***46%f***	*37%*	***46%h***	*2%*	*23%*	*3%*	***45%h***	*1%*
Any problem experienced	**237**	19	215	3	97	125	15	228	4	3	-	235	2
	5%	*7%*	*4%*	*4%*	***7%e***	*4%*	*5%*	*5%*	*8%*	*9%*	-	*5%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about DPD	**103**	9	92	2	42	57	4	99	2	2	-	103	-
	2%	*3%*	*2%*	*2%*	***3%***	*2%*	*1%*	*2%*	*4%*	*4%*	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of DPD	**3848**	957	998	939	954	320	341	296	331	316	351	314	328	297	332	312	310
	75%	*75%*	**77%c**	*73%*	*74%*	*75%*	*76%*	*73%*	**78%mp**	**78%mp**	*76%*	*74%*	*75%*	*69%*	**77%p**	*75%*	*69%*
Used DPD to send	**335**	101	93	73	69	32	37	31	34	34	25	18	30	25	21	21	27
	7%	**8%d**	*7%*	*6%*	*5%*	*8%*	*8%*	*8%*	*8%*	*8%*	*5%*	*4%*	*7%*	*6%*	*5%*	*5%*	*6%*
Used DPD to receive	**2416**	594	656	588	579	200	209	185	238	203	214	205	213	170	217	191	171
	47%	*46%*	**51%cd**	*46%*	*45%*	**47%p**	*46%*	*45%*	**56%efgjmop**	**50%mp**	*46%*	**49%mp**	**49%mp**	*40%*	**51%mp**	*46%*	*38%*
Net used	**2535**	626	684	620	604	208	224	194	248	214	222	214	224	182	227	200	177
	49%	*49%*	**53%d**	*48%*	*47%*	**49%p**	**50%p**	*48%*	**58%efgjmop**	**53%mp**	**48%p**	**51%p**	**52%p**	*43%*	**53%mp**	*48%*	*40%*
Lost mail	**35**	8	12	7	8	8	*	*	2	7	3	3	3	1	4	3	*
	1%	*1%*	*1%*	*1%*	*1%*	**2%fgp**	*	*	*1%*	**2%fgp**	*1%*	*1%*	*1%*	*	*1%*	*1%*	*
Damaged mail	**61**	15	19	8	19	3	3	9	8	4	7	1	2	5	12	4	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%k**	*2%*	*1%*	*2%*	*	*1%*	*1%*	**3%k**	*1%*	*1%*
Delayed mail	**106**	34	24	27	21	16	10	8	7	14	4	11	12	5	11	7	3
	2%	*3%*	*2%*	*2%*	*2%*	**4%jp**	*2%*	*2%*	*2%*	**3%jp**	*1%*	*3%*	*3%*	*1%*	*3%*	*2%*	*1%*
Mis-delivered mail	**61**	17	11	21	12	2	7	8	3	5	4	6	9	6	8	3	1
	1%	*1%*	*1%*	*2%*	*1%*	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*
Mail that has been tampered with	**25**	6	6	6	7	2	3	1	5	-	1	3	1	1	1	3	2
	*	*	*	*	*1%*	*1%*	*1%*	*	*1%*	-	*	*1%*	*	*	*	*1%*	*
Other problems	**36**	4	15	5	11	1	2	2	*	4	10	1	3	1	1	4	7
	1%	*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	**2%ehn**	*	*1%*	*	*	*1%*	*2%*
No - there have been no problems	**2298**	568	616	568	546	185	207	175	232	186	197	196	202	170	198	187	162
	45%	*44%*	**48%d**	*44%*	*42%*	*44%*	**46%p**	*43%*	**55%efgjmop**	**46%p**	*43%*	**47%p**	**47%p**	*40%*	**46%p**	*45%*	*36%*
Any problem experienced	**237**	59	69	52	57	23	17	19	16	28	25	18	22	13	29	13	15
	5%	*5%*	*5%*	*4%*	*4%*	*5%*	*4%*	*5%*	*4%*	**7%mq**	*5%*	*4%*	*5%*	*3%*	*7%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_8. Competitive landscape - DPD

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about DPD	**103**	27	28	23	25	7	8	11	3	11	14	8	7	8	13	3	9
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*3%*	***3%h***	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of Parcelforce	4059	-	4059	1956	2098	324	430	727	633	836	604	501	754	1360	1941	1104	3512	489	4131
	79%	-	79%	78%	80%	47%	60%e	77%ef	86%efg	92%efgh	95%efgh	96%efghi	54%	81%l	94%lm	95%lm	82%q	63%	80%
Used Parcelforce to send	622	-	622	341	281	44	74	124	117	133	69	61	118	241	263	130	499	116	658
	12%	-	12%	14%d	11%	6%	10%e	13%e	16%efj	15%ef	11%e	12%e	8%	14%l	13%l	11%	12%	15%p	13%
Used Parcelforce to receive	2100	-	2100	1039	1059	147	196	372	351	488	320	223	343	723	1031	543	1786	278	2290
	41%	-	41%	41%	40%	21%	28%e	39%ef	48%efg	54%efgk	50%efgk	43%ef	25%	43%l	50%lm	47%l	42%q	36%	44%
Net used	2296	-	2296	1144	1150	167	216	410	386	527	341	245	383	797	1113	586	1951	309	2483
	45%	-	45%	46%	44%	24%	30%e	43%ef	53%efg	58%efgk	54%efg	47%ef	27%	47%l	54%lm	51%l	45%q	40%	48%
Lost mail	26	-	26	15	11	6	1	6	2	7	2	2	8	9	10	4	21	5	28
	1%	-	1%	1%	*	1%	*	1%	*	1%	*	*	1%	1%	1%	*	*	1%	1%
Damaged mail	50	-	50	28	20	7	2	14	8	11	6	2	9	21	20	8	39	11	52
	1%	-	1%	1%	1%	1%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Delayed mail	86	-	86	34	50	14	9	11	8	26	16	3	23	18	45	19	78	5	101
	2%	-	2%	1%	2%	2%	1%	1%	1%	3%ghk	3%k	1%	2%	1%	2%m	2%	2%	1%	2%
Mis-delivered mail	21	-	21	14	8	4	1	2	3	6	4	2	5	5	11	6	21	*	27
	*	-	*	1%	*	1%	*	*	*	1%	1%	*	*	*	1%	*	*	*	1%
Mail that has been tampered with	19	-	19	10	10	10	5	2	1	2	-	-	15	2	2	-	14	5	17
	*	-	*	*	*	1%ghijk	1%	*	*	*	-	-	1%mno	*	*	-	*	1%	*
Other problems	27	-	27	13	12	6	1	10	1	3	3	3	7	11	9	6	19	8	24
	1%	-	1%	1%	*	1%	*	1%	*	*	*	1%	1%	1%	1%	1%	*	1%	*
No - there have been no problems	2125	-	2125	1070	1055	135	201	374	369	489	318	236	336	743	1043	554	1812	280	2294
	41%	-	41%	43%	40%	20%	28%e	39%ef	50%efg	54%efgk	50%efg	45%ef	24%	44%l	51%lm	48%l	42%q	36%	45%
Any problem experienced	171	-	171	75	95	32	15	36	18	39	23	9	47	54	70	32	139	29	189
	3%	-	3%	3%	4%	5%ik	2%	4%	2%	4%k	4%	2%	3%	3%	3%	3%	3%	4%	4%
Made a complaint about Parcelforce	69	-	69	29	38	18	6	14	5	11	14	*	24	19	26	14	57	9	57
	1%	-	1%	1%	1%	3%fhk	1%	2%k	1%	1%	2%k	*	2%	1%	1%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of Parcelforce	**4059**	931	1417	809	902	2348	1711	2312	1713	470	539	1103	971	627	3241	476	3319
	79%	*79%*	**81%c**	*76%*	*79%*	*80%*	*77%*	*75%*	**85%g**	*78%*	*77%*	*81%*	*77%*	**83%jl**	*79%*	*78%*	*79%*
Used Parcelforce to send	**622**	204	174	129	115	377	245	419	193	45	64	157	183	125	529	45	547
	12%	**17%bcd**	*10%*	*12%*	*10%*	*13%*	*11%*	**14%h**	*10%*	*7%*	*9%*	**11%i**	**15%ij**	**16%ijkn**	**13%ij**	*7%*	**13%o**
Used Parcelforce to receive	**2100**	549	734	383	434	1283	817	1244	832	204	252	564	543	382	1742	206	1779
	41%	**46%cd**	**42%c**	*36%*	*38%*	**44%f**	*37%*	*40%*	*41%*	*34%*	*36%*	**41%i**	**43%ij**	**51%ijkln**	**43%ij**	*34%*	**43%o**
Net used	**2296**	605	786	421	485	1391	906	1365	906	220	277	615	596	414	1902	223	1948
	45%	**51%bcd**	**45%c**	*39%*	*42%*	**47%f**	*41%*	*44%*	*45%*	*37%*	*40%*	**45%i**	**47%ij**	**55%ijkln**	**47%ij**	*37%*	**47%o**
Lost mail	**26**	12	5	3	6	17	9	17	10	2	1	5	12	7	25	2	25
	1%	**1%b**	*	*	*1%*	*1%*	*	*1%*	*	*	*	*	*1%*	*1%*	*1%*	*	*1%*
Damaged mail	**50**	11	15	11	13	26	24	35	14	3	7	19	11	4	41	3	41
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Delayed mail	**86**	18	29	16	23	47	39	63	21	9	12	25	29	8	73	9	74
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	**2%h**	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*
Mis-delivered mail	**21**	3	4	7	7	7	14	11	9	7	1	6	3	4	14	7	14
	*	*	*	*1%*	*1%*	*	*1%*	*	*	**1%n**	*	*	*	*1%*	*	**1%p**	*
Mail that has been tampered with	**19**	4	*	12	3	4	16	17	2	4	2	4	5	5	15	4	15
	*	*	*	**1%b**	*	*	**1%e**	**1%h**	*	*1%*	*	*	*	*1%*	*	*1%*	*
Other problems	**27**	9	6	6	6	15	12	21	6	*	4	3	12	4	23	*	23
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*1%*	*	*1%*
No - there have been no problems	**2125**	561	736	388	440	1297	828	1247	857	196	252	567	548	396	1763	199	1809
	41%	**47%bcd**	**42%c**	*36%*	*38%*	**44%f**	*37%*	*40%*	*43%*	*33%*	*36%*	**41%i**	**43%ij**	**52%ijkln**	**43%ij**	*33%*	**43%o**
Any problem experienced	**171**	44	50	33	44	94	77	118	49	24	25	47	48	19	139	24	139
	3%	*4%*	*3%*	*3%*	*4%*	*3%*	*3%*	**4%h**	*2%*	*4%*	*4%*	*3%*	*4%*	*2%*	*3%*	*4%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about Parcelforce	**69**	21	16	18	13	38	31	51	15	12	7	20	16	10	53	12	53
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	***2%h***	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of Parcelforce	4059	3430	629	207	3373	369	205	112	169	432	346	292	327	395	437	593	382	60	309
	79%	78%	86%a	85%a	78%	84%dg	82%	77%	81%ln	77%n	82%ln	78%n	72%n	83%ln	65%	84%iln	87%iklnq	78%n	85%ikln
Used Parcelforce to send	622	538	84	38	506	67	28	22	29	62	30	25	56	50	87	104	64	10	56
	12%	12%	11%	16%	12%	15%d	11%	15%	14%jk	11%	7%	7%	12%jk	10%	13%jk	15%jk	15%jk	13%k	16%jk
Used Parcelforce to receive	2100	1745	355	129	1707	209	115	69	89	200	176	143	156	204	227	305	206	34	175
	41%	40%	48%a	53%a	40%	48%d	46%d	48%d	43%ln	36%	42%n	38%	34%	43%ln	34%	43%ln	47%ikln	44%	48%ikln
Net used	2296	1902	394	141	1870	227	125	75	100	222	187	150	171	218	252	335	235	37	190
	45%	43%	54%a	58%a	43%	52%d	50%d	51%d	48%iln	39%	44%	40%	38%	46%n	37%	48%iln	53%ijkln	48%	52%ijkln
Lost mail	26	21	5	2	23	1	1	1	-	2	4	1	2	-	7	4	3	*	1
	1%	*	1%	1%	1%	*	1%	1%	-	*	1%	*	*	-	1%	1%	1%	*	*
Damaged mail	50	43	7	6	40	6	2	2	1	9	7	6	2	3	5	4	4	-	6
	1%	1%	1%	3%a	1%	1%	1%	1%	*	2%	2%	2%	*	1%	1%	1%	1%	-	2%
Delayed mail	86	70	16	11	68	10	5	4	2	8	6	5	10	8	12	12	5	4	6
	2%	2%	2%	4%a	2%	2%	2%	2%	1%	1%	1%	1%	2%	2%	2%	2%	1%	5%hijkp	2%
Mis-delivered mail	21	14	7	6	17	2	1	1	1	-	2	1	3	3	2	2	3	1	1
	*	*	1%	2%a	*	*	*	1%	*	-	*	*	1%	1%	*	*	1%	1%l	*
Mail that has been tampered with	19	13	6	3	19	*	*	-	1	2	2	1	4	3	5	2	-	-	*
	*	*	1%	1%	*	*	*	-	*	*	*	*	1%	1%	1%	*	-	-	*
Other problems	27	22	5	3	26	1	*	*	1	6	3	1	2	3	5	2	3	*	1
	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	*	1%	1%	1%	*	1%	*	*
No - there have been no problems	2125	1760	365	125	1730	211	116	69	96	195	173	141	152	208	227	317	222	33	178
	41%	40%	50%a	52%a	40%	48%d	46%d	47%d	46%iln	35%	41%	38%	34%	44%iln	33%	45%iln	50%ijkln	42%	49%ijkln
Any problem experienced	171	142	29	15	140	16	9	6	4	27	14	9	19	9	25	19	13	4	12
	3%	3%	4%	6%a	3%	4%	4%	4%	2%	5%	3%	2%	4%	2%	4%	3%	3%	5%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about Parcelforce	69	57	12	6	61	5	2	2	2	16	5	1	11	3	10	10	3	2	3
	1%	1%	2%	2%	1%	1%	1%	1%	1%	3%km	1%	*	2%k	1%	1%	1%	1%	2%k	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of Parcelforce	4059	1630	1561	457	290	102	3190	392	1623	1611	528	198	76	3235	274
	79%	87%bcdefg	77%c	66%	75%c	75%	82%bcdg	75%c	83%jkn	78%	74%	72%	75%	80%jkn	73%
Used Parcelforce to send	622	290	221	59	43	7	511	50	276	256	61	24	5	532	29
	12%	15%bceg	11%	9%	11%	5%	13%ce	10%	14%jn	12%jn	9%	9%	5%	13%jn	8%
Used Parcelforce to receive	2100	839	847	213	141	47	1686	188	862	881	233	90	26	1743	116
	41%	45%cdg	42%c	31%	36%	34%	43%cdg	36%	44%jkln	43%jkln	33%	33%	25%	43%jkln	31%
Net used	2296	938	904	238	154	49	1842	203	950	959	255	97	28	1908	125
	45%	50%bcdeg	45%c	34%	40%	36%	47%cdg	39%	48%jkln	47%jkln	36%	35%	28%	47%jkln	33%
Lost mail	26	10	8	2	3	3	18	7	9	11	1	2	3	21	5
	1%	1%	*	*	1%	3%abcf	*	1%b	*	1%	*	1%	3%hijm	1%	1%j
Damaged mail	50	14	17	5	12	3	31	14	21	16	3	8	2	37	10
	1%	1%	1%	1%	3%abcf	2%	1%	3%abcf	1%	1%	*	3%hijm	2%	1%	3%hijm
Delayed mail	86	30	37	12	7	1	66	8	31	43	6	6	*	73	6
	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	*	2%	2%
Mis-delivered mail	21	5	10	2	5	-	14	5	10	6	1	4	-	16	4
	*	*	*	*	1%a	-	*	1%	1%	*	*	2%jm	-	*	1%
Mail that has been tampered with	19	3	9	2	5	*	12	5	4	9	2	3	2	12	5
	*	*	*	*	1%af	*	*	1%a	*	*	*	1%	2%hijm	*	1%hm
Other problems	27	7	5	6	7	1	13	8	9	11	4	3	-	19	3
	1%	*	*	1%	2%abf	1%	*	2%abf	*	1%	1%	1%	-	*	1%
No - there have been no problems	2125	885	832	221	131	44	1717	175	887	881	241	87	22	1768	109
	41%	47%bcdeg	41%cdg	32%	34%	32%	44%cdeg	33%	45%jkln	43%jkln	34%	32%	22%	44%jkln	29%
Any problem experienced	171	53	72	18	23	6	125	28	62	77	14	10	6	140	17
	3%	3%	4%	3%	6%acf	4%	3%	5%acf	3%	4%	2%	4%	6%	3%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about Parcelforce	**69**	20	34	8	8	-	53	8	26	33	1	6	3	58	9
	1%	*1%*	*2%*	*1%*	*2%*	-	*1%*	*1%*	**1%j**	**2%j**	*	**2%j**	**3%j**	**1%j**	**2%j**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of Parcelforce	**4059**	187	3824	48	1169	2708	182	4019	12	26	*	4058	1
	79%	***72%c***	***80%ac***	*52%*	***81%f***	***80%f***	*59%*	***80%h***	*22%*	*73%*	*7%*	***79%h***	*5%*
Used Parcelforce to send	**622**	37	576	10	190	394	38	617	3	2	*	622	*
	12%	*14%*	*12%*	*11%*	*13%*	*12%*	*12%*	*12%*	*5%*	*5%*	*4%*	*12%*	*1%*
Used Parcelforce to receive	**2100**	106	1965	29	643	1361	96	2082	7	10	*	2100	*
	41%	*41%*	*41%*	*31%*	***45%ef***	***40%f***	*31%*	***41%h***	*12%*	*29%*	*3%*	***41%h***	*1%*
Net used	**2296**	121	2144	31	700	1494	103	2276	9	10	*	2296	*
	45%	*47%*	*45%*	*34%*	***48%ef***	***44%f***	*34%*	***45%h***	*16%*	*29%*	*7%*	***45%h***	*2%*
Lost mail	**26**	2	25	-	9	16	2	26	-	1	-	26	-
	1%	*1%*	*1%*	-	*1%*	*	*1%*	*1%*	-	*2%*	-	*1%*	-
Damaged mail	**50**	3	47	-	16	32	2	48	1	1	-	50	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	-	*1%*	-
Delayed mail	**86**	9	75	3	31	51	4	84	2	-	-	86	*
	2%	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	-	-	*2%*	*1%*
Mis-delivered mail	**21**	4	18	-	10	10	1	21	-	*	-	21	-
	*	***1%b***	*	-	*1%*	*	*	*	-	*1%*	-	*	-
Mail that has been tampered with	**19**	1	18	-	11	9	-	17	3	-	-	19	-
	*	*1%*	*	-	*1%*	*	-	*	***4%gk***	-	-	*	-
Other problems	**27**	2	25	-	8	18	-	27	-	-	-	27	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
No - there have been no problems	**2125**	102	1995	28	630	1398	97	2112	4	8	*	2125	*
	41%	*39%*	*42%*	*31%*	***44%f***	***41%f***	*32%*	***42%h***	*8%*	*22%*	*7%*	***41%h***	*1%*
Any problem experienced	**171**	19	149	3	69	96	6	163	5	2	-	171	*
	3%	***7%b***	*3%*	*3%*	***5%e***	*3%*	*2%*	*3%*	*9%*	*7%*	-	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about Parcelforce	**69**	7	62	-	30	38	1	65	4	-	-	69	-
	1%	*3%*	*1%*	-	***2%e***	*1%*	*	*1%*	***7%gk***	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of Parcelforce	**4059**	1052	1015	1002	990	342	377	333	329	321	365	330	349	322	356	327	307
	79%	**82%cd**	*79%*	*78%*	*77%*	**81%p**	**84%mp**	**82%p**	**77%p**	**80%p**	**79%p**	**78%p**	**80%p**	*75%*	**83%mp**	**79%p**	*69%*
Used Parcelforce to send	**622**	171	159	143	149	61	61	49	37	55	68	47	54	42	61	41	47
	12%	*13%*	*12%*	*11%*	*12%*	**14%h**	*14%*	*12%*	*9%*	*14%*	**15%h**	*11%*	*12%*	*10%*	**14%h**	*10%*	*11%*
Used Parcelforce to receive	**2100**	538	508	546	507	174	191	174	159	174	176	174	177	195	197	172	139
	41%	*42%*	*39%*	*43%*	*39%*	**41%p**	**42%p**	**43%p**	*37%*	**43%p**	*38%*	**41%p**	**41%p**	**46%p**	**46%hp**	**41%p**	*31%*
Net used	**2296**	582	548	593	573	188	206	187	167	185	196	189	199	206	219	189	165
	45%	*45%*	*43%*	*46%*	*44%*	*44%*	**46%p**	**46%p**	*39%*	**46%p**	*43%*	*45%*	*46%*	**48%hp**	**51%hjp**	*45%*	*37%*
Lost mail	**26**	4	9	8	6	1	*	2	3	2	4	*	2	6	1	3	2
	1%	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*1%*
Damaged mail	**50**	4	16	13	18	-	1	3	5	6	5	*	6	7	6	7	4
	1%	*	**1%a**	*1%*	**1%a**	-	*	*1%*	*1%*	**1%e**	*1%*	*	*1%*	**2%e**	*1%*	**2%ek**	*1%*
Delayed mail	**86**	13	15	31	27	5	3	5	2	6	7	14	3	14	11	8	9
	2%	*1%*	*1%*	**2%a**	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	**3%fhl**	*1%*	**3%fhl**	*3%*	*2%*	*2%*
Mis-delivered mail	**21**	6	9	4	2	1	1	4	3	3	3	1	*	3	*	2	*
	*	*1%*	*1%*	*	*	*	*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*	*	*
Mail that has been tampered with	**19**	3	5	8	3	-	-	3	2	1	2	3	*	5	2	2	-
	*	*	*	*1%*	*	-	-	*1%*	*	*	*	*1%*	*	*1%*	*	*	-
Other problems	**27**	4	6	9	8	*	*	4	2	3	1	*	6	3	*	8	-
	1%	*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*	**2%efjknp**	-
No - there have been no problems	**2125**	559	504	540	522	181	201	177	159	168	178	171	187	182	202	171	149
	41%	*44%*	*39%*	*42%*	*40%*	**43%p**	**45%p**	**43%p**	*37%*	*42%*	*39%*	*41%*	**43%p**	**43%p**	**47%hp**	*41%*	*33%*
Any problem experienced	**171**	22	43	54	51	7	5	11	8	18	18	18	12	24	18	18	16
	3%	*2%*	**3%a**	**4%a**	**4%a**	*2%*	*1%*	*3%*	*2%*	**4%f**	**4%f**	**4%f**	*3%*	**6%efh**	**4%f**	**4%f**	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_9. Competitive landscape - Parcelforce

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about Parcelforce	**69**	8	18	24	18	2	1	6	4	3	11	11	4	10	6	8	4
	1%	*1%*	*1%*	**2%a**	*1%*	*	*	*1%*	*1%*	*1%*	**2%ef**	**3%ef**	*1%*	**2%f**	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of TNT Express	2797	-	2797	1480	1316	158	219	514	487	625	450	341	378	1001	1417	791	2392	362	2774
	54%	-	*54%*	**59%d**	*50%*	*23%*	**31%e**	**54%ef**	**66%efg**	**69%efg**	**71%efg**	**65%efg**	*27%*	**60%l**	**69%lm**	**66%lm**	**56%q**	*47%*	*54%*
Used TNT Express to send	81	-	81	55	25	11	14	25	19	7	4	2	24	44	12	5	58	21	72
	2%	-	*2%*	**2%d**	*1%*	*2%*	*2%*	**3%ijk**	**3%ijk**	*1%*	*1%*	*	**2%no**	**3%no**	*1%*	*	*1%*	**3%p**	*1%*
Used TNT Express to receive	527	-	527	293	234	27	48	131	111	115	48	47	75	242	210	95	408	104	518
	10%	-	*10%*	**12%d**	*9%*	*4%*	*7%*	**14%efjk**	**15%efjk**	**13%efj**	**8%e**	**9%e**	*5%*	**14%lno**	**10%l**	**8%l**	*9%*	**14%p**	*10%*
Net used	565	-	565	321	244	36	51	141	121	118	50	49	86	261	217	99	438	113	551
	11%	-	*11%*	**13%d**	*9%*	*5%*	*7%*	**15%efjk**	**16%efjk**	**13%efj**	*8%*	**9%e**	*6%*	**16%lno**	**11%l**	*9%*	*10%*	**15%p**	*11%*
Lost mail	9	-	9	3	6	4	3	3	-	-	-	-	7	3	-	-	5	4	7
	*	-	*	*	*	*1%*	*	*	-	-	-	-	*n	*	-	-	*	*1%*	*
Damaged mail	8	-	8	4	5	2	2	3	1	*	-	-	4	4	*	-	7	2	10
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	*	*
Delayed mail	9	-	9	5	4	5	2	-	-	2	-	-	7	-	2	-	8	1	7
	*	-	*	*	*	**1%g**	*	-	-	*	-	-	*m	-	*	-	*	*	*
Mis-delivered mail	6	-	6	3	2	4	1	-	-	-	-	-	6	-	-	-	5	1	4
	*	-	*	*	*	*1%*	*	-	-	-	-	-	*mn	-	-	-	*	*	*
Mail that has been tampered with	3	-	3	-	3	2	1	-	-	-	-	-	3	-	-	-	1	2	3
	*	-	*	-	*	*	*	-	-	-	-	-	*	-	-	-	*	*	*
Other problems	13	-	13	6	7	6	3	2	-	1	-	*	9	2	2	*	6	7	11
	*	-	*	*	*	*1%*	*	*	-	*	-	*	**1%no**	*	*	*	*	**1%p**	*
No - there have been no problems	538	-	538	310	228	27	44	133	119	116	50	49	71	252	214	99	421	103	525
	10%	-	*10%*	**12%d**	*9%*	*4%*	*6%*	**14%efjk**	**16%efjk**	**13%efj**	**8%e**	**9%e**	*5%*	**15%lno**	**10%l**	**9%l**	*10%*	**13%p**	*10%*
Any problem experienced	28	-	28	11	17	9	7	8	1	3	-	*	16	9	3	*	17	10	26
	1%	-	*1%*	*	*1%*	**1%hjk**	*1%*	*1%*	*	*	-	*	**1%no**	*1%*	*	*	*	**1%p**	*1%*
Made a complaint about TNT Express	10	-	10	3	6	5	2	3	-	*	-	-	7	3	*	-	8	2	11
	*	-	*	*	*	*1%*	*	*	-	*	-	-	*n	*	*	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of TNT Express	**2797**	668	971	555	603	1639	1158	1616	1160	319	370	765	687	455	2277	321	2317
	54%	*56%*	*55%*	*52%*	*53%*	**56%f**	*52%*	*52%*	**58%g**	*53%*	*53%*	*56%*	*55%*	**60%ij**	*56%*	*53%*	*55%*
Used TNT Express to send	**81**	34	18	18	11	53	28	66	15	3	7	20	27	17	71	3	71
	2%	**3%bd**	*1%*	*2%*	*1%*	*2%*	*1%*	**2%h**	*1%*	*1%*	*1%*	*1%*	**2%i**	**2%i**	*2%*	*1%*	*2%*
Used TNT Express to receive	**527**	147	197	91	92	344	183	347	174	41	53	141	148	121	463	41	467
	10%	**12%cd**	**11%d**	*9%*	*8%*	**12%f**	*8%*	**11%h**	*9%*	*7%*	*8%*	**10%i**	**12%ij**	**16%ijkln**	**11%ij**	*7%*	**11%o**
Net used	**565**	170	208	93	94	378	187	379	181	41	54	147	166	132	498	41	501
	11%	**14%cd**	**12%cd**	*9%*	*8%*	**13%f**	*8%*	**12%h**	*9%*	*7%*	*8%*	**11%i**	**13%ij**	**17%ijkln**	**12%ij**	*7%*	**12%o**
Lost mail	**9**	4	2	2	1	6	4	9	-	2	1	-	-	4	5	2	5
	*	*	*	*	*	*	*	*h	-	*	*	-	-	**1%k**	*	*	*
Damaged mail	**8**	2	5	1	-	7	1	8	*	2	*	2	3	2	7	2	7
	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
Delayed mail	**9**	2	2	2	4	3	6	8	1	3	-	1	2	2	6	3	6
	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*
Mis-delivered mail	**6**	2	2	2	-	3	2	6	-	3	-	-	-	1	1	3	1
	*	*	*	*	-	*	*	*	-	*kn	-	-	-	*	*	*p	*
Mail that has been tampered with	**3**	-	1	2	-	1	2	3	-	1	-	1	-	1	2	1	2
	*	-	*	*	-	*	*	*	-	*	-	*	-	*	*	*	*
Other problems	**13**	5	4	1	3	9	4	11	1	5	-	2	4	-	6	5	6
	*	*	*	*	*	*	*	*	*	**1%jmn**	-	*	*	-	*	**1%p**	*
No - there have been no problems	**538**	161	198	90	89	359	179	353	179	36	52	142	157	126	477	36	481
	10%	**14%cd**	**11%d**	*8%*	*8%*	**12%f**	*8%*	**11%h**	*9%*	*6%*	*7%*	**10%i**	**12%ij**	**17%ijkln**	**12%ij**	*6%*	**12%o**
Any problem experienced	**28**	9	11	3	5	20	8	26	1	5	1	5	9	5	21	5	21
	1%	*1%*	*1%*	*	*	*1%*	*	**1%h**	*	*1%*	*	*	*1%*	*1%*	*1%*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about TNT Express	**10**	2	5	2	-	7	2	10	*	3	*	1	2	3	6	3	6
	*	*	*	*	-	*	*	*h	*	*	*	*	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of TNT Express	2797	2357	440	136	2337	252	149	60	130	291	245	217	239	293	303	354	265	40	212
	54%	*53%*	**60%a**	*56%*	**54%g**	**57%g**	**60%dg**	*41%*	**62%ilno**	*52%*	**58%n**	**58%n**	**53%n**	**62%ilno**	*45%*	*50%*	**60%ino**	*52%*	**58%no**
Used TNT Express to send	81	70	10	9	72	6	3	*	6	15	7	5	15	1	11	5	8	*	5
	2%	*2%*	*1%*	**4%a**	*2%*	*1%*	*1%*	*	**3%mo**	**3%m**	*2%*	*1%*	**3%mo**	*	*2%*	*1%*	*2%*	*	*1%*
Used TNT Express to receive	527	452	75	27	442	43	34	9	25	48	30	34	52	58	64	96	35	9	34
	10%	*10%*	*10%*	*11%*	**10%g**	*10%*	**13%g**	*6%*	*12%*	*9%*	*7%*	*9%*	*12%*	**12%j**	*9%*	**14%jp**	*8%*	*11%*	*10%*
Net used	565	483	82	33	476	46	34	9	27	56	35	37	59	58	69	96	40	9	37
	11%	*11%*	*11%*	*14%*	**11%g**	**10%g**	**14%g**	*6%*	*13%*	*10%*	*8%*	*10%*	*13%*	*12%*	*10%*	**14%j**	*9%*	*11%*	*10%*
Lost mail	9	7	2	-	8	1	-	-	1	-	-	1	3	-	1	-	2	-	1
	*	*	*	-	*	*	-	-	*	-	-	*	*1%*	-	*	-	*	-	*
Damaged mail	8	8	*	*	5	2	2	-	1	-	-	1	2	-	-	-	2	*	1
	*	*	*	*	*	*	**1%d**	-	*	-	-	*	*	-	-	-	*	**1%no**	*
Delayed mail	9	9	-	-	8	1	-	-	1	-	1	1	2	-	-	2	-	-	1
	*	*	-	-	*	*	-	-	**1%n**	-	*	*	*	-	-	*	-	-	*
Mis-delivered mail	6	6	-	-	5	1	-	-	-	-	-	1	3	-	-	-	-	-	1
	*	*	-	-	*	*	-	-	-	-	-	*	*1%*	-	-	-	-	-	*
Mail that has been tampered with	3	3	-	-	2	1	-	-	1	-	-	1	-	-	-	-	-	-	1
	*	*	-	-	*	*	-	-	*	-	-	*	-	-	-	-	-	-	*
Other problems	13	12	*	*	11	1	-	*	1	4	1	-	3	*	1	-	-	*	1
	*	*	*	*	*	*	-	*	*1%*	*1%*	*	-	*1%*	*	*	-	-	*	*
No - there have been no problems	538	458	80	33	454	42	33	9	24	52	33	35	54	58	67	93	37	8	34
	10%	*10%*	*11%*	*13%*	**11%g**	*10%*	**13%g**	*6%*	*12%*	*9%*	*8%*	*9%*	*12%*	*12%*	*10%*	**13%j**	*8%*	*11%*	*9%*
Any problem experienced	28	25	2	*	22	4	2	*	3	4	1	1	5	*	1	2	3	1	3
	1%	*1%*	*	*	*1%*	*1%*	*1%*	*	**2%m**	*1%*	*	*	*1%*	*	*	*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about TNT Express	10	10	*	*	8	1	1	-	1	-	-	1	3	-	-	-	2	1	1
	*	*	*	*	*	*	*	-	1%no	-	-	*	1%	-	-	-	*	1%no	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of TNT Express	**2797**	1147	1060	302	210	68	2208	278	1116	1095	375	150	50	2211	200
	54%	**61%bcefg**	**53%c**	*44%*	**54%c**	*50%*	**57%bc**	**53%c**	*57%*	*53%*	*52%*	*55%*	*49%*	*55%*	*53%*
Used TNT Express to send	**81**	40	30	9	2	*	70	2	35	35	11	-	*	70	*
	2%	**2%g**	*1%*	*1%*	*	*	*2%*	*	**2%n**	**2%n**	*1%*	-	*	**2%n**	*
Used TNT Express to receive	**527**	206	220	43	43	9	427	52	224	212	49	36	2	435	38
	10%	**11%c**	**11%c**	*6%*	**11%c**	*6%*	**11%c**	*10%*	**11%jl**	**10%jl**	*7%*	**13%jl**	*2%*	**11%jl**	**10%l**
Net used	**565**	226	235	44	45	9	461	54	242	226	55	36	2	468	38
	11%	**12%c**	**12%c**	*6%*	**12%c**	*6%*	**12%c**	*10%*	**12%jl**	**11%jl**	*8%*	**13%jl**	*2%*	**12%jl**	**10%l**
Lost mail	**9**	5	1	-	3	-	6	3	1	3	5	-	-	4	-
	*	*	*	-	**1%bf**	-	*	**1%b**	*	*	**1%hm**	-	-	*	-
Damaged mail	**8**	4	4	-	-	-	8	-	4	3	1	-	-	7	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Delayed mail	**9**	5	3	1	-	-	8	-	4	3	1	-	-	8	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
Mis-delivered mail	**6**	6	-	-	-	-	6	-	3	1	2	-	-	4	-
	*	*	-	-	-	-	*	-	*	*	*	-	-	*	-
Mail that has been tampered with	**3**	2	1	-	-	-	3	-	2	1	-	-	-	3	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Other problems	**13**	8	2	1	2	-	10	2	6	2	4	-	-	8	-
	*	*	*	*	*	-	*	*	*	*	*1%*	-	-	*	-
No - there have been no problems	**538**	213	225	43	42	9	438	50	232	215	48	36	2	447	38
	10%	**11%c**	**11%c**	*6%*	**11%c**	*6%*	**11%c**	*10%*	**12%jl**	**10%jl**	*7%*	**13%jl**	*2%*	**11%jl**	**10%l**
Any problem experienced	**28**	13	10	1	3	-	23	3	10	11	7	-	-	21	-
	1%	*1%*	*	*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	-
Made a complaint about TNT Express	**10**	6	3	-	-	-	10	-	4	4	2	-	-	8	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of TNT Express	2797	115	2655	28	792	1890	115	2778	7	10	-	2796	2
	54%	*44%*	**55%ac**	*30%*	**55%f**	**56%f**	*37%*	**55%h**	*13%*	*28%*	-	**55%h**	*8%*
Used TNT Express to send	81	6	74	1	22	55	4	79	2	-	-	81	-
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	-	-	*2%*	-
Used TNT Express to receive	527	26	494	7	151	351	25	524	-	1	-	526	2
	10%	*10%*	*10%*	*8%*	*10%*	*10%*	*8%*	**10%h**	-	*4%*	-	**10%h**	*8%*
Net used	565	29	529	7	161	379	26	561	2	1	-	564	2
	11%	*11%*	*11%*	*8%*	*11%*	*11%*	*8%*	*11%*	*3%*	*4%*	-	*11%*	*8%*
Lost mail	9	1	8	-	3	6	-	8	2	-	-	9	-
	*	*	*	-	*	*	-	*	**3%gk**	-	-	*	-
Damaged mail	8	2	7	-	7	2	-	8	-	-	-	8	-
	*	*1%*	*	-	*e	*	-	*	-	-	-	*	-
Delayed mail	9	4	5	-	7	2	-	9	-	-	-	9	-
	*	**2%b**	*	-	*e	*	-	*	-	-	-	*	-
Mis-delivered mail	6	2	4	-	3	3	-	4	2	-	-	6	-
	*	**1%b**	*	-	*	*	-	*	**3%gk**	-	-	*	-
Mail that has been tampered with	3	-	3	-	2	1	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Other problems	13	2	11	-	3	9	-	11	2	-	-	13	-
	*	*1%*	*	-	*	*	-	*	**3%gk**	-	-	*	-
No - there have been no problems	538	24	506	7	148	364	26	535	-	1	-	536	2
	10%	*9%*	*11%*	*8%*	*10%*	*11%*	*8%*	**11%h**	-	*4%*	-	**10%h**	*8%*
Any problem experienced	28	5	23	-	13	15	-	26	2	-	-	28	-
	1%	**2%b**	*	-	*1%*	*	-	*1%*	*3%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about TNT Express	**10**	2	7	-	7	3	-	8	2	-	-	10	-
	*	1%b	*	-	*e	*	-	*	3%gk	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of TNT Express	2797	740	728	669	660	254	241	245	232	232	264	213	231	226	255	212	193
	54%	**58%cd**	**56%d**	*52%*	*51%*	**60%kop**	**53%p**	**60%kop**	**55%p**	**58%p**	**57%p**	*50%*	**53%p**	**53%p**	**59%p**	*51%*	*43%*
Used TNT Express to send	81	30	28	11	11	11	11	8	9	8	11	3	5	3	-	8	3
	2%	**2%cd**	**2%cd**	*1%*	*1%*	**3%n**	**2%n**	**2%n**	**2%n**	**2%n**	**2%n**	*1%*	*1%*	*1%*	-	**2%n**	*1%*
Used TNT Express to receive	527	134	125	145	122	41	47	46	36	43	46	42	57	46	51	45	26
	10%	*10%*	*10%*	*11%*	*9%*	*10%*	*11%*	**11%p**	*8%*	**11%p**	*10%*	*10%*	**13%p**	*11%*	**12%p**	**11%p**	*6%*
Net used	565	141	138	155	130	44	51	47	40	46	51	45	62	48	51	49	29
	11%	*11%*	*11%*	*12%*	*10%*	*10%*	*11%*	*12%*	*10%*	*11%*	*11%*	*11%*	**14%p**	*11%*	**12%p**	**12%p**	*7%*
Lost mail	9	1	5	-	2	1	-	-	2	3	-	-	-	-	-	2	1
	*	*	*	-	*	*	-	-	*1%*	*1%*	-	-	-	-	-	*	*
Damaged mail	8	1	4	2	2	1	-	-	2	2	1	-	2	*	-	2	-
	*	*	*	*	*	*	-	-	*	*	*	-	*	*	-	*1%*	-
Delayed mail	9	-	2	5	2	-	-	-	1	-	1	2	1	1	-	2	-
	*	-	*	*	*	-	-	-	*	-	*	*1%*	*	*	-	*1%*	-
Mis-delivered mail	6	-	2	-	3	-	-	-	2	-	-	-	-	-	-	3	-
	*	-	*	-	*	-	-	-	*1%*	-	-	-	-	-	-	*1%*	-
Mail that has been tampered with	3	-	3	-	-	-	-	-	2	-	1	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	*1%*	-	*	-	-	-	-	-	-
Other problems	13	2	3	1	6	*	2	-	1	1	1	*	*	1	-	6	-
	*	*	*	*	*	*	*	-	*	*	*	*	*	*	-	*1%*	-
No - there have been no problems	538	137	129	149	122	42	49	47	38	41	50	42	60	47	51	42	29
	10%	*11%*	*10%*	*12%*	*9%*	*10%*	*11%*	**12%p**	*9%*	*10%*	*11%*	*10%*	**14%p**	*11%*	**12%p**	*10%*	*6%*
Any problem experienced	28	4	9	6	8	2	2	-	3	5	2	3	3	1	-	7	1
	1%	*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*1%*	*	*1%*	*1%*	*	-	**2%gn**	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_10. Competitive landscape - TNT Express

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about TNT Express	**10**	-	3	2	5	-	-	-	2	*	1	-	2	*	-	4	1
	*	-	*	*	*	-	-	-	*1%*	*	*	-	*	*	-	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of TNT Post UK	1318	-	1318	727	587	106	140	241	210	266	203	150	246	451	620	354	1094	208	1275
	26%	-	*26%*	**29%d**	*22%*	*15%*	*20%*	**25%ef**	**29%ef**	**29%ef**	**32%efg**	**29%ef**	*18%*	**27%l**	**30%l**	**31%l**	*25%*	*27%*	*25%*
Used TNT Post UK to send	43	-	43	33	10	5	10	12	13	1	2	-	14	25	3	2	28	14	35
	1%	-	*1%*	**1%d**	*	*1%*	**1%ik**	**1%ik**	**2%ik**	*	*	-	**1%no**	**1%no**	*	*	*1%*	**2%p**	*1%*
Used TNT Post UK to receive	206	-	206	125	79	14	24	49	36	43	21	19	38	85	82	39	151	52	207
	4%	-	*4%*	**5%d**	*3%*	*2%*	*3%*	**5%e**	**5%e**	**5%e**	*3%*	*4%*	*3%*	**5%l**	*4%*	*3%*	*4%*	**7%p**	*4%*
Net used	228	-	228	144	81	17	27	58	43	43	21	19	44	101	82	39	167	57	224
	4%	-	*4%*	**6%d**	*3%*	*2%*	*4%*	**6%e**	**6%e**	*5%*	*3%*	*4%*	*3%*	**6%lno**	*4%*	*3%*	*4%*	**7%p**	*4%*
Lost mail	3	-	3	-	3	1	1	-	-	-	-	-	3	-	-	-	3	-	2
	*	-	*	-	*	*	*	-	-	-	-	-	*	-	-	-	*	-	*
Damaged mail	3	-	3	1	2	-	2	1	-	-	-	-	2	1	-	-	3	-	4
	*	-	*	*	*	-	*	*	-	-	-	-	*	*	-	-	*	-	*
Delayed mail	8	-	8	6	2	3	1	3	-	*	-	-	4	3	*	-	8	-	5
	*	-	*	*	*	*	*	*	-	*	-	-	*	*	*	-	*	-	*
Mis-delivered mail	7	-	7	6	1	4	1	2	-	-	-	-	5	2	-	-	6	1	6
	*	-	*	*	*	*1%*	*	*	-	-	-	-	*n	*	-	-	*	*	*
Mail that has been tampered with	8	-	8	2	6	1	4	3	-	-	-	-	6	3	-	-	2	6	6
	*	-	*	*	*	*	*1%*	*	-	-	-	-	*n	*	-	-	*	**1%p**	*
Other problems	2	-	2	2	-	1	*	-	-	-	-	-	2	-	-	-	*	1	2
	*	-	*	*	-	*	*	-	-	-	-	-	*	-	-	-	*	*p	*
No - there have been no problems	208	-	208	132	74	10	22	50	43	42	21	19	32	93	82	39	154	51	208
	4%	-	*4%*	**5%d**	*3%*	*2%*	*3%*	**5%e**	**6%ef**	**5%e**	*3%*	*4%*	*2%*	**6%lo**	**4%l**	*3%*	*4%*	**7%p**	*4%*
Any problem experienced	20	-	20	12	8	6	5	8	-	*	-	-	12	8	*	-	14	6	16
	*	-	*	*	*	**1%hl**	*1%*	*1%*	-	*	-	-	**1%no**	*n	*	-	*	*1%*	*
Made a complaint about TNT Post UK	12	-	12	9	3	6	3	2	-	-	-	-	10	2	-	-	10	2	9
	*	-	*	*	*	**1%hl**	*	*	-	-	-	-	**1%no**	*	-	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of TNT Post UK	**1318**	299	436	301	282	735	582	771	535	161	169	322	353	207	1050	162	1069
	26%	*25%*	*25%*	*28%*	*25%*	*25%*	*26%*	*25%*	*27%*	*27%*	*24%*	*24%*	**28%k**	*27%*	*26%*	*27%*	*26%*
Used TNT Post UK to send	**43**	17	9	11	5	26	16	37	5	3	1	12	14	11	38	3	38
	1%	**1%d**	*1%*	*1%*	*	*1%*	*1%*	**1%h**	*	*	*	*1%*	*1%*	**1%j**	*1%*	*	*1%*
Used TNT Post UK to receive	**206**	65	69	42	29	134	71	134	66	17	19	49	60	52	179	17	181
	4%	**5%d**	*4%*	*4%*	*3%*	*5%*	*3%*	*4%*	*3%*	*3%*	*3%*	*4%*	*5%*	**7%ijkn**	*4%*	*3%*	*4%*
Net used	**228**	77	73	47	30	150	77	154	68	17	19	54	71	57	201	17	202
	4%	**6%bd**	*4%*	*4%*	*3%*	**5%f**	*3%*	**5%h**	*3%*	*3%*	*3%*	*4%*	**6%ij**	**8%ijkn**	**5%j**	*3%*	*5%*
Lost mail	**3**	-	-	1	1	-	3	1	-	1	-	-	-	1	1	1	1
	*	-	-	*	*	-	*	*	-	*	-	-	-	*	*	*	*
Damaged mail	**3**	2	-	1	*	2	1	3	*	-	-	*	2	1	3	-	3
	*	*	-	*	*	*	*	*	*	-	-	*	*	*	*	-	*
Delayed mail	**8**	6	-	1	*	6	2	8	-	2	*	-	4	1	6	2	6
	*	*b	-	*	*	*	*	*	-	*	*	-	*	*	*	*	*
Mis-delivered mail	**7**	2	1	4	-	4	4	6	1	2	*	1	2	1	6	2	6
	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
Mail that has been tampered with	**8**	3	3	1	-	7	1	7	1	-	-	1	4	3	8	-	8
	*	*	*	*	-	*	*	*	*	-	-	*	*	*	*	-	*
Other problems	**2**	-	1	-	*	1	*	-	2	-	-	2	-	-	2	-	2
	*	-	*	-	*	*	*	-	*	-	-	*	-	-	*	-	*
No - there have been no problems	**208**	66	70	43	29	136	72	137	66	14	18	52	60	54	184	14	186
	4%	**6%d**	*4%*	*4%*	*3%*	*5%*	*3%*	*4%*	*3%*	*2%*	*3%*	*4%*	**5%l**	**7%ijkn**	**5%l**	*2%*	**4%o**
Any problem experienced	**20**	11	3	4	2	14	5	17	2	3	1	2	11	3	17	3	17
	*	**1%bd**	*	*	*	*	*	**1%h**	*	*	*	*	**1%k**	*	*	*	*
Made a complaint about TNT Post UK	**12**	6	1	4	1	7	5	9	1	3	*	1	6	1	9	3	9
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of TNT Post UK	1318	1130	188	58	1109	127	56	25	57	162	99	97	117	114	160	196	107	20	108
	26%	*26%*	*26%*	*24%*	**26%g**	**29%fg**	*23%*	*17%*	*27%*	*29%*	*23%*	*26%*	*26%*	*24%*	*24%*	*28%*	*24%*	*25%*	*30%*
Used TNT Post UK to send	43	39	3	3	38	2	2	*	3	-	-	3	7	4	15	7	1	-	2
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	**1%ij**	-	-	*1%*	**1%i**	*1%*	**2%ijp**	*1%*	*	-	*1%*
Used TNT Post UK to receive	206	167	39	15	172	22	10	1	11	19	6	13	20	25	28	33	18	4	18
	4%	*4%*	*5%*	*6%*	**4%g**	**5%g**	**4%g**	*1%*	**5%j**	*3%*	*1%*	*3%*	**4%j**	**5%j**	*4%*	**5%j**	*4%*	**5%j**	**5%j**
Net used	228	186	42	17	192	23	11	1	12	19	6	14	22	27	38	35	19	4	20
	4%	*4%*	*6%*	*7%*	**4%g**	**5%g**	**4%g**	*1%*	**6%j**	*3%*	*1%*	*4%*	**5%j**	**6%j**	**6%j**	**5%j**	**4%j**	**5%j**	**5%j**
Lost mail	3	1	1	1	3	-	-	-	-	1	-	1	-	-	-	-	-	-	-
	*	*	*	**1%a**	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-
Damaged mail	3	3	*	*	2	1	-	*	1	-	-	1	-	-	-	-	-	-	1
	*	*	*	*	*	*	-	*	*1%*	-	-	*	-	-	-	-	-	-	*
Delayed mail	8	8	-	-	6	-	2	-	-	-	-	1	2	-	3	-	-	-	-
	*	*	-	-	*	-	**1%de**	-	-	-	-	*	*	-	*	-	-	-	-
Mis-delivered mail	7	5	2	2	7	*	*	-	-	-	-	1	2	-	4	-	-	-	*
	*	*	*	**1%a**	*	*	*	-	-	-	-	*	*	-	*1%*	-	-	-	*
Mail that has been tampered with	8	6	2	-	7	1	-	-	1	-	-	1	-	-	3	-	2	-	1
	*	*	*	-	*	*	-	-	*	-	-	*	-	-	*1%*	-	*	-	*
Other problems	2	1	*	*	1	-	-	*	-	-	-	-	-	-	1	-	-	-	-
	*	*	*	*	*	-	-	*	-	-	-	-	-	-	*	-	-	-	-
No - there have been no problems	208	172	36	14	176	23	8	1	10	17	6	13	20	27	30	35	17	4	19
	4%	*4%*	*5%*	*6%*	**4%g**	**5%g**	**3%g**	*1%*	**5%j**	*3%*	*1%*	*3%*	**4%j**	**6%j**	**4%j**	**5%j**	*4%*	**5%j**	**5%j**
Any problem experienced	20	14	6	4	16	1	2	*	2	1	-	1	2	-	8	-	2	-	1
	*	*	*1%*	**2%a**	*	*	*1%*	*	**1%mo**	*	-	*	*	-	**1%o**	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about TNT Post UK	12	8	4	4	10	-	2	-	2	1	-	1	2	-	4	-	-	-	-
	*	*	*	1%a	*	-	1%de	-	1%mo	*	-	*	*	-	1%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of TNT Post UK	**1318**	520	484	173	102	34	1004	136	547	477	206	67	17	1023	83
	26%	***28%b***	***24%***	***25%***	***26%***	***25%***	***26%***	***26%***	***28%il***	***23%***	***29%il***	***24%***	***17%***	***25%***	***22%***
Used TNT Post UK to send	**43**	24	11	7	*	*	35	*	22	18	2	*	*	40	1
	1%	***1%***	***1%***	***1%***	*	*	***1%***	*	***1%***	***1%***	*	*	*	***1%***	*
Used TNT Post UK to receive	**206**	76	85	21	17	6	161	23	93	76	27	8	1	169	9
	4%	***4%***	***4%***	***3%***	***4%***	***4%***	***4%***	***4%***	***5%***	***4%***	***4%***	***3%***	***1%***	***4%***	***2%***
Net used	**228**	87	92	25	17	6	180	23	105	86	27	9	1	191	10
	4%	***5%***	***5%***	***4%***	***4%***	***4%***	***5%***	***4%***	***5%***	***4%***	***4%***	***3%***	***1%***	***5%***	***3%***
Lost mail	**3**	1	-	-	1	-	1	1	1	1	-	-	-	3	-
	*	*	-	-	*b	-	*	*	*	*	-	-	-	*	-
Damaged mail	**3**	3	-	-	*	-	3	*	2	1	-	-	-	3	-
	*	*	-	-	*	-	*	*	*	*	-	-	-	*	-
Delayed mail	**8**	3	4	-	-	-	8	-	6	-	2	-	-	6	-
	*	*	*	-	-	-	*	-	*	-	*	-	-	*	-
Mis-delivered mail	**7**	5	-	2	*	-	5	*	3	4	-	*	-	7	*
	*	*	-	*	*	-	*	*	*	*	-	*	-	*	*
Mail that has been tampered with	**8**	5	-	1	2	-	5	2	4	2	2	-	-	6	-
	*	*	-	*	*b	-	*	*b	*	*	*	-	-	*	-
Other problems	**2**	-	-	1	*	-	-	*	-	2	-	-	-	2	-
	*	-	-	*f	*	-	-	*	-	*	-	-	-	*	-
No - there have been no problems	**208**	77	88	23	14	6	165	20	96	79	24	8	1	175	9
	4%	***4%***	***4%***	***3%***	***4%***	***4%***	***4%***	***4%***	***5%***	***4%***	***3%***	***3%***	***1%***	***4%***	***2%***
Any problem experienced	**20**	10	4	2	3	-	15	3	9	7	3	*	-	16	*
	*	***1%***	*	*	***1%***	-	*	***1%***	*	*	*	*	-	*	*
Made a complaint about TNT Post UK	**12**	7	2	2	1	-	9	1	3	7	2	*	-	10	*
	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of TNT Post UK	**1318**	56	1242	19	380	871	67	1306	4	6	-	1316	2
	26%	*22%*	*26%*	*21%*	*26%*	*26%*	*22%*	**26%h**	*8%*	*15%*	-	**26%h**	*8%*
Used TNT Post UK to send	**43**	5	38	-	11	29	3	43	-	-	-	43	-
	1%	*2%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	-	*1%*	-
Used TNT Post UK to receive	**206**	14	189	3	59	136	11	204	-	1	-	205	*
	4%	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	-	*3%*	-	*4%*	*1%*
Net used	**228**	15	209	3	65	151	11	226	-	1	-	227	*
	4%	*6%*	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*	-	*3%*	-	*4%*	*1%*
Lost mail	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Damaged mail	**3**	-	3	-	1	2	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Delayed mail	**8**	2	6	-	3	4	-	8	-	-	-	8	-
	*	*1%*	*	-	*	*	-	*	-	-	-	*	-
Mis-delivered mail	**7**	2	6	-	6	1	-	7	-	-	-	7	-
	*	*1%*	*	-	*e	*	-	*	-	-	-	*	-
Mail that has been tampered with	**8**	1	7	-	2	6	-	8	-	-	-	8	-
	*	*	*	-	*	*	-	*	-	-	-	*	-
Other problems	**2**	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
No - there have been no problems	**208**	13	192	3	57	140	11	206	-	1	-	208	*
	4%	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	-	*3%*	-	*4%*	*1%*
Any problem experienced	**20**	2	17	-	8	11	-	20	-	-	-	20	-
	*	*1%*	*	-	*1%*	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about TNT Post UK	**12**	2	9	-	8	4	-	12	-	-	-	12	-
	*	1%b	*	-	1%a	*	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of TNT Post UK	1318	341	376	292	309	96	127	118	113	133	130	91	101	100	125	106	77
	26%	*27%*	**29%cd**	*23%*	*24%*	*23%*	**28%p**	**29%p**	**27%p**	**33%ekmp**	**28%p**	*22%*	*23%*	*23%*	**29%p**	**26%p**	*17%*
Used TNT Post UK to send	43	13	17	8	4	3	6	4	5	2	10	*	4	3	*	4	*
	1%	*1%*	**1%d**	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%knp**	*	*1%*	*1%*	*	*1%*	*
Used TNT Post UK to receive	206	36	50	55	65	6	14	15	11	21	18	11	24	21	24	28	13
	4%	*3%*	*4%*	*4%*	**5%a**	*2%*	*3%*	*4%*	*2%*	**5%e**	*4%*	*3%*	**5%e**	**5%e**	**6%e**	**7%ehkp**	*3%*
Net used	228	40	59	62	66	8	17	15	12	24	23	11	27	24	24	29	13
	4%	*3%*	*5%*	*5%*	**5%a**	*2%*	*4%*	*4%*	*3%*	**6%e**	**5%e**	*3%*	**6%e**	**6%e**	**6%e**	**7%ehkp**	*3%*
Lost mail	3	-	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-
	*	-	*	-	*	-	-	-	*	-	-	-	-	-	*	-	-
Damaged mail	3	1	2	*	-	-	-	1	1	-	1	-	*	-	-	-	-
	*	*	*	*	-	-	-	*	*	-	*	-	*	-	-	-	-
Delayed mail	8	2	1	-	4	*	2	-	1	-	-	-	-	-	-	4	-
	*	*	*	-	*	*	*	-	*	-	-	-	-	-	-	*1%*	-
Mis-delivered mail	7	-	4	*	3	-	-	-	1	2	-	*	-	-	*	3	-
	*	-	*	*	*	-	-	-	*	*1%*	-	*	-	-	*	*1%*	-
Mail that has been tampered with	8	1	5	-	2	-	-	1	1	4	-	-	-	-	-	1	1
	*	*	*	-	*	-	-	*	*	*1%*	-	-	-	-	-	*	*
Other problems	2	-	-	*	1	-	-	-	-	-	-	-	*	-	-	1	-
	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	*	-
No - there have been no problems	208	37	50	62	58	8	15	14	11	17	22	11	27	24	23	24	12
	4%	*3%*	*4%*	*5%*	*5%*	*2%*	*3%*	*3%*	*3%*	*4%*	**5%e**	*3%*	**6%eh**	**6%e**	**5%e**	**6%e**	*3%*
Any problem experienced	20	3	9	1	8	*	2	1	1	6	1	*	*	-	1	6	1
	*	*	**1%c**	*	*1%*	*	*	*	*	**2%lm**	*	*	*	-	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_11. Competitive landscape - TNT Post UK

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about TNT Post UK	**12**	2	5	*	5	-	2	-	1	2	1	*	-	-	1	3	1
	*	*	*	*	*	-	*	-	*	*1%*	*	*	-	-	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of UPS	3649	-	3649	1792	1851	371	398	676	540	717	535	408	769	1216	1660	943	3099	497	3560
	71%	-	71%	71%	70%	54%	56%	71%ef	74%ef	79%efgh	84%efghk	78%efg	55%	72%l	81%lm	82%lm	72%q	64%	69%
Used UPS to send	219	-	219	131	87	32	38	66	31	19	18	14	71	97	51	32	152	65	200
	4%	-	4%	5%d	3%	5%i	5%i	7%ijk	4%	2%	3%	3%	5%no	6%no	2%	3%	4%	8%p	4%
Used UPS to receive	1247	-	1247	660	586	138	159	259	212	235	142	101	297	471	478	242	998	221	1264
	24%	-	24%	26%d	22%	20%	22%	27%ek	29%efjk	26%ek	22%	19%	21%	28%lno	23%	21%	23%	29%p	25%
Net used	1337	-	1337	709	625	153	172	290	218	242	152	108	325	508	501	260	1069	239	1346
	26%	-	26%	28%d	24%	22%	24%	31%efjk	30%ek	27%k	24%	21%	23%	30%lno	24%	22%	25%	31%p	26%
Lost mail	18	-	18	9	9	4	5	1	2	3	-	2	9	3	5	2	14	4	17
	*	-	*	*	*	1%	1%	*	*	*	-	*	1%	*	*	*	*	1%	*
Damaged mail	20	-	20	12	8	7	4	2	1	*	3	3	11	3	6	6	15	5	18
	*	-	*	*	*	1%i	1%	*	*	*	*	1%	1%	*	*	*	*	1%	*
Delayed mail	36	-	36	15	21	11	10	10	1	3	*	-	21	11	3	*	27	8	41
	1%	-	1%	1%	1%	2%hijk	1%hijk	1%	*	*	*	-	2%no	1%no	*	*	1%	1%	1%
Mis-delivered mail	15	-	15	4	11	5	4	1	-	-	4	-	9	1	4	4	12	3	12
	*	-	*	*	*	1%l	1%	*	-	-	1%	-	1%m	*	*	*	*	*	*
Mail that has been tampered with	12	-	12	3	9	6	4	2	-	-	-	-	10	2	-	-	8	4	10
	*	-	*	*	*	1%l	1%	*	-	-	-	-	1%mno	*	-	-	*	1%	*
Other problems	20	-	20	11	9	2	2	4	2	6	1	3	3	7	10	4	13	5	21
	*	-	*	*	*	*	*	*	*	1%	*	1%	*	*	1%	*	*	1%	*
No - there have been no problems	1244	-	1244	665	577	127	153	272	211	232	146	100	280	484	478	246	1000	218	1255
	24%	-	24%	26%d	22%	19%	21%	29%efk	29%efk	26%ek	23%	19%	20%	29%lno	23%	21%	23%	28%p	24%
Any problem experienced	93	-	93	45	48	26	19	17	7	10	6	7	46	24	23	13	69	21	91
	2%	-	2%	2%	2%	4%ghijk	3%h	2%	1%	1%	1%	1%	3%mno	1%	1%	1%	2%	3%	2%
Made a complaint about UPS	27	-	27	14	14	5	8	7	2	4	2	-	13	8	6	2	24	1	23
	1%	-	1%	1%	1%	1%	1%	1%	*	*	*	-	1%	1%	*	*	1%	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of UPS	**3649**	866	1252	721	810	2118	1531	2100	1519	405	459	974	877	610	2920	408	2991
	71%	**73%c**	*72%*	*68%*	*71%*	*72%*	*69%*	*68%*	**75%g**	*67%*	*66%*	**71%j**	*70%*	**81%ijkln**	**71%j**	*67%*	*72%*
Used UPS to send	**219**	64	68	58	28	132	87	161	57	12	21	61	71	41	194	12	198
	4%	**5%d**	*4%*	**5%d**	*2%*	*5%*	*4%*	**5%h**	*3%*	*2%*	*3%*	**4%i**	**6%ij**	**5%i**	**5%i**	*2%*	**5%o**
Used UPS to receive	**1247**	359	425	217	246	784	464	784	452	107	124	329	319	274	1046	107	1064
	24%	**30%bcd**	*24%*	*20%*	*22%*	**27%f**	*21%*	*25%*	*22%*	*18%*	*18%*	**24%ij**	**25%ij**	**36%ijkln**	**26%ij**	*18%*	**25%o**
Net used	**1337**	390	454	239	254	844	494	845	480	111	133	355	348	290	1126	111	1145
	26%	**33%bcd**	*26%*	*22%*	*22%*	**29%f**	*22%*	**27%h**	*24%*	*19%*	*19%*	**26%ij**	**28%ij**	**38%ijkln**	**28%ij**	*18%*	**27%o**
Lost mail	**18**	6	1	8	3	7	11	13	5	2	*	*	11	5	16	2	16
	*	*1%*	*	**1%b**	*	*	*	*	*	*	*	*	**1%k**	**1%k**	*	*	*
Damaged mail	**20**	7	8	3	3	15	5	16	4	1	*	4	10	3	17	1	17
	*	*1%*	*	*	*	*1%*	*	*1%*	*	*	*	*	*1%*	*	*	*	*
Delayed mail	**36**	7	11	10	8	18	18	25	11	5	2	8	13	8	31	5	31
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mis-delivered mail	**15**	6	1	4	3	8	7	7	6	*	1	2	7	2	12	*	14
	*	*1%*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*
Mail that has been tampered with	**12**	6	2	1	3	8	4	11	1	1	-	3	1	4	9	1	9
	*	*1%*	*	*	*	*	*	*	*	*	-	*	*	*1%*	*	*	*
Other problems	**20**	8	-	5	8	8	12	11	9	7	1	1	4	6	13	7	13
	*	**1%b**	-	*b	**1%b**	*	*1%*	*	*	**1%kn**	*	*	*	*1%*	*	**1%p**	*
No - there have been no problems	**1244**	356	434	218	236	790	454	781	453	99	128	339	311	272	1049	99	1066
	24%	**30%bcd**	**25%cd**	*20%*	*21%*	**27%f**	*21%*	*25%*	*23%*	*16%*	*18%*	**25%ij**	**25%ij**	**36%ijkln**	**26%ij**	*16%*	**26%o**
Any problem experienced	**93**	33	20	22	18	53	40	64	27	13	5	16	38	18	76	13	78
	2%	**3%b**	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**3%jk**	**2%j**	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about UPS	**27**	10	7	10	1	16	11	19	8	3	1	2	13	8	24	3	24
	1%	1%d	*	1%d	*	*1%*	*	*1%*	*	*	*	*	1%k	1%k	*1%*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of UPS	3649	3103	546	179	3077	313	180	78	142	402	292	276	302	367	429	525	341	47	266
	71%	70%	74%	74%	71%g	71%g	72%g	54%	68%	72%n	69%	74%nq	67%	77%hjlnq	63%	75%lnq	78%hjlnq	61%	73%nq
Used UPS to send	219	187	32	9	188	19	8	4	4	25	15	10	29	21	41	27	16	1	18
	4%	4%	4%	4%	4%	4%	3%	3%	2%	4%	4%	3%	6%hk	4%	6%h	4%	4%	2%	5%
Used UPS to receive	1247	1075	173	64	1031	119	68	29	52	119	74	76	109	121	181	182	118	17	102
	24%	24%	24%	26%	24%	27%g	27%g	20%	25%j	21%	17%	20%	24%	25%j	27%j	26%j	27%j	22%	28%ijk
Net used	1337	1149	188	68	1110	126	71	30	54	135	86	80	121	123	197	188	128	17	109
	26%	26%	26%	28%	26%	29%g	28%g	21%	26%	24%	20%	21%	27%	26%	29%jk	27%	29%jk	22%	30%jk
Lost mail	18	17	1	*	17	-	1	*	1	-	1	3	3	1	3	4	-	-	-
	*	*	*	*	*	-	*	*	1%	-	*	1%	1%	*	*	1%	-	-	-
Damaged mail	20	17	3	*	17	2	1	*	2	2	-	1	2	2	7	-	2	-	2
	*	*	*	*	*	*	*	*	1%o	*	-	*	*	*	1%	-	*	-	*
Delayed mail	36	33	3	1	28	3	4	2	1	-	4	2	2	2	6	9	3	*	3
	1%	1%	*	*	1%	1%	2%d	1%	*	-	1%	1%	*	*	1%	1%	1%	*	1%
Mis-delivered mail	15	10	5	-	12	1	1	-	-	2	-	1	-	-	5	2	1	*	1
	*	*	1%	-	*	*	1%	-	-	*	-	*	-	-	1%	*	*	1%	*
Mail that has been tampered with	12	11	2	-	12	-	-	*	-	2	3	1	3	-	3	-	-	-	-
	*	*	*	-	*	-	-	*	-	*	1%	*	1%	-	*	-	-	-	-
Other problems	20	14	6	3	17	1	1	*	*	1	3	-	-	1	7	2	2	-	1
	*	*	1%	1%	*	*	*	*	*	*	1%	-	-	*	1%	*	*	-	*
No - there have been no problems	1244	1072	172	64	1032	119	65	28	50	130	80	76	113	116	174	173	120	16	102
	24%	24%	23%	27%	24%	27%g	26%g	19%	24%	23%	19%	20%	25%	24%	26%	25%	27%j	21%	28%ijk
Any problem experienced	93	77	16	3	78	7	6	2	4	5	6	3	8	7	22	15	7	1	6
	2%	2%	2%	1%	2%	2%	2%	1%	2%	1%	1%	1%	2%	1%	3%	2%	2%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about UPS	**27**	21	7	2	25	1	1	*	2	4	-	3	2	1	7	4	1	*	1
	1%	*	*1%*	*1%*	*1%*	*	*	*	***1%***	*1%*	-	*1%*	*	*	*1%*	*1%*	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of UPS	3649	1430	1406	423	279	94	2836	374	1469	1428	478	195	64	2897	259
	71%	**76%bcf**	**70%c**	*61%*	**72%c**	*69%*	**73%c**	**72%c**	**75%jl**	*69%*	*67%*	*71%*	*62%*	**72%j**	*69%*
Used UPS to send	219	84	77	27	25	6	162	30	93	77	29	15	5	170	20
	4%	*4%*	*4%*	*4%*	*6%*	*4%*	*4%*	*6%*	*5%*	*4%*	*4%*	*5%*	*5%*	*4%*	*5%*
Used UPS to receive	1247	447	511	143	107	33	958	139	495	521	132	81	15	1015	96
	24%	*24%*	*25%*	*21%*	**28%c**	*24%*	*25%*	*27%*	**25%j**	**25%jl**	*18%*	**30%jl**	*14%*	**25%jl**	**25%j**
Net used	1337	485	537	154	119	35	1023	154	532	550	152	84	15	1082	98
	26%	*26%*	*27%*	*22%*	**31%c**	*26%*	*26%*	**29%c**	**27%jl**	**27%jl**	*21%*	**31%jl**	*14%*	**27%jl**	*26%*
Lost mail	18	8	5	*	3	2	13	5	4	10	3	-	2	13	2
	*	*	*	*	*1%*	**1%c**	*	*1%*	*	*	*	-	**2%h**	*	*
Damaged mail	20	9	3	5	4	-	11	4	2	7	8	2	1	9	3
	*	*	*	**1%b**	**1%b**	-	*	*1%*	*	*	**1%him**	*1%*	**1%h**	*	**1%h**
Delayed mail	36	9	20	3	3	1	29	4	13	17	4	1	*	30	2
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*1%*	*
Mis-delivered mail	15	6	3	4	-	2	9	2	4	5	-	4	1	9	5
	*	*	*	*1%*	-	**1%b**	*	*	*	*	-	**1%hijm**	**1%j**	*	**1%hijm**
Mail that has been tampered with	12	5	5	-	2	-	11	2	6	3	3	-	-	9	-
	*	*	*	-	*	-	*	*	*	*	*	-	-	*	-
Other problems	20	10	6	2	3	-	16	3	5	11	3	1	*	16	1
	*	*1%*	*	*	*1%*	-	*	*	*	*1%*	*	*	*	*	*
No - there have been no problems	1244	456	502	143	106	30	958	137	511	507	135	76	10	1019	86
	24%	*24%*	*25%*	*21%*	**28%c**	*22%*	*25%*	*26%*	**26%jl**	**25%jl**	*19%*	**28%jl**	*10%*	**25%jl**	**23%l**
Any problem experienced	93	29	35	11	12	5	65	17	21	43	17	8	5	63	12
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*1%*	**2%h**	**2%h**	*3%*	**5%h**	*2%*	**3%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about UPS	**27**	10	12	2	4	-	22	4	5	19	2	1	*	24	2
	1%	*1%*	*1%*	*	*1%*	-	*1%*	*1%*	*	**1%h**	*	*	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of UPS	3649	159	3444	46	1010	2464	174	3622	11	13	-	3646	3
	71%	61%	72%ac	50%	70%f	73%f	57%	72%h	19%	37%	-	71%h	12%
Used UPS to send	219	11	207	2	53	151	15	217	2	-	-	219	-
	4%	4%	4%	2%	4%	4%	5%	4%	4%	-	-	4%	-
Used UPS to receive	1247	61	1168	19	354	812	81	1236	7	3	-	1246	2
	24%	23%	24%	21%	25%	24%	26%	25%	12%	8%	-	24%	7%
Net used	1337	67	1250	20	374	876	87	1326	7	3	-	1335	2
	26%	26%	26%	22%	26%	26%	28%	26%	12%	8%	-	26%	7%
Lost mail	18	2	16	-	6	12	-	18	-	-	-	18	-
	*	1%	*	-	*	*	-	*	-	-	-	*	-
Damaged mail	20	1	19	-	8	12	-	17	4	-	-	20	-
	*	*	*	-	1%	*	-	*	6%gk	-	-	*	-
Delayed mail	36	3	32	-	18	16	1	35	1	-	-	36	-
	1%	1%	1%	-	1%e	*	*	1%	2%	-	-	1%	-
Mis-delivered mail	15	-	14	*	6	5	4	13	-	-	-	13	1
	*	-	*	*	*	*	1%e	*	-	-	-	*	7%
Mail that has been tampered with	12	2	10	-	6	6	-	11	2	-	-	12	-
	*	1%	*	-	*	*	-	*	3%gk	-	-	*	-
Other problems	20	1	19	*	8	12	*	20	-	-	-	20	-
	*	*	*	*	1%	*	*	*	-	-	-	*	-
No - there have been no problems	1244	60	1165	20	338	824	81	1239	2	3	-	1244	*
	24%	23%	24%	21%	23%	24%	26%	25%h	3%	8%	-	24%h	1%
Any problem experienced	93	7	85	*	36	51	5	87	5	-	-	91	1
	2%	3%	2%	*	3%	2%	2%	2%	8%gk	-	-	2%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about UPS	**27**	2	25	-	12	15	-	26	1	-	-	27	-
	1%	*1%*	*1%*	-	*1%*	*	-	*1%*	*2%*	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of UPS	3649	957	909	876	907	312	339	306	300	293	316	285	298	293	319	302	287
	71%	75%c	71%	68%	70%	74%p	75%p	75%p	71%	73%p	69%	68%	68%	68%	74%p	73%	64%
Used UPS to send	219	66	58	46	49	25	13	28	19	23	16	18	15	13	16	17	16
	4%	5%	4%	4%	4%	6%	3%	7%fm	4%	6%	4%	4%	3%	3%	4%	4%	4%
Used UPS to receive	1247	294	290	316	348	92	108	95	96	96	98	89	115	111	137	116	95
	24%	23%	22%	25%	27%b	22%	24%	23%	23%	24%	21%	21%	26%	26%	32%efghijkp	28%	21%
Net used	1337	315	305	340	378	100	111	103	100	105	100	98	125	117	144	130	103
	26%	25%	24%	26%	29%ab	24%	25%	25%	23%	26%	22%	23%	29%	27%	34%efghijkp	31%ehjp	23%
Lost mail	18	2	4	6	6	-	-	2	1	2	1	1	4	2	1	3	2
	*	*	*	*	*	-	-	*	*	*	*	*	1%	*	*	1%	*
Damaged mail	20	5	6	4	6	4	*	*	1	4	-	-	*	3	1	2	3
	*	*	*	*	*	1%	*	*	*	1%	-	-	*	1%	*	*	1%
Delayed mail	36	9	7	13	7	2	6	*	3	2	2	5	6	3	2	4	1
	1%	1%	1%	1%	1%	1%	1%	*	1%	*	*	1%	1%	1%	1%	1%	*
Mis-delivered mail	15	5	3	4	3	2	2	*	1	2	-	-	-	4	1	-	1
	*	*	*	*	*	1%	1%	*	*	*	-	-	-	1%	*	-	*
Mail that has been tampered with	12	2	4	*	6	-	2	-	3	1	-	-	-	*	3	3	-
	*	*	*	*	*	-	*	-	1%	*	-	-	-	*	1%	1%	-
Other problems	20	7	6	4	3	5	1	*	-	6	-	1	1	2	-	3	-
	*	1%	*	*	*	1%j	*	*	-	1%hjnp	-	*	*	*	-	1%	-
No - there have been no problems	1244	296	283	312	353	90	105	100	97	89	97	93	113	106	140	117	96
	24%	23%	22%	24%	27%b	21%	23%	25%	23%	22%	21%	22%	26%	25%	33%efghijkp	28%j	21%
Any problem experienced	93	19	22	27	24	10	6	3	3	16	3	5	11	11	4	13	7
	2%	1%	2%	2%	2%	2%	1%	1%	1%	4%ghjkn	1%	1%	3%	3%	1%	3%ghj	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_12. Competitive landscape - UPS

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about UPS	**27**	13	5	3	6	7	5	2	1	3	1	2	-	1	2	1	3
	1%	*1%*	*	*	*	**2%l**	*1%*	*	*	*1%*	*	*	-	*	*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of UK Mail (not to be confused with Royal Mail)	**1464**	-	1464	819	644	122	146	268	230	307	205	183	269	498	695	388	1214	229	1396
	28%	-	*28%*	**33%d**	*24%*	*18%*	*21%*	**28%ef**	**31%ef**	**34%efg**	**32%ef**	**35%efg**	*19%*	**30%l**	**34%lm**	**34%l**	*28%*	*30%*	*27%*
Used UK Mail (not to be confused with Royal Mail) to send	**123**	-	123	75	48	19	17	34	21	13	7	13	36	54	34	20	81	42	105
	2%	-	*2%*	**3%d**	*2%*	*3%*	*2%*	**4%ij**	*3%*	*1%*	*1%*	*2%*	*3%*	**3%n**	*2%*	*2%*	*2%*	**5%p**	*2%*
Used UK Mail (not to be confused with Royal Mail) to receive	**536**	-	536	324	212	44	54	107	89	116	69	55	99	196	241	124	427	101	533
	10%	-	*10%*	**13%d**	*8%*	*6%*	*8%*	**11%ef**	**12%ef**	**13%ef**	**11%e**	**11%e**	*7%*	**12%l**	**12%l**	**11%l**	*10%*	**13%p**	*10%*
Net used	**594**	-	594	363	231	55	59	118	101	124	73	65	114	218	261	138	463	124	576
	12%	-	*12%*	**14%d**	*9%*	*8%*	*8%*	**12%ef**	**14%ef**	**14%ef**	*11%*	**12%e**	*8%*	**13%l**	**13%l**	**12%l**	*11%*	**16%p**	*11%*
Lost mail	**17**	-	17	7	9	7	4	2	1	-	2	-	11	3	2	2	10	6	16
	*	-	*	*	*	**1%l**	*1%*	*	*	-	*	-	**1%mn**	*	*	*	*	**1%p**	*
Damaged mail	**20**	-	20	8	12	3	7	6	2	-	2	-	10	7	2	2	11	9	15
	*	-	*	*	*	*	**1%l**	*1%*	*	-	*	-	**1%n**	*	*	*	*	**1%p**	*
Delayed mail	**25**	-	25	11	14	8	7	5	*	-	3	2	15	5	5	5	18	6	25
	*	-	*	*	*1%*	**1%hi**	**1%hi**	*1%*	*	-	*	*	**1%mn**	*	*	*	*	*1%*	*
Mis-delivered mail	**12**	-	12	7	5	2	2	5	-	-	2	-	5	5	2	2	11	1	12
	*	-	*	*	*	*	*	*1%*	-	-	*	-	*	*	*	*	*	*	*
Mail that has been tampered with	**13**	-	13	6	7	6	3	3	-	*	*	-	9	3	1	*	8	5	10
	*	-	*	*	*	**1%hi**	*	*	-	*	*	-	**1%no**	*	*	*	*	*1%*	*
Other problems	**7**	-	7	5	2	3	-	2	-	-	1	-	3	2	1	1	3	3	5
	*	-	*	*	*	*	-	*	-	-	*	-	*	*	*	*	*	*p	*
No - there have been no problems	**541**	-	541	335	206	40	47	101	98	123	68	63	87	199	255	131	429	105	526
	11%	-	*11%*	**13%d**	*8%*	*6%*	*7%*	**11%ef**	**13%ef**	**14%ef**	**11%ef**	**12%ef**	*6%*	**12%l**	**12%l**	**11%l**	*10%*	**14%p**	*10%*
Any problem experienced	**53**	-	53	28	25	14	13	16	3	*	4	2	27	19	7	6	34	19	50
	1%	-	*1%*	*1%*	*1%*	**2%hik**	**2%l**	**2%l**	*	*	*1%*	*	**2%no**	**1%n**	*	*1%*	*1%*	**2%p**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Made a complaint about UK Mail (not to be confused with Royal Mail)	**16**	-	16	13	3	3	7	5	*	-	*	-	10	5	*	*	11	5	15
	*	-	*	*1%*	*	*	**1%l**	*1%*	*	-	*	-	**1%no**	*	*	*	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of UK Mail (not to be confused with Royal Mail)	**1464**	352	525	282	306	877	588	852	599	164	230	376	359	239	1204	168	1225
	28%	*30%*	*30%*	*26%*	*27%*	**30%f**	*27%*	*28%*	*30%*	*27%*	**33%k**	*27%*	*28%*	*32%*	*29%*	*28%*	*29%*
Used UK Mail (not to be confused with Royal Mail) to send	**123**	36	36	32	19	72	51	87	36	11	22	32	31	20	105	11	107
	2%	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*
Used UK Mail (not to be confused with Royal Mail) to receive	**536**	162	178	102	94	340	196	325	202	45	85	128	145	114	472	45	476
	10%	**14%bcd**	*10%*	*10%*	*8%*	**12%f**	*9%*	*11%*	*10%*	*7%*	**12%i**	*9%*	**12%i**	**15%ikn**	**12%i**	*7%*	**11%o**
Net used	**594**	181	200	117	97	380	214	363	223	51	96	145	156	123	520	51	525
	12%	**15%bcd**	**11%d**	*11%*	*8%*	**13%f**	*10%*	*12%*	*11%*	*9%*	**14%i**	*11%*	**12%i**	**16%ikn**	**13%i**	*8%*	**13%o**
Lost mail	**17**	5	4	1	7	8	8	10	5	5	6	1	1	3	11	5	11
	*	*	*	*	*1%*	*	*	*	*	**1%kl**	**1%kln**	*	*	*	*	*1%*	*
Damaged mail	**20**	6	6	3	4	12	7	15	3	4	5	5	1	4	16	4	16
	*	*1%*	*	*	*	*	*	*	*	*1%*	**1%l**	*	*	*1%*	*	*1%*	*
Delayed mail	**25**	6	12	2	5	18	7	16	9	3	7	3	5	5	20	3	20
	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	*1%*	*	*1%*	*
Mis-delivered mail	**12**	5	5	1	1	9	3	9	3	2	5	1	2	2	10	2	10
	*	*	*	*	*	*	*	*	*	*	*1%*	*	*	*	*	*	*
Mail that has been tampered with	**13**	2	3	6	2	5	8	11	-	3	5	2	2	1	9	3	9
	*	*	*	*1%*	*	*	*	*h	-	*1%*	*1%*	*	*	*	*	*1%*	*
Other problems	**7**	3	-	2	2	3	3	4	2	3	-	*	1	-	2	3	2
	*	*	-	*	*	*	*	*	*	**1%kn**	-	*	*	-	*	**1%p**	*
No - there have been no problems	**541**	166	182	106	87	348	193	323	211	44	82	134	147	115	477	44	482
	11%	**14%bcd**	**10%d**	*10%*	*8%*	**12%f**	*9%*	*10%*	*11%*	*7%*	**12%i**	*10%*	**12%i**	**15%ikn**	**12%i**	*7%*	**12%o**
Any problem experienced	**53**	14	18	10	10	33	20	40	11	7	14	11	9	8	42	7	42
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**1%h**	*1%*	*1%*	**2%l**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Made a complaint about UK Mail (not to be confused with Royal Mail)	**16**	5	3	6	2	8	8	14	1	2	4	1	3	3	10	2	10
	*	*	*	*1%*	*	*	*	*h	*	*	*1%*	*	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of UK Mail (not to be confused with Royal Mail)	1464	1263	201	64	1273	101	69	22	66	173	107	128	135	145	176	220	124	12	89
	28%	*29%*	*27%*	*26%*	**30%eg**	**23%g**	**28%g**	*15%*	**32%q**	**31%q**	*25%*	**34%jnqr**	**30%q**	**30%q**	**26%q**	**31%q**	**28%q**	*15%*	*24%*
Used UK Mail (not to be confused with Royal Mail) to send	123	107	16	7	115	4	4	1	6	14	8	5	23	7	20	25	7	*	3
	2%	*2%*	*2%*	*3%*	**3%e**	*1%*	*1%*	*1%*	*3%*	*3%*	*2%*	*1%*	**5%kmpr**	*1%*	*3%*	**4%r**	*2%*	*1%*	*1%*
Used UK Mail (not to be confused with Royal Mail) to receive	536	465	71	23	469	33	28	5	21	50	35	59	57	52	59	85	51	3	31
	10%	*11%*	*10%*	*9%*	**11%eg**	**8%g**	**11%g**	*4%*	**10%q**	*9%*	*8%*	**16%jnqr**	**13%q**	**11%q**	*9%*	**12%q**	**11%q**	*3%*	*8%*
Net used	594	512	82	27	524	35	29	6	25	57	37	59	65	54	77	98	52	3	32
	12%	*12%*	*11%*	*11%*	**12%eg**	*8%*	**11%g**	*4%*	**12%q**	*10%*	*9%*	**16%jqr**	**14%jqr**	**11%q**	**11%q**	**14%jqr**	**12%q**	*3%*	*9%*
Lost mail	17	16	*	*	15	-	2	*	-	*	1	2	2	-	5	3	1	-	-
	*	*	*	*	*	-	*1%*	*	-	*	*	*1%*	*	-	*1%*	*	*	-	-
Damaged mail	20	18	2	*	18	1	1	-	1	2	1	3	2	-	3	3	3	-	1
	*	*	*	*	*	*	*	-	*	*	*	*1%*	*	-	*	*	*1%*	-	*
Delayed mail	25	22	3	2	22	2	1	1	2	2	-	5	3	-	5	3	1	-	2
	*	*1%*	*	*1%*	*	*	*1%*	*	*1%*	*	-	**1%jm**	*1%*	-	*1%*	*	*	-	*
Mis-delivered mail	12	11	1	1	10	1	1	*	1	*	-	3	2	2	-	2	-	-	1
	*	*	*	*	*	*	*	*	*1%*	*	-	*1%*	*	*1%*	-	*	-	-	*
Mail that has been tampered with	13	11	2	-	12	-	1	-	-	*	-	4	2	-	3	3	-	-	-
	*	*	*	-	*	-	*	-	-	*	-	*1%*	*	-	*	*	-	-	-
Other problems	7	7	*	-	7	-	*	-	-	-	2	-	2	-	3	-	-	-	-
	*	*	*	-	*	-	*	-	-	-	*	-	*	-	*	-	-	-	-
No - there have been no problems	541	466	75	24	478	32	26	6	21	53	33	51	62	52	65	92	49	3	29
	11%	*11%*	*10%*	*10%*	**11%eg**	*7%*	**10%g**	*4%*	*10%*	*9%*	*8%*	**14%jqr**	**14%jqr**	**11%q**	*10%*	**13%jqr**	**11%q**	*3%*	*8%*
Any problem experienced	53	46	7	3	47	3	3	1	3	5	3	8	3	2	12	6	3	-	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about UK Mail (not to be confused with Royal Mail)	**16**	14	2	*	15	*	1	-	2	-	3	3	3	-	2	1	1	-	*
	*	*	*	*	*	*	*	-	*1%*	-	*1%*	*1%*	*1%*	-	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of UK Mail (not to be confused with Royal Mail)	**1464**	626	540	151	103	39	1166	142	632	517	193	85	28	1149	113
	28%	**33%bcdfg**	**27%c**	*22%*	*27%*	*29%*	**30%c**	*27%*	**32%ijm**	*25%*	*27%*	*31%*	*28%*	**29%i**	*30%*
Used UK Mail (not to be confused with Royal Mail) to send	**123**	64	46	4	6	2	111	8	55	54	9	3	*	109	4
	2%	**3%c**	**2%c**	*1%*	*1%*	*1%*	**3%c**	*1%*	*3%*	*3%*	*1%*	*1%*	*	*3%*	*1%*
Used UK Mail (not to be confused with Royal Mail) to receive	**536**	222	202	44	46	16	424	62	252	175	59	35	9	427	44
	10%	**12%c**	**10%c**	*6%*	**12%c**	*12%*	**11%c**	**12%c**	**13%ijm**	*9%*	*8%*	*13%*	*9%*	**11%i**	*12%*
Net used	**594**	255	224	45	48	16	478	64	277	203	62	37	9	480	46
	12%	**14%c**	**11%c**	*7%*	**13%c**	*12%*	**12%c**	**12%c**	**14%ij**	*10%*	*9%*	*14%*	*9%*	**12%j**	*12%*
Lost mail	**17**	8	1	2	4	-	8	4	7	5	2	1	-	12	1
	*	*	*	*	**1%bf**	-	*	**1%b**	*	*	*	*	-	*	*
Damaged mail	**20**	8	4	2	3	-	12	3	8	6	3	1	-	14	1
	*	*	*	*	*1%*	-	*	*1%*	*	*	*	*	-	*	*
Delayed mail	**25**	11	5	6	3	-	17	3	11	10	4	1	-	20	1
	*	*1%*	*	*1%*	*1%*	-	*	*1%*	*1%*	*	*1%*	*	-	*1%*	*
Mis-delivered mail	**12**	5	4	2	1	-	9	1	5	6	-	1	-	11	1
	*	*	*	*	*	-	*	*	*	*	-	*	-	*	*
Mail that has been tampered with	**13**	5	6	-	-	-	11	-	3	6	2	-	-	9	-
	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Other problems	**7**	5	-	-	-	-	5	-	5	-	-	-	-	5	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
No - there have been no problems	**541**	233	206	40	42	16	440	58	256	183	52	37	9	439	46
	11%	**12%c**	**10%c**	*6%*	**11%c**	**12%c**	**11%c**	**11%c**	**13%ij**	*9%*	*7%*	**13%j**	*9%*	**11%j**	**12%j**
Any problem experienced	**53**	22	17	6	7	-	39	7	21	20	10	1	-	41	1
	1%	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about UK Mail (not to be confused with Royal Mail)	**16**	10	3	*	2	-	14	2	8	4	3	1	-	12	1
	*	*1%*	*	*	*	-	*	*	*	*	*	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of UK Mail (not to be confused with Royal Mail)	**1464**	82	1363	20	439	946	80	1451	7	5	-	1463	2
	28%	*31%*	*28%*	*21%*	*30%*	*28%*	*26%*	**29%h**	*13%*	*13%*	-	**29%h**	*8%*
Used UK Mail (not to be confused with Royal Mail) to send	**123**	11	110	2	37	81	5	122	2	-	-	123	-
	2%	*4%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	-	-	*2%*	-
Used UK Mail (not to be confused with Royal Mail) to receive	**536**	31	500	5	163	345	27	529	3	2	-	534	2
	10%	*12%*	*10%*	*5%*	*11%*	*10%*	*9%*	*11%*	*5%*	*5%*	-	*10%*	*8%*
Net used	**594**	39	548	7	182	381	31	586	5	2	-	592	2
	12%	*15%*	*11%*	*8%*	*13%*	*11%*	*10%*	*12%*	*8%*	*5%*	-	*12%*	*8%*
Lost mail	**17**	2	14	*	8	7	2	14	-	1	-	15	2
	*	*1%*	*	*	*1%*	*	*1%*	*	-	*2%*	-	*	*8%*
Damaged mail	**20**	2	17	-	8	8	3	18	-	-	-	18	2
	*	*1%*	*	-	*1%*	*	*1%*	*	-	-	-	*	*7%*
Delayed mail	**25**	2	23	-	10	14	1	23	2	-	-	25	-
	*	*1%*	*	-	*1%*	*	*	*	**3%g**	-	-	*	-
Mis-delivered mail	**12**	2	10	*	4	8	*	12	-	-	-	12	*
	*	*1%*	*	*	*	*	*	*	-	-	-	*	*1%*
Mail that has been tampered with	**13**	2	11	*	8	2	3	8	3	-	-	11	2
	*	*1%*	*	*	**1%e**	*	**1%e**	*	**5%gk**	-	-	*	*8%*
Other problems	**7**	4	3	-	3	2	2	5	-	-	-	5	2
	*	**1%b**	*	-	*	*	*1%*	*	-	-	-	*	*7%*
No - there have been no problems	**541**	34	501	7	161	353	27	540	*	1	-	541	-
	11%	*13%*	*10%*	*7%*	*11%*	*10%*	*9%*	**11%h**	*	*3%*	-	**11%h**	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Any problem experienced	**53**	5	48	*	21	28	4	46	4	1	-	51	2
	1%	*2%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**8%gk**	*2%*	-	*1%*	*8%*
Made a complaint about UK Mail (not to be confused with Royal Mail)	**16**	4	11	-	7	8	-	14	2	-	-	16	-
	*	**2%b**	*	-	*1%*	*	-	*	**3%gk**	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of UK Mail (not to be confused with Royal Mail)	1464	411	374	342	337	127	163	121	111	115	147	116	110	116	116	120	101
	28%	**32%cd**	*29%*	*27%*	*26%*	*30%*	**36%hklmnp**	*30%*	*26%*	*29%*	**32%p**	*28%*	*25%*	*27%*	*27%*	*29%*	*23%*
Used UK Mail (not to be confused with Royal Mail) to send	123	38	41	19	26	15	16	8	14	15	12	4	7	8	12	9	6
	2%	**3%c**	**3%c**	*1%*	*2%*	*4%*	*3%*	*2%*	*3%*	*4%*	*3%*	*1%*	*2%*	*2%*	*3%*	*2%*	*1%*
Used UK Mail (not to be confused with Royal Mail) to receive	536	150	144	101	141	48	58	45	41	54	49	43	27	31	66	56	20
	10%	**12%c**	**11%c**	*8%*	**11%c**	**11%lp**	**13%lmp**	**11%p**	**10%p**	**13%lmp**	**11%p**	**10%p**	*6%*	*7%*	**15%hlmp**	**13%lmp**	*4%*
Net used	594	167	165	109	153	54	65	48	49	60	56	46	29	34	69	59	25
	12%	**13%c**	**13%c**	*9%*	**12%c**	**13%lp**	**14%lmp**	**12%lp**	**12%p**	**15%lmp**	**12%lp**	**11%p**	*7%*	*8%*	**16%lmp**	**14%lmp**	*6%*
Lost mail	17	4	4	3	5	-	2	3	1	3	-	1	2	-	1	4	-
	*	*	*	*	*	-	*	*1%*	*	*1%*	-	*	*	-	*	*1%*	-
Damaged mail	20	5	8	3	4	-	3	2	3	5	-	2	1	-	-	3	1
	*	*	*1%*	*	*	-	*1%*	*1%*	*1%*	*1%*	-	*	*	-	-	*1%*	*
Delayed mail	25	6	6	5	8	2	1	3	2	2	2	2	2	2	3	4	1
	*	*	*	*	*1%*	*	*	*1%*	*	*	*	*	*	*	*1%*	*1%*	*
Mis-delivered mail	12	5	6	*	2	-	2	3	2	3	1	-	*	-	-	2	-
	*	*	*	*	*	-	*	*1%*	*	*1%*	*	-	*	-	-	*	-
Mail that has been tampered with	13	5	1	2	5	1	4	-	1	-	-	2	-	-	2	3	-
	*	*	*	*	*	*	*1%*	-	*	-	-	*	-	-	*	*1%*	-
Other problems	7	1	-	*	5	1	-	-	-	-	-	-	*	-	-	3	2
	*	*	-	*	*	*	-	-	-	-	-	-	*	-	-	*1%*	*
No - there have been no problems	541	151	149	101	140	50	57	45	45	51	52	42	27	33	66	53	21
	11%	**12%c**	**12%c**	*8%*	*11%*	**12%lp**	**13%lp**	**11%lp**	**11%p**	**13%lp**	**11%lp**	**10%p**	*6%*	*8%*	**15%lmp**	**13%lp**	*5%*
Any problem experienced	53	16	16	8	13	4	8	4	4	9	3	4	2	2	3	6	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about UK Mail (not to be confused with Royal Mail)	**16**	2	2	4	8	*	1	-	2	1	-	3	1	-	2	4	3
	*	*	*	*	*1%*	*	*	-	*	*	-	*1%*	*	-	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of DX	643	-	643	375	268	51	70	168	130	123	67	34	121	298	224	101	519	111	633
	12%	-	*12%*	**15%d**	*10%*	*7%*	*10%*	**18%efjk**	**18%efjk**	**14%ek**	*11%*	*6%*	*9%*	**18%lno**	*11%*	*9%*	*12%*	*14%*	*12%*
Used DX to send	38	-	38	28	10	3	10	11	11	-	1	2	13	22	3	3	22	15	33
	1%	-	*1%*	**1%d**	*	*	**1%i**	**1%i**	**1%i**	-	*	*	**1%n**	**1%no**	*	*	*1%*	**2%p**	*1%*
Used DX to receive	170	-	170	108	62	6	21	50	36	39	11	8	27	86	57	19	127	37	168
	3%	-	*3%*	**4%d**	*2%*	*1%*	**3%e**	**5%ejk**	**5%ejk**	**4%ejk**	*2%*	*1%*	*2%*	**5%lno**	*3%*	*2%*	*3%*	**5%p**	*3%*
Net used	187	-	187	123	64	8	27	56	39	39	11	8	35	95	57	19	133	48	183
	4%	-	*4%*	**5%d**	*2%*	*1%*	**4%ek**	**6%ejk**	**5%ejk**	**4%ejk**	*2%*	*1%*	*2%*	**6%lno**	*3%*	*2%*	*3%*	**6%p**	*4%*
Lost mail	2	-	2	1	1	-	2	*	-	-	-	-	2	*	-	-	1	1	3
	*	-	*	*	*	-	*	*	-	-	-	-	*	*	-	-	*	*	*
Damaged mail	5	-	5	2	3	1	2	2	*	-	1	-	3	2	1	1	3	2	8
	*	-	*	*	*	*	*	*	*	-	*	-	*	*	*	*	*	*	*
Delayed mail	7	-	7	3	4	2	3	*	*	1	-	-	5	*	1	-	5	2	11
	*	-	*	*	*	*	*	*	*	*	-	-	*	*	*	-	*	*	*
Mis-delivered mail	5	-	5	3	2	1	2	2	-	-	-	-	3	2	-	-	2	3	5
	*	-	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	*	*
Mail that has been tampered with	3	-	3	1	2	1	2	*	-	-	-	-	3	*	-	-	2	1	4
	*	-	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	*	*
Other problems	4	-	4	3	*	-	-	2	-	1	-	-	-	2	1	-	3	*	5
	*	-	*	*	*	-	-	*	-	*	-	-	-	*	*	-	*	*	*
No - there have been no problems	169	-	169	110	58	4	20	50	39	37	10	8	24	89	55	18	122	40	159
	3%	-	*3%*	**4%d**	*2%*	*1%*	**3%e**	**5%efjk**	**5%ejk**	**4%ejk**	*2%*	*1%*	*2%*	**5%lno**	*3%*	*2%*	*3%*	**5%p**	*3%*
Any problem experienced	18	-	18	13	6	3	7	5	*	1	1	-	10	6	2	1	11	7	24
	*	-	*	*	*	*	**1%h**	*1%*	*	*	*	-	**1%no**	*	*	*	*	**1%p**	*
Made a complaint about DX	11	-	11	7	4	2	5	2	*	*	1	-	8	2	1	1	6	5	15
	*	-	*	*	*	*	*1%*	*	*	*	*	-	**1%n**	*	*	*	*	**1%p**	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 346

QI_14. Competitive landscape - DX

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of DX	**643**	157	229	128	128	387	256	446	194	76	65	145	189	136	536	76	545
	12%	*13%*	*13%*	*12%*	*11%*	*13%*	*12%*	**14%h**	*10%*	*13%*	*9%*	*11%*	**15%jk**	**18%ljkn**	**13%j**	*12%*	*13%*
Used DX to send	**38**	15	3	15	5	18	20	31	7	1	3	7	11	13	34	1	34
	1%	**1%b**	*	**1%b**	*	*1%*	*1%*	**1%h**	*	*	*	*1%*	*1%*	**2%lk**	*1%*	*	*1%*
Used DX to receive	**170**	44	53	42	31	97	73	120	49	11	12	46	45	49	152	11	156
	3%	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*	**4%h**	*2%*	*2%*	*2%*	*3%*	*4%*	**7%ljkln**	**4%j**	*2%*	*4%*
Net used	**187**	52	55	47	33	107	80	134	52	13	14	47	51	54	165	13	169
	4%	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*	**4%h**	*3%*	*2%*	*2%*	*3%*	*4%*	**7%ljkln**	**4%j**	*2%*	*4%*
Lost mail	**2**	-	1	1	*	1	1	2	*	-	-	*	-	2	2	-	2
	*	-	*	*	*	*	*	*	*	-	-	*	-	*	*	-	*
Damaged mail	**5**	1	-	1	3	1	5	1	4	1	-	*	2	1	4	1	4
	*	*	-	*	*	*	*	*	*	*	-	*	*	*	*	*	*
Delayed mail	**7**	2	2	2	1	3	4	5	2	1	2	1	2	1	6	1	6
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mis-delivered mail	**5**	1	1	3	*	2	3	5	*	-	-	1	1	1	3	-	3
	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	-	*
Mail that has been tampered with	**3**	1	1	1	*	2	1	3	*	-	-	1	1	1	3	-	3
	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	-	*
Other problems	**4**	-	2	*	1	2	2	2	1	1	-	*	2	-	2	1	2
	*	-	*	*	*	*	*	*	*	*	-	*	*	-	*	*	*
No - there have been no problems	**169**	47	50	43	28	98	71	122	46	10	12	46	43	51	152	10	156
	3%	*4%*	*3%*	*4%*	*2%*	*3%*	*3%*	**4%h**	*2%*	*2%*	*2%*	*3%*	*3%*	**7%ljkln**	**4%j**	*2%*	**4%o**
Any problem experienced	**18**	5	5	4	5	9	9	12	6	2	2	1	8	2	13	2	13
	*	*	*	*	*	*	*	*	*	*	*	*	**1%k**	*	*	*	*
Made a complaint about DX	**11**	4	3	3	1	6	5	9	2	*	1	1	4	2	8	*	8
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 346

QI_14. Competitive landscape - DX

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of DX	**643**	546	97	27	558	48	26	11	44	61	69	49	60	65	90	66	54	3	46
	12%	*12%*	*13%*	*11%*	**13%g**	*11%*	*10%*	*8%*	**21%klmnopqr**	**11%q**	**16%oq**	**13%q**	**13%q**	**14%q**	**13%q**	*9%*	**12%q**	*3%*	**13%q**
Used DX to send	**38**	32	5	2	36	1	1	*	4	2	6	2	5	4	9	3	1	-	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*	*	**2%lopr**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	-	*
Used DX to receive	**170**	142	28	7	150	12	6	3	9	20	17	14	15	13	25	18	18	-	12
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*2%*	*2%*	**5%q**	*4%*	*4%*	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	-	*3%*
Net used	**187**	155	32	9	166	12	6	3	12	22	22	14	17	14	29	18	18	-	12
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*2%*	*2%*	**6%oq**	*4%*	**5%q**	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	-	*3%*
Lost mail	**2**	2	*	*	2	*	-	-	-	-	1	1	-	-	-	-	-	-	*
	*	*	*	*	*	*	-	-	-	-	*	*	-	-	-	-	-	-	*
Damaged mail	**5**	3	2	1	5	*	*	1	-	-	-	1	*	2	1	-	-	-	*
	*	*	*	*	*	*	*	*	-	-	-	*	*	*	*	-	-	-	*
Delayed mail	**7**	6	*	*	6	1	*	-	1	-	1	1	1	-	-	-	1	-	1
	*	*	*	*	*	*	*	-	**1%no**	-	*	*	*	-	-	-	*	-	*
Mis-delivered mail	**5**	5	*	*	5	*	-	-	1	-	3	1	-	-	-	-	-	-	*
	*	*	*	*	*	*	-	-	*	-	*1%*	*	-	-	-	-	-	-	*
Mail that has been tampered with	**3**	3	*	*	3	*	-	-	2	-	-	1	-	-	-	-	-	-	*
	*	*	*	*	*	*	-	-	**1%ino**	-	-	*	-	-	-	-	-	-	*
Other problems	**4**	3	*	*	3	*	*	-	-	-	3	-	-	-	-	-	-	-	*
	*	*	*	*	*	*	*	-	-	-	*1%*	-	-	-	-	-	-	-	*
No - there have been no problems	**169**	140	28	8	150	11	5	2	9	22	15	12	16	12	27	18	17	-	11
	3%	*3%*	*4%*	*3%*	*3%*	*2%*	*2%*	*2%*	**5%q**	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*	*4%*	-	*3%*
Any problem experienced	**18**	15	3	1	16	1	*	1	3	-	7	1	1	2	1	-	1	-	1
	*	*	*	*	*	*	*	*	**1%lo**	-	**2%lno**	*	*	*	*	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about DX	11	11	1	*	10	*	*	1	3	-	4	1	-	1	-	-	1	-	*
	*	*	*	*	*	*	*	*	1%Ilnor	-	1%o	*	-	*	-	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of DX	**643**	227	267	85	48	14	495	62	247	260	83	39	11	508	50
	12%	*12%*	*13%*	*12%*	*12%*	*10%*	*13%*	*12%*	*13%*	*13%*	*12%*	*14%*	*11%*	*13%*	*13%*
Used DX to send	**38**	17	17	3	1	-	33	1	18	14	2	3	-	32	3
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*	*1%*	-	*1%*	*1%*
Used DX to receive	**170**	53	84	14	15	4	137	19	64	76	18	10	3	139	13
	3%	*3%*	***4%c***	*2%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*
Net used	**187**	61	91	16	16	4	152	20	71	82	19	11	3	153	14
	4%	*3%*	***5%c***	*2%*	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*4%*
Lost mail	**2**	1	-	-	1	-	1	1	1	-	1	-	-	1	-
	*	*	-	-	*	-	*	*	*	-	*	-	-	*	-
Damaged mail	**5**	1	2	2	*	-	3	*	3	*	-	1	-	3	1
	*	*	*	*	*	-	*	*	*	*	-	***1%i***	-	*	*i
Delayed mail	**7**	3	2	1	1	-	5	1	3	1	1	1	-	5	1
	*	*	*	*	*	-	*	*	*	*	*	*	-	*	*
Mis-delivered mail	**5**	3	2	-	-	-	5	-	4	1	-	-	-	5	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Mail that has been tampered with	**3**	2	1	-	-	-	3	-	2	1	-	-	-	3	-
	*	*	*	-	-	-	*	-	*	*	-	-	-	*	-
Other problems	**4**	*	2	1	-	-	2	-	*	2	1	-	-	2	-
	*	*	*	*	-	-	*	-	*	*	*	-	-	*	-
No - there have been no problems	**169**	54	85	12	14	4	139	18	64	76	17	9	3	140	12
	3%	*3%*	***4%c***	*2%*	*4%*	*3%*	*4%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*
Any problem experienced	**18**	7	6	4	2	-	13	2	7	6	2	3	-	13	3
	*	*	*	*1%*	*	-	*	*	*	*	*	*1%*	-	*	*1%*
Made a complaint about DX	**11**	6	4	-	1	-	10	1	5	3	1	1	-	8	1
	*	*	*	-	*	-	*	*	*	*	*	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of DX	**643**	28	607	8	167	456	20	636	3	3	-	641	2
	12%	*11%*	*13%*	*8%*	***12%f***	***13%f***	*7%*	*13%*	*6%*	*7%*	-	*13%*	*7%*
Used DX to send	**38**	5	33	-	8	28	1	36	-	-	-	36	1
	1%	*2%*	*1%*	-	*1%*	*1%*	*	*1%*	-	-	-	*1%*	*7%*
Used DX to receive	**170**	13	155	3	50	116	4	168	1	1	-	170	-
	3%	*5%*	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*1%*	*3%*	-	*3%*	-
Net used	**187**	18	167	3	51	130	6	184	1	1	-	185	1
	4%	***7%b***	*3%*	*3%*	*4%*	*4%*	*2%*	*4%*	*1%*	*3%*	-	*4%*	*7%*
Lost mail	**2**	-	2	-	1	1	-	2	-	-	-	2	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Damaged mail	**5**	2	4	-	3	1	1	4	-	-	-	4	1
	*	***1%b***	*	-	*	*	*e	*	-	-	-	*	*7%*
Delayed mail	**7**	1	6	-	5	2	-	6	1	-	-	7	-
	*	*	*	-	*	*	-	*	*1%*	-	-	*	-
Mis-delivered mail	**5**	2	3	-	2	3	-	5	-	-	-	5	-
	*	***1%b***	*	-	*	*	-	*	-	-	-	*	-
Mail that has been tampered with	**3**	-	3	-	2	1	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Other problems	**4**	-	4	-	1	2	-	4	-	-	-	4	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
No - there have been no problems	**169**	13	153	3	44	120	4	167	-	1	-	169	-
	3%	*5%*	*3%*	*3%*	*3%*	*4%*	*1%*	*3%*	-	*3%*	-	*3%*	-
Any problem experienced	**18**	4	14	-	7	10	1	16	1	-	-	17	1
	*	***2%b***	*	-	*	*	*	*	*1%*	-	-	*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about DX	**11** *	3 1%b	8 *	- -	4 *	7 *	- -	11 *	- -	- -	- -	11 *	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of DX	643	153	169	163	159	51	42	59	57	51	61	36	72	55	61	58	40
	12%	*12%*	*13%*	*13%*	*12%*	*12%*	*9%*	**15%kp**	*13%*	*13%*	*13%*	*8%*	**17%fkp**	*13%*	*14%*	*14%*	*9%*
Used DX to send	38	6	9	14	9	*	2	4	2	2	5	-	7	7	3	1	5
	1%	*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*	-	**2%ek**	*2%*	*1%*	*	*1%*
Used DX to receive	170	32	43	48	47	14	4	15	18	9	16	10	20	18	16	22	9
	3%	*3%*	*3%*	*4%*	*4%*	**3%f**	*1%*	**4%f**	**4%f**	*2%*	**4%f**	*2%*	**5%f**	**4%f**	**4%f**	**5%fp**	*2%*
Net used	187	32	48	56	51	14	4	15	18	10	19	10	25	21	16	22	13
	4%	*3%*	*4%*	**4%a**	*4%*	**3%f**	*1%*	**4%f**	**4%f**	*3%*	**4%f**	*2%*	**6%f**	**5%f**	**4%f**	**5%f**	*3%*
Lost mail	2	-	1	1	*	-	-	-	1	-	-	-	1	-	-	-	*
	*	-	*	*	*	-	-	-	*	-	-	-	*	-	-	-	*
Damaged mail	5	*	2	1	2	-	-	*	1	-	1	-	-	1	-	1	2
	*	*	*	*	*	-	-	*	*	-	*	-	-	*	-	*	*
Delayed mail	7	-	3	2	2	-	-	-	1	-	2	1	-	1	1	-	1
	*	-	*	*	*	-	-	-	*	-	*	*	-	*	*	-	*
Mis-delivered mail	5	-	2	1	2	-	-	-	1	-	1	-	-	1	-	-	2
	*	-	*	*	*	-	-	-	*	-	*	-	-	*	-	-	*
Mail that has been tampered with	3	-	3	-	*	-	-	-	1	-	2	-	-	-	-	-	*
	*	-	*	-	*	-	-	-	*	-	*	-	-	-	-	-	*
Other problems	4	*	-	1	2	-	*	-	-	-	-	-	-	1	-	*	2
	*	*	-	*	*	-	*	-	-	-	-	-	-	*	-	*	*
No - there have been no problems	169	32	43	51	43	14	3	14	17	10	16	9	24	17	15	22	6
	3%	*2%*	*3%*	*4%*	*3%*	**3%f**	*1%*	**4%f**	**4%f**	*3%*	**3%f**	*2%*	**6%fp**	**4%f**	**4%f**	**5%fp**	*1%*
Any problem experienced	18	*	5	5	8	-	*	*	1	-	4	1	1	3	1	1	6
	*	*	*	*	**1%a**	-	*	*	*	-	*1%*	*	*	*1%*	*	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_14. Competitive landscape - DX

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about DX	**11**	*	4	3	4	-	*	-	1	-	3	-	1	2	-	1	3
	*	*	*	*	*	-	*	-	*	-	*1%*	-	*	*	-	*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of Yodel	**3672**	-	3672	1719	1949	301	398	680	573	742	550	424	698	1253	1715	974	3151	468	3768
	71%	-	*71%*	*69%*	*74%c*	*44%*	*56%e*	*72%ef*	*78%efg*	*82%efg*	*87%efghk*	*81%efg*	*50%*	*75%l*	*83%lm*	*84%lm*	*73%q*	*61%*	*73%*
Used Yodel to send	**239**	-	239	114	124	18	31	66	48	37	21	17	50	114	75	38	166	68	246
	5%	-	*5%*	*5%*	*5%*	*3%*	*4%*	*7%eijk*	*7%ejk*	*4%*	*3%*	*3%*	*4%*	*7%lno*	*4%*	*3%*	*4%*	*9%p*	*5%*
Used Yodel to receive	**2174**	-	2174	1034	1136	167	236	425	344	435	312	252	403	768	998	563	1884	257	2373
	42%	-	*42%*	*41%*	*43%*	*24%*	*33%e*	*45%ef*	*47%ef*	*48%ef*	*49%ef*	*48%ef*	*29%*	*46%l*	*48%l*	*49%l*	*44%q*	*33%*	*46%*
Net used	**2248**	-	2248	1068	1176	174	247	439	360	448	320	257	421	799	1025	577	1925	286	2446
	44%	-	*44%*	*43%*	*45%*	*25%*	*35%e*	*46%ef*	*49%ef*	*50%ef*	*51%ef*	*49%ef*	*30%*	*48%l*	*50%l*	*50%l*	*45%q*	*37%*	*48%*
Lost mail	**35**	-	35	12	23	10	6	7	5	2	2	3	15	12	7	5	27	8	43
	1%	-	*1%*	*	*1%*	*1%l*	*1%*	*1%*	*1%*	*	*	*1%*	*1%n*	*1%*	*	*	*1%*	*1%*	*1%*
Damaged mail	**82**	-	82	30	53	7	16	20	5	13	16	5	23	26	34	21	68	14	95
	2%	-	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
Delayed mail	**124**	-	124	68	56	20	16	39	13	19	11	6	36	52	36	17	99	23	153
	2%	-	*2%*	*3%*	*2%*	*3%*	*2%*	*4%hijk*	*2%*	*2%*	*2%*	*1%*	*3%*	*3%nq*	*2%*	*1%*	*2%*	*3%*	*3%*
Mis-delivered mail	**57**	-	57	24	34	9	6	15	5	11	4	7	15	20	22	12	46	11	60
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**27**	-	27	18	9	6	4	5	2	2	5	3	10	7	10	8	21	6	26
	1%	-	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*	*	*1%*	*	*1%*	*1%*
Other problems	**56**	-	56	24	31	1	3	10	11	17	11	4	4	21	31	14	42	11	58
	1%	-	*1%*	*1%*	*1%*	*	*	*1%*	*2%e*	*2%ef*	*2%e*	*1%*	*	*1%l*	*1%l*	*1%l*	*1%*	*1%*	*1%*
No - there have been no problems	**1966**	-	1966	953	1009	137	212	369	328	396	283	238	349	697	916	520	1694	241	2136
	38%	-	*38%*	*38%*	*38%*	*20%*	*30%e*	*39%ef*	*45%ef*	*44%ef*	*45%ef*	*46%efg*	*25%*	*41%l*	*44%l*	*45%l*	*39%q*	*31%*	*41%*
Any problem experienced	**282**	-	282	115	167	37	35	70	32	52	38	19	71	102	109	57	231	45	310
	5%	-	*5%*	*5%*	*6%c*	*5%*	*5%*	*7%hk*	*4%*	*6%*	*6%*	*4%*	*5%*	*6%*	*5%*	*5%*	*5%*	*6%*	*6%*
Made a complaint about Yodel	**121**	-	121	60	61	16	12	22	20	28	12	12	28	41	52	24	100	19	132
	2%	-	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of Yodel	**3672**	821	1301	727	824	2122	1550	2103	1539	428	493	988	895	559	2935	431	3010
	71%	*69%*	**74%ac**	*68%*	*72%*	*72%*	*70%*	*68%*	**76%g**	*71%*	*70%*	*72%*	*71%*	*74%*	*72%*	*71%*	*72%*
Used Yodel to send	**239**	53	68	52	65	121	118	155	82	23	28	59	71	38	197	23	202
	5%	*4%*	*4%*	*5%*	*6%*	*4%*	*5%*	*5%*	*4%*	*4%*	*4%*	*4%*	*6%*	*5%*	*5%*	*4%*	*5%*
Used Yodel to receive	**2174**	513	796	391	474	1308	865	1233	925	225	296	579	555	355	1785	228	1833
	42%	**43%c**	**45%c**	*37%*	*41%*	**45%f**	*39%*	*40%*	**46%g**	*37%*	*42%*	*42%*	**44%l**	**47%l**	**44%l**	*37%*	**44%o**
Net used	**2248**	540	810	408	491	1350	898	1280	951	234	303	591	578	371	1843	237	1894
	44%	**46%c**	**46%c**	*38%*	*43%*	**46%f**	*41%*	*42%*	**47%g**	*39%*	*43%*	*43%*	**46%l**	**49%lk**	**45%l**	*39%*	**45%o**
Lost mail	**35**	7	6	15	7	13	22	18	17	4	5	11	8	6	30	4	30
	1%	*1%*	*	**1%b**	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Damaged mail	**82**	23	25	10	24	48	35	56	26	14	13	35	7	6	61	14	64
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	**2%lm**	**2%l**	**3%lmn**	*1%*	*1%*	*1%*	*2%*	*2%*
Delayed mail	**124**	39	32	20	33	71	53	84	40	16	8	32	38	24	102	16	105
	2%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	**3%j**	**3%j**	*2%*	*3%*	*3%*
Mis-delivered mail	**57**	15	16	14	12	31	26	40	17	8	5	18	11	7	41	8	41
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**27**	6	4	8	9	11	16	19	8	5	3	8	6	3	21	5	21
	1%	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*	*	*1%*	*1%*	*
Other problems	**56**	12	26	10	8	37	18	36	19	3	10	10	19	10	49	3	49
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
No - there have been no problems	**1966**	458	720	358	430	1179	787	1088	863	202	275	504	505	332	1617	205	1662
	38%	*39%*	**41%c**	*33%*	*38%*	**40%f**	*36%*	*35%*	**43%g**	*34%*	*39%*	*37%*	**40%l**	**44%lk**	**40%l**	*34%*	**40%o**
Any problem experienced	**282**	82	89	50	61	171	111	192	88	32	28	87	72	39	226	32	232
	5%	*7%*	*5%*	*5%*	*5%*	*6%*	*5%*	**6%h**	*4%*	*5%*	*4%*	*6%*	*6%*	*5%*	*6%*	*5%*	*6%*
Made a complaint about Yodel	**121**	27	43	32	20	69	52	81	40	19	9	40	24	21	93	19	96
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 347

QI_15. Competitive landscape - Yodel

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of Yodel	3672	3083	588	185	3058	314	196	104	155	396	320	273	307	378	358	516	355	45	269
	71%	70%	80%a	76%	71%	71%	78%deg	71%	75%nq	70%nq	76%lnq	73%nq	68%n	79%ilnq	53%	73%nq	81%iklnoq	58%	74%nq
Used Yodel to send	239	209	30	12	201	16	14	7	12	32	7	13	34	15	35	38	13	2	14
	5%	5%	4%	5%	5%	4%	6%	5%	6%j	6%j	2%	4%	8%jkmp	3%	5%j	5%j	3%	2%	4%
Used Yodel to receive	2174	1801	373	128	1774	197	138	64	96	210	165	170	176	219	206	315	217	23	174
	42%	41%	51%a	53%a	41%	45%	55%deg	44%	46%ino	37%	39%n	46%ino	39%n	46%ino	30%	45%nq	49%ijlnq	29%	48%ijlnq
Net used	2248	1861	387	134	1840	201	141	66	98	226	167	173	189	223	215	329	220	23	178
	44%	42%	53%a	55%a	43%	46%	56%deg	45%	47%nq	40%n	39%	47%nq	42%n	47%nq	32%	47%nq	50%ijnq	30%	49%ijnq
Lost mail	35	28	7	3	30	3	1	*	-	2	7	6	3	3	4	3	2	1	2
	1%	1%	1%	1%	1%	1%	*	*	-	*	2%	2%	1%	1%	1%	*	*	1%	1%
Damaged mail	82	73	9	4	70	5	6	2	-	8	5	13	11	7	8	8	10	1	4
	2%	2%	1%	2%	2%	1%	2%	1%	-	1%	1%	4%hn	2%h	1%	1%	1%	2%h	1%	1%
Delayed mail	124	107	17	5	99	12	9	4	5	6	12	14	7	9	9	30	7	1	11
	2%	2%	2%	2%	2%	3%	4%	3%	2%	1%	3%	4%in	2%	2%	1%	4%in	2%	1%	3%
Mis-delivered mail	57	48	9	2	50	4	3	1	-	6	3	7	-	2	8	16	8	1	2
	1%	1%	1%	1%	1%	1%	1%	*	-	1%	1%	2%hl	-	*	1%	2%hl	2%l	2%hl	1%
Mail that has been tampered with	27	23	4	1	26	*	*	*	-	7	2	6	3	-	4	2	2	*	*
	1%	1%	1%	*	1%	*	*	*	-	1%	*	2%mr	1%	-	1%	*	1%	*	*
Other problems	56	45	10	3	44	6	5	1	1	10	3	4	2	4	7	8	4	1	6
	1%	1%	1%	1%	1%	1%	2%	*	*	2%	1%	1%	*	1%	1%	1%	1%	1%	2%
No - there have been no problems	1966	1617	349	121	1608	176	123	60	92	193	145	149	164	207	186	276	195	19	157
	38%	37%	48%a	50%a	37%	40%	49%deg	41%	44%ijnq	34%	34%	40%nq	36%n	43%ijnq	28%	39%nq	44%ijnq	25%	43%ijnq
Any problem experienced	282	244	38	12	233	25	18	6	6	33	21	24	25	17	28	53	25	4	21
	5%	6%	5%	5%	5%	6%	7%	4%	3%	6%	5%	6%	6%	4%	4%	8%hm	6%	5%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about Yodel	**121**	105	16	8	102	9	7	3	3	17	4	12	13	11	9	25	7	2	7
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*	*1%*	*3%*	*1%*	*3%*	*3%*	*2%*	*1%*	***4%***	*2%*	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of Yodel	**3672**	1462	1428	406	264	94	2890	359	1494	1441	470	183	62	2935	245
	71%	**78%bcdfg**	**71%c**	*59%*	**68%c**	*69%*	**74%bcg**	**69%c**	**76%jklmn**	*70%*	*66%*	*67%*	*61%*	**73%jln**	*65%*
Used Yodel to send	**239**	102	93	20	20	4	195	24	115	88	27	4	2	204	6
	5%	**5%c**	*5%*	*3%*	*5%*	*3%*	*5%*	*5%*	**6%kn**	*4%*	*4%*	*1%*	*2%*	**5%kn**	*2%*
Used Yodel to receive	**2174**	846	873	235	156	53	1719	208	890	870	260	113	30	1760	143
	42%	**45%c**	**43%c**	*34%*	*40%*	*39%*	**44%c**	*40%*	**45%jln**	**42%jl**	*36%*	*41%*	*30%*	**44%jl**	*38%*
Net used	**2248**	882	903	238	162	53	1784	215	923	900	268	115	30	1824	145
	44%	**47%c**	**45%c**	*34%*	*42%*	*39%*	**46%c**	*41%*	**47%jln**	**44%jl**	*38%*	*42%*	*30%*	**45%jln**	*39%*
Lost mail	**35**	9	18	2	4	2	27	6	14	9	7	3	2	23	5
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*
Damaged mail	**82**	28	34	14	5	1	62	6	37	34	10	1	*	71	2
	2%	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*	*	*2%*	*
Delayed mail	**124**	44	58	14	6	1	102	7	51	58	14	2	-	108	2
	2%	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*1%*	**3%n**	**3%n**	*2%*	*1%*	-	**3%n**	*
Mis-delivered mail	**57**	20	29	2	4	2	49	6	18	30	6	1	2	48	3
	1%	*1%*	**1%c**	*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*2%*	*1%*	*1%*
Mail that has been tampered with	**27**	3	16	8	*	-	19	*	11	8	5	3	-	19	3
	1%	*	**1%a**	**1%a**	*	-	*	*	*1%*	*	*1%*	*1%*	-	*	*1%*
Other problems	**56**	24	28	2	1	-	52	1	18	28	5	3	*	47	4
	1%	*1%*	*1%*	*	*	-	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*
No - there have been no problems	**1966**	788	769	209	143	46	1557	189	818	770	236	105	26	1588	131
	38%	**42%c**	**38%c**	*30%*	*37%*	*34%*	**40%c**	*36%*	**42%jln**	**37%l**	*33%*	*38%*	*25%*	**39%jl**	*35%*
Any problem experienced	**282**	94	133	29	19	7	228	25	105	130	32	10	5	235	14
	5%	*5%*	*7%*	*4%*	*5%*	*5%*	*6%*	*5%*	*5%*	*6%*	*5%*	*4%*	*4%*	*6%*	*4%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Made a complaint about Yodel	**121**	42	65	7	7	-	107	7	46	57	13	4	1	103	5
	2%	*2%*	**3%c**	*1%*	*2%*	-	**3%c**	*1%*	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of Yodel	**3672**	171	3451	50	1034	2461	177	3647	5	13	1	3666	5
	71%	*66%*	**72%c**	*54%*	**72%f**	**73%f**	*57%*	**73%h**	*10%*	*35%*	*36%*	**72%h**	*23%*
Used Yodel to send	**239**	17	217	5	56	162	20	236	*	2	-	238	*
	5%	*6%*	*5%*	*5%*	*4%*	*5%*	*7%*	*5%*	*	*6%*	-	*5%*	*1%*
Used Yodel to receive	**2174**	118	2028	28	635	1432	106	2165	1	4	1	2171	2
	42%	**45%c**	*42%*	*30%*	**44%f**	**42%f**	*34%*	**43%h**	*2%*	*12%*	*36%*	**42%h**	*8%*
Net used	**2248**	125	2092	32	657	1480	111	2238	1	6	1	2245	2
	44%	*48%*	*44%*	*34%*	**45%f**	*44%*	*36%*	**44%h**	*2%*	*18%*	*36%*	**44%h**	*8%*
Lost mail	**35**	1	33	1	10	22	3	34	1	*	-	35	-
	1%	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	-
Damaged mail	**82**	8	71	3	33	47	2	81	-	*	1	81	*
	2%	*3%*	*1%*	*3%*	*2%*	*1%*	*1%*	*2%*	-	*	*33%*	*2%*	*1%*
Delayed mail	**124**	13	110	1	42	79	3	124	-	*	-	124	*
	2%	**5%b**	*2%*	*1%*	*3%*	*2%*	*1%*	*2%*	-	*	-	*2%*	*1%*
Mis-delivered mail	**57**	1	56	1	16	36	5	57	-	-	-	57	-
	1%	*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	-	-	-	*1%*	-
Mail that has been tampered with	**27**	1	25	1	14	12	2	23	-	1	1	24	1
	1%	*1%*	*1%*	*1%*	**1%e**	*	*1%*	*	-	*3%*	*33%*	*	*7%*
Other problems	**56**	3	52	*	15	41	-	56	-	-	-	56	-
	1%	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
No - there have been no problems	**1966**	99	1839	28	561	1304	100	1960	*	5	*	1966	*
	38%	*38%*	*38%*	*30%*	*39%*	*38%*	*33%*	**39%h**	*1%*	*14%*	*3%*	**38%h**	*1%*
Any problem experienced	**282**	25	253	4	95	176	11	277	1	1	1	279	2
	5%	**10%b**	*5%*	*4%*	*7%*	*5%*	*4%*	*6%*	*1%*	*4%*	*33%*	*5%*	*8%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about Yodel	**121**	12	107	2	41	77	3	120	-	1	-	121	*
	2%	***5%b***	***2%***	***2%***	***3%***	***2%***	***1%***	***2%***	-	***4%***	-	***2%***	***1%***

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of Yodel	3672	962	900	898	912	323	340	299	288	291	321	291	308	299	336	296	281
	71%	**75%bc**	*70%*	*70%*	*71%*	**76%hp**	**75%hp**	**73%p**	*68%*	**72%p**	*70%*	*69%*	*71%*	*70%*	**78%hjkmp**	*71%*	*63%*
Used Yodel to send	239	76	69	48	46	27	29	21	24	25	20	9	23	16	19	18	9
	5%	**6%cd**	*5%*	*4%*	*4%*	**6%kp**	**6%kp**	*5%*	**6%kp**	**6%kp**	*4%*	*2%*	*5%*	*4%*	*4%*	*4%*	*2%*
Used Yodel to receive	2174	547	495	563	568	183	186	178	152	161	182	191	179	193	218	180	170
	42%	*43%*	*38%*	**44%b**	**44%b**	*43%*	*41%*	**44%h**	*36%*	*40%*	*39%*	**45%h**	*41%*	**45%h**	**51%fhijlp**	*43%*	*38%*
Net used	2248	573	512	581	582	194	196	183	157	166	190	192	194	195	227	183	172
	44%	**45%b**	*40%*	**45%b**	**45%b**	**46%h**	*43%*	**45%h**	*37%*	*41%*	*41%*	**46%h**	*45%*	**46%h**	**53%fhijp**	*44%*	*39%*
Lost mail	35	1	10	11	12	*	1	*	4	3	4	4	4	3	8	2	2
	1%	*	**1%a**	**1%a**	**1%a**	*	*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%efg**	*	*1%*
Damaged mail	82	10	22	28	22	1	4	5	7	7	8	11	5	12	12	6	4
	2%	*1%*	*2%*	**2%a**	*2%*	*	*1%*	*1%*	*2%*	*2%*	*2%*	**3%e**	*1%*	**3%e**	**3%e**	*1%*	*1%*
Delayed mail	124	29	28	33	34	8	14	8	12	6	10	10	9	14	17	7	11
	2%	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*2%*
Mis-delivered mail	57	5	18	17	17	2	3	-	10	3	6	12	4	1	11	-	5
	1%	*	**1%a**	*1%*	*1%*	*	*1%*	-	**2%gmo**	*1%*	*1%*	**3%egmo**	*1%*	*	**3%gmo**	-	*1%*
Mail that has been tampered with	27	*	7	6	14	-	*	-	2	3	3	*	-	6	4	6	5
	1%	*	**1%a**	*	**1%a**	-	*	-	*	*1%*	*1%*	*	-	*1%*	*1%*	*1%*	*1%*
Other problems	56	16	15	9	15	4	3	9	2	3	10	2	3	3	1	6	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%n**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*2%*
No - there have been no problems	1966	518	449	502	498	180	173	165	136	146	167	158	175	169	193	166	139
	38%	**40%b**	*35%*	*39%*	*39%*	**42%hp**	*38%*	**41%hp**	*32%*	*36%*	*36%*	*37%*	**40%hp**	*39%*	**45%hijp**	**40%p**	*31%*
Any problem experienced	282	55	63	79	85	14	23	18	21	20	23	34	19	27	34	17	33
	5%	*4%*	*5%*	*6%*	*7%*	*3%*	*5%*	*4%*	*5%*	*5%*	*5%*	**8%e**	*4%*	*6%*	**8%e**	*4%*	**7%e**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_15. Competitive landscape - Yodel

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about Yodel	**121**	27	27	26	42	6	12	8	10	3	13	13	6	6	14	13	14
	2%	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*3%*	*1%*	*1%*	**3%i**	**3%i**	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2449**	-	2449	1172	1272	239	265	461	391	470	348	273	503	852	1091	621	2059	358	2349
	48%	-	*48%*	*47%*	*48%*	*35%*	*37%*	**49%ef**	**53%ef**	**52%ef**	**55%ef**	**52%ef**	*36%*	**51%l**	**53%l**	**54%l**	*48%*	*46%*	*46%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**216**	-	216	114	102	29	38	53	37	23	18	19	67	90	59	37	164	48	211
	4%	-	*4%*	*5%*	*4%*	*4%*	**5%l**	**6%lj**	**5%l**	*2%*	*3%*	*4%*	**5%n**	**5%no**	*3%*	*3%*	*4%*	**6%p**	*4%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1890**	-	1890	887	998	173	214	355	308	347	268	222	388	663	837	490	1593	273	1806
	37%	-	*37%*	*35%*	*38%*	*25%*	*30%*	**37%ef**	**42%ef**	**38%ef**	**42%ef**	**42%ef**	*28%*	**39%l**	**41%l**	**42%l**	*37%*	*35%*	*35%*
Net used	**1970**	-	1970	931	1034	181	228	379	320	358	276	225	410	699	859	501	1658	287	1871
	38%	-	*38%*	*37%*	*39%*	*26%*	*32%*	**40%ef**	**44%ef**	**40%ef**	**44%ef**	**43%ef**	*29%*	**42%l**	**42%l**	**43%l**	*39%*	*37%*	*36%*
Lost mail	**50**	-	50	20	29	13	9	12	10	4	-	2	22	22	6	2	36	13	56
	1%	-	*1%*	*1%*	*1%*	**2%lj**	**1%j**	**1%j**	**1%j**	*	-	*	**2%no**	**1%no**	*	*	*1%*	*2%*	*1%*
Damaged mail	**83**	-	83	40	43	9	10	27	7	15	14	-	20	34	29	14	78	5	83
	2%	-	*2%*	*2%*	*2%*	**1%k**	**1%k**	**3%hk**	*1%*	**2%k**	**2%k**	-	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*
Delayed mail	**104**	-	104	51	52	23	18	26	17	7	8	4	41	43	19	12	73	27	111
	2%	-	*2%*	*2%*	*2%*	**3%lk**	**3%l**	**3%lk**	*2%*	*1%*	*1%*	*1%*	**3%no**	**3%no**	*1%*	*1%*	*2%*	**4%p**	*2%*
Mis-delivered mail	**51**	-	51	19	32	8	5	10	13	5	9	-	14	23	15	9	43	6	56
	1%	-	*1%*	*1%*	*1%*	**1%k**	*1%*	*1%*	**2%k**	*1%*	**1%k**	-	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**21**	-	21	14	7	7	4	7	-	4	-	-	10	7	4	-	17	4	22
	*	-	*	*1%*	*	**1%h**	*1%*	*1%*	-	*	-	-	**1%no**	*	*	-	*	*1%*	*
Other problems	**22**	-	22	15	8	4	2	8	4	3	*	-	7	12	3	*	17	6	26
	*	-	*	*1%*	*	*1%*	*	*1%*	*1%*	*	*	-	*	**1%no**	*	*	*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
No - there have been no problems	**1733**	-	1733	824	905	138	192	320	290	327	244	219	329	610	791	464	1470	241	1628
	34%	-	*34%*	*33%*	*34%*	*20%*	**27%e**	**34%ef**	**40%ef**	**36%ef**	**39%ef**	**42%efg**	*24%*	**36%l**	**38%l**	**40%l**	*34%*	*31%*	*32%*
Any problem experienced	**237**	-	237	108	129	44	37	59	30	31	32	6	80	89	68	37	188	45	243
	5%	-	*5%*	*4%*	*5%*	**6%ik**	**5%k**	**6%ik**	**4%k**	**3%k**	**5%k**	*1%*	**6%no**	**5%no**	*3%*	*3%*	*4%*	*6%*	*5%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**124**	-	124	57	67	21	23	38	15	17	10	*	44	53	28	11	102	20	133
	2%	-	*2%*	*2%*	*3%*	**3%k**	**3%k**	**4%ijk**	**2%k**	**2%k**	**2%k**	*	**3%no**	**3%no**	*1%*	*1%*	*2%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2449**	561	853	468	567	1414	1035	1387	1043	257	351	657	627	371	2006	259	2046
	48%	*47%*	*49%*	*44%*	**50%c**	*48%*	*47%*	*45%*	**52%g**	*43%*	**50%i**	*48%*	**50%i**	*49%*	**49%i**	*43%*	**49%o**
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**216**	52	53	61	50	105	111	135	79	18	37	56	64	23	181	21	181
	4%	*4%*	*3%*	**6%b**	*4%*	*4%*	**5%e**	*4%*	*4%*	*3%*	*5%*	*4%*	*5%*	*3%*	*4%*	*3%*	*4%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1890**	445	686	338	420	1131	758	1075	803	194	258	516	480	297	1551	194	1588
	37%	**38%c**	**39%c**	*32%*	**37%c**	**39%f**	*34%*	*35%*	**40%g**	*32%*	*37%*	*38%*	*38%*	**39%i**	**38%i**	*32%*	**38%o**
Net used	**1970**	461	703	364	442	1164	805	1125	830	199	270	541	508	302	1620	201	1658
	38%	*39%*	**40%c**	*34%*	*39%*	*40%*	*36%*	*37%*	**41%g**	*33%*	*39%*	**39%i**	**40%i**	**40%i**	**40%i**	*33%*	**40%o**
Lost mail	**50**	12	17	7	13	29	20	28	22	10	6	13	15	3	37	10	37
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%m**	*1%*	*1%*	*1%*	*	*1%*	*2%*	*1%*
Damaged mail	**83**	23	27	13	21	50	33	52	31	9	5	26	15	18	63	9	67
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*
Delayed mail	**104**	33	34	12	24	68	36	61	42	13	14	18	38	16	87	13	88
	2%	**3%c**	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**3%k**	*2%*	*2%*	*2%*	*2%*
Mis-delivered mail	**51**	19	14	10	8	34	18	37	13	6	4	19	12	8	43	6	43
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mail that has been tampered with	**21**	9	2	6	5	10	11	14	7	3	4	4	7	1	16	3	16
	*	**1%b**	*	*1%*	*	*	*	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*	*
Other problems	**22**	6	5	7	5	11	12	15	7	4	4	2	7	2	15	4	16
	*	*	*	*1%*	*	*	*1%*	*	*	*1%*	*1%*	*	*1%*	*	*	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
No - there have been no problems	**1733**	387	630	326	390	1017	716	978	742	164	240	479	451	264	1433	166	1465
	34%	*33%*	***36%c***	*31%*	*34%*	*35%*	*32%*	*32%*	***37%g***	*27%*	***34%l***	***35%l***	***36%l***	***35%l***	***35%l***	*27%*	***35%o***
Any problem experienced	**237**	74	74	37	52	148	90	147	89	35	30	62	57	38	187	35	193
	5%	***6%c***	*4%*	*4%*	*5%*	*5%*	*4%*	*5%*	*4%*	*6%*	*4%*	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**124**	36	32	27	29	69	56	79	44	19	13	35	29	19	96	19	100
	2%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2449	2099	349	113	2089	188	116	56	96	289	195	188	217	243	280	355	225	24	164
	48%	*48%*	*48%*	*47%*	**48%eg**	*43%*	**46%g**	*39%*	**46%q**	**51%nq**	**46%q**	**51%nq**	**48%q**	**51%nq**	*41%*	**51%nq**	**51%nq**	*31%*	**45%q**
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	216	196	21	9	185	16	11	5	10	26	12	11	31	20	35	29	10	3	13
	4%	*4%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*5%*	*3%*	*3%*	**7%jkp**	*4%*	*5%*	*4%*	*2%*	*4%*	*4%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	1890	1613	276	87	1616	149	78	47	79	206	138	142	167	201	205	287	190	16	132
	37%	*37%*	*38%*	*36%*	**37%f**	*34%*	*31%*	*32%*	**38%q**	**37%q**	**33%q**	**38%nq**	**37%q**	**42%jnq**	*30%*	**41%jnq**	**43%jnq**	*21%*	**37%q**
Net used	1970	1685	284	90	1688	154	80	48	82	225	140	148	179	203	223	295	193	17	137
	38%	*38%*	*39%*	*37%*	**39%fq**	*35%*	*32%*	*33%*	**39%q**	**40%q**	*33%*	**40%q**	**40%q**	**43%jnq**	*33%*	**42%jnq**	**44%jnq**	*23%*	**38%q**
Lost mail	50	41	8	5	43	3	3	1	4	4	5	7	-	2	9	8	4	1	2
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**2%lm**	*1%*	*1%*	**2%l**	-	*	*1%*	*1%*	*1%*	**1%l**	*1%*
Damaged mail	83	70	13	3	72	6	4	1	5	12	7	8	6	5	3	22	5	*	6
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	**2%n**	**2%n**	*2%*	**2%n**	*1%*	*1%*	*	**3%n**	*1%*	*	*2%*
Delayed mail	104	88	16	6	90	8	3	3	4	6	13	9	7	6	15	17	13	1	7
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	*1%*	*2%*
Mis-delivered mail	51	47	5	4	44	3	3	1	3	-	3	2	11	4	3	4	13	1	3
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	**1%l**	-	*1%*	*	**3%lno**	*1%*	*	*1%*	**3%lknor**	**1%l**	*1%*
Mail that has been tampered with	21	18	3	*	20	1	*	-	2	2	1	1	2	1	3	8	-	-	1
	*	*	*	*	*	*	*	-	*1%*	*	*	*	*	*	*	*1%*	-	-	*
Other problems	22	22	1	*	20	*	1	1	1	-	1	3	*	-	3	8	4	-	*
	*	*	*	*	*	*	*	*1%*	*1%*	-	*	*1%*	*	-	*1%*	*1%*	*1%*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
No - there have been no problems	1733	1484	249	77	1482	140	67	42	68	205	117	124	155	189	199	260	165	16	124
	34%	34%	34%	32%	34%f	32%	27%	29%	33%q	37%q	28%	33%q	34%q	40%nq	29%	37%nq	37%nq	21%	34%q
Any problem experienced	237	202	36	12	206	14	12	5	13	20	23	24	25	14	24	35	28	1	12
	5%	5%	5%	5%	5%	3%	5%	4%	6%m	3%	5%	6%	5%	3%	4%	5%	6%	2%	3%
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	124	110	14	6	108	6	8	3	9	14	11	14	13	6	9	20	11	*	6
	2%	2%	2%	3%	2%	1%	3%	2%	4%mnr	3%	3%	4%n	3%	1%	1%	3%	3%	*	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2449**	971	953	281	167	65	1923	232	1021	942	299	131	45	1964	176
	48%	***52%bcdg***	***47%c***	*41%*	*43%*	*48%*	***49%c***	*45%*	***52%ij***	*46%*	*42%*	*48%*	*44%*	***49%j***	*47%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**216**	76	97	25	13	5	173	18	77	95	22	19	3	172	22
	4%	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*5%*	*3%*	***7%j***	*3%*	*4%*	*6%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1890**	750	745	209	128	50	1495	179	812	710	231	103	27	1522	130
	37%	***40%c***	***37%c***	*30%*	*33%*	*37%*	***38%c***	*34%*	***41%ijlm***	*34%*	*32%*	*37%*	*27%*	***38%ij***	*35%*
Net used	**1970**	775	776	225	134	53	1551	187	837	741	242	112	30	1578	142
	38%	***41%c***	***38%c***	*33%*	*35%*	*39%*	***40%c***	*36%*	***43%ijl***	*36%*	*34%*	*41%*	*29%*	***39%j***	*38%*
Lost mail	**50**	20	12	8	6	3	32	9	25	19	3	*	3	44	3
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	***2%b***	*1%*	*1%*	*	*	***3%j***	*1%*	*1%*
Damaged mail	**83**	30	31	11	8	4	61	11	38	32	9	4	-	69	4
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	-	*2%*	*1%*
Delayed mail	**104**	37	40	11	10	5	77	16	46	42	11	3	2	88	5
	2%	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*
Mis-delivered mail	**51**	17	24	5	5	1	41	5	17	27	5	3	-	43	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
Mail that has been tampered with	**21**	5	12	2	1	-	17	1	8	10	2	*	-	19	*
	*	*	*1%*	*	*	-	*	*	*	*1%*	*	*	-	*	*
Other problems	**22**	8	11	4	-	-	19	-	10	10	2	*	-	21	*
	*	*	*1%*	*1%*	-	-	*	-	*1%*	*	*	*	-	*1%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
No - there have been no problems	**1733**	693	675	204	112	42	1368	154	733	647	216	103	26	1380	129
	34%	***37%cdg***	*33%*	*29%*	*29%*	*31%*	***35%c***	*30%*	***37%kl***	*31%*	*30%*	*38%*	*25%*	*34%*	*34%*
Any problem experienced	**237**	82	101	22	22	10	183	32	104	94	26	9	4	198	13
	5%	*4%*	*5%*	*3%*	*6%*	*8%*	*5%*	***6%c***	*5%*	*5%*	*4%*	*3%*	*4%*	*5%*	*3%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**124**	42	49	13	13	7	92	19	59	45	15	2	2	104	5
	2%	*2%*	*2%*	*2%*	*3%*	*5%*	*2%*	*4%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**2449**	119	2301	28	748	1596	105	2431	4	13	-	2448	*
	48%	**46%c**	**48%c**	*31%*	**52%ef**	**47%f**	*34%*	**48%h**	*8%*	*37%*	-	**48%h**	*1%*
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	**216**	13	202	2	67	132	17	211	4	2	-	216	-
	4%	*5%*	*4%*	*2%*	*5%*	*4%*	*5%*	*4%*	*7%*	*4%*	-	*4%*	-
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	**1890**	94	1770	25	586	1232	71	1878	4	7	-	1889	*
	37%	*36%*	*37%*	*27%*	**41%ef**	**36%f**	*23%*	**37%h**	*8%*	*20%*	-	**37%h**	*1%*
Net used	**1970**	100	1845	26	606	1284	79	1958	4	7	-	1970	*
	38%	*38%*	*38%*	*28%*	**42%ef**	**38%f**	*26%*	**39%h**	*8%*	*20%*	-	**38%h**	*1%*
Lost mail	**50**	3	45	1	23	24	2	47	2	1	-	50	-
	1%	*1%*	*1%*	*1%*	**2%e**	*1%*	*1%*	*1%*	*3%*	*2%*	-	*1%*	-
Damaged mail	**83**	6	76	1	41	39	3	81	-	3	-	83	-
	2%	*2%*	*2%*	*1%*	**3%e**	*1%*	*1%*	*2%*	-	*7%*	-	*2%*	-
Delayed mail	**104**	6	96	1	47	49	7	101	-	2	-	103	*
	2%	*2%*	*2%*	*1%*	**3%e**	*1%*	*2%*	*2%*	-	*7%*	-	*2%*	*1%*
Mis-delivered mail	**51**	6	44	2	16	35	*	51	-	-	-	51	-
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	-	-	-	*1%*	-
Mail that has been tampered with	**21**	1	19	*	16	5	*	20	-	1	-	21	-
	*	*1%*	*	*	**1%e**	*	*	*	-	*2%*	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Other problems	**22**	*	22	-	13	9	1	22	-	1	-	22	-
	**	*	*	-	**1%e**	*	*	*	-	*2%*	-	*	-
No - there have been no problems	**1733**	84	1626	22	501	1163	69	1726	3	4	-	1733	-
	34%	*32%*	*34%*	*24%*	**35%f**	**34%f**	*22%*	**34%h**	*5%*	*12%*	-	**34%h**	-
Any problem experienced	**237**	15	219	3	106	121	10	233	2	3	-	237	*
	5%	*6%*	*5%*	*3%*	**7%ef**	*4%*	*3%*	*5%*	*3%*	*7%*	-	*5%*	*1%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**124**	10	112	2	58	60	6	122	-	3	-	124	-
	2%	*4%*	*2%*	*3%*	**4%e**	*2%*	*2%*	*2%*	-	*7%*	-	*2%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2449 48%	651 51%d	606 47%	615 48%	577 45%	216 51%	229 51%	206 51%	195 46%	192 48%	220 48%	220 52%op	196 45%	200 47%	211 49%	176 42%	189 42%
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to send	216 4%	74 6%cd	57 4%	42 3%	44 3%	33 8%fikop	15 3%	26 6%ko	18 4%	14 4%	24 5%ko	6 2%	18 4%	17 4%	24 6%ko	7 2%	13 3%
Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics) to receive	1890 37%	465 36%	472 37%	498 39%	454 35%	157 37%	158 35%	151 37%	141 33%	162 40%	169 37%	183 43%hop	157 36%	158 37%	165 38%	138 33%	151 34%
Net used	1970 38%	492 38%	486 38%	515 40%	477 37%	165 39%	167 37%	160 39%	146 34%	165 41%	175 38%	187 44%hop	165 38%	164 38%	180 42%	141 34%	156 35%
Lost mail	50 1%	4 *	19 1%a	12 1%	14 1%	1 *	1 *	1 *	6 1%	8 2%	5 1%	2 1%	5 1%	5 1%	8 2%	5 1%	1 *
Damaged mail	83 2%	13 1%	27 2%	15 1%	29 2%	* *	5 1%	7 2%e	12 3%ejk	12 3%ejk	2 *	2 *	6 1%	7 2%	15 3%ejk	9 2%e	6 1%
Delayed mail	104 2%	22 2%	30 2%	33 3%	19 1%	9 2%	2 *	11 3%f	12 3%f	13 3%fjop	4 1%	12 3%f	5 1%	16 4%fjop	13 3%f	3 1%	3 1%
Mis-delivered mail	51 1%	7 1%	15 1%	20 2%a	9 1%	1 *	3 1%	3 1%	7 2%	6 2%	3 1%	8 2%	5 1%	7 2%	5 1%	1 *	4 1%
Mail that has been tampered with	21 *	3 *	5 *	6 *	7 1%	1 *	1 *	* *	1 *	2 1%	1 *	2 *	* *	4 1%	7 2%	* *	* *

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Other problems	**22**	9	3	6	4	2	1	6	2	1	*	2	2	2	3	1	*
	*	*1%*	*	*	*	*1%*	*	**1%j**	*	*	*	*1%*	*	*	*1%*	*	*
No - there have been no problems	**1733**	447	413	447	424	153	159	135	118	133	162	160	151	137	156	126	143
	34%	*35%*	*32%*	*35%*	*33%*	**36%h**	*35%*	*33%*	*28%*	*33%*	*35%*	**38%h**	*35%*	*32%*	**36%h**	*30%*	*32%*
Any problem experienced	**237**	44	73	68	52	12	8	24	28	32	13	27	14	27	23	16	13
	5%	*3%*	**6%a**	*5%*	*4%*	*3%*	*2%*	**6%f**	**7%efj**	**8%efjlop**	*3%*	**6%fj**	*3%*	**6%fj**	**5%f**	*4%*	*3%*
Made a complaint about Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	**124**	20	40	31	33	4	4	11	17	16	8	7	11	13	19	5	10
	2%	*2%*	**3%a**	*2%*	*3%*	*1%*	*1%*	*3%*	**4%efo**	**4%efo**	*2%*	*2%*	*3%*	*3%*	**4%efo**	*1%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Aware of Other	**23**	-	23	7	16	1	*	4	6	3	4	6	1	9	13	10	18	5	24
	*	-	*	*	*1%*	*	*	*	*1%*	*	*1%*	**1%f**	*	*1%*	**1%l**	**1%l**	*	*1%*	*
Used Other to send	**10**	-	10	3	6	1	*	-	4	2	1	2	1	4	5	2	8	2	9
	*	-	*	*	*	*	*	-	*1%*	*	*	*	*	*	*	*	*	*	*
Used Other to receive	**16**	-	16	4	12	-	-	1	4	1	4	6	-	5	11	10	15	1	18
	*	-	*	*	*	-	-	*	*1%*	*	*1%*	**1%efgi**	-	*	**1%l**	**1%l**	*	*	*
Net used	**19**	-	19	6	13	1	*	1	4	3	4	6	1	5	13	10	17	2	21
	*	-	*	*	*1%*	*	*	*	*1%*	*	*1%*	**1%fg**	*	*	**1%l**	**1%l**	*	*	*
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	-	1
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	*	*	-	*
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	3	-	3	-	-	-	3	-	-	-	-	3	-	-	3	-	1
	*	-	*	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-	*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	-	15	6	10	1	*	1	1	3	3	6	1	2	12	9	13	2	19
	*	-	*	*	*	*	*	*	*	*	*1%*	**1%fg**	*	*	*1%*	**1%lm**	*	*	*
Any problem experienced	**4**	-	4	-	4	-	-	-	3	-	1	-	-	3	1	1	4	-	2
	*	-	*	-	*	-	-	-	*	-	*	-	-	*	*	*	*	-	*
Made a complaint about Other	**4**	-	4	-	4	-	-	-	3	-	1	-	-	3	1	1	4	-	2
	*	-	*	-	*	-	-	-	*	-	*	-	-	*	*	*	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Aware of Other	**23**	3	11	2	7	14	9	8	15	4	3	5	10	-	18	4	18
	*	*	*1%*	*	*1%*	*	*	*	**1%g**	*1%*	*	*	*1%*	-	*	*1%*	*
Used Other to send	**10**	1	6	2	*	7	2	5	5	3	3	1	2	-	6	3	6
	*	*	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*
Used Other to receive	**16**	2	10	2	3	12	5	3	13	4	3	4	6	-	12	4	12
	*	*	*1%*	*	*	*	*	*	**1%g**	*1%*	*	*	*	-	*	*1%*	*
Net used	**19**	3	11	2	3	14	5	5	14	4	3	4	7	-	14	4	14
	*	*	*1%*	*	*	*	*	*	**1%g**	*1%*	*	*	*1%*	-	*	*1%*	*
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	1
	*	*	-	-	-	*	-	-	*	-	-	-	*	-	*	-	*
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	3	-	-	3	-	3	-	-	3	-	-	-	3	-	3
	*	-	*	-	-	*	-	*	-	-	*	-	-	-	*	-	*
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	2	8	2	3	10	5	2	13	4	-	4	7	-	10	4	10
	*	*	*	*	*	*	*	*	**1%g**	*1%*	-	*	*1%*	-	*	*1%*	*
Any problem experienced	**4**	1	3	-	-	4	-	3	1	-	3	-	1	-	4	-	4
	*	*	*	-	-	*	-	*	*	-	*	-	*	-	*	-	*
Made a complaint about Other	**4**	1	3	-	-	4	-	3	1	-	3	-	1	-	4	-	4
	*	*	*	-	-	*	-	*	*	-	*	-	*	-	*	-	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Aware of Other	23	14	9	*	20	*	1	1	-	2	3	3	-	2	5	-	5	*	*
	*	*	1%a	*	*	*	*	1%	-	*	1%	1%	-	1%	1%	-	1%o	*	*
Used Other to send	10	6	3	-	8	-	1	1	-	2	2	-	-	-	5	-	-	-	-
	*	*	*	-	*	-	*	1%g	-	*	*	-	-	-	1%	-	-	-	-
Used Other to receive	16	9	7	*	14	*	1	1	-	2	2	-	-	1	4	-	5	*	*
	*	*	1%a	*	*	*	*	1%	-	*	*	-	-	*	1%	-	1%o	*	*
Net used	19	10	9	*	16	*	1	1	-	2	3	-	-	1	5	-	5	*	*
	*	*	1%a	*	*	*	*	1%	-	*	1%	-	-	*	1%	-	1%o	*	*
Lost mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*d	-	-	-	-	-	-	-	-	-	-	-
Delayed mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	3	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
Mail that has been tampered with	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	15	6	9	*	13	*	1	*	-	2	3	-	-	1	2	-	5	*	*
	*	*	1%a	*	*	*	*	*	-	*	1%	-	-	*	*	-	1%o	*	*
Any problem experienced	4	4	-	-	3	-	-	1	-	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	*	-	-	*d	-	-	-	-	-	-	*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Made a complaint about	**4**	4	-	-	3	-	-	1	-	-	-	-	-	-	3	-	-	-	-
Other	*	*	-	-	*	-	-	*d	-	-	-	-	-	-	*	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Aware of Other	**23**	11	6	1	4	-	18	4	8	10	3	2	*	18	2
	*	*1%*	*	*	*1%*	-	*	*1%*	*	*	*	*1%*	*	*	*1%*
Used Other to send	**10**	6	1	-	3	-	7	3	5	3	-	1	-	8	1
	*	*	*	-	**1%b**	-	*	**1%b**	*	*	-	*	-	*	*
Used Other to receive	**16**	8	5	1	2	-	13	2	8	5	2	2	*	13	2
	*	*	*	*	*1%*	-	*	*	*	*	*	*1%*	*	*	*
Net used	**19**	10	5	1	3	-	15	3	8	7	2	2	*	15	2
	*	*1%*	*	*	*1%*	-	*	*1%*	*	*	*	*1%*	*	*	*1%*
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	1	-	-	-	1	-	1	-	-	-	-	1	-
	*	-	*	-	-	-	*	-	*	-	-	-	-	*	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	3	-	-	-	-	3	-	3	-	-	-	-	3	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	7	4	1	3	-	11	3	4	7	2	2	*	11	2
	*	*	*	*	*1%*	-	*	*1%*	*	*	*	*1%*	*	*	*1%*
Any problem experienced	**4**	3	1	-	-	-	4	-	4	-	-	-	-	4	-
	*	*	*	-	-	-	*	-	*	-	-	-	-	*	-
Made a complaint about Other	**4**	3	1	-	-	-	4	-	4	-	-	-	-	4	-
	*	*	*	-	-	-	*	-	*	-	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Aware of Other	**23**	3	20	-	12	11	-	21	-	2	-	23	-
	*	*1%*	*	-	*1%*	*	-	*	-	*6%*	-	*	-
Used Other to send	**10**	1	8	-	8	2	-	10	-	-	-	10	-
	*	*	*	-	**1%e**	*	-	*	-	-	-	*	-
Used Other to receive	**16**	3	13	-	9	8	-	16	-	1	-	16	-
	*	**1%b**	*	-	*1%*	*	-	*	-	*2%*	-	*	-
Net used	**19**	3	16	-	11	8	-	18	-	1	-	19	-
	*	**1%b**	*	-	**1%e**	*	-	*	-	*2%*	-	*	-
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	1	-	-	1	-	-	1	-	-	-	1	-
	*	*b	-	-	*	-	-	*	-	-	-	*	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	3	-	3	-	-	3	-	-	-	3	-
	*	-	*	-	*e	-	-	*	-	-	-	*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	3	12	-	7	8	-	14	-	1	-	15	-
	*	*1%*	*	-	*	*	-	*	-	*2%*	-	*	-
Any problem experienced	**4**	1	3	-	4	-	-	4	-	-	-	4	-
	*	*	*	-	*e	-	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Made a complaint about	**4**	1	3	-	4	-	-	4	-	-	-	4	-
Other	*	*	*	-	*e	-	-	*	-	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Aware of Other	**23**	6	3	5	9	2	3	1	1	-	2	2	3	*	2	7	1
	*	*	*	*	*1%*	*	*1%*	*	*	-	*	*	*1%*	*	*	2%dm	*
Used Other to send	**10**	*	2	2	5	-	*	-	1	-	1	2	*	-	-	5	-
	*	*	*	*	*	-	*	-	*	-	*	*	*	-	-	*1%*	-
Used Other to receive	**16**	4	1	3	8	*	3	1	1	-	-	-	3	*	2	6	1
	*	*	*	*	*1%*	*	*1%*	*	*	-	-	-	*1%*	*	*	1%j	*
Net used	**19**	4	2	5	8	*	3	1	1	-	1	2	3	*	2	6	1
	*	*	*	*	*1%*	*	*1%*	*	*	-	*	*	*1%*	*	*	*1%*	*
Lost mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Damaged mail	**1**	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*	-
Delayed mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	**3**	-	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*1%*	-
Mail that has been tampered with	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	**15**	4	2	5	4	*	3	1	1	-	1	2	3	*	2	2	1
	*	*	*	*	*	*	*1%*	*	*	-	*	*	*1%*	*	*	*	*
Any problem experienced	**4**	-	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*1%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QI_17. Competitive landscape - Other

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Made a complaint about	**4**	-	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-
Other	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	5147	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	5147	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	3110	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Working full time (30hrs+ per week)	2040	-	2040	1208	829	205	423	577	426	360	44	1	628	1004	405	45	1639	361	1697
	40%	-	*40%*	48%d	*32%*	30%jk	59%eijk	61%eijk	58%eijk	40%ejk	7%k	*	45%no	60%lno	20%o	*4%*	*38%*	47%p	*33%*
Working part time (8-29hrs per week)	1038	-	1038	388	649	204	166	186	148	216	82	37	369	334	334	119	829	191	818
	20%	-	*20%*	*15%*	25%c	30%fghijk	23%jk	20%jk	20%jk	24%jk	13%k	*7%*	26%mno	20%no	16%o	*10%*	*19%*	25%p	*16%*
Not working (less than 8hrs per week) - retired	1019	-	1019	534	484	8	1	3	6	133	434	434	9	9	1001	868	984	33	1180
	20%	-	*20%*	21%d	*18%*	1%f	*	*	*1%*	15%efgh	68%efghi	83%efghij	*1%*	*1%*	49%lm	75%lmn	23%q	*4%*	*23%*
Not working (less than 8hrs per week) - unemployed/looking for work	205	-	205	113	93	29	34	42	39	47	6	8	62	82	61	14	157	45	270
	4%	-	*4%*	*4%*	*4%*	4%jk	5%jk	4%jk	5%jk	5%jk	*1%*	*1%*	4%o	5%no	3%o	*1%*	*4%*	6%p	*5%*
Not working (less than 8hrs per week) - student	207	-	207	94	112	190	10	4	3	-	-	-	200	7	-	-	120	83	271
	4%	-	*4%*	*4%*	*4%*	28%fghijk	1%ijk	*	*	-	-	-	14%mno	*n	-	-	*3%*	11%p	*5%*
Not working (less than 8hrs per week) - housewife/husehusband	267	-	267	34	233	12	39	61	57	57	27	13	51	118	97	40	227	39	385
	5%	-	*5%*	*1%*	9%c	*2%*	5%ek	6%ek	8%ek	6%ek	4%e	*2%*	*4%*	7%lno	*5%*	*3%*	*5%*	*5%*	*7%*
Not working (less than 8hrs per week) - unable to work due to disability/other	313	-	313	121	192	23	35	69	50	85	29	20	58	119	135	49	296	13	440
	6%	-	*6%*	*5%*	7%c	*3%*	*5%*	7%ek	7%e	9%efjk	*5%*	*4%*	*4%*	7%lo	7%lo	*4%*	7%q	*2%*	*9%*
Refused/prefer not to say	57	-	57	17	39	15	5	6	2	7	11	10	20	8	28	21	48	6	86
	1%	-	*1%*	*1%*	1%c	2%fghi	*1%*	*1%*	*	*1%*	2%h	2%h	1%m	*	1%m	2%m	*1%*	*1%*	*2%*
NET Working	3079	-	3079	1597	1478	409	588	763	574	575	126	38	997	1338	739	164	2468	552	2515
	60%	-	*60%*	64%d	*56%*	60%jk	83%eijk	80%eijk	78%eijk	64%jk	20%k	*7%*	71%no	80%lno	36%o	*14%*	*57%*	72%p	*49%*
NET Not working	2011	-	2011	895	1113	262	118	180	156	322	496	475	380	335	1294	972	1784	213	2546
	39%	-	*39%*	*36%*	42%c	38%fgh	*17%*	*19%*	*21%*	36%fgh	78%efghi	91%efghij	27%m	*20%*	63%lm	84%lmn	41%q	*28%*	*49%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Working full time (30hrs+ per week)	**2040**	525	803	460	252	1328	712	2040	-	42	141	557	704	501	1903	45	1929
	40%	**44%d**	**46%d**	**43%d**	*22%*	**45%f**	*32%*	**66%h**	-	*7%*	**20%i**	**41%ij**	**56%ijkn**	**66%ijkln**	**47%ijk**	*7%*	**46%o**
Working part time (8-29hrs per week)	**1038**	216	314	271	237	531	508	1038	-	151	174	269	217	116	776	151	790
	20%	*18%*	*18%*	**25%abd**	*21%*	*18%*	**23%e**	**34%h**	-	**25%klmn**	**25%klmn**	*20%*	*17%*	*15%*	*19%*	**25%p**	*19%*
Not working (less than 8hrs per week) - retired	**1019**	331	410	164	114	741	278	-	1019	117	186	318	199	83	785	119	818
	20%	**28%bcd**	**23%cd**	**15%d**	*10%*	**25%f**	*13%*	-	**51%g**	**19%m**	**27%ilmn**	**23%lmn**	**16%m**	*11%*	**19%lm**	*20%*	*20%*
Not working (less than 8hrs per week) - unemployed/looking for work	**205**	17	28	27	134	45	161	-	205	98	16	33	27	7	82	100	86
	4%	*1%*	*2%*	*3%*	**12%abc**	*2%*	**7%e**	-	**10%g**	**16%jklmn**	*2%*	*2%*	*2%*	*1%*	*2%*	**16%p**	*2%*
Not working (less than 8hrs per week) - student	**207**	43	79	32	53	122	85	-	207	31	36	37	40	19	133	31	139
	4%	*4%*	*5%*	*3%*	*5%*	*4%*	*4%*	-	**10%g**	**5%km**	**5%kmn**	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*
Not working (less than 8hrs per week) - housewife/househusband	**267**	29	58	70	110	87	180	-	267	37	56	80	48	24	208	37	216
	5%	*2%*	*3%*	**7%ab**	**10%abc**	*3%*	**8%e**	-	**13%g**	**6%m**	**8%lmn**	**6%m**	*4%*	*3%*	*5%*	*6%*	*5%*
Not working (less than 8hrs per week) - unable to work due to disability/other	**313**	15	38	32	228	52	260	-	313	117	82	71	17	4	174	117	176
	6%	*1%*	*2%*	**3%a**	**20%abc**	*2%*	**12%e**	-	**16%g**	**20%jklmn**	**12%klmn**	**5%lm**	*1%*	*	**4%lm**	**19%p**	*4%*
Refused/prefer not to say	**57**	8	20	13	16	28	29	-	-	8	9	5	8	1	23	10	25
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	-	-	**1%m**	*1%*	*	*1%*	*	*1%*	**2%p**	*1%*
NET Working	**3079**	742	1117	731	489	1859	1220	3079	-	193	315	826	921	617	2679	196	2719
	60%	**63%d**	**64%d**	**68%ad**	*43%*	**63%f**	*55%*	**100%h**	-	*32%*	**45%i**	**60%ij**	**73%ijkn**	**82%ijkln**	**66%ijk**	*32%*	**65%o**
NET Not working	**2011**	435	613	324	640	1048	963	-	2011	400	377	538	331	137	1382	405	1435
	39%	**37%c**	*35%*	*30%*	**56%abc**	*36%*	**44%e**	-	**100%g**	**67%jklmn**	**54%klmn**	**39%lmn**	**26%m**	*18%*	**34%lm**	**66%p**	*34%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 350

QJ1. What is your working status?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Working full time (30hrs+ per week)	2040	1841	199	73	1746	161	76	58	99	210	165	155	184	174	338	269	150	29	132
	40%	**42%bc**	*27%*	*30%*	**40%f**	*37%*	*30%*	**40%f**	**48%ijmopr**	*37%*	*39%*	*42%*	*41%*	*37%*	**50%ijlmopr**	*38%*	*34%*	*38%*	*36%*
Working part time (8-29hrs per week)	1038	887	152	51	875	80	55	29	28	134	62	74	106	110	137	142	82	17	62
	20%	*20%*	*21%*	*21%*	*20%*	*18%*	*22%*	*20%*	*14%*	**24%hjr**	*15%*	*20%*	**23%hj**	**23%hj**	**20%h**	**20%h**	*19%*	*22%*	*17%*
Not working (less than 8hrs per week) - retired	1019	804	215	65	822	116	58	23	38	102	96	73	69	104	73	159	107	19	98
	20%	*18%*	**29%a**	**27%a**	*19%*	**26%dg**	**23%g**	*16%*	**18%n**	**18%n**	**23%ln**	**20%n**	*15%*	**22%ln**	*11%*	**23%ln**	**24%ln**	**24%n**	**27%hiklm**
Not working (less than 8hrs per week) - unemployed/looking for work	205	180	26	4	175	17	8	6	5	20	18	16	11	24	40	27	15	2	15
	4%	*4%*	*4%*	*2%*	*4%*	*4%*	*3%*	*4%*	*2%*	*3%*	*4%*	*4%*	*2%*	*5%*	**6%l**	*4%*	*3%*	*2%*	*4%*
Not working (less than 8hrs per week) - student	207	187	20	8	178	13	9	7	8	22	19	14	21	10	36	34	13	1	12
	4%	*4%*	*3%*	*3%*	*4%*	*3%*	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*5%*	*2%*	*5%*	*5%*	*3%*	*1%*	*3%*
Not working (less than 8hrs per week) - housewife/househusband	267	218	49	10	222	21	16	7	14	25	28	19	24	27	16	36	34	2	19
	5%	*5%*	*7%*	*4%*	*5%*	*5%*	*6%*	*5%*	**7%n**	*4%*	**7%n**	*5%*	**5%n**	**6%n**	*2%*	*5%*	**8%n**	*2%*	**5%n**
Not working (less than 8hrs per week) - unable to work due to disability/other	313	265	48	14	260	20	20	12	13	43	32	20	30	26	26	34	36	6	15
	6%	*6%*	*6%*	*6%*	*6%*	*5%*	**8%e**	**8%e**	*6%*	**8%n**	**8%n**	*5%*	*7%*	*6%*	*4%*	*5%*	**8%nr**	*7%*	*4%*
Refused/prefer not to say	57	31	26	17	35	12	7	3	2	7	3	*	8	*	12	*	2	2	10
	1%	*1%*	**4%a**	**7%ab**	*1%*	**3%d**	**3%d**	**2%d**	**1%o**	*1%*	*1%*	*	**2%kmo**	*	**2%o**	*	*1%*	**3%kmop**	**3%kmop**
NET Working	3079	2728	351	125	2620	241	131	86	128	344	228	229	290	284	474	411	232	47	194
	60%	**62%bc**	*48%*	*51%*	**61%df**	*55%*	*53%*	*59%*	*61%*	**61%p**	*54%*	**62%pr**	**64%jpr**	*60%*	**70%hijkmopr**	*59%*	*53%*	*60%*	*54%*
NET Not working	2011	1654	358	101	1657	187	112	56	78	212	192	143	154	191	191	290	205	28	158
	39%	*37%*	**49%a**	*42%*	*38%*	*42%*	**45%d**	*39%*	**38%n**	**38%n**	**45%ln**	**38%n**	*34%*	**40%n**	*28%*	**41%n**	**47%hiln**	*37%*	**44%ln**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ1. What is your working status?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Working full time (30hrs+ per week)	2040	639	851	312	170	55	1490	225	741	862	285	104	39	1603	144
	40%	34%	42%af	45%af	44%a	40%	38%a	43%a	38%	42%h	40%	38%	39%	40%	38%
Working part time (8-29hrs per week)	1038	359	408	154	88	27	768	115	388	437	139	52	18	825	70
	20%	19%	20%	22%	23%	20%	20%	22%	20%	21%	19%	19%	18%	21%	19%
Not working (less than 8hrs per week) - retired	1019	511	366	71	50	19	877	70	404	360	144	74	28	764	102
	20%	27%bcdefg	18%cg	10%	13%	14%	22%bcdg	13%	21%	17%	20%	27%im	28%i	19%	27%hijm
Not working (less than 8hrs per week) - unemployed/looking for work	205	62	83	32	18	8	145	26	76	81	34	9	3	157	12
	4%	3%	4%	5%	5%	6%	4%	5%	4%	4%	5%	3%	3%	4%	3%
Not working (less than 8hrs per week) - student	207	44	94	33	27	7	138	33	87	87	19	9	3	174	12
	4%	2%	5%a	5%a	7%af	5%	4%	6%af	4%	4%	3%	3%	3%	4%	3%
Not working (less than 8hrs per week) - housewife/househusband	267	108	103	36	10	4	211	14	121	97	38	8	1	218	9
	5%	6%g	5%	5%	3%	3%	5%g	3%	6%n	5%	5%	3%	1%	5%	3%
Not working (less than 8hrs per week) - unable to work due to disability/other	313	139	96	40	20	16	236	36	126	116	46	18	7	241	24
	6%	7%b	5%	6%	5%	12%bf	6%	7%	6%	6%	6%	6%	7%	6%	6%
Refused/prefer not to say	57	19	16	14	2	1	36	3	22	18	10	1	1	40	2
	1%	1%	1%	2%b	*	1%	1%	1%	1%	1%	1%	*	1%	1%	1%
NET Working	3079	998	1259	466	258	82	2258	340	1129	1299	424	157	57	2428	214
	60%	53%	62%af	67%af	67%af	60%	58%a	65%af	57%	63%h	59%	57%	56%	60%	57%
NET Not working	2011	863	743	212	126	53	1606	179	813	741	281	117	43	1554	160
	39%	46%bcdfg	37%c	31%	33%	39%	41%bcdg	34%	41%i	36%	39%	43%	42%	39%	42%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ1. What is your working status?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Working full time (30hrs+ per week)	2040	76	1931	34	369	1530	142	2009	18	11	1	2038	1
	40%	29%	40%a	36%	26%	45%d	46%d	40%	32%	31%	33%	40%	5%
Working part time (8-29hrs per week)	1038	21	1002	15	263	715	60	1001	19	10	*	1030	9
	20%	8%	21%a	17%	18%	21%	20%	20%	33%	27%	3%	20%	39%
Not working (less than 8hrs per week) - retired	1019	37	973	9	334	655	30	1011	5	4	-	1019	-
	20%	14%	20%a	10%	23%ef	19%f	10%	20%	8%	10%	-	20%	-
Not working (less than 8hrs per week) - unemployed/looking for work	205	3	198	4	71	118	17	194	4	5	*	203	2
	4%	1%	4%	5%	5%	3%	6%	4%	7%	15%	4%	4%	9%
Not working (less than 8hrs per week) - student	207	2	202	3	67	127	13	200	6	1	-	207	1
	4%	1%	4%a	4%	5%	4%	4%	4%	11%gk	2%	-	4%	3%
Not working (less than 8hrs per week) - housewife/househusband	267	12	249	6	70	185	11	263	2	1	-	266	1
	5%	5%	5%	6%	5%	5%	4%	5%	4%	3%	-	5%	4%
Not working (less than 8hrs per week) - unable to work due to disability/other	313	106	198	9	255	45	14	304	3	4	2	310	*
	6%	41%bc	4%	10%b	18%ef	1%	4%e	6%	5%	10%	60%	6%	1%
Refused/prefer not to say	57	2	43	11	16	20	21	47	*	1	-	48	9
	1%	1%	1%	12%ab	1%	1%	7%de	1%	*	3%	-	1%	40%
NET Working	3079	97	2932	49	631	2245	202	3010	37	21	1	3068	10
	60%	38%	61%a	53%a	44%	66%d	66%d	60%	65%	58%	36%	60%	44%
NET Not working	2011	160	1820	32	797	1130	84	1972	20	14	2	2006	4
	39%	61%bc	38%	35%	55%ef	33%	27%	39%	35%	39%	64%	39%	17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ1. What is your working status?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Working full time (30hrs+ per week)	2040	532	487	497	525	186	188	158	166	138	183	150	185	162	158	158	209
	40%	*42%*	*38%*	*39%*	*41%*	**44%i**	*42%*	*39%*	*39%*	*34%*	*40%*	*36%*	*43%*	*38%*	*37%*	*38%*	**47%ikmno**
Working part time (8-29hrs per week)	1038	241	292	265	240	91	92	59	108	97	87	106	70	90	92	70	79
	20%	*19%*	**23%d**	*21%*	*19%*	**21%g**	*20%*	*15%*	**25%glop**	**24%glo**	*19%*	**25%glop**	*16%*	*21%*	**21%g**	*17%*	*18%*
Not working (less than 8hrs per week) - retired	1019	247	271	249	251	66	77	104	76	88	107	79	72	98	92	85	75
	20%	*19%*	*21%*	*19%*	*19%*	*16%*	*17%*	**26%efhlp**	*18%*	*22%*	**23%el**	*19%*	*17%*	**23%e**	*21%*	*20%*	*17%*
Not working (less than 8hrs per week) - unemployed/looking for work	205	55	54	46	50	18	15	22	17	22	14	15	13	17	8	27	16
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	**5%n**	*4%*	**6%n**	*3%*	*4%*	*3%*	*4%*	*2%*	**6%n**	*4%*
Not working (less than 8hrs per week) - student	207	59	59	44	45	21	24	14	28	17	13	15	16	14	13	15	17
	4%	*5%*	*5%*	*3%*	*4%*	*5%*	*5%*	*3%*	**7%j**	*4%*	*3%*	*4%*	*4%*	*3%*	*3%*	*4%*	*4%*
Not working (less than 8hrs per week) - housewife/husband	267	79	62	64	61	25	33	21	11	23	28	14	33	18	24	22	16
	5%	*6%*	*5%*	*5%*	*5%*	*6%*	**7%hk**	*5%*	*3%*	*6%*	**6%h**	*3%*	**8%hk**	*4%*	*6%*	*5%*	*4%*
Not working (less than 8hrs per week) - unable to work due to disability/other	313	65	63	94	91	17	20	28	18	18	27	36	37	21	34	32	26
	6%	*5%*	*5%*	**7%b**	*7%*	*4%*	*4%*	*7%*	*4%*	*4%*	*6%*	**9%e**	**8%e**	*5%*	*8%*	*8%*	*6%*
Refused/prefer not to say	57	3	3	24	28	1	1	1	1	*	1	6	9	9	10	9	9
	1%	*	*	**2%ab**	**2%ab**	*	*	*	*	*	*	*1%*	**2%efij**	**2%efij**	**2%efghij**	**2%efgij**	**2%eij**
NET Working	3079	774	778	762	765	277	280	217	274	234	270	256	255	251	250	227	288
	60%	*60%*	*60%*	*59%*	*59%*	**65%go**	**62%g**	*53%*	**64%go**	*58%*	*59%*	*61%*	*59%*	*59%*	*58%*	*55%*	**64%go**
NET Not working	2011	505	508	498	500	147	170	188	151	168	189	159	171	168	170	180	150
	39%	*39%*	*39%*	*39%*	*39%*	*35%*	*38%*	**46%efhp**	*35%*	*42%*	*41%*	*38%*	*39%*	*39%*	*40%*	**43%ep**	*34%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
I have internet access at home, and I personally use it	**5029**	-	5029	2441	2580	635	689	936	715	897	631	520	1324	1651	2047	1151	4213	741	5030
	98%	-	*98%*	*97%*	*98%*	*92%*	**97%e**	**99%ef**	**98%e**	**99%ef**	**100%efh**	**99%ef**	*95%*	**98%l**	**99%lm**	**99%lm**	**98%q**	*96%*	*98%*
I have internet access at home, but I don't personally use it	**57**	-	57	37	20	28	15	3	8	*	*	1	43	11	2	2	41	15	49
	1%	-	*1%*	*1%*	*1%*	**4%ghijk**	**2%gijk**	*	**1%l**	*	*	*	**3%mno**	**1%n**	*	*	*1%*	*2%*	*1%*
I don't have internet access at home, but I use it elsewhere	**36**	-	36	23	13	7	2	8	7	8	3	2	9	15	12	4	29	7	39
	1%	-	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*
I don't have access to the internet	**3**	-	3	3	*	-	1	-	2	-	-	-	1	2	-	-	3	-	4
	*	-	*	*	*	-	*	-	*	-	-	-	*	*	-	-	*	-	*
I don't know	**22**	-	22	5	16	17	3	2	-	-	-	-	20	2	-	-	13	8	25
	*	-	*	*	*1%*	**2%fghijk**	*	*	-	-	-	-	**1%mno**	*	-	-	*	**1%p**	*
NET Have internet at home	**5085**	-	5085	2477	2600	663	704	939	724	897	631	521	1367	1663	2049	1152	4254	756	5079
	99%	-	*99%*	*99%*	*99%*	*97%*	**99%e**	**99%e**	**99%e**	**99%e**	**100%e**	**100%e**	*98%*	*99%*	**99%l**	**100%l**	*99%*	*98%*	*99%*
NET Have internet access	**5121**	-	5121	2501	2613	670	706	947	731	905	634	523	1376	1677	2061	1157	4284	763	5118
	100%	-	*100%*	*100%*	*99%*	*98%*	**99%e**	**100%e**	**100%e**	**100%e**	**100%e**	**100%e**	*98%*	**100%l**	**100%l**	**100%l**	*100%*	*99%*	*99%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
I have internet access at home, and I personally use it	**5029**	1161	1721	1036	1110	2882	2146	3010	1972	576	676	1348	1239	745	4007	586	4100
	98%	*98%*	**98%d**	*97%*	*97%*	**98%f**	*97%*	*98%*	*98%*	*96%*	*96%*	**98%ij**	**98%ij**	**99%ij**	**98%ij**	*96%*	**98%o**
I have internet access at home, but I don't personally use it	**57**	10	18	17	11	28	28	37	20	12	12	12	9	7	40	12	40
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	**2%l**	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
I don't have internet access at home, but I use it elsewhere	**36**	10	6	8	11	16	20	21	14	9	4	7	10	3	24	9	25
	1%	*1%*	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*
I don't have access to the internet	**3**	-	*	1	2	*	3	1	2	*	2	1	-	-	3	*	3
	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
I don't know	**22**	3	4	4	10	8	14	10	4	3	6	2	1	-	9	4	9
	*	*	*	*	*1%*	*	*1%*	*	*	*1%*	**1%klm**	*	*	-	*	*1%*	*
NET Have internet at home	**5085**	1171	1739	1054	1121	2911	2175	3047	1991	589	688	1360	1248	752	4048	598	4141
	99%	*99%*	**99%d**	*99%*	*98%*	**99%f**	*98%*	*99%*	*99%*	*98%*	*98%*	**99%i**	*99%*	**100%ij**	**99%i**	*98%*	**99%o**
NET Have internet access	**5121**	1182	1745	1062	1132	2927	2194	3068	2006	597	692	1366	1258	755	4072	606	4166
	100%	*100%*	**100%d**	*99%*	*99%*	**100%f**	*99%*	*100%*	*100%*	*99%*	*99%*	**100%j**	**100%j**	**100%j**	**100%j**	*99%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
I have internet access at home, and I personally use it	**5029**	4308	721	236	4215	430	244	139	203	553	420	364	432	470	649	691	432	74	356
	98%	*98%*	*98%*	*97%*	**98%g**	*98%*	*98%*	*96%*	*98%*	**98%l**	**99%lnq**	*98%*	*96%*	**99%lnq**	*96%*	**98%l**	*98%*	*95%*	*98%*
I have internet access at home, but I don't personally use it	**57**	55	1	1	53	1	2	*	1	5	-	5	12	3	15	6	6	-	1
	1%	**1%b**	*	*	*1%*	*	*1%*	*	*1%*	*1%*	-	**1%j**	**3%jr**	*1%*	**2%jr**	*1%*	*1%*	-	*
I don't have internet access at home, but I use it elsewhere	**36**	30	6	3	23	7	2	4	1	4	1	2	4	1	6	4	-	4	3
	1%	*1%*	*1%*	*1%*	*1%*	**2%d**	*1%*	**3%df**	*	*1%*	*	*	*1%*	*	*1%*	*1%*	-	**5%hijklmnopr**	*1%*
I don't have access to the internet	**3**	3	*	*	3	-	*	*	-	-	-	-	-	-	2	-	1	-	-
	*	*	*	*	*	-	*	*	-	-	-	-	-	-	*	-	*	-	-
I don't know	**22**	16	6	3	18	2	1	1	2	*	2	1	4	1	5	2	1	-	2
	*	*	*1%*	*1%*	*	*	*	*1%*	**1%l**	*	*	*	*1%*	*	*1%*	*	*	-	*1%*
NET Have internet at home	**5085**	4363	722	237	4268	431	246	140	205	558	420	369	444	474	664	696	438	74	357
	99%	*99%*	*98%*	*98%*	**99%g**	*98%*	**99%g**	*96%*	*99%*	**99%q**	**99%q**	**99%q**	*98%*	**100%q**	*98%*	**99%q**	**99%q**	*95%*	*99%*
NET Have internet access	**5121**	4393	728	240	4291	438	249	144	206	562	421	371	448	475	670	700	438	77	360
	100%	*100%*	*99%*	*99%*	*100%*	*100%*	*99%*	*99%*	*99%*	**100%h**	*100%*	*100%*	*99%*	*100%*	*99%*	*100%*	*99%*	*100%*	*99%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
I have internet access at home, and I personally use it	**5029** *98%*	1860 **99%cdg**	1977 **98%c**	659 *95%*	371 *96%*	134 *98%*	3837 **98%cdg**	505 *97%*	1936 **99%jkn**	2019 **98%jkn**	689 *96%*	255 *93%*	100 *98%*	3955 **98%jkn**	355 *94%*
I have internet access at home, but I don't personally use it	**57** *1%*	8 *	26 **1%a**	12 **2%a**	8 **2%a**	2 *1%*	34 *1%*	9 **2%a**	11 *1%*	22 *1%*	10 *1%*	11 **4%hijm**	2 *2%*	33 *1%*	13 **3%him**
I don't have internet access at home, but I use it elsewhere	**36** *1%*	13 *1%*	9 *	9 *1%*	6 **1%b**	- -	22 *1%*	6 *1%*	13 *1%*	11 *1%*	8 *1%*	4 *1%*	- -	25 *1%*	4 *1%*
I don't have access to the internet	**3** *	- -	- -	1 *f	2 **1%abf**	- -	- -	2 *abf	* *	1 *	* *	2 **1%him**	- -	1 *	2 **1%him**
I don't know	**22** *	- -	6 *	11 **2%abfg**	- -	1 *a	6 *	1 *	3 *	5 *	8 **1%him**	2 *1%*	- -	8 *	2 *1%*
NET Have internet at home	**5085** *99%*	1868 **99%c**	2004 **99%c**	671 *97%*	378 *98%*	136 *100%*	3872 **99%cd**	514 *98%*	1947 **99%jk**	2041 **99%jk**	699 *98%*	267 *97%*	102 *100%*	3988 **99%jk**	368 *98%*
NET Have internet access	**5121** *100%*	1881 **100%cdeg**	2012 **100%c**	680 *98%*	384 *99%*	136 *100%*	3893 **100%c**	520 *100%*	1960 **100%jkn**	2052 **100%jk**	707 *99%*	270 *99%*	102 *100%*	4012 **100%jkn**	372 *99%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
I have internet access at home, and I personally use it	**5029**	240	4702	87	1391	3353	284	5029	-	-	-	5029	-
	98%	*93%*	**98%ac**	*94%*	**96%f**	**99%df**	*92%*	**100%hk**	-	-	-	**98%h**	-
I have internet access at home, but I don't personally use it	**57**	7	47	2	22	24	11	-	57	-	-	57	-
	1%	**3%b**	*1%*	*3%*	**2%e**	*1%*	**4%e**	-	**100%gk**	-	-	**1%g**	-
I don't have internet access at home, but I use it elsewhere	**36**	7	28	1	25	11	*	-	-	36	-	36	-
	1%	**3%b**	*1%*	*1%*	**2%e**	*	*	-	-	*100%*	-	**1%g**	-
I don't have access to the internet	**3**	2	1	-	3	*	-	-	-	-	3	-	-
	*	**1%b**	*	-	*e	*	-	-	-	-	*100%*	-	-
I don't know	**22**	4	17	2	3	6	12	-	-	-	-	-	22
	*	**1%b**	*	*2%*	*	*	**4%de**	-	-	-	-	-	*100%*
NET Have internet at home	**5085**	247	4749	89	1413	3377	295	5029	57	-	-	5085	-
	99%	*95%*	**99%a**	*97%*	*98%*	**99%df**	*96%*	**100%k**	*100%*	-	-	*99%*	-
NET Have internet access	**5121**	254	4777	90	1438	3388	296	5029	57	36	-	5121	-
	100%	*98%*	**100%a**	*98%*	**100%f**	**100%f**	*96%*	*100%*	*100%*	*100%*	-	*100%*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
I have internet access at home, and I personally use it	**5029**	1268	1254	1250	1257	422	443	403	414	398	442	415	419	416	418	401	438
	98%	**99%bcd**	*97%*	*97%*	*97%*	**99%jlo**	*98%*	**99%jlo**	*97%*	**99%j**	*96%*	*99%*	*96%*	*97%*	*97%*	*97%*	*98%*
I have internet access at home, but I don't personally use it	**57**	9	19	17	11	1	5	3	5	4	10	5	4	8	2	6	4
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**2%e**	*1%*	*1%*	*2%*	*	*1%*	*1%*
I don't have internet access at home, but I use it elsewhere	**36**	3	12	7	14	1	1	*	5	*	8	2	4	1	4	6	4
	1%	*	*1%*	*1%*	*1%*	*	*	*	*1%*	*	**2%l**	*	*1%*	*	*1%*	*1%*	*1%*
I don't have access to the internet	**3**	*	-	3	-	*	-	-	-	-	-	-	2	1	-	-	-
	*	*	-	*	-	*	-	-	-	-	-	-	*	*	-	-	-
I don't know	**22**	1	3	7	10	-	1	-	3	*	*	-	5	2	6	3	1
	*	*	*	*1%*	**1%a**	-	*	-	*1%*	*	*	-	*1%*	*	**1%j**	*1%*	*
NET Have internet at home	**5085**	1277	1273	1267	1268	423	448	406	418	402	453	420	423	424	420	407	441
	99%	**100%cd**	*99%*	*99%*	*98%*	**100%l**	*99%*	**100%lno**	*98%*	**100%lno**	*98%*	**100%l**	*97%*	*99%*	*98%*	*98%*	*99%*
NET Have internet access	**5121**	1280	1286	1274	1282	424	449	406	423	403	460	421	428	425	424	413	445
	100%	*100%*	*100%*	*99%*	*99%*	**100%l**	*100%*	**100%l**	*99%*	*100%*	**100%ln**	**100%l**	*98%*	*99%*	*99%*	*99%*	*100%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
1	**1336**	-	1336	641	695	95	131	238	180	260	219	213	226	417	692	432	1168	149	1229
	26%	-	*26%*	*26%*	*26%*	*14%*	*18%*	**25%ef**	**25%ef**	**29%ef**	**35%efgh**	**41%efghi**	*16%*	**25%l**	**34%lm**	**37%lm**	**27%q**	*19%*	*24%*
2	**2746**	-	2746	1383	1358	226	438	588	370	474	356	292	664	958	1121	648	2358	349	2850
	53%	-	*53%*	*55%*	*52%*	*33%*	**62%ehi**	**62%ehi**	**50%e**	**52%e**	**56%e**	**56%e**	*48%*	**57%l**	**54%l**	**56%l**	**55%q**	*45%*	*55%*
3	**640**	-	640	269	367	196	76	85	114	101	48	17	273	199	166	65	506	128	669
	12%	-	*12%*	*11%*	**14%c**	**29%fghijk**	**11%k**	**9%k**	**16%fgjk**	**11%k**	**8%k**	*3%*	**19%mno**	**12%no**	*8%*	*6%*	*12%*	**17%p**	*13%*
4	**290**	-	290	141	149	105	36	24	55	58	11	*	141	79	69	11	199	86	283
	6%	-	*6%*	*6%*	*6%*	**15%fghijk**	**5%gjk**	**3%k**	**8%gjk**	**6%gjk**	**2%k**	*	**10%mno**	**5%o**	**3%o**	*1%*	*5%*	**11%p**	*5%*
5	**91**	-	91	53	38	45	13	8	11	12	-	1	59	19	13	1	44	38	78
	2%	-	*2%*	*2%*	*1%*	**7%fghijk**	**2%jk**	*1%*	**2%j**	**1%j**	-	*	**4%mno**	**1%o**	*1%*	*	*1%*	**5%p**	*2%*
6+	**44**	-	44	22	22	19	16	6	3	-	-	-	35	9	-	-	24	20	38
	1%	-	*1%*	*1%*	*1%*	**3%ghijk**	**2%ghijk**	*1%*	*	-	-	-	**2%mno**	**1%n**	-	-	*1%*	**3%p**	*1%*
Mean	**2.08**	-	2.08	2.09	2.07	**2.78fghijk**	**2.25gijk**	**1.94jk**	**2.13gijk**	**1.99jk**	**1.76k**	1.63	**2.51mno**	**2.02no**	**1.83o**	1.70	2.00	**2.47p**	2.09
Std Dev.	**1.14**	-	1.14	1.28	0.98	1.31	1.88	0.80	0.96	0.88	0.66	0.57	1.64	0.88	0.76	0.62	1.09	1.30	1.12
Std Error	**0.02**	-	0.02	0.03	0.02	0.05	0.07	0.03	0.04	0.03	0.02	0.03	0.04	0.02	0.02	0.02	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
1	**1336**	226	534	201	374	761	575	703	614	327	305	402	172	37	917	331	935
	26%	*19%*	**31%ac**	*19%*	**33%ac**	*26%*	*26%*	*23%*	**31%g**	**54%jklmn**	**44%klmn**	**29%lmn**	**14%m**	*5%*	**22%lm**	**54%p**	*22%*
2	**2746**	710	898	616	521	1608	1138	1690	1027	181	283	721	825	491	2320	187	2372
	53%	**60%bd**	**51%d**	**58%bd**	*46%*	*55%*	*51%*	**55%h**	*51%*	*30%*	**40%i**	**53%ij**	**65%ijkn**	**65%ijkn**	**57%ijk**	*31%*	**57%o**
3	**640**	149	187	155	149	336	304	393	239	60	74	144	169	125	512	60	521
	12%	*13%*	*11%*	**14%b**	*13%*	*11%*	*14%*	*13%*	*12%*	*10%*	*11%*	*11%*	*13%*	**17%ijkn**	*13%*	*10%*	*12%*
4	**290**	81	79	73	58	159	131	204	85	16	24	73	70	72	240	16	247
	6%	**7%b**	*4%*	**7%b**	*5%*	*5%*	*6%*	**7%h**	*4%*	*3%*	*3%*	**5%i**	**6%i**	**10%ijkln**	**6%ij**	*3%*	**6%o**
5	**91**	17	27	16	31	44	47	61	30	8	12	19	21	17	69	8	74
	2%	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*
6+	**44**	2	25	6	11	27	17	27	16	8	2	9	4	12	27	8	29
	1%	*	**1%a**	*1%*	**1%a**	*1%*	*1%*	*1%*	*1%*	**1%l**	*	*1%*	*	**2%l**	*1%*	*1%*	*1%*
Mean	**2.08**	2.12	2.03	**2.16bd**	2.04	2.07	2.10	**2.15h**	1.98	1.71	1.80	**2.00ij**	**2.17ijk**	**2.50ijkln**	**2.11ijk**	1.70	**2.12o**
Std Dev.	**1.14**	0.86	1.41	0.90	1.12	1.22	1.02	1.23	0.96	1.02	0.92	0.97	0.82	1.76	1.14	1.01	1.14
Std Error	**0.02**	0.02	0.04	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.02	0.07	0.02	0.04	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
1	**1336**	1186	150	47	1116	127	60	33	42	157	105	117	112	110	167	187	120	21	107
	26%	**27%bc**	*20%*	*19%*	*26%*	*29%*	*24%*	*23%*	*20%*	**28%h**	*25%*	**31%hm**	*25%*	*23%*	*25%*	*27%*	*27%*	*27%*	**29%h**
2	**2746**	2300	446	152	2282	254	138	72	120	277	246	190	240	263	315	379	253	49	205
	53%	*52%*	**61%a**	**63%a**	*53%*	**58%g**	*55%*	*49%*	**58%n**	*49%*	**58%ln**	*51%*	*53%*	**55%n**	*47%*	*54%*	**57%n**	**63%ln**	**57%n**
3	**640**	542	98	35	537	41	33	29	25	81	51	45	69	55	95	74	42	5	37
	12%	*12%*	*13%*	*14%*	*12%*	*9%*	*13%*	**20%def**	*12%*	**14%q**	*12%*	*12%*	**15%pq**	*12%*	**14%q**	*11%*	*9%*	*6%*	*10%*
4	**290**	262	28	8	249	15	17	9	15	29	15	15	21	39	57	39	19	4	11
	6%	*6%*	*4%*	*3%*	**6%e**	*3%*	**7%e**	*6%*	**7%r**	*5%*	*4%*	*4%*	*5%*	**8%jkr**	**8%jkpr**	*6%*	*4%*	*5%*	*3%*
5	**91**	80	11	1	86	2	1	3	6	13	5	2	9	6	21	19	5	*	2
	2%	*2%*	*2%*	*1%*	**2%ef**	*	*	**2%e**	**3%kr**	*2%*	*1%*	*1%*	*2%*	*1%*	**3%kr**	**3%r**	*1%*	*	*1%*
6+	**44**	43	1	*	42	1	1	*	*	5	1	4	1	3	22	3	2	-	1
	1%	*1%*	*	*	*1%*	*	*	*	*	*1%*	*	*1%*	*	*1%*	**3%hijlmopr**	*	*	-	*
Mean	**2.08**	2.08	2.06	2.03	**2.10e**	1.89	**2.06e**	**2.18e**	**2.16jkpqr**	**2.07r**	2.00	1.95	**2.07r**	**2.11r**	**2.38ijklopqr**	**2.06r**	1.96	1.89	1.89
Std Dev.	**1.14**	1.18	0.80	0.73	1.18	0.76	0.87	1.18	0.94	0.99	0.88	0.92	0.89	0.93	2.03	0.97	0.84	0.72	0.77
Std Error	**0.02**	0.02	0.02	0.03	0.02	0.02	0.03	0.05	0.06	0.06	0.05	0.05	0.05	0.05	0.11	0.05	0.05	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
1	**1336**	512	523	151	99	44	1035	143	526	508	178	74	38	1034	112
	26%	**27%c**	*26%*	*22%*	*26%*	**32%c**	**27%c**	*27%*	*27%*	*25%*	*25%*	*27%*	**37%ijm**	*26%*	*30%*
2	**2746**	1026	1085	365	196	59	2111	255	1019	1115	408	145	42	2134	187
	53%	**55%e**	*54%*	*53%*	*51%*	*43%*	*54%*	*49%*	*52%*	**54%l**	**57%l**	*53%*	*41%*	*53%*	*50%*
3	**640**	232	237	100	41	23	469	64	262	261	78	23	12	523	34
	12%	*12%*	*12%*	*14%*	*11%*	*17%*	*12%*	*12%*	*13%*	*13%*	*11%*	*8%*	*11%*	*13%*	*9%*
4	**290**	80	109	53	40	7	189	47	107	119	32	23	8	226	32
	6%	*4%*	*5%*	**8%af**	**10%abf**	*5%*	*5%*	**9%abf**	*5%*	*6%*	*4%*	*8%*	*8%*	*6%*	**8%j**
5	**91**	22	41	14	9	4	63	13	35	34	11	9	2	69	10
	2%	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*
6+	**44**	9	23	11	1	-	32	1	15	21	7	1	-	36	1
	1%	*	*1%*	**2%a**	*	-	*1%*	*	*1%*	*1%*	*1%*	*	-	*1%*	*
Mean	**2.08**	2.02	2.08	**2.21abf**	2.14	2.02	2.05	2.11	2.09	2.09	2.04	2.09	1.95	2.09	2.05
Std Dev.	**1.14**	1.30	1.01	1.06	1.02	0.97	1.16	1.01	1.34	0.99	0.93	1.01	0.98	1.17	1.01
Std Error	**0.02**	0.03	0.02	0.04	0.05	0.08	0.02	0.04	0.03	0.02	0.04	0.06	0.10	0.02	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
1	**1336**	61	1252	23	429	821	85	1304	9	15	3	1328	4
	26%	*23%*	*26%*	*25%*	**30%e**	*24%*	*28%*	*26%*	*16%*	*41%*	*96%*	*26%*	*20%*
2	**2746**	145	2561	40	711	1895	140	2696	29	14	*	2739	7
	53%	*56%*	*53%*	*43%*	*49%*	**56%df**	*46%*	*54%*	*51%*	*40%*	*4%*	*53%*	*32%*
3	**640**	31	590	19	196	385	59	627	4	2	-	633	7
	12%	*12%*	*12%*	*20%*	*14%*	*11%*	**19%e**	*12%*	*7%*	*5%*	-	*12%*	*30%*
4	**290**	14	267	9	70	199	21	277	11	2	-	290	-
	6%	*5%*	*6%*	*9%*	*5%*	*6%*	*7%*	*6%*	**19%gk**	*6%*	-	*6%*	-
5	**91**	6	85	1	23	67	1	83	2	3	-	88	4
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*	*2%*	*3%*	*8%*	-	*2%*	*17%*
6+	**44**	3	39	1	15	28	2	42	2	-	-	44	*
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*3%*	-	-	*1%*	*
Mean	**2.08**	**2.30b**	2.06	2.26	2.07	2.08	2.09	2.06	**3.39gk**	2.01	1.04	2.08	2.73
Std Dev.	**1.14**	2.74	0.97	1.50	1.49	0.96	1.06	0.96	5.55	1.21	0.23	1.13	2.29
Std Error	**0.02**	0.15	0.01	0.15	0.04	0.02	0.06	0.01	0.79	0.19	0.12	0.02	0.46

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 352

QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
1	1336	303	320	339	374	93	100	110	100	101	119	108	113	119	115	123	136
	26%	24%	25%	26%	29%a	22%	22%	27%	23%	25%	26%	26%	26%	28%	27%	30%e	30%ef
2	2746	646	732	707	661	205	232	209	242	235	256	230	228	250	227	211	223
	53%	50%	57%ad	55%	51%	48%	52%	51%	57%e	58%e	56%	55%	52%	58%e	53%	51%	50%
3	640	203	140	144	153	80	64	58	46	40	55	50	57	37	56	55	42
	12%	16%bcd	11%	11%	12%	19%hijkmp	14%m	14%m	11%	10%	12%	12%	13%	9%	13%	13%	10%
4	290	92	58	68	72	34	38	20	24	14	20	21	28	20	22	13	37
	6%	7%b	5%	5%	6%	8%io	8%ijo	5%	6%	4%	4%	5%	6%	5%	5%	3%	8%io
5	91	25	25	14	27	9	12	5	8	10	7	7	5	2	8	11	7
	2%	2%	2%	1%	2%	2%	3%	1%	2%	3%	2%	2%	1%	1%	2%	3%	2%
6+	44	13	14	12	5	4	4	5	7	3	4	6	5	1	3	1	1
	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	1%	1%	1%	*	1%	*	*
Mean	2.08	2.17bd	2.06	2.06	2.02	2.25gijkmnop	2.21ijmop	2.06	2.12m	2.02	2.03	2.07	2.19	1.93	2.06	2.00	2.01
Std Dev.	1.14	1.04	0.97	1.47	0.99	1.11	1.02	0.97	1.04	0.92	0.95	0.97	2.20	0.79	1.05	0.94	0.96
Std Error	0.02	0.03	0.03	0.04	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.11	0.04	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
None	**3642**	-	3642	1869	1768	398	376	399	487	840	616	522	774	886	1977	1137	3186	404	3704
	71%	-	*71%*	**75%d**	*67%*	**58%g**	**53%g**	*42%*	**66%efg**	**93%efgh**	**97%efghi**	**100%efghij**	*55%*	*53%*	**96%lm**	**98%lmn**	**74%q**	*52%*	*72%*
1	**775**	-	775	329	445	168	157	259	137	46	7	1	325	395	53	8	597	164	730
	15%	-	*15%*	*13%*	**17%c**	**24%hijk**	**22%ijk**	**27%hijk**	**19%ijk**	**5%jk**	*1%*	*	**23%no**	**24%no**	**3%o**	*1%*	*14%*	**21%p**	*14%*
2	**526**	-	526	220	303	71	129	212	90	16	7	-	200	303	23	7	391	125	478
	10%	-	*10%*	*9%*	**12%c**	**10%ijk**	**18%ehijk**	**22%ehijk**	**12%ijk**	**2%k**	*1%*	-	**14%no**	**18%lno**	*1%*	*1%*	*9%*	**16%p**	*9%*
3	**155**	-	155	70	85	35	35	63	14	4	4	-	71	76	8	4	93	62	175
	3%	-	*3%*	*3%*	*3%*	**5%hijk**	**5%hijk**	**7%hijk**	**2%ik**	*	*1%*	-	**5%no**	**5%no**	*	*	*2%*	**8%p**	*3%*
4	**27**	-	27	11	17	8	7	8	3	-	*	-	16	11	*	*	15	11	38
	1%	-	*1%*	*	*1%*	**1%ijk**	**1%i**	**1%i**	*	-	*	-	**1%no**	**1%no**	*	*	*	**1%p**	*1%*
5	**16**	-	16	6	10	4	4	7	1	-	-	-	8	8	-	-	13	4	15
	*	-	*	*	*	*1%*	*1%*	**1%i**	*	-	-	-	**1%no**	*n	-	-	*	*	*
6+	**5**	-	5	4	2	2	2	1	*	-	-	-	4	1	-	-	5	*	7
	*	-	*	*	*	*	*	*	*	-	-	-	*	*	-	-	*	*	*
Mean	**0.49**	-	0.49	0.43	**0.55c**	**0.71hijk**	**0.84hijk**	**1.00efhijk**	**0.52ijk**	**0.10k**	**0.05k**	*	**0.77no**	**0.79no**	**0.06o**	0.03	0.42	**0.86p**	0.49
Std Dev.	**0.92**	-	0.92	0.91	0.93	1.08	1.20	1.07	0.84	0.39	0.34	0.05	1.14	1.00	0.32	0.26	0.87	1.10	0.94
Std Error	**0.01**	-	0.01	0.02	0.02	0.04	0.05	0.04	0.03	0.01	0.01	*	0.03	0.03	0.01	0.01	0.01	0.05	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
None	**3642**	830	1297	711	805	2126	1516	1931	1675	498	536	952	828	470	2785	506	2855
	71%	*70%*	**74%c**	*67%*	*70%*	**72%f**	*69%*	*63%*	**83%g**	**83%jklmn**	**77%klmn**	**70%m**	*66%*	*62%*	**68%m**	**83%p**	*68%*
1	**775**	164	228	198	184	392	382	609	158	63	92	224	236	114	665	63	676
	15%	*14%*	*13%*	**19%ab**	*16%*	*13%*	**17%e**	**20%h**	*8%*	*10%*	*13%*	**16%i**	**19%ij**	**15%i**	**16%i**	*10%*	**16%o**
2	**526**	131	166	124	106	297	229	405	113	23	47	153	145	114	458	24	468
	10%	*11%*	*9%*	*12%*	*9%*	*10%*	*10%*	**13%h**	*6%*	*4%*	*7%*	**11%ij**	**12%ij**	**15%ijkn**	**11%ij**	*4%*	**11%o**
3	**155**	49	46	25	35	95	60	104	47	10	20	29	39	50	139	10	141
	3%	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	*2%*	*3%*	**7%ijkln**	*3%*	*2%*	*3%*
4	**27**	6	7	6	9	12	15	14	14	4	2	9	6	5	22	4	22
	1%	*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*
5	**16**	5	3	1	6	9	7	13	4	3	3	*	7	*	10	3	11
	*	*	*	*	*1%*	*	*	*	*	*	*	*	*1%*	*	*	*	*
6+	**5**	-	3	2	1	3	2	3	2	*	-	2	*	2	4	*	4
	*	-	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*
Mean	**0.49**	0.53	0.44	0.53	0.50	0.48	0.51	**0.61h**	0.30	0.28	0.39	**0.49ij**	**0.56ij**	**0.71ijkln**	**0.53ij**	0.28	**0.53o**
Std Dev.	**0.92**	0.93	0.94	0.88	0.91	0.94	0.90	0.98	0.80	0.75	0.82	0.86	0.91	1.17	0.94	0.75	0.94
Std Error	**0.01**	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.03	0.04	0.01	0.03	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
None	**3642**	3078	564	176	3025	327	187	103	142	387	295	267	288	348	446	516	335	59	268
	71%	*70%*	**77%a**	*72%*	*70%*	*74%*	*75%*	*71%*	*68%*	*69%*	*70%*	*72%*	*64%*	**73%l**	*66%*	**73%ln**	**76%hln**	**77%l**	**74%ln**
1	**775**	681	93	36	655	66	35	18	37	73	64	56	82	69	108	113	53	12	54
	15%	*15%*	*13%*	*15%*	*15%*	*15%*	*14%*	*13%*	*18%*	*13%*	*15%*	*15%*	**18%p**	*14%*	*16%*	*16%*	*12%*	*16%*	*15%*
2	**526**	473	54	21	461	34	18	14	19	73	54	34	57	40	83	59	41	5	29
	10%	**11%b**	*7%*	*8%*	**11%f**	*8%*	*7%*	*9%*	*9%*	**13%r**	*13%*	*9%*	*13%*	*8%*	*12%*	*8%*	*9%*	*6%*	*8%*
3	**155**	137	18	8	129	11	8	7	9	18	4	12	16	14	32	14	9	*	10
	3%	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*5%*	**4%j**	*3%*	*1%*	*3%*	**4%j**	*3%*	**5%j**	*2%*	*2%*	*	*3%*
4	**27**	23	5	2	22	2	2	2	1	-	4	2	5	4	5	-	2	1	1
	1%	*1%*	*1%*	*1%*	*1%*	*	*1%*	**2%d**	*	-	*1%*	*	**1%o**	*1%*	*1%*	-	*	**1%lo**	*
5	**16**	16	*	*	15	-	*	1	-	10	2	1	2	-	-	-	-	-	-
	*	*	*	*	*	-	*	**1%o**	-	**2%mnopr**	*	*	*	-	-	-	-	-	-
6+	**5**	5	*	*	5	-	-	*	-	-	-	1	1	1	2	-	-	-	-
	*	*	*	*	*	-	-	*	-	-	-	*	*	*	*	-	-	-	-
Mean	**0.49**	**0.51b**	0.38	0.46	**0.50e**	0.39	0.42	**0.57ef**	0.51	**0.58opr**	0.50	0.48	**0.63mopqr**	0.45	**0.61opqr**	0.39	0.38	0.34	0.41
Std Dev.	**0.92**	0.94	0.80	0.89	0.93	0.76	0.84	1.10	0.87	1.02	0.88	0.90	1.05	0.87	1.13	0.72	0.77	0.71	0.77
Std Error	**0.01**	0.02	0.02	0.04	0.02	0.02	0.03	0.05	0.05	0.06	0.05	0.05	0.06	0.05	0.06	0.04	0.04	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
None	**3642**	1446	1367	458	259	94	2813	353	1395	1406	536	211	76	2800	287
	71%	**77%bcdfg**	*68%*	*66%*	*67%*	*69%*	**72%bc**	*68%*	*71%*	*68%*	**75%lm**	**77%lm**	*75%*	*70%*	**76%lm**
1	**775**	238	309	121	72	30	547	102	294	326	102	34	14	620	48
	15%	*13%*	*15%*	**17%a**	**19%af**	**22%af**	*14%*	**20%af**	*15%*	*16%*	*14%*	*12%*	*14%*	*15%*	*13%*
2	**526**	145	247	84	33	11	392	44	189	241	55	26	8	430	34
	10%	*8%*	**12%af**	**12%a**	*8%*	*8%*	**10%a**	*8%*	*10%*	**12%j**	*8%*	*9%*	*8%*	*11%*	*9%*
3	**155**	41	75	15	19	*	116	19	74	63	10	2	4	137	5
	3%	*2%*	**4%a**	*2%*	**5%ae**	*	*3%*	*4%*	**4%jk**	*3%*	*1%*	*1%*	*3%*	**3%jk**	*1%*
4	**27**	7	13	3	3	*	21	3	8	12	5	1	*	19	2
	1%	*	*1%*	*1%*	*1%*	*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*	*	*
5	**16**	3	4	9	-	*	7	*	2	8	5	1	-	10	1
	*	*	*	**1%abfg**	-	*	*	*	*	*	**1%h**	*	-	*	*
6+	**5**	2	3	1	*	-	4	*	3	2	*	-	-	5	-
	*	*	*	*	*	-	*	*	*	*	*	-	-	*	-
Mean	**0.49**	0.38	**0.56af**	**0.58af**	**0.54a**	0.40	**0.47a**	**0.50a**	0.49	**0.53jkn**	0.41	0.37	0.41	**0.51jkn**	0.38
Std Dev.	**0.92**	0.86	0.95	1.00	0.91	0.67	0.91	0.86	0.96	0.92	0.86	0.77	0.80	0.94	0.78
Std Error	**0.01**	0.02	0.02	0.04	0.05	0.06	0.01	0.04	0.02	0.02	0.03	0.05	0.08	0.01	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
None	**3642**	181	3399	62	1092	2373	177	3583	26	24	3	3633	6
	71%	*70%*	*71%*	*67%*	**76%ef**	**70%f**	*58%*	**71%h**	*46%*	*65%*	*97%*	**71%h**	*25%*
1	**775**	36	726	12	183	523	69	753	9	8	*	770	5
	15%	*14%*	*15%*	*13%*	*13%*	**15%d**	**22%de**	*15%*	*16%*	*22%*	*3%*	*15%*	*22%*
2	**526**	36	477	14	112	368	46	504	12	1	-	517	9
	10%	*14%*	*10%*	*15%*	*8%*	**11%d**	**15%d**	*10%*	**22%gk**	*3%*	-	*10%*	*41%*
3	**155**	4	148	3	44	99	12	144	5	3	-	152	3
	3%	*2%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	**9%gk**	*10%*	-	*3%*	*12%*
4	**27**	1	26	*	9	16	2	26	1	-	-	27	-
	1%	*	*1%*	*	*1%*	*	*1%*	*1%*	*2%*	-	-	*1%*	-
5	**16**	-	15	1	3	13	1	15	2	-	-	16	-
	*	-	*	*1%*	*	*	*	*	**3%gk**	-	-	*	-
6+	**5**	2	4	-	2	3	*	4	2	-	-	5	-
	*	**1%b**	*	-	*	*	*	*	**3%gk**	-	-	*	-
Mean	**0.49**	0.57	0.49	0.59	0.42	**0.50d**	**0.69de**	0.48	**1.48gk**	0.57	0.03	0.49	1.40
Std Dev.	**0.92**	1.33	0.89	1.00	0.95	0.90	0.97	0.88	2.48	0.95	0.21	0.92	1.02
Std Error	**0.01**	0.07	0.01	0.10	0.02	0.02	0.06	0.01	0.35	0.15	0.11	0.01	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 353

QJ3_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
None	**3642**	905	898	909	930	299	311	295	293	277	329	303	314	292	325	295	310
	71%	*71%*	*70%*	*71%*	*72%*	*70%*	*69%*	*73%*	*69%*	*69%*	*71%*	*72%*	*72%*	*68%*	*76%*	*71%*	*69%*
1	**775**	200	203	202	169	85	62	53	71	77	55	70	64	68	62	53	54
	15%	*16%*	*16%*	*16%*	*13%*	**20%gjop**	*14%*	*13%*	*17%*	**19%jp**	*12%*	*17%*	*15%*	*16%*	*14%*	*13%*	*12%*
2	**526**	135	131	115	146	32	55	48	39	38	53	28	37	50	28	49	69
	10%	*11%*	*10%*	*9%*	*11%*	*7%*	**12%kn**	**12%kn**	*9%*	*10%*	**12%kn**	*7%*	*9%*	*12%*	*7%*	**12%n**	**15%ehiklm**
3	**155**	33	44	39	38	7	19	7	17	7	21	12	15	13	12	14	12
	3%	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*2%*	*4%*	*2%*	**5%e**	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*
4	**27**	8	4	9	6	2	3	2	3	2	-	5	1	4	2	2	2
	1%	*1%*	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	-	*1%*	*	*1%*	*	*1%*	*
5	**16**	1	8	4	3	-	-	1	3	2	3	2	1	1	-	3	-
	*	*	*1%*	*	*	-	-	*	*1%*	*1%*	*1%*	*1%*	*	*	-	*1%*	-
6+	**5**	-	*	5	-	-	-	-	*	-	-	1	3	1	-	-	-
	*	-	*	*	-	-	-	-	*	-	-	*	*1%*	*	-	-	-
Mean	**0.49**	0.47	0.51	0.51	0.47	0.42	**0.54n**	0.46	**0.53n**	0.48	0.52	0.48	0.51	**0.54n**	0.38	0.52	0.53
Std Dev.	**0.92**	0.84	0.91	1.05	0.87	0.75	0.91	0.85	0.95	0.84	0.94	0.99	1.20	0.95	0.77	0.94	0.88
Std Error	**0.01**	0.02	0.03	0.03	0.02	0.04	0.04	0.04	0.05	0.04	0.04	0.05	0.06	0.05	0.04	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
1	**1157**	-	1157	587	570	73	96	155	144	257	219	213	169	299	689	432	1032	110	1052
	22%	-	*22%*	*23%*	*22%*	*11%*	*13%*	**16%e**	**20%ef**	**28%efgh**	**35%efgh**	**41%efghi**	*12%*	**18%l**	**33%lm**	**37%lm**	**24%q**	*14%*	*20%*
2	**1862**	-	1862	975	882	119	208	209	253	432	349	291	327	462	1071	639	1681	158	2015
	36%	-	*36%*	**39%d**	*34%*	*17%*	**29%eg**	*22%*	**34%eg**	**48%efgh**	**55%efghi**	**56%efghi**	*23%*	**27%l**	**52%lm**	**55%lm**	**39%q**	*21%*	*39%*
3	**915**	-	915	391	524	162	169	268	138	117	41	18	331	406	176	59	746	160	913
	18%	-	*18%*	*16%*	**20%c**	**24%ijk**	**24%ijk**	**28%hijk**	**19%ijk**	**13%jk**	*6%*	*3%*	**24%no**	**24%no**	**9%o**	*5%*	*17%*	*21%*	*18%*
4	**789**	-	789	360	429	179	152	218	147	76	17	*	331	364	93	17	594	179	733
	15%	-	*15%*	*14%*	*16%*	**26%hijk**	**21%ijk**	**23%ijk**	**20%ijk**	**8%jk**	**3%k**	*	**24%no**	**22%no**	**5%o**	*1%*	*14%*	**23%p**	*14%*
5	**274**	-	274	126	145	96	50	68	34	20	5	1	146	101	26	6	171	93	281
	5%	-	*5%*	*5%*	*5%*	**14%fghijk**	**7%ijk**	**7%ijk**	**5%ijk**	**2%k**	*1%*	*	**10%mno**	**6%no**	*1%*	*	*4%*	**12%p**	*5%*
6+	**149**	-	149	68	80	57	37	31	18	2	4	-	94	49	6	4	76	71	153
	3%	-	*3%*	*3%*	*3%*	**8%ghijk**	**5%hijk**	**3%ijk**	**2%ijk**	*	*1%*	-	**7%mno**	**3%no**	*	*	*2%*	**9%p**	*3%*
NET Any children	**1505**	-	1505	640	861	289	335	550	246	65	18	1	623	796	84	19	1113	366	1443
	29%	-	*29%*	*25%*	**33%c**	**42%hijk**	**47%hijk**	**58%efhijk**	**34%ijk**	**7%jk**	**3%k**	*	**45%no**	**47%no**	**4%o**	*2%*	*26%*	**48%p**	*28%*
Mean	**2.57**	-	2.57	2.52	2.62	**3.49fghijk**	**3.08hijk**	**2.94hijk**	**2.65ijk**	**2.09jk**	**1.82k**	1.63	**3.28mno**	**2.81no**	**1.89o**	1.73	2.43	**3.33p**	2.58
Std Dev.	**1.60**	-	1.60	1.79	1.38	1.65	2.61	1.35	1.32	0.99	0.81	0.57	2.20	1.35	0.87	0.72	1.55	1.67	1.55
Std Error	**0.02**	-	0.02	0.04	0.03	0.06	0.10	0.04	0.05	0.03	0.03	0.03	0.06	0.03	0.02	0.02	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
1	**1157**	203	471	171	311	675	482	564	579	294	265	334	151	26	775	296	794
	22%	*17%*	**27%ac**	*16%*	**27%ac**	*23%*	*22%*	*18%*	**29%g**	**49%jklmn**	**38%klmn**	**24%lmn**	**12%m**	*3%*	**19%lm**	**49%p**	*19%*
2	**1862**	469	635	406	353	1103	759	983	859	150	224	502	504	291	1520	156	1557
	36%	**40%d**	**36%d**	**38%d**	*31%*	*38%*	*34%*	*32%*	**43%g**	*25%*	**32%i**	**37%i**	**40%ij**	**39%ij**	**37%ij**	*26%*	**37%o**
3	**915**	204	279	206	226	483	432	648	260	89	98	231	283	158	770	90	779
	18%	*17%*	*16%*	*19%*	**20%b**	*16%*	**20%e**	**21%h**	*13%*	*15%*	*14%*	*17%*	**22%ijkn**	**21%ij**	**19%ij**	*15%*	*19%*
4	**789**	199	252	191	147	451	338	609	172	35	67	204	234	176	681	35	699
	15%	**17%d**	*14%*	**18%d**	*13%*	*15%*	*15%*	**20%h**	*9%*	*6%*	**10%i**	**15%ij**	**19%ijk**	**23%ijkn**	**17%ij**	*6%*	**17%o**
5	**274**	81	63	68	62	145	129	193	75	16	34	62	59	70	226	16	231
	5%	**7%b**	*4%*	**6%b**	*5%*	*5%*	*6%*	**6%h**	*4%*	*3%*	*5%*	*5%*	*5%*	**9%ijkln**	**6%i**	*3%*	**6%o**
6+	**149**	29	49	26	45	78	71	82	67	18	14	37	28	34	112	18	119
	3%	*2%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	**4%jl**	*3%*	*3%*	*3%*
NET Any children	**1505**	356	453	357	340	809	696	1148	337	103	164	418	432	285	1299	104	1323
	29%	*30%*	*26%*	**33%b**	*30%*	*28%*	**31%e**	**37%h**	*17%*	*17%*	**23%i**	**30%ij**	**34%ij**	**38%ijkn**	**32%ij**	*17%*	**32%o**
Mean	**2.57**	**2.65b**	2.47	**2.69bd**	2.53	2.54	2.61	**2.76h**	2.28	1.99	**2.19i**	**2.49ij**	**2.73ijk**	**3.21ijkln**	**2.64ijk**	1.99	**2.65o**
Std Dev.	**1.60**	1.30	1.97	1.29	1.48	1.73	1.39	1.71	1.35	1.33	1.31	1.35	1.24	2.47	1.61	1.33	1.61
Std Error	**0.02**	0.04	0.05	0.04	0.04	0.03	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.09	0.03	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 354

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
1	**1157**	1018	139	42	969	109	53	27	35	125	92	101	89	94	151	169	112	16	93
	22%	***23%b***	*19%*	*17%*	*22%*	***25%g***	*21%*	*18%*	*17%*	*22%*	*22%*	***27%hlm***	*20%*	*20%*	*22%*	***24%h***	***26%h***	*20%*	***26%h***
2	**1862**	1521	341	114	1516	192	104	51	77	181	170	131	148	181	178	271	179	42	149
	36%	*34%*	***46%a***	***47%a***	*35%*	***44%dg***	***41%d***	*35%*	***37%n***	*32%*	***40%n***	***35%n***	*33%*	***38%n***	*26%*	***39%n***	***41%in***	***55%hijklmnopr***	***41%lln***
3	**915**	799	116	39	781	67	41	26	42	111	68	65	100	92	120	113	70	8	59
	18%	*18%*	*16%*	*16%*	*18%*	*15%*	*16%*	*18%*	***20%q***	***20%q***	*16%*	*17%*	***22%q***	***19%q***	*18%*	*16%*	*16%*	*10%*	*16%*
4	**789**	695	94	30	679	55	32	23	32	93	66	48	70	81	127	104	59	9	46
	15%	*16%*	*13%*	*12%*	*16%*	*13%*	*13%*	*16%*	*16%*	*17%*	*15%*	*13%*	*15%*	*17%*	***19%r***	*15%*	*13%*	*12%*	*13%*
5	**274**	242	32	15	230	14	17	14	18	35	17	19	29	16	53	31	12	2	12
	5%	*5%*	*4%*	*6%*	*5%*	*3%*	***7%e***	***9%de***	***9%jmopr***	*6%*	*4%*	*5%*	***6%p***	*3%*	***8%mpr***	*4%*	*3%*	*3%*	*3%*
6+	**149**	137	12	4	136	4	4	4	3	16	11	8	17	12	47	13	8	*	3
	3%	*3%*	*2%*	*2%*	***3%e***	*1%*	*2%*	***3%e***	*2%*	*3%*	*3%*	*2%*	***4%r***	*3%*	***7%hijkmopqr***	*2%*	*2%*	*	*1%*
NET Any children	**1505**	1335	170	67	1286	113	63	43	66	175	128	105	164	128	230	186	105	18	95
	29%	***30%b***	*23%*	*28%*	*30%*	*26%*	*25%*	*29%*	***32%p***	*31%*	*30%*	*28%*	***36%mopqr***	*27%*	***34%opr***	*27%*	*24%*	*23%*	*26%*
Mean	**2.57**	**2.59b**	2.43	2.49	**2.60e**	2.29	**2.48e**	**2.75ef**	**2.67kopqr**	**2.65pqr**	**2.50r**	2.42	**2.70kopqr**	**2.55pqr**	**2.99jkmopqr**	2.44	2.34	2.23	2.30
Std Dev.	**1.60**	1.65	1.20	1.24	1.65	1.12	1.26	1.60	1.27	1.46	1.33	1.37	1.40	1.28	2.75	1.30	1.23	1.03	1.14
Std Error	**0.02**	0.03	0.03	0.05	0.03	0.04	0.05	0.07	0.08	0.08	0.08	0.08	0.08	0.07	0.15	0.07	0.07	0.08	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
1	**1157**	467	432	130	81	42	899	123	456	430	159	67	36	886	103
	22%	***25%c***	*21%*	*19%*	*21%*	***31%bc***	*23%*	*24%*	*23%*	*21%*	*22%*	*24%*	***35%hijm***	*22%*	***27%i***
2	**1862**	744	723	219	131	39	1467	170	695	733	291	110	27	1428	137
	36%	***40%ceg***	*36%*	*32%*	*34%*	*28%*	***38%c***	*33%*	*35%*	*36%*	***41%hlm***	***40%l***	*26%*	*36%*	*36%*
3	**915**	342	332	145	67	22	673	89	363	366	130	33	16	729	49
	18%	*18%*	*16%*	***21%b***	*17%*	*16%*	*17%*	*17%*	***18%kn***	*18%*	*18%*	*12%*	*16%*	***18%k***	*13%*
4	**789**	224	337	126	67	28	561	95	287	340	91	47	16	627	64
	15%	*12%*	***17%a***	***18%af***	***17%a***	***20%a***	***14%a***	***18%a***	*15%*	*17%*	*13%*	*17%*	*16%*	*16%*	*17%*
5	**274**	71	126	42	27	3	197	31	104	124	27	11	5	228	16
	5%	*4%*	***6%a***	***6%a***	***7%a***	*2%*	*5%*	*6%*	*5%*	*6%*	*4%*	*4%*	*5%*	*6%*	*4%*
6+	**149**	33	69	29	13	3	102	16	59	64	17	6	2	123	8
	3%	*2%*	***3%a***	***4%a***	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*
NET Any children	**1505**	435	651	234	127	42	1086	169	569	653	178	64	26	1221	89
	29%	*23%*	***32%af***	***34%af***	***33%a***	*31%*	***28%a***	***32%a***	*29%*	***32%jkn***	*25%*	*23%*	*25%*	***30%jkn***	*24%*
Mean	**2.57**	2.40	**2.63af**	**2.79aef**	**2.68a**	2.43	**2.52a**	2.61	2.58	**2.63j**	2.45	2.46	2.36	2.60	2.43
Std Dev.	**1.60**	1.81	1.43	1.50	1.42	1.34	1.63	1.41	1.90	1.38	1.33	1.37	1.42	1.65	1.38
Std Error	**0.02**	0.04	0.03	0.06	0.07	0.11	0.03	0.06	0.04	0.03	0.05	0.09	0.14	0.03	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
1	**1157**	56	1083	19	381	706	70	1131	7	13	3	1151	3
	22%	*21%*	*23%*	*21%*	**26%e**	*21%*	*23%*	*22%*	*13%*	*35%*	*93%*	*22%*	*13%*
2	**1862**	91	1746	26	540	1247	76	1846	7	9	*	1862	1
	36%	*35%*	*36%*	*28%*	**37%f**	**37%f**	*25%*	**37%h**	*12%*	*25%*	*7%*	**36%h**	*2%*
3	**915**	48	846	22	225	628	62	896	12	5	-	913	2
	18%	*18%*	*18%*	*23%*	*16%*	**19%d**	*20%*	*18%*	*21%*	*13%*	-	*18%*	*7%*
4	**789**	44	731	14	183	541	65	760	19	3	-	783	7
	15%	*17%*	*15%*	*15%*	*13%*	**16%d**	**21%d**	*15%*	**34%gk**	*9%*	-	*15%*	*31%*
5	**274**	14	252	8	68	180	25	257	5	3	-	266	8
	5%	*5%*	*5%*	*9%*	*5%*	*5%*	*8%*	*5%*	*8%*	*10%*	-	*5%*	*38%*
6+	**149**	7	138	3	48	92	9	138	7	3	-	147	2
	3%	*3%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	**12%gk**	*8%*	-	*3%*	*8%*
NET Any children	**1505**	78	1396	30	352	1022	131	1445	31	12	*	1488	17
	29%	*30%*	*29%*	*33%*	*24%*	**30%d**	**42%de**	*29%*	**54%gk**	*35%*	*3%*	*29%*	*75%*
Mean	**2.57**	**2.87b**	2.55	2.86	2.49	2.59	2.78	2.54	**4.87gk**	2.57	1.07	2.57	4.13
Std Dev.	**1.60**	3.85	1.36	1.94	2.07	1.35	1.51	1.35	7.73	1.65	0.31	1.59	2.35
Std Error	**0.02**	0.21	0.02	0.20	0.05	0.02	0.09	0.02	1.10	0.26	0.16	0.02	0.47

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ3_T. How many adults and children live in your household? - All people in household

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
1	**1157**	261	279	295	322	80	91	90	83	90	107	93	95	107	103	104	115
	22%	*20%*	*22%*	*23%*	**25%a**	*19%*	*20%*	*22%*	*19%*	*22%*	*23%*	*22%*	*22%*	*25%*	*24%*	*25%*	*26%*
2	**1862**	442	476	490	454	141	146	155	161	150	165	161	172	157	169	141	143
	36%	*34%*	*37%*	*38%*	*35%*	*33%*	*32%*	*38%*	*38%*	*37%*	*36%*	*38%*	*40%*	*37%*	*39%*	*34%*	*32%*
3	**915**	239	242	223	212	89	78	72	86	79	76	84	68	71	77	69	65
	18%	*19%*	*19%*	*17%*	*16%*	*21%*	*17%*	*18%*	*20%*	*20%*	*16%*	*20%*	*16%*	*16%*	*18%*	*17%*	*15%*
4	**789**	235	179	171	204	82	92	62	54	52	73	48	57	66	46	71	87
	15%	**18%bc**	*14%*	*13%*	*16%*	**19%hikn**	**20%hikln**	*15%*	*13%*	*13%*	*16%*	*12%*	*13%*	*15%*	*11%*	**17%n**	**19%hkn**
5	**274**	67	69	67	71	26	25	15	20	21	28	18	30	19	21	19	31
	5%	*5%*	*5%*	*5%*	*6%*	*6%*	*6%*	*4%*	*5%*	*5%*	*6%*	*4%*	*7%*	*4%*	*5%*	*5%*	*7%*
6+	**149**	38	43	38	30	7	20	12	22	11	11	16	13	9	13	11	5
	3%	*3%*	*3%*	*3%*	*2%*	*2%*	**4%p**	*3%*	**5%ep**	*3%*	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*1%*
NET Any children	**1505**	377	390	375	362	126	140	111	133	126	132	118	121	136	105	121	137
	29%	*29%*	*30%*	*29%*	*28%*	*30%*	*31%*	*27%*	*31%*	*31%*	*29%*	*28%*	*28%*	*32%*	*24%*	*29%*	*31%*
Mean	**2.57**	**2.65d**	2.57	2.57	2.50	**2.67n**	**2.74gimn**	2.51	2.65	2.50	2.55	2.54	2.70	2.47	2.44	2.52	2.54
Std Dev.	**1.60**	1.37	1.38	2.15	1.35	1.33	1.44	1.32	1.47	1.27	1.37	1.49	3.11	1.36	1.36	1.35	1.33
Std Error	**0.02**	0.04	0.04	0.06	0.04	0.06	0.07	0.06	0.07	0.06	0.07	0.07	0.15	0.07	0.07	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Hearing. Poor hearing, partial hearing, or are deaf	**279**	-	279	159	120	26	22	26	20	50	47	88	49	46	185	135	257	21	314
	5%	-	*5%*	**6%d**	*5%*	*4%*	*3%*	*3%*	*3%*	**5%gh**	**7%efgh**	**17%efghij**	*3%*	*3%*	**9%lm**	**12%lm**	**6%q**	*3%*	*6%*
Eyesight. Poor vision, colour blindness, partial sight, or are blind	**191**	-	191	93	97	53	28	27	15	21	21	25	80	42	68	47	148	42	217
	4%	-	*4%*	*4%*	*4%*	**8%fghij**	*4%*	*3%*	*2%*	*2%*	*3%*	**5%hi**	**6%mn**	*3%*	*3%*	*4%*	*3%*	**5%p**	*4%*
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	**415**	-	415	188	227	32	23	43	61	101	81	72	55	105	253	153	385	31	468
	8%	-	*8%*	*7%*	*9%*	*5%*	*3%*	*5%*	**8%efg**	**11%efg**	**13%efg**	**14%efgh**	*4%*	**6%l**	**12%lm**	**13%lm**	**9%q**	*4%*	*9%*
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	**167**	-	167	82	85	9	15	21	27	32	36	27	24	48	95	62	151	14	175
	3%	-	*3%*	*3%*	*3%*	*1%*	*2%*	*2%*	**4%e**	**4%e**	**6%efg**	**5%efg**	*2%*	*3%*	**5%lm**	**5%lm**	*4%*	*2%*	*3%*
Breathing. Breathlessness or chest pains	**304**	-	304	144	159	38	22	28	46	65	44	60	61	74	169	104	280	24	341
	6%	-	*6%*	*6%*	*6%*	**6%g**	*3%*	*3%*	**6%fg**	**7%fg**	**7%fg**	**11%efghij**	*4%*	*4%*	**8%lm**	**9%lm**	**7%q**	*3%*	*7%*
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	**125**	-	125	62	62	29	23	35	22	13	3	1	52	56	17	4	104	21	162
	2%	-	*2%*	*2%*	*2%*	**4%ijk**	**3%jk**	**4%ijk**	**3%jk**	**1%k**	*1%*	*	**4%no**	**3%no**	*1%*	*	*2%*	*3%*	*3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**99** ***2%***	- -	99 *2%*	50 *2%*	48 *2%*	36 **5%ghijk**	24 **3%ijk**	16 **2%k**	15 **2%jk**	6 *1%*	2 *	* *	60 **4%mno**	31 **2%no**	8 *	2 *	89 *2%*	8 *1%*	109 *2%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**579** ***11%***	- -	579 *11%*	221 *9%*	354 **13%c**	133 **19%fghijk**	90 **13%jk**	125 **13%jk**	100 **14%jk**	89 **10%jk**	29 *5%*	12 *2%*	222 **16%no**	225 **13%no**	130 **6%o**	40 *4%*	516 **12%q**	60 *8%*	694 *13%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**336** ***7%***	- -	336 *7%*	141 *6%*	195 **7%c**	26 *4%*	17 *2%*	41 *4%*	57 **8%efg**	82 **9%efg**	54 **9%efg**	58 **11%efg**	42 *3%*	98 **6%l**	193 **9%lm**	111 **10%lm**	304 **7%q**	27 *3%*	413 *8%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3395** ***66%***	- -	3395 *66%*	1685 *67%*	1706 *65%*	387 *56%*	491 **69%ek**	675 **71%ek**	495 **68%ek**	625 **69%ek**	413 **65%e**	305 *58%*	878 *63%*	1170 **70%lno**	1343 *65%*	719 *62%*	2784 *65%*	560 **73%p**	3219 *63%*
Prefer not to say	**167** ***3%***	- -	167 *3%*	90 *4%*	76 *3%*	30 **4%ik**	29 **4%k**	45 **5%ik**	20 *3%*	18 *2%*	17 *3%*	7 *1%*	59 **4%no**	65 **4%no**	42 *2%*	24 *2%*	130 *3%*	29 *4%*	168 *3%*
Don't know	**140** ***3%***	- -	140 *3%*	70 *3%*	70 *3%*	38 **6%gijk**	31 **4%gijk**	16 *2%*	29 **4%gijk**	15 *2%*	9 *1%*	2 *	69 **5%mno**	45 **3%no**	26 *1%*	11 *1%*	100 *2%*	31 **4%p**	140 *3%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Hearing. Poor hearing, partial hearing, or are deaf	**279**	74	88	51	67	162	117	107	163	48	31	93	68	23	214	48	220
	5%	*6%*	*5%*	*5%*	*6%*	*6%*	*5%*	*3%*	**8%g**	**8%jmn**	*4%*	**7%m**	*5%*	*3%*	**5%m**	**8%p**	*5%*
Eyesight. Poor vision, colour blindness, partial sight, or are blind	**191**	51	49	43	48	100	91	94	96	41	32	53	40	13	139	41	140
	4%	*4%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	**5%g**	**7%klmn**	**5%m**	**4%m**	*3%*	*2%*	*3%*	**7%p**	*3%*
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	**415**	67	116	89	143	183	232	128	282	74	110	116	75	16	317	74	327
	8%	*6%*	*7%*	*8%*	**12%abc**	*6%*	**10%e**	*4%*	**14%g**	**12%klmn**	**16%klmn**	**8%m**	**6%m**	*2%*	**8%m**	**12%p**	*8%*
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	**167**	34	42	41	49	76	91	62	103	33	35	52	26	14	126	33	128
	3%	*3%*	*2%*	*4%*	**4%b**	*3%*	**4%e**	*2%*	**5%g**	**5%lmn**	**5%lmn**	**4%l**	*2%*	*2%*	*3%*	**5%p**	*3%*
Breathing. Breathlessness or chest pains	**304**	31	86	66	121	117	187	108	193	69	78	68	48	13	207	71	212
	6%	*3%*	**5%a**	**6%a**	**11%abc**	*4%*	**8%e**	*3%*	**10%g**	**12%klmn**	**11%klmn**	**5%m**	**4%m**	*2%*	**5%m**	**12%p**	*5%*
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	**125**	14	25	22	63	39	86	50	74	33	22	30	31	4	86	33	87
	2%	*1%*	*1%*	*2%*	**6%abc**	*1%*	**4%e**	*2%*	**4%g**	**5%klmn**	**3%m**	**2%m**	**2%m**	*1%*	**2%m**	**5%p**	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 355

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**99**	12	24	35	27	36	63	50	47	21	18	30	16	8	72	22	74
	2%	*1%*	*1%*	**3%ab**	**2%a**	*1%*	**3%e**	*2%*	*2%*	**4%lmn**	*3%*	*2%*	*1%*	*1%*	*2%*	**4%p**	*2%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**579**	57	174	106	243	230	348	272	303	139	109	144	109	37	399	140	412
	11%	*5%*	**10%a**	**10%a**	**21%abc**	*8%*	**16%e**	*9%*	**15%g**	**23%jklmn**	**15%klmn**	**11%m**	**9%m**	*5%*	**10%m**	**23%p**	*10%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**336**	50	103	56	127	153	183	112	223	80	70	101	53	15	238	80	244
	7%	*4%*	*6%*	*5%*	**11%abc**	*5%*	**8%e**	*4%*	**11%g**	**13%klmn**	**10%lmn**	**7%lm**	**4%m**	*2%*	**6%m**	**13%p**	*6%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3395**	864	1209	711	610	2074	1321	2245	1130	291	381	873	917	631	2802	296	2859
	66%	**73%cd**	**69%d**	**67%d**	*53%*	**71%f**	*60%*	**73%h**	*56%*	*48%*	*54%*	**64%lj**	**73%ijkn**	**84%ijkln**	**69%ijk**	*49%*	**68%o**
Prefer not to say	**167**	39	46	30	52	86	82	111	44	21	24	30	36	12	103	23	109
	3%	*3%*	*3%*	*3%*	**5%b**	*3%*	*4%*	**4%h**	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*
Don't know	**140**	24	50	37	30	74	67	91	41	19	20	36	22	19	97	19	99
	3%	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 355

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Hearing. Poor hearing, partial hearing, or are deaf	279 5%	228 5%	52 7%	12 5%	233 5%	20 5%	18 7%	7 5%	18 9%lmnor	46 8%lo	25 6%	30 8%lo	18 4%	22 5%	29 4%	20 3%	25 6%	4 6%	16 4%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	191 4%	161 4%	29 4%	11 5%	155 4%	15 3%	14 6%	6 4%	7 3%	20 4%	14 3%	23 6%lmop	12 3%	9 2%	41 6%mop	17 2%	11 2%	2 3%	13 4%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	415 8%	342 8%	73 10%	22 9%	333 8%	40 9%	25 10%	17 12%d	18 9%n	57 10%n	36 9%n	32 9%n	43 10%n	35 7%n	21 3%	56 8%n	35 8%n	5 7%	34 9%n
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	167 3%	137 3%	30 4%	14 6%a	135 3%	16 4%	10 4%	6 4%	5 2%	27 5%n	19 4%n	10 3%	19 4%n	10 2%	9 1%	19 3%	18 4%n	1 1%	15 4%n
Breathing. Breathlessness or chest pains	304 6%	258 6%	45 6%	16 7%	254 6%	22 5%	16 6%	12 9%e	11 6%	36 6%n	31 7%n	24 7%n	25 6%	26 5%	20 3%	50 7%n	30 7%n	3 4%	19 5%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	125 2%	109 2%	16 2%	7 3%	101 2%	10 2%	10 4%d	4 3%	7 3%	20 4%	8 2%	7 2%	9 2%	10 2%	16 2%	13 2%	11 2%	2 2%	8 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 355

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**99**	86	13	2	88	2	5	4	2	16	6	2	8	8	14	21	12	*	1
	2%	*2%*	*2%*	*1%*	**2%e**	*	**2%e**	**3%e**	*1%*	**3%r**	*1%*	*1%*	*2%*	*2%*	*2%*	**3%r**	**3%r**	*1%*	*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**579**	496	83	30	481	44	29	25	24	93	57	33	37	49	51	73	64	7	36
	11%	*11%*	*11%*	*12%*	*11%*	*10%*	*11%*	**17%def**	*11%*	**17%klmnor**	**13%n**	*9%*	*8%*	*10%*	*8%*	*10%*	**15%kln**	*9%*	*10%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**336**	289	46	21	265	33	24	15	17	27	29	20	25	27	30	52	39	7	26
	7%	*7%*	*6%*	*8%*	*6%*	*7%*	**9%d**	**10%d**	*8%*	*5%*	*7%*	*5%*	*6%*	*6%*	*4%*	*7%*	**9%ln**	*9%*	*7%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3395**	2922	473	144	2862	294	156	82	130	344	288	240	297	336	470	482	275	50	243
	66%	**66%c**	*64%*	*59%*	**66%g**	**67%g**	*63%*	*57%*	*63%*	*61%*	*68%*	*65%*	*66%*	**71%ip**	**69%i**	*69%*	*63%*	*65%*	*67%*
Prefer not to say	**167**	149	19	13	145	8	7	7	8	19	12	9	21	10	24	33	10	3	6
	3%	*3%*	*3%*	*5%*	*3%*	*2%*	*3%*	**5%e**	*4%*	*3%*	*3%*	*2%*	**5%r**	*2%*	*4%*	**5%r**	*2%*	*3%*	*2%*
Don't know	**140**	118	22	9	119	7	8	6	7	6	8	22	17	9	31	10	10	*	7
	3%	*3%*	*3%*	*4%*	*3%*	*2%*	*3%*	**4%e**	*3%*	*1%*	*2%*	**6%ljmopqr**	**4%l**	*2%*	**5%io**	*1%*	*2%*	*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Hearing. Poor hearing, partial hearing, or are deaf	**279** *5%*	116 *6%*	93 *5%*	38 *5%*	20 *5%*	13 *9%*	209 *5%*	33 *6%*	105 *5%*	103 *5%*	45 *6%*	9 *3%*	15 **15%hijkmn**	208 *5%*	25 *7%*
Eyesight. Poor vision, colour blindness, partial sight, or are blind	**191** *4%*	61 *3%*	74 *4%*	32 *5%*	17 *4%*	6 *4%*	135 *3%*	23 *4%*	71 *4%*	79 *4%*	28 *4%*	9 *3%*	2 *2%*	150 *4%*	11 *3%*
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	**415** *8%*	196 **10%bceg**	148 *7%*	37 *5%*	31 **8%e**	2 *2%*	344 **9%ce**	33 *6%*	168 *9%*	164 *8%*	53 *7%*	26 *10%*	2 *2%*	332 *8%*	29 *8%*
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	**167** *3%*	74 *4%*	59 *3%*	20 *3%*	12 *3%*	1 *1%*	133 *3%*	14 *3%*	63 *3%*	67 *3%*	28 *4%*	7 *3%*	2 *2%*	130 *3%*	9 *2%*
Breathing. Breathlessness or chest pains	**304** *6%*	115 *6%*	129 *6%*	27 *4%*	25 *6%*	6 *4%*	244 *6%*	30 *6%*	122 *6%*	127 *6%*	37 *5%*	12 *4%*	4 *4%*	249 *6%*	16 *4%*
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	**125** *2%*	49 *3%*	44 *2%*	15 *2%*	13 *3%*	4 *3%*	93 *2%*	17 *3%*	53 *3%*	53 *3%*	11 *2%*	4 *1%*	4 *4%*	106 *3%*	7 *2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**99** *2%*	29 *2%*	37 *2%*	17 *2%*	7 *2%*	6 *5%af*	65 *2%*	14 *3%*	44 *2%*	43 *2%*	9 *1%*	2 *1%*	1 *1%*	87 *2%*	3 *1%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**579** *11%*	204 *11%*	224 *11%*	79 *11%*	50 *13%*	20 *15%*	427 *11%*	70 *13%*	251 *13%*	218 *11%*	73 *10%*	27 *10%*	9 *9%*	469 *12%*	36 *10%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**336** *7%*	154 *8%cd*	125 *6%*	30 *4%*	16 *4%*	10 *8%*	280 *7%c*	26 *5%*	171 *9%jkn*	111 *5%*	41 *6%*	7 *3%*	5 *5%*	283 *7%kn*	12 *3%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3395** *66%*	1224 *65%*	1371 *68%*	453 *65%*	246 *64%*	85 *63%*	2594 *67%*	331 *63%*	1261 *64%*	1390 *68%*	482 *67%*	179 *65%*	63 *61%*	2651 *66%*	241 *64%*
Prefer not to say	**167** *3%*	62 *3%*	52 *3%*	33 *5%b*	11 *3%*	7 *5%*	114 *3%*	18 *3%*	57 *3%*	59 *3%*	28 *4%*	16 *6%hlm*	5 *5%*	116 *3%*	21 *6%hlm*
Don't know	**140** *3%*	32 *2%*	52 *3%*	29 *4%af*	18 *5%af*	3 *2%*	84 *2%*	20 *4%a*	39 *2%*	58 *3%*	22 *3%*	13 *5%h*	3 *3%*	97 *2%*	16 *4%h*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Hearing. Poor hearing, partial hearing, or are deaf	**279**	40	230	10	279	-	-	268	3	7	-	279	1
	5%	***15%b***	*5%*	***11%b***	***19%ef***	-	-	*5%*	*6%*	*19%*	-	*5%*	*4%*
Eyesight. Poor vision, colour blindness, partial sight, or are blind	**191**	27	159	4	191	-	-	182	1	6	-	188	2
	4%	***10%b***	*3%*	*5%*	***13%ef***	-	-	*4%*	*2%*	*16%*	-	*4%*	*11%*
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	**415**	135	271	9	415	-	-	391	11	12	1	414	*
	8%	***52%bc***	*6%*	*10%*	***29%ef***	-	-	*8%*	***19%gk***	*34%*	*33%*	*8%*	*
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	**167**	41	123	3	167	-	-	155	6	4	1	166	-
	3%	***16%bc***	*3%*	*4%*	***12%ef***	-	-	*3%*	***11%gk***	*12%*	*33%*	*3%*	-
Breathing. Breathlessness or chest pains	**304**	52	240	12	304	-	-	291	6	7	-	304	-
	6%	***20%b***	*5%*	***13%b***	***21%ef***	-	-	*6%*	*10%*	*21%*	-	*6%*	-
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	**125**	36	84	4	125	-	-	118	3	4	-	125	*
	2%	***14%b***	*2%*	*5%*	***9%ef***	-	-	*2%*	*6%*	*11%*	-	*2%*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**99**	28	69	2	99	-	-	91	4	2	1	98	*
	2%	**11%bc**	*1%*	*2%*	**7%ef**	-	-	*2%*	**7%gk**	*6%*	*33%*	*2%*	*1%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**579**	91	470	18	579	-	-	565	6	6	2	577	*
	11%	**35%bc**	*10%*	**19%b**	**40%ef**	-	-	*11%*	*10%*	*16%*	*60%*	*11%*	*1%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**336**	61	266	9	336	-	-	329	-	6	1	334	*
	7%	**24%bc**	*6%*	*10%*	**23%ef**	-	-	*7%*	-	*17%*	*33%*	*7%*	*1%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3395**	40	3327	28	-	3395	-	3353	24	11	*	3388	6
	66%	*15%*	**69%ac**	**30%a**	-	**100%df**	-	**67%h**	*42%*	*31%*	*7%*	**66%h**	*29%*
Prefer not to say	**167**	*	144	23	-	-	167	163	2	*	-	165	3
	3%	*	**3%a**	**25%ab**	-	-	**54%de**	*3%*	*4%*	*1%*	-	*3%*	*11%*
Don't know	**140**	6	125	10	-	-	140	122	9	-	-	131	10
	3%	*2%*	*3%*	**10%ab**	-	-	**46%de**	*2%*	**16%gk**	-	-	*3%*	*44%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Hearing. Poor hearing, partial hearing, or are deaf	279 5%	72 6%	57 4%	83 6%	67 5%	17 4%	32 7%	24 6%	22 5%	16 4%	19 4%	20 5%	25 6%	37 9%eijn	14 3%	25 6%	29 6%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	191 4%	43 3%	48 4%	47 4%	52 4%	15 3%	14 3%	14 3%	16 4%	17 4%	16 3%	16 4%	18 4%	13 3%	16 4%	16 4%	20 4%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	415 8%	95 7%	99 8%	103 8%	117 9%	48 11%f	20 4%	27 7%	33 8%	28 7%	38 8%	27 6%	40 9%f	36 8%	43 10%f	39 9%f	35 8%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	167 3%	37 3%	40 3%	46 4%	43 3%	17 4%	7 2%	13 3%	13 3%	12 3%	16 4%	9 2%	18 4%	19 5%f	18 4%	9 2%	16 4%
Breathing. Breathlessness or chest pains	304 6%	74 6%	76 6%	76 6%	78 6%	26 6%	18 4%	29 7%	20 5%	23 6%	33 7%	23 5%	18 4%	35 8%f	21 5%	26 6%	32 7%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	125 2%	23 2%	32 3%	30 2%	40 3%	7 2%	6 1%	9 2%	10 2%	10 2%	12 3%	10 2%	9 2%	10 2%	8 2%	15 4%	17 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	**99** *2%*	29 *2%*	25 *2%*	23 *2%*	22 *2%*	5 *1%*	13 *3%*	11 *3%*	9 *2%*	7 *2%*	9 *2%*	4 *1%*	10 *2%*	9 *2%*	4 *1%*	9 *2%*	10 *2%*
Your mental health. Anxiety, depression, or trauma-related conditions, for example	**579** *11%*	162 **13%b**	122 *9%*	154 *12%*	141 *11%*	60 **14%h**	56 *12%*	46 *11%*	36 *8%*	38 *10%*	47 *10%*	64 **15%hn**	46 *11%*	44 *10%*	38 *9%*	60 **14%h**	43 *10%*
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	**336** *7%*	85 *7%*	73 *6%*	87 *7%*	90 *7%*	25 *6%*	29 *6%*	31 *8%*	30 *7%*	18 *4%*	25 *6%*	24 *6%*	31 *7%*	32 *8%*	30 *7%*	37 **9%l**	23 *5%*
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	**3395** *66%*	857 *67%*	890 **69%c**	809 *63%*	839 *65%*	274 *64%*	307 *68%*	276 *68%*	288 *68%*	296 **73%elmno**	306 *67%*	279 *66%*	271 *62%*	259 *60%*	279 *65%*	267 *64%*	292 *65%*
Prefer not to say	**167** *3%*	35 *3%*	46 *4%*	45 *4%*	41 *3%*	11 *2%*	14 *3%*	10 *2%*	15 *4%*	11 *3%*	20 *4%*	19 *5%*	17 *4%*	9 *2%*	19 *4%*	9 *2%*	13 *3%*
Don't know	**140** *3%*	33 *3%*	27 *2%*	32 *3%*	48 *4%*	11 *3%*	15 **3%k**	6 *2%*	12 *3%*	8 *2%*	7 *2%*	3 *1%*	12 *3%*	17 **4%k**	9 *2%*	15 **4%k**	23 **5%gjk**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
White - British	**2881**	-	2881	1397	1480	309	375	514	401	564	386	330	683	914	1280	716	2881	-	2810
	56%	-	*56%*	*56%*	*56%*	*45%*	**53%e**	**54%e**	**55%e**	**62%efgh**	**61%efg**	**63%efgh**	*49%*	**54%l**	**62%lm**	**62%lm**	**67%q**	-	*55%*
White - English	**809**	-	809	443	366	85	71	119	110	166	113	145	156	229	424	258	809	-	656
	16%	-	*16%*	**18%d**	*14%*	*12%*	*10%*	*13%*	**15%f**	**18%efg**	**18%efg**	**28%efghij**	*11%*	*14%*	**21%lm**	**22%lm**	**19%q**	-	*13%*
White - Scottish	**243**	-	243	117	126	32	27	44	30	34	55	21	58	74	110	76	243	-	452
	5%	-	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	*4%*	**9%efghik**	*4%*	*4%*	*4%*	*5%*	**7%l**	**6%q**	-	*9%*
White - Welsh	**110**	-	110	49	61	14	9	15	13	20	26	15	22	28	60	41	110	-	257
	2%	-	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	**4%fg**	*3%*	*2%*	*2%*	**3%l**	**4%lm**	**3%q**	-	*5%*
White - Irish	**74**	-	74	35	36	15	14	10	10	19	4	1	29	20	24	5	74	-	181
	1%	-	*1%*	*1%*	*1%*	**2%k**	**2%k**	*1%*	*1%*	**2%k**	*1%*	*	**2%o**	*1%*	*1%*	*	**2%q**	-	*4%*
Any other white background (please specify)	**182**	-	182	76	106	32	44	55	10	23	12	6	76	65	41	18	182	-	162
	4%	-	*4%*	*3%*	*4%*	**5%hjk**	**6%hijk**	**6%hijk**	*1%*	*3%*	*2%*	*1%*	**5%no**	**4%no**	*2%*	*2%*	**4%q**	-	*3%*
Mixed - White and Black Caribbean	**44**	-	44	17	27	6	8	12	10	7	1	-	14	22	8	1	-	44	32
	1%	-	*1%*	*1%*	*1%*	*1%*	*1%*	**1%k**	**1%k**	*1%*	*	-	**1%o**	**1%no**	*	*	-	**6%p**	*1%*
Mixed - White and Black African	**17**	-	17	9	9	4	3	5	3	1	2	-	7	8	3	2	-	17	15
	*	-	*	*	*	*1%*	*	*1%*	*	*	*	-	*	*	*	*	-	**2%p**	*
Mixed - White and Asian	**76**	-	76	37	39	11	27	11	21	1	6	-	38	31	7	6	-	76	59
	1%	-	*1%*	*1%*	*1%*	**2%ik**	**4%egijk**	**1%ik**	**3%ik**	*	*1%*	-	**3%no**	**2%no**	*	*	-	**10%p**	*1%*
Any other mixed background (please specify)	**33**	-	33	14	19	3	12	6	4	-	9	*	15	9	9	9	-	33	24
	1%	-	*1%*	*1%*	*1%*	*	**2%ik**	*1%*	*1%*	-	**1%ik**	*	*1%*	*1%*	*	*1%*	-	**4%p**	*
Asian and British Asian - Indian	**142**	-	142	60	81	22	24	35	31	21	8	2	46	66	30	10	-	142	95
	3%	-	*3%*	*2%*	*3%*	**3%k**	**3%k**	**4%jk**	**4%jk**	**2%k**	*1%*	*	**3%no**	**4%no**	*1%*	*1%*	-	**18%p**	*2%*
Asian and British Asian - Pakistani	**94**	-	94	43	51	32	20	27	11	3	-	-	52	39	3	-	-	94	75
	2%	-	*2%*	*2%*	*2%*	**5%hijk**	**3%ijk**	**3%ijk**	**2%jk**	*	-	-	**4%no**	**2%no**	*	-	-	**12%p**	*1%*
Asian and British Asian - Bangladeshi	**53**	-	53	24	29	19	18	16	*	-	-	-	37	16	-	-	-	53	37
	1%	-	*1%*	*1%*	*1%*	**3%hijk**	**3%hijk**	**2%hijk**	*	-	-	-	**3%mno**	**1%no**	-	-	-	**7%p**	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Any other Asian background (please specify)	**37** ***1%***	- -	37 *1%*	14 *1%*	23 *1%*	15 **2%gijk**	8 **1%ijk**	3 *	10 **1%ijk**	1 *	- -	- -	23 **2%no**	13 **1%no**	1 *	- -	- -	37 **5%p**	34 *1%*
Black and Black British - Caribbean	**50** ***1%***	- -	50 *1%*	22 *1%*	27 *1%*	10 **1%j**	13 **2%j**	11 *1%*	7 *1%*	5 *1%*	* *	3 *1%*	22 **2%no**	18 *1%*	9 *	4 *	- -	50 **6%p**	32 *1%*
Black and Black British - African	**114** ***2%***	- -	114 *2%*	65 *3%*	49 *2%*	51 **7%fghijk**	17 **2%ijk**	22 **2%ijk**	19 **3%ijk**	4 *	- -	- -	68 **5%mno**	41 **2%no**	4 *	- -	- -	114 **15%p**	73 *1%*
Any other Black background (please specify)	**3** *	- -	3 *	- -	3 *	1 *	- -	1 *	1 *	- -	- -	- -	1 *	2 *	- -	- -	- -	3 *p	3 *
Middle Eastern, including Arabic origin	**12** *	- -	12 *	7 *	4 *	* *	- -	6 *1%*	2 *	3 *	- -	- -	* *	8 *l	3 *	- -	- -	12 **2%p**	9 *
Chinese	**77** ***1%***	- -	77 *1%*	34 *1%*	43 *2%*	15 **2%ik**	13 **2%k**	12 **1%k**	25 **3%gijk**	5 *1%*	7 *1%*	- -	28 **2%no**	37 **2%no**	12 *1%*	7 *1%*	- -	77 **10%p**	62 *1%*
Any other background (please specify)	**20** *	- -	20 *	10 *	9 *	4 *1%*	3 *	5 *1%*	4 *1%*	3 *	1 *	- -	7 *	9 *1%*	4 *	1 *	- -	20 **3%p**	15 *
I prefer not to answer	**77** ***1%***	- -	77 *1%*	36 *1%*	40 *2%*	9 **1%k**	7 *1%*	19 **2%k**	12 **2%k**	24 **3%jk**	3 *1%*	- -	16 *1%*	31 **2%o**	27 **1%o**	3 *	- -	- -	64 *1%*
NET White	**4300** ***84%***	- -	4300 *84%*	2117 *84%*	2175 *83%*	486 *71%*	539 *76%*	757 **80%e**	573 **78%e**	826 **91%efgh**	596 **94%efgh**	518 **99%efghij**	1025 *73%*	1330 **79%l**	1940 **94%lm**	1113 **96%lmn**	4300 **100%q**	- -	4518 *88%*
NET Mixed	**170** ***3%***	- -	170 *3%*	76 *3%*	94 *4%*	23 **3%ik**	49 **7%egijk**	33 **4%ik**	37 **5%ik**	9 *1%*	18 **3%ik**	* *	72 **5%no**	70 **4%no**	28 *1%*	18 *2%*	- -	170 **22%p**	130 *3%*
NET Asian	**403** ***8%***	- -	403 *8%*	175 *7%*	228 *9%*	103 **15%ghijk**	83 **12%ijk**	93 **10%ijk**	77 **11%ijk**	30 **3%k**	15 **2%k**	2 *	186 **13%mno**	170 **10%no**	47 *2%*	16 *1%*	- -	403 **52%p**	303 *6%*
NET Black	**166** ***3%***	- -	166 *3%*	87 *3%*	79 *3%*	62 **9%fghijk**	29 **4%ijk**	35 **4%ijk**	27 **4%ijk**	9 *1%*	* *	3 *1%*	91 **7%mno**	62 **4%no**	13 *1%*	4 *	- -	166 **22%p**	108 *2%*
NET Other	**31** ***1%***	- -	31 *1%*	18 *1%*	14 *1%*	4 *1%*	3 *	11 **1%k**	6 *1%*	6 *1%*	1 *	- -	7 *1%*	17 **1%o**	7 *	1 *	- -	31 **4%p**	24 *
NET EMG	**771** ***15%***	- -	771 *15%*	356 *14%*	414 *16%*	192 **28%ghijk**	164 **23%gijk**	172 **18%ijk**	147 **20%ijk**	55 **6%k**	34 **5%k**	5 *1%*	356 **25%mno**	319 **19%no**	94 *5%*	40 *3%*	- -	771 **100%p**	565 *11%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 356

QJ5. Which of the following best describes you?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
White - British	**2881**	639	1000	605	637	1639	1242	1676	1175	328	406	768	742	401	2317	329	2370
	56%	*54%*	*57%*	*57%*	*56%*	*56%*	*56%*	*54%*	**58%g**	*55%*	*58%*	*56%*	*59%*	*53%*	*57%*	*54%*	*57%*
White - English	**809**	139	276	202	192	415	394	426	381	109	113	251	171	96	631	111	644
	16%	*12%*	**16%a**	**19%a**	**17%a**	*14%*	**18%e**	*14%*	**19%g**	**18%lm**	*16%*	**18%lm**	*14%*	*13%*	*15%*	*18%*	*15%*
White - Scottish	**243**	75	74	41	52	149	93	132	105	29	38	59	69	30	195	33	198
	5%	**6%c**	*4%*	*4%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*5%*	*5%*
White - Welsh	**110**	37	29	20	24	66	45	54	52	23	12	25	22	13	73	23	75
	2%	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**4%kln**	*2%*	*2%*	*2%*	*2%*	*2%*	**4%p**	*2%*
White - Irish	**74**	19	24	14	17	43	31	52	19	7	8	19	20	13	61	7	62
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Any other white background (please specify)	**182**	29	56	47	50	85	97	127	54	11	31	55	45	28	159	11	161
	4%	*2%*	*3%*	**4%a**	**4%a**	*3%*	**4%e**	**4%h**	*3%*	*2%*	**4%l**	**4%l**	*4%*	*4%*	**4%l**	*2%*	**4%o**
Mixed - White and Black Caribbean	**44**	5	7	23	8	12	32	34	9	6	4	15	7	5	31	6	35
	1%	*	*	**2%abd**	*1%*	*	**1%e**	**1%h**	*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Mixed - White and Black African	**17**	3	8	5	1	11	7	12	5	*	2	7	3	5	17	*	17
	*	*	*	*	*	*	*	*	*	*	*	*1%*	*	*1%*	*	*	*
Mixed - White and Asian	**76**	29	30	5	12	59	17	52	24	9	*	16	34	16	66	9	66
	1%	**2%cd**	**2%c**	*	*1%*	**2%f**	*1%*	*2%*	*1%*	**1%j**	*	**1%j**	**3%jk**	**2%j**	**2%j**	*1%*	*2%*
Any other mixed background (please specify)	**33**	5	16	5	8	20	13	23	10	2	1	13	8	6	29	2	29
	1%	*	*1%*	*	*1%*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
Asian and British Asian - Indian	**142**	63	47	9	23	110	31	104	38	14	10	31	34	33	107	16	111
	3%	**5%bcd**	**3%c**	*1%*	*2%*	**4%f**	*1%*	**3%h**	*2%*	*2%*	*1%*	*2%*	*3%*	**4%jk**	*3%*	*3%*	*3%*
Asian and British Asian - Pakistani	**94**	16	26	22	30	42	52	64	30	14	15	33	12	14	75	14	75
	2%	*1%*	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	**2%l**	*2%*	**2%l**	*1%*	*2%*	*2%*	*2%*	*2%*
Asian and British Asian - Bangladeshi	**53**	7	20	7	19	27	26	37	16	9	10	9	15	6	40	9	40
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Any other Asian background (please specify)	**37**	13	17	1	5	31	6	21	16	4	4	3	13	9	29	4	29
	1%	**1%c**	**1%c**	*	*	**1%f**	*	*1%*	*1%*	*1%*	*1%*	*	**1%k**	**1%k**	*1%*	*1%*	*1%*
Black and Black British - Caribbean	**50**	5	15	21	9	20	29	38	9	11	6	17	5	5	33	11	35
	1%	*	*1%*	**2%ad**	*1%*	*1%*	*1%*	**1%h**	*	**2%ln**	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*
Black and Black British - African	**114**	45	44	7	18	89	25	87	27	6	16	21	25	33	95	6	100
	2%	**4%cd**	**3%c**	*1%*	*2%*	**3%f**	*1%*	**3%h**	*1%*	*1%*	*2%*	*2%*	*2%*	**4%klm**	*2%*	*1%*	*2%*
Any other Black background (please specify)	**3**	2	1	-	-	3	-	-	3	-	-	-	2	1	3	-	3
	*	*	*	-	-	*	-	-	*	-	-	-	*	*	*	-	*
Middle Eastern, including Arabic origin	**12**	2	3	2	4	6	6	10	1	-	-	4	6	*	10	-	10
	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	-	*
Chinese	**77**	33	25	4	14	59	18	60	15	10	8	11	17	26	61	10	61
	1%	**3%cd**	**1%c**	*	*1%*	**2%f**	*1%*	**2%h**	*1%*	*2%*	*1%*	*1%*	*1%*	**3%jkln**	*1%*	*2%*	*1%*
Any other background (please specify)	**20**	4	6	4	6	10	10	11	9	3	3	3	2	8	16	3	16
	*	*	*	*	*	*	*	*	*	*	*	*	*	**1%l**	*	*	*
I prefer not to answer	**77**	16	23	21	16	40	37	59	15	6	14	9	8	8	39	7	42
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	**2%h**	*1%*	*1%*	**2%kl**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET White	**4300**	937	1460	931	972	2397	1903	2468	1784	507	609	1177	1069	580	3435	513	3511
	84%	*79%*	**83%a**	**87%ab**	**85%a**	*82%*	**86%o**	*80%*	**89%g**	**84%m**	**87%m**	**86%m**	**85%m**	*77%*	**84%m**	*84%*	*84%*
NET Mixed	**170**	41	61	39	29	102	68	121	49	17	8	51	52	32	142	17	147
	3%	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	**4%h**	*2%*	*3%*	*1%*	**4%j**	**4%j**	**4%j**	**3%j**	*3%*	*4%*
NET Asian	**403**	133	136	43	91	269	134	285	115	51	46	87	91	88	311	53	316
	8%	**11%bcd**	**8%c**	*4%*	**8%c**	**9%f**	*6%*	**9%h**	*6%*	*8%*	*7%*	*6%*	*7%*	**12%jkln**	*8%*	*9%*	*8%*
NET Black	**166**	52	60	28	27	111	55	125	38	17	21	38	32	39	130	17	137
	3%	**4%d**	*3%*	*3%*	*2%*	**4%f**	*2%*	**4%h**	*2%*	*3%*	*3%*	*3%*	*3%*	**5%kln**	*3%*	*3%*	*3%*
NET Other	**31**	6	9	6	9	16	16	21	10	3	3	7	8	8	26	3	26
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*	*	*1%*	*1%*	*1%*	*1%*	*	*1%*
NET EMG	**771**	232	267	116	156	499	272	552	213	88	78	183	182	167	610	90	625
	15%	**20%bcd**	**15%c**	*11%*	*14%*	**17%f**	*12%*	**18%h**	*11%*	*15%*	*11%*	*13%*	*14%*	**22%jkln**	**15%j**	*15%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
White - British	**2881**	2421	460	147	2486	176	131	88	144	355	279	211	234	299	293	390	282	37	140
	56%	*55%*	**63%a**	*60%*	**58%ef**	*40%*	**52%e**	**61%ef**	**69%klnoqr**	**63%lnqr**	**66%klnoqr**	**57%nr**	**52%nr**	**63%lnqr**	*43%*	**56%nr**	**64%lnoqr**	*47%*	*38%*
White - English	**809**	666	143	49	775	10	19	6	38	101	66	83	82	104	50	161	91	1	8
	16%	*15%*	**20%a**	*20%*	**18%efg**	*2%*	**7%e**	*4%*	**18%nqr**	**18%nqr**	**15%nqr**	**22%lnqr**	**18%nqr**	**22%nqr**	**7%r**	**23%lnqr**	**21%nqr**	*1%*	*2%*
White - Scottish	**243**	200	43	16	34	207	1	*	5	9	3	6	1	1	4	4	2	35	172
	5%	*5%*	*6%*	*6%*	*1%*	**47%dfg**	*	*	**2%lmnop**	*2%*	*1%*	*2%*	*	*	*1%*	*1%*	*	**45%hijklmnop**	**47%hijklmnop**
White - Welsh	**110**	81	29	13	31	*	79	-	-	3	2	2	5	4	4	-	9	-	*
	2%	*2%*	**4%a**	**5%a**	*1%*	*	**32%deg**	-	-	*1%*	*1%*	*	**1%o**	*1%*	*1%*	-	**2%hor**	-	*
White - Irish	**74**	57	17	7	31	-	*	42	-	10	2	3	2	1	8	5	-	-	-
	1%	*1%*	*2%*	*3%*	*1%*	-	*	**29%def**	-	**2%pr**	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	-	-
Any other white background (please specify)	**182**	177	5	*	156	15	6	4	2	18	10	14	16	12	43	27	14	3	12
	4%	**4%bc**	*1%*	*	*4%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	*4%*	*4%*	*2%*	**6%hjm**	*4%*	*3%*	*4%*	*3%*
Mixed - White and Black Caribbean	**44**	41	3	*	42	1	1	-	-	5	2	5	10	3	11	2	3	-	1
	1%	*1%*	*	*	*1%*	*	*	-	-	*1%*	*	*1%*	**2%hor**	*1%*	*2%*	*	*1%*	-	*
Mixed - White and Black African	**17**	17	*	*	15	2	-	*	1	-	3	-	-	2	5	3	2	*	2
	*	*	*	*	*	*	-	*	*	-	*1%*	-	-	*	*1%*	*	*	*	*
Mixed - White and Asian	**76**	71	5	2	72	2	1	1	2	8	5	4	17	3	15	12	6	-	2
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	**4%hmr**	*1%*	*2%*	*2%*	*1%*	-	*1%*
Any other mixed background (please specify)	**33**	33	*	*	30	2	1	-	-	3	2	-	10	2	7	6	-	-	2
	1%	*1%*	*	*	*1%*	*	*1%*	-	-	*	*	-	**2%hkp**	*	*1%*	*1%*	-	-	*
Asian and British Asian - Indian	**142**	136	5	-	135	3	2	2	1	13	10	13	20	7	47	20	5	-	3
	3%	**3%bc**	*1%*	-	**3%ef**	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	**3%hr**	**4%hmpr**	*1%*	**7%hijmopqr**	*3%*	*1%*	-	*1%*
Asian and British Asian - Pakistani	**94**	94	-	-	88	4	2	-	3	9	17	1	23	7	23	4	-	-	4
	2%	**2%bc**	-	-	**2%g**	*1%*	*1%*	-	**1%p**	**2%p**	**4%kopr**	*	**5%hikmopqr**	*1%*	**3%kop**	*1%*	-	-	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 356

QJ5. Which of the following best describes you?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Asian and British Asian - Bangladeshi	53	51	2	-	53	*	*	-	3	5	5	5	-	2	29	4	-	-	*
	1%	1%	*	-	1%e	*	*	-	1%lpr	1%	1%	1%	-	*	4%ijklmopr	1%	-	-	*
Any other Asian background (please specify)	37	32	5	3	32	3	2	-	4	-	2	4	*	1	14	3	4	-	3
	1%	1%	1%	1%	1%	1%	1%	-	2%lm	-	*	1%	*	*	2%ilm	*	1%	-	1%
Black and Black British - Caribbean	50	50	-	-	47	2	*	-	-	5	-	1	12	4	26	-	-	1	1
	1%	1%b	-	-	1%	*	*	-	-	1%	-	*	3%hjkopr	1%	4%hijkmopr	-	-	1%jop	*
Black and Black British - African	114	111	3	-	109	5	-	-	1	5	4	8	6	13	49	18	6	-	5
	2%	3%bc	*	-	3%fg	1%f	-	-	*	1%	1%	2%	1%	3%	7%hijklmopqr	3%	1%	-	1%
Any other Black background (please specify)	3	3	-	-	3	-	-	-	-	-	-	-	-	-	1	-	1	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	*	-	-
Middle Eastern, including Arabic origin	12	10	1	-	11	-	*	-	-	-	-	-	1	2	4	2	2	-	-
	*	*	*	-	*	-	*	-	-	-	-	-	*	*	1%	*	*	-	-
Chinese	77	73	4	*	71	3	2	1	1	2	3	7	5	1	25	21	6	*	3
	1%	2%	1%	*	2%	1%	1%	1%	*	*	1%	2%	1%	*	4%hijmr	3%ijm	1%	*	1%
Any other background (please specify)	20	17	3	3	20	*	-	-	-	-	4	1	-	4	5	3	4	*	-
	*	*	*	1%	*	*	-	-	-	-	1%	*	-	1%	1%	*	1%	*	-
I prefer not to answer	77	72	5	4	70	5	1	1	3	12	6	5	6	5	14	15	3	*	5
	1%	2%	1%	1%	2%	1%	*	1%	2%	2%	2%	1%	1%	1%	2%	2%	1%	*	1%
NET White	4300	3601	698	231	3513	408	236	142	189	496	361	319	341	421	401	587	398	76	332
	84%	82%	95%a	95%a	81%	93%d	95%d	97%de	91%lno	88%ln	85%ln	86%ln	75%n	88%ln	59%	84%ln	90%lno	98%hijklmnopr	92%jklno
NET Mixed	170	162	8	3	160	7	3	1	2	15	12	9	38	10	39	24	11	*	6
	3%	4%b	1%	1%	4%efg	1%	1%	1%	1%	3%	3%	2%	8%hijkmopqr	2%	6%hmqr	3%	2%	*	2%
NET Asian	403	387	16	3	379	13	8	2	12	29	36	30	49	18	138	53	15	*	13
	8%	9%bc	2%	1%	9%efg	3%	3%	2%	6%q	5%	9%mpqr	8%mpqr	11%lmpqr	4%	20%hijklmopqr	7%pqr	3%	*	4%
NET Black	166	163	3	-	159	7	*	-	1	9	4	9	18	17	76	18	7	1	6
	3%	4%bc	*	-	4%efg	2%fg	*	-	*	2%	1%	2%	4%hj	4%hj	11%hijklmopqr	3%	2%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
NET Other	**31**	27	4	3	31	*	*	-	-	-	4	1	1	6	9	5	6	*	-
	1%	*1%*	*1%*	*1%*	*1%*	*	*	-	-	-	*1%*	*	*	*1%*	*1%*	*1%*	**1%l**	*	-
NET EMG	**771**	739	31	8	728	27	13	3	15	54	56	49	105	50	261	100	39	1	25
	15%	**17%bc**	*4%*	*3%*	**17%efg**	**6%g**	**5%g**	*2%*	*7%*	**10%q**	**13%hqr**	**13%hqr**	**23%hijkmopqr**	**10%q**	**39%hijklmopqr**	**14%hqr**	**9%q**	*2%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
White - British	**2881**	1101	1126	382	200	55	2227	255	1111	1166	404	129	51	2277	181
	56%	*59%eg*	*56%eg*	*55%e*	*52%*	*40%*	*57%eg*	*49%*	*57%kn*	*57%kn*	*56%kn*	*47%*	*50%*	*57%kn*	*48%*
White - English	**809**	306	308	115	49	30	614	79	297	279	141	62	27	575	89
	16%	*16%*	*15%*	*17%*	*13%*	*22%d*	*16%*	*15%*	*15%*	*14%*	*20%him*	*23%him*	*27%him*	*14%*	*24%him*
White - Scottish	**243**	100	83	27	18	13	184	31	96	100	27	15	5	195	20
	5%	*5%*	*4%*	*4%*	*5%*	*10%bcf*	*5%*	*6%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*
White - Welsh	**110**	44	41	11	9	3	85	13	47	41	14	4	3	88	7
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*
White - Irish	**74**	21	26	10	15	3	47	17	35	25	7	5	1	60	7
	1%	*1%*	*1%*	*1%*	*4%abcf*	*2%*	*1%*	*3%abf*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*
Any other white background (please specify)	**182**	60	74	28	14	2	135	15	72	78	24	5	1	150	6
	4%	*3%*	*4%*	*4%*	*4%*	*1%*	*3%*	*3%*	*4%*	*4%*	*3%*	*2%*	*1%*	*4%*	*2%*
Mixed - White and Black Caribbean	**44**	10	23	8	2	1	33	3	8	27	5	1	3	34	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*	*1%h*	*1%*	*	*3%h*	*1%*	*1%*
Mixed - White and Black African	**17**	13	4	*	-	-	17	-	12	3	3	-	-	14	-
	*	*1%*	*	*	-	-	*	-	*1%*	*	*	-	-	*	-
Mixed - White and Asian	**76**	18	46	5	6	1	64	7	20	46	4	6	*	66	6
	1%	*1%*	*2%a*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*2%hj*	*1%*	*2%*	*	*2%*	*2%*
Any other mixed background (please specify)	**33**	13	13	2	2	3	27	4	17	9	6	2	-	26	2
	1%	*1%*	*1%*	*	*	*2%*	*1%*	*1%*	*1%*	*	*1%*	*1%*	-	*1%*	*
Asian and British Asian - Indian	**142**	57	50	19	9	6	107	16	56	55	18	6	7	111	13
	3%	*3%*	*2%*	*3%*	*2%*	*5%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*6%*	*3%*	*3%*
Asian and British Asian - Pakistani	**94**	21	50	15	3	2	72	5	28	56	5	3	-	84	3
	2%	*1%*	*2%a*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%hj*	*1%*	*1%*	-	*2%*	*1%*
Asian and British Asian - Bangladeshi	**53**	16	23	6	5	2	39	8	18	22	8	6	-	40	6
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	-	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

	Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
		Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Any other Asian background (please specify)	37 *1%*	10 *1%*	16 *1%*	4 *1%*	4 *1%*	2 *2%*	26 *1%*	6 *1%*	18 *1%*	13 *1%*	4 *1%*	2 *1%*	- -	31 *1%*	2 *1%*
Black and Black British - Caribbean	50 *1%*	10 *1%*	20 *1%*	7 *1%*	9 *2%af*	2 *1%*	30 *1%*	11 *2%af*	22 *1%*	15 *1%*	2 *	5 *2%j*	3 *3%j*	37 *1%*	8 *2%j*
Black and Black British - African	114 *2%*	32 *2%*	43 *2%*	13 *2%*	23 *6%abcf*	2 *1%*	75 *2%*	25 *5%abcf*	51 *3%*	46 *2%*	9 *1%*	6 *2%*	1 *1%*	97 *2%*	7 *2%*
Any other Black background (please specify)	3 *	1 *	1 *	- -	- -	- -	3 *	- -	1 *	1 *	- -	- -	- -	3 *	- -
Middle Eastern, including Arabic origin	12 *	4 *	5 *	3 *	- -	- -	9 *	- -	4 *	* *	5 *1%im*	1 *1%i*	- -	5 *	1 *
Chinese	77 *1%*	20 *1%*	25 *1%*	19 *3%abf*	6 *2%*	6 *5%abf*	45 *1%*	12 *2%*	22 *1%*	38 *2%*	13 *2%*	4 *1%*	- -	59 *1%*	4 *1%*
Any other background (please specify)	20 *	6 *	6 *	5 *1%*	3 *1%*	- -	12 *	3 *1%*	7 *	5 *	4 *1%*	3 *1%*	- -	13 *	3 *1%*
I prefer not to answer	77 *1%*	17 *1%*	33 *2%*	12 *2%*	9 *2%*	3 *2%*	50 *1%*	12 *2%*	21 *1%*	35 *2%*	11 *1%*	8 *3%h*	- -	56 *1%*	8 *2%*
NET White	4300 *84%*	1632 *87%bcdeg*	1659 *82%*	573 *83%*	305 *79%*	106 *78%*	3292 *84%dg*	411 *79%*	1658 *84%*	1687 *82%*	618 *86%i*	221 *81%*	88 *87%*	3345 *83%*	309 *82%*
NET Mixed	170 *3%*	54 *3%*	86 *4%*	15 *2%*	9 *2%*	5 *4%*	141 *4%*	14 *3%*	56 *3%*	84 *4%*	18 *2%*	9 *3%*	3 *3%*	140 *3%*	12 *3%*
NET Asian	403 *8%*	124 *7%*	165 *8%*	64 *9%*	28 *7%*	19 *14%af*	289 *7%*	47 *9%*	142 *7%*	184 *9%*	48 *7%*	21 *8%*	7 *6%*	326 *8%*	28 *7%*
NET Black	166 *3%*	43 *2%*	65 *3%*	20 *3%*	32 *8%abcf*	4 *3%*	108 *3%*	36 *7%abcf*	75 *4%j*	62 *3%*	11 *1%*	11 *4%*	4 *4%*	137 *3%j*	15 *4%j*
NET Other	31 *1%*	10 *1%*	11 *1%*	8 *1%*	3 *1%*	- -	21 *1%*	3 *1%*	12 *1%*	6 *	10 *1%im*	4 *2%i*	- -	18 *	4 *1%*
NET EMG	771 *15%*	232 *12%*	326 *16%a*	107 *15%*	73 *19%a*	27 *20%a*	558 *14%*	100 *19%af*	285 *14%*	336 *16%j*	86 *12%*	45 *16%*	13 *13%*	621 *15%*	58 *15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
White - British	**2881**	161	2666	54	845	1877	160	2834	24	14	3	2872	6
	56%	*62%*	*56%*	*59%*	*58%*	*55%*	*52%*	*56%*	*43%*	*39%*	*97%*	*56%*	*27%*
White - English	**809**	43	761	6	259	514	36	786	13	6	-	805	4
	16%	*16%*	**16%c**	*6%*	**18%f**	*15%*	*12%*	*16%*	*24%*	*16%*	-	*16%*	*20%*
White - Scottish	**243**	12	225	6	80	155	7	236	1	5	-	242	1
	5%	*4%*	*5%*	*6%*	*6%*	*5%*	*2%*	*5%*	*1%*	*15%*	-	*5%*	*5%*
White - Welsh	**110**	8	101	1	39	65	7	109	*	1	-	110	-
	2%	*3%*	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*	*3%*	-	*2%*	-
White - Irish	**74**	6	67	1	26	41	7	69	*	3	*	73	1
	1%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*	*9%*	*3%*	*1%*	*5%*
Any other white background (please specify)	**182**	3	175	4	37	131	14	180	2	-	-	182	*
	4%	*1%*	*4%*	*5%*	*3%*	*4%*	*5%*	*4%*	*4%*	-	-	*4%*	*1%*
Mixed - White and Black Caribbean	**44**	2	42	-	16	23	4	42	2	*	-	44	-
	1%	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	*3%*	*1%*	-	*1%*	-
Mixed - White and Black African	**17**	-	16	1	2	15	-	17	-	-	-	17	-
	*	-	*	*1%*	*	*	-	*	-	-	-	*	-
Mixed - White and Asian	**76**	5	71	-	20	46	11	76	-	-	-	76	-
	1%	*2%*	*1%*	-	*1%*	*1%*	**3%e**	*2%*	-	-	-	*1%*	-
Any other mixed background (please specify)	**33**	3	30	-	13	20	-	33	-	-	-	33	-
	1%	*1%*	*1%*	-	*1%*	*1%*	-	*1%*	-	-	-	*1%*	-
Asian and British Asian - Indian	**142**	7	130	5	21	111	10	135	3	4	-	142	-
	3%	*3%*	*3%*	*5%*	*1%*	**3%d**	*3%*	*3%*	*5%*	*11%*	-	*3%*	-
Asian and British Asian - Pakistani	**94**	-	94	*	14	71	9	89	2	-	-	91	3
	2%	-	*2%*	*	*1%*	**2%d**	**3%d**	*2%*	*4%*	-	-	*2%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Asian and British Asian - Bangladeshi	53 1%	2 1%	49 1%	3 3%	11 1%	38 1%	5 2%	51 1%	2 3%	-	-	53 1%	-
Any other Asian background (please specify)	37 1%	- -	37 1%	* *	10 1%	25 1%	2 1%	37 1%	- -	-	-	37 1%	-
Black and Black British - Caribbean	50 1%	- -	44 1%	6 6%ab	8 1%	32 1%	9 3%de	46 1%	2 4%	-	-	48 1%	2 7%
Black and Black British - African	114 2%	- -	111 2%a	3 3%a	18 1%	88 3%d	7 2%	111 2%	3 6%	-	-	114 2%	-
Any other Black background (please specify)	3 *	- -	3 *	- -	- -	3 *	- -	3 *	- -	-	-	3 *	-
Middle Eastern, including Arabic origin	12 *	2 1%b	9 *	* *	5 *	5 *	2 1%	8 *	- -	2 7%	-	10 *	1 7%
Chinese	77 1%	2 1%	73 2%	2 2%	8 1%	67 2%d	2 1%	75 1%	1 1%	-	-	75 1%	2 7%
Any other background (please specify)	20 *	1 *	19 *	- -	5 *	15 *	- -	20 *	- -	-	-	20 *	-
I prefer not to answer	77 1%	4 1%	71 1%	2 2%	8 1%	51 2%d	17 6%de	74 1%	* 1%	* *	-	75 1%	2 8%
NET White	4300 84%	232 89%bc	3995 83%	72 78%	1286 89%ef	2784 82%f	230 75%	4213 84%	41 72%	29 81%	3 100%	4284 84%	13 57%
NET Mixed	170 3%	10 4%	160 3%	1 1%	51 4%	105 3%	15 5%	168 3%	2 3%	* 1%	-	170 3%	-
NET Asian	403 8%	11 4%	382 8%	9 10%	63 4%	312 9%d	28 9%d	386 8%	8 14%	4 11%	-	398 8%	5 21%
NET Black	166 3%	- -	158 3%a	8 9%ab	27 2%	123 4%d	16 5%d	159 3%	6 10%gk	- -	-	165 3%	2 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 356

QJ5. Which of the following best describes you?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
NET Other	**31**	3	28	*	9	20	2	28	-	2	-	30	1
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	*1%*	-	*7%*	-	*1%*	*7%*
NET EMG	**771**	24	728	18	150	560	60	741	15	7	-	763	8
	15%	*9%*	**15%a**	**20%a**	*10%*	**16%d**	**20%d**	*15%*	**27%g**	*18%*	-	*15%*	*35%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 356

QJ5. Which of the following best describes you?

Base : All participants

	Total	Quarter				Month											
		Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
White - British	2881	706	627	780	768	226	226	254	185	200	241	238	287	256	256	241	271
	56%	55%b	*49%*	61%ab	59%b	53%h	*50%*	63%efhij	*44%*	*50%*	52%h	56%h	66%efhijk	60%fhi	60%fhi	58%h	61%fhi
White - English	809	180	197	188	245	58	66	56	58	67	72	75	36	76	85	72	88
	16%	*14%*	*15%*	*15%*	19%ac	*14%*	15%l	14%l	*14%*	17%l	16%l	18%l	*8%*	18%l	20%l	17%l	20%l
White - Scottish	243	57	56	63	66	25	13	19	23	16	17	21	17	25	29	17	20
	5%	*4%*	*4%*	*5%*	*5%*	*6%*	*3%*	*5%*	*5%*	*4%*	*4%*	*5%*	*4%*	*6%*	7%f	*4%*	*4%*
White - Welsh	110	30	21	34	25	9	10	11	9	6	5	15	9	10	6	7	12
	2%	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*3%*	*2%*	*2%*	*1%*	*2%*	*3%*
White - Irish	74	13	17	29	15	6	2	5	4	7	5	4	9	16	3	9	3
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	4%fnp	*1%*	*2%*	*1%*
Any other white background (please specify)	182	49	34	59	40	13	25	11	18	5	11	22	19	18	17	15	7
	4%	*4%*	*3%*	5%b	*3%*	*3%*	5%ijp	*3%*	4%l	*1%*	*2%*	5%ip	4%l	4%l	4%l	*4%*	*2%*
Mixed - White and Black Caribbean	44	8	14	17	4	2	5	1	8	-	6	2	9	7	2	2	-
	1%	*1%*	*1%*	1%d	*	*	*1%*	*	2%ip	-	*1%*	*	2%ip	*2%*	*1%*	*1%*	-
Mixed - White and Black African	17	4	6	6	2	*	1	3	-	2	4	2	*	4	-	2	-
	*	*	*	*	*	*	*	*1%*	-	*	*1%*	*	*	*1%*	-	*	-
Mixed - White and Asian	76	28	27	11	10	8	16	4	16	8	4	3	5	3	3	4	3
	1%	2%cd	2%cd	*1%*	*1%*	*2%*	4%gjkmnop	*1%*	4%gjkmnop	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Any other mixed background (please specify)	33	10	11	4	8	6	4	-	6	2	3	4	-	-	5	2	2
	1%	*1%*	*1%*	*	*1%*	*1%*	*1%*	-	*1%*	*1%*	*1%*	*1%*	-	-	*1%*	*	*
Asian and British Asian - Indian	142	43	57	21	21	15	16	11	20	17	20	8	11	2	2	14	5
	3%	3%cd	4%cd	*2%*	*2%*	4%mn	4%mn	3%mn	5%mnp	4%mnp	4%mnp	*2%*	3%m	*	*	3%mn	*1%*
Asian and British Asian - Pakistani	94	24	41	16	13	5	16	3	11	15	15	3	11	2	7	4	2
	2%	*2%*	3%cd	*1%*	*1%*	*1%*	4%gkmp	*1%*	3%p	4%gkmp	3%gkmp	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Asian and British Asian - Bangladeshi	53 *1%*	14 *1%*	17 *1%*	13 *1%*	9 *1%*	3 *1%*	6 *1%*	5 *1%*	5 *1%*	9 **2%mno**	4 *1%*	11 **3%lmno**	2 *	- -	1 *	1 *	7 *2%*
Any other Asian background (please specify)	37 *1%*	12 *1%*	15 **1%d**	6 *1%*	3 *	2 *	10 **2%gjp**	* *	3 *1%*	10 **3%egjlmnop**	2 *	4 *1%*	1 *	2 *	2 *	1 *	- -
Black and Black British - Caribbean	50 *1%*	12 *1%*	27 **2%cd**	5 *	6 *	4 *1%*	2 *	6 **2%kn**	8 **2%kn**	7 **2%kn**	12 **3%fkmn**	- -	4 *1%*	1 *	- -	3 *1%*	3 *1%*
Black and Black British - African	114 *2%*	28 **2%c**	41 **3%c**	11 *1%*	35 **3%c**	12 *3%*	10 *2%*	6 *1%*	18 **4%jklm**	16 **4%klm**	7 *2%*	3 *1%*	5 *1%*	3 *1%*	8 *2%*	14 **3%km**	13 *3%*
Any other Black background (please specify)	3 *	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -
Middle Eastern, including Arabic origin	12 *	2 *	6 *	2 *	1 *	2 *	- -	* *	4 *1%*	2 *	- -	- -	2 *	- -	- -	- -	1 *
Chinese	77 *1%*	24 **2%cd**	39 **3%cd**	9 *1%*	6 *	15 **4%fgklmnop**	5 *1%*	4 *1%*	14 **3%gklmnop**	8 *2%*	16 **4%fgklmnop**	3 *1%*	3 *1%*	2 *	2 *	2 *	2 *1%*
Any other background (please specify)	20 *	6 *	9 *1%*	1 *	4 *	1 *	3 *1%*	2 *	6 **1%iln**	- -	2 *	1 *	- -	- -	- -	2 *1%*	2 *
I prefer not to answer	77 *1%*	30 **2%cd**	28 **2%cd**	9 *1%*	9 *1%*	14 **3%kmno**	12 **3%n**	4 *1%*	9 *2%*	6 *2%*	13 **3%mno**	3 *1%*	4 *1%*	2 *1%*	2 *	2 *1%*	6 *1%*
NET White	4300 *84%*	1035 **81%b**	951 *74%*	1154 **90%ab**	1160 **90%ab**	337 **79%h**	343 *76%*	356 **88%efhij**	298 *70%*	302 *75%*	352 *76%*	375 **89%efhij**	378 **87%efhij**	401 **94%efghijlo**	397 **92%efhijl**	362 **87%efhij**	401 **90%efhij**
NET Mixed	170 *3%*	50 **4%d**	58 **5%d**	38 *3%*	24 *2%*	15 *4%*	26 **6%gknop**	9 *2%*	29 **7%gjknop**	12 *3%*	18 **4%p**	10 *2%*	14 *3%*	13 *3%*	10 *2%*	10 *2%*	5 *1%*
NET Asian	403 *8%*	117 **9%cd**	169 **13%acd**	65 *5%*	52 *4%*	41 **10%mnp**	53 **12%glmnop**	24 **6%m**	54 **13%gklmnop**	58 **15%gklmnop**	56 **12%gklmnop**	29 **7%m**	28 **7%m**	7 *2%*	14 *3%*	22 **5%m**	17 *4%*
NET Black	166 *3%*	42 **3%c**	69 **5%acd**	16 *1%*	40 **3%c**	16 **4%km**	14 *3%*	12 *3%*	26 **6%klmn**	23 **6%klmn**	20 **4%km**	3 *1%*	8 *2%*	4 *1%*	8 *2%*	17 **4%km**	16 **4%k**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ5. Which of the following best describes you?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
NET Other	**31**	8	15	3	6	3	3	2	10	2	2	1	2	-	-	2	4
	1%	*1%*	**1%c**	*	*	*1%*	*1%*	*1%*	**2%jkmn**	*	*	*	*	-	-	*1%*	*1%*
NET EMG	**771**	217	310	121	123	74	96	46	119	95	96	43	53	24	31	51	40
	15%	**17%cd**	**24%acd**	*9%*	*9%*	**17%gkmnp**	**21%gklmnop**	**11%m**	**28%egjklmnop**	**24%gklmnop**	**21%gklmnop**	*10%*	**12%m**	*6%*	*7%*	**12%m**	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Under £11,500 per year	**601**	-	601	246	354	94	62	110	80	117	62	77	155	190	255	138	507	88	678
	12%	-	*12%*	*10%*	**13%c**	**14%f**	*9%*	*12%*	*11%*	**13%f**	*10%*	**15%fj**	*11%*	*11%*	*12%*	*12%*	*12%*	*11%*	*13%*
£11,500 - £17,499 per year	**700**	-	700	330	370	116	90	100	86	112	95	100	206	187	307	195	609	78	720
	14%	-	*14%*	*13%*	*14%*	**17%ghi**	*13%*	*11%*	*12%*	*12%*	*15%*	**19%fghi**	**15%m**	*11%*	**15%m**	**17%m**	**14%q**	*10%*	*14%*
£17,500 - £29,999 per year	**1369**	-	1369	635	734	159	189	274	179	216	196	155	348	454	567	351	1177	183	1358
	27%	-	*27%*	*25%*	*28%*	*23%*	*27%*	**29%e**	*24%*	*24%*	**31%ehi**	**30%e**	*25%*	*27%*	*28%*	**30%l**	*27%*	*24%*	*26%*
£30,000 - £49,999 per year	**1260**	-	1260	666	594	147	186	282	187	225	139	92	333	469	455	230	1069	182	1221
	24%	-	*24%*	**27%d**	*23%*	*21%*	**26%k**	**30%ejk**	**25%k**	**25%k**	*22%*	*17%*	*24%*	**28%lno**	*22%*	*20%*	*25%*	*24%*	*24%*
£50,000+ per year	**755**	-	755	441	313	75	118	142	165	145	71	40	192	307	256	111	580	167	683
	15%	-	*15%*	**18%d**	*12%*	*11%*	**17%ejk**	**15%k**	**22%efgijk**	**16%ejk**	*11%*	*8%*	**14%o**	**18%lno**	*12%*	*10%*	*13%*	**22%p**	*13%*
I don't know/ I prefer not to answer	**462**	-	462	191	265	96	67	41	36	90	71	60	163	76	221	131	358	73	487
	9%	-	*9%*	*8%*	**10%c**	**14%fghi**	**9%gh**	*4%*	*5%*	**10%gh**	**11%gh**	**11%gh**	**12%m**	*5%*	**11%m**	**11%m**	*8%*	*9%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Under £11,500 per year	**601**	33	133	91	344	165	435	193	400	601	-	-	-	-	-	601	-
	12%	*3%*	**8%a**	**9%a**	**30%abc**	*6%*	**20%e**	*6%*	**20%g**	**100%jklmn**	-	-	-	-	-	**98%p**	-
£11,500 - £17,499 per year	**700**	62	248	142	247	311	390	315	377	-	700	-	-	-	700	-	700
	14%	*5%*	**14%a**	**13%a**	**22%abc**	*11%*	**18%e**	*10%*	**19%g**	-	**100%iklmn**	-	-	-	**17%iklm**	-	**17%o**
£17,500 - £29,999 per year	**1369**	213	505	332	320	718	652	826	538	-	-	1369	-	-	1369	-	1369
	27%	*18%*	**29%a**	**31%a**	**28%a**	*24%*	**29%e**	*27%*	*27%*	-	-	**100%ijlmn**	-	-	**34%ijlm**	-	**33%o**
£30,000 - £49,999 per year	**1260**	335	519	283	123	854	406	921	331	-	-	-	1260	-	1260	-	1260
	24%	**28%d**	**30%d**	**26%d**	*11%*	**29%f**	*18%*	**30%h**	*16%*	-	-	-	**100%ijkmn**	-	**31%ijkm**	-	**30%o**
£50,000+ per year	**755**	416	201	113	26	616	138	617	137	-	-	-	-	755	755	-	755
	15%	**35%bcd**	**11%d**	**11%d**	*2%*	**21%f**	*6%*	**20%h**	*7%*	-	-	-	-	**100%ijkln**	**18%ijkl**	-	**18%o**
I don't know/ I prefer not to answer	**462**	127	144	107	84	271	191	206	229	-	-	-	-	-	-	9	94
	9%	**11%d**	*8%*	*10%*	*7%*	*9%*	*9%*	*7%*	**11%g**	-	-	-	-	-	-	*2%*	*2%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Under £11,500 per year	**601**	507	93	27	495	47	41	18	25	85	39	46	36	56	56	75	78	12	35
	12%	*12%*	*13%*	*11%*	*11%*	*11%*	**16%de**	*12%*	*12%*	**15%jlnr**	*9%*	*12%*	*8%*	*12%*	*8%*	*11%*	**18%jlmnor**	**15%ln**	*10%*
£11,500 - £17,499 per year	**700**	603	97	27	593	53	37	17	28	77	64	54	74	52	88	93	63	7	46
	14%	*14%*	*13%*	*11%*	*14%*	*12%*	*15%*	*12%*	*14%*	*14%*	*15%*	*15%*	*16%*	*11%*	*13%*	*13%*	*14%*	*9%*	*13%*
£17,500 - £29,999 per year	**1369**	1188	181	72	1156	107	64	43	64	166	116	114	134	147	149	152	115	25	81
	27%	*27%*	*25%*	*30%*	*27%*	*24%*	*26%*	*30%*	**31%nor**	**30%nor**	*27%*	**31%nor**	**30%nor**	**31%nor**	*22%*	*22%*	*26%*	**33%nor**	*22%*
£30,000 - £49,999 per year	**1260**	1091	169	42	1046	126	52	36	54	137	110	96	110	114	165	166	93	20	106
	24%	**25%c**	*23%*	*17%*	*24%*	**29%df**	*21%*	*25%*	*26%*	*24%*	*26%*	*26%*	*24%*	*24%*	*24%*	*24%*	*21%*	*26%*	**29%p**
£50,000+ per year	**755**	631	123	44	632	69	34	21	22	52	57	31	46	72	158	133	61	8	60
	15%	*14%*	*17%*	*18%*	*15%*	*16%*	*13%*	*14%*	*11%*	*9%*	*13%*	*8%*	*10%*	**15%ik**	**23%hijklmpqr**	**19%hikl**	**14%k**	*11%*	**17%hikl**
I don't know/ I prefer not to answer	**462**	391	70	30	390	39	22	11	14	45	38	31	52	35	62	83	29	5	34
	9%	*9%*	*10%*	*12%*	*9%*	*9%*	*9%*	*7%*	*7%*	*8%*	*9%*	*8%*	**11%p**	*7%*	*9%*	**12%p**	*7%*	*6%*	*9%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Under £11,500 per year	**601**	241	206	80	48	22	446	70	257	212	78	26	21	469	46
	12%	***13%b***	*10%*	*12%*	*12%*	*16%*	*11%*	*13%*	***13%l***	*10%*	*11%*	*9%*	***20%ijkm***	*12%*	*12%*
£11,500 - £17,499 per year	**700**	266	289	80	47	16	555	63	270	287	87	43	9	558	53
	14%	*14%*	*14%*	*12%*	*12%*	*12%*	*14%*	*12%*	*14%*	*14%*	*12%*	*16%*	*9%*	*14%*	*14%*
£17,500 - £29,999 per year	**1369**	503	557	163	101	34	1059	135	540	537	180	71	30	1077	101
	27%	*27%*	*28%*	*24%*	*26%*	*25%*	*27%*	*26%*	*27%*	*26%*	*25%*	*26%*	*30%*	*27%*	*27%*
£30,000 - £49,999 per year	**1260**	480	493	157	97	26	973	123	486	526	164	64	18	1012	82
	24%	*26%*	*24%*	*23%*	*25%*	*19%*	*25%*	*24%*	*25%*	*26%*	*23%*	*23%*	*18%*	*25%*	*22%*
£50,000+ per year	**755**	262	310	101	58	21	573	79	280	319	97	43	12	599	55
	15%	*14%*	*15%*	*15%*	*15%*	*15%*	*15%*	*15%*	*14%*	*16%*	*14%*	*16%*	*11%*	*15%*	*15%*
I don't know/ I prefer not to answer	**462**	129	164	111	34	18	293	52	130	176	109	28	11	306	39
	9%	*7%*	*8%*	***16%abdfg***	*9%*	***13%a***	*8%*	*10%*	*7%*	*9%*	***15%him***	*10%*	*11%*	*8%*	***10%h***

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Under £11,500 per year	**601**	47	539	15	270	291	40	576	12	9	*	597	3
	12%	**18%b**	*11%*	*17%*	**19%e**	*9%*	*13%*	*11%*	*21%*	*24%*	*4%*	*12%*	*15%*
£11,500 - £17,499 per year	**700**	65	623	13	276	381	44	676	12	4	2	692	6
	14%	**25%b**	*13%*	*14%*	**19%e**	*11%*	*14%*	*13%*	*22%*	*12%*	*60%*	*14%*	*27%*
£17,500 - £29,999 per year	**1369**	76	1267	27	430	873	66	1348	12	7	1	1366	2
	27%	*29%*	*26%*	*29%*	**30%ef**	*26%*	*21%*	*27%*	*22%*	*18%*	*33%*	*27%*	*8%*
£30,000 - £49,999 per year	**1260**	39	1212	9	284	917	58	1239	9	10	-	1258	1
	24%	*15%*	**25%ac**	*9%*	*20%*	**27%df**	*19%*	*25%*	*16%*	*28%*	-	*25%*	*7%*
£50,000+ per year	**755**	22	723	9	93	631	31	745	7	3	-	755	-
	15%	*9%*	**15%a**	*10%*	*6%*	**19%df**	*10%*	*15%*	*12%*	*8%*	-	*15%*	-
I don't know/ I prefer not to answer	**462**	11	431	20	92	301	69	445	4	3	*	452	9
	9%	*4%*	**9%a**	**21%ab**	*6%*	**9%d**	**22%de**	*9%*	*7%*	*9%*	*3%*	*9%*	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6. What is your annual household income (from all sources, before tax)?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Under £11,500 per year	**601**	137	157	155	151	43	46	48	49	48	60	63	43	50	50	57	44
	12%	*11%*	*12%*	*12%*	*12%*	*10%*	*10%*	*12%*	*12%*	*12%*	*13%*	*15%*	*10%*	*12%*	*12%*	*14%*	*10%*
£11,500 - £17,499 per year	**700**	166	160	202	173	67	48	51	50	58	52	62	67	73	63	58	52
	14%	*13%*	*12%*	*16%*	*13%*	*16%*	*11%*	*13%*	*12%*	*14%*	*11%*	*15%*	*16%*	**17%f**	*15%*	*14%*	*12%*
£17,500 - £29,999 per year	**1369**	326	313	375	356	87	121	118	104	94	115	121	138	115	109	103	143
	27%	*25%*	*24%*	**29%b**	*28%*	*21%*	*27%*	**29%e**	*24%*	*23%*	*25%*	**29%e**	**32%ei**	*27%*	*25%*	*25%*	**32%ei**
£30,000 - £49,999 per year	**1260**	331	329	287	313	123	115	93	109	110	110	96	91	101	100	104	109
	24%	*26%*	*25%*	*22%*	*24%*	**29%l**	*26%*	*23%*	*26%*	*27%*	*24%*	*23%*	*21%*	*24%*	*23%*	*25%*	*24%*
£50,000+ per year	**755**	221	173	165	196	77	81	62	53	46	73	51	55	59	71	59	67
	15%	**17%bc**	*13%*	*13%*	*15%*	**18%i**	**18%i**	*15%*	*13%*	*12%*	*16%*	*12%*	*13%*	*14%*	*16%*	*14%*	*15%*
I don't know/ I prefer not to answer	**462**	100	158	99	104	27	40	33	61	46	51	29	40	30	37	35	32
	9%	*8%*	**12%acd**	*8%*	*8%*	*6%*	*9%*	*8%*	**14%efgkmnop**	**11%e**	**11%e**	*7%*	*9%*	*7%*	*9%*	*8%*	*7%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**487**	-	487	191	287	113	60	49	42	86	83	47	173	91	216	130	401	60	487
Weighted Base	**462**	-**	462	191	265	96*	67*	41**	36**	90*	71*	60*	163	76*	221	131*	358	73*	487
Effective Base	**290**	-	290	128	159	76	39	27	21	49	47	35	112	48	130	82	228	46	487
Under £11,500	**9**	-	9	5	4	*	1	3	-	2	3	-	1	3	5	3	6	2	13
	2%	-	*2%*	*3%*	*2%*	*	*2%*	*7%*	-	*2%*	*4%*	-	*1%*	*4%*	*2%*	*2%*	*2%*	*3%*	*3%*
Over £11,500	**94**	-	94	39	55	19	7	10	7	17	20	12	26	18	50	33	76	15	105
	20%	-	*20%*	*20%*	*21%*	*19%*	*11%*	*25%*	*21%*	*19%*	**29%f**	*20%*	*16%*	*23%*	*23%*	*25%*	*21%*	*20%*	*22%*
I don't know	**61**	-	61	24	34	40	3	2	2	3	4	7	43	4	14	11	40	19	76
	13%	-	*13%*	*13%*	*13%*	**41%fijk**	*5%*	*4%*	*6%*	*4%*	*6%*	*11%*	**26%mno**	*5%*	*6%*	*8%*	*11%*	**26%p**	*16%*
I prefer not to answer	**297**	-	297	123	172	38	56	26	26	67	44	41	93	52	152	85	236	37	293
	64%	-	*64%*	*64%*	*65%*	*39%*	**83%eg**	*63%*	*73%*	**75%e**	**61%e**	**68%e**	*57%*	*68%*	*69%*	*65%*	*66%*	*51%*	*60%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**487**	146	138	98	105	284	203	162	280	-	-	-	-	-	-	13	105
Weighted Base	**462**	127*	144*	107*	84*	271	191	206	229	-**	-**	-**	-**	-**	-**	9**	94*
Effective Base	**290**	78	85	64	67	162	129	109	169	-	-	-	-	-	-	6	60
Under £11,500	**9**	*	2	*	6	3	7	2	5	-	-	-	-	-	-	9	-
	2%	*	*2%*	*	**8%ac**	*1%*	*3%*	*1%*	*2%*	-	-	-	-	-	-	*100%*	-
Over £11,500	**94**	42	35	9	8	77	17	39	52	-	-	-	-	-	-	-	94
	20%	**33%cd**	**24%cd**	*8%*	*9%*	**29%f**	*9%*	*19%*	*23%*	-	-	-	-	-	-	-	*100%*
I don't know	**61**	11	19	10	21	30	31	14	46	-	-	-	-	-	-	-	-
	13%	*9%*	*13%*	*10%*	**25%ac**	*11%*	*16%*	*7%*	**20%g**	-	-	-	-	-	-	-	-
I prefer not to answer	**297**	73	87	88	49	161	137	150	126	-	-	-	-	-	-	-	-
	64%	*58%*	*61%*	**82%abd**	*58%*	*59%*	**71%e**	**73%h**	*55%*	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**487**	334	153	77	278	87	72	50	19	30	32	24	41	26	39	45	22	10	77
Weighted Base	**462**	391	70*	30**	390	39*	22*	11**	14**	45**	38**	31**	52*	35**	62*	83*	29**	5**	34*
Effective Base	**290**	239	53	23	224	39	33	28	17	24	26	20	34	23	32	39	19	5	34
Under £11,500	**9**	7	2	1	5	4	*	-	-	-	1	-	-	-	2	2	-	*	4
	2%	*2%*	*2%*	*5%*	*1%*	**10%d**	*1%*	-	-	-	*2%*	-	-	-	*4%*	*2%*	-	*3%*	**11%l**
Over £11,500	**94**	85	9	3	79	8	5	2	3	8	5	5	7	3	13	24	11	*	8
	20%	*22%*	*13%*	*9%*	*20%*	*21%*	*22%*	*20%*	*24%*	*17%*	*12%*	*16%*	*14%*	*8%*	*21%*	*29%*	*37%*	*3%*	*24%*
I don't know	**61**	53	8	2	50	5	3	3	1	5	9	1	8	5	7	11	5	*	4
	13%	*14%*	*12%*	*7%*	*13%*	*12%*	*14%*	*28%*	*7%*	*10%*	*24%*	*2%*	*16%*	*13%*	*11%*	*13%*	*16%*	*10%*	*12%*
I prefer not to answer	**297**	246	52	24	256	22	14	5	10	33	23	26	36	28	41	46	14	4	18
	64%	*63%*	*73%*	*79%*	*66%*	*57%*	*63%*	*52%*	*69%*	*73%*	*61%*	*82%*	*70%*	*79%*	*65%*	*56%*	*47%*	*84%*	*53%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	487	142	185	95	31	24	327	55	148	195	96	22	13	343	35
Weighted Base	462	129*	164	111*	34**	18**	293	52*	130*	176	109*	28**	11**	306	39**
Effective Base	290	76	108	69	20	14	183	34	80	111	69	16	8	191	24
Under £11,500	9	*	6	2	*	-	7	*	*	5	3	*	-	6	*
	2%	*	4%	2%	*	-	2%	*	*	3%	3%	*	-	2%	*
Over £11,500	94	37	35	7	10	4	72	14	36	32	15	6	3	67	10
	20%	28%c	22%c	6%	29%	22%	25%c	26%c	27%j	18%	14%	23%	30%	22%	25%
I don't know	61	15	21	15	6	3	36	9	19	31	8	3	-	50	3
	13%	11%	13%	14%	19%	14%	12%	17%	15%	17%	7%	9%	-	16%	7%
I prefer not to answer	297	77	101	86	18	12	178	29	75	108	83	19	8	183	27
	64%	60%	62%	78%abfg	52%	64%	61%	56%	58%	62%	76%him	68%	70%	60%	68%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**487**	18	442	27	126	284	77	467	2	4	1	473	13
Weighted Base	**462**	11**	431	20**	92*	301	69*	445	4**	3**	***	452	9**
Effective Base	**290**	9	268	14	72	180	41	278	2	3	1	283	8
Under £11,500	**9**	-	8	1	2	5	2	9	-	-	-	9	*
	2%	-	*2%*	*5%*	*2%*	*2%*	*3%*	*2%*	-	-	-	*2%*	*1%*
Over £11,500	**94**	1	92	1	29	57	8	93	-	1	-	94	-
	20%	*11%*	*21%*	*7%*	**32%ef**	*19%*	*12%*	*21%*	-	*32%*	-	*21%*	-
I don't know	**61**	2	57	2	18	38	6	59	2	*	-	61	-
	13%	*18%*	*13%*	*11%*	*19%*	*13%*	*8%*	*13%*	*41%*	*9%*	-	*14%*	-
I prefer not to answer	**297**	8	274	15	43	201	53	284	2	2	*	288	9
	64%	*72%*	*64%*	*78%*	*47%*	**67%d**	**77%d**	*64%*	*59%*	*60%*	*100%*	*64%*	*99%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**487**	115	146	113	113	29	45	41	54	46	46	27	34	52	41	42	30
Weighted Base	**462**	100*	158	99*	104*	27**	40**	33**	61*	46*	51*	29**	40**	30**	37**	35**	32**
Effective Base	**290**	69	100	61	60	19	27	24	38	31	31	16	21	29	21	22	18
Under £11,500	**9**	*	3	6	*	*	-	-	3	-	*	-	2	4	*	*	-
	2%	*	*2%*	*6%*	*	*1%*	-	-	*4%*	-	*	-	*5%*	*12%*	*	*1%*	-
Over £11,500	**94**	28	29	17	20	9	9	9	15	8	5	6	6	5	10	7	3
	20%	*28%*	*18%*	*17%*	*19%*	*35%*	*23%*	*28%*	*24%*	*18%*	*10%*	*20%*	*15%*	*18%*	*27%*	*21%*	*9%*
I don't know	**61**	8	24	14	15	1	2	5	9	6	10	3	6	5	4	7	4
	13%	*8%*	*15%*	*14%*	*15%*	*4%*	*4%*	*14%*	*14%*	*12%*	*20%*	*9%*	*15%*	*17%*	*11%*	*20%*	*12%*
I prefer not to answer	**297**	65	102	62	68	16	29	20	35	32	35	20	26	16	23	20	25
	64%	*65%*	*65%*	*63%*	*65%*	*61%*	*72%*	*58%*	*57%*	*70%*	*69%*	*70%*	*65%*	*53%*	*62%*	*57%*	*78%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Under £11,500 per year	**610**	-	610	251	358	94	63	113	80	119	65	77	157	193	260	141	513	90	691
	12%	-	*12%*	*10%*	**14%c**	**14%f**	*9%*	*12%*	*11%*	**13%f**	*10%*	**15%f**	*11%*	*11%*	*13%*	*12%*	*12%*	*12%*	*13%*
Over £11,500 per year	**4178**	-	4178	2110	2065	515	590	809	624	715	521	399	1105	1433	1635	920	3511	625	4087
	81%	-	*81%*	**84%d**	*79%*	*75%*	**83%ek**	**85%eik**	**85%eik**	*79%*	**82%e**	*76%*	*79%*	**85%lno**	*79%*	*80%*	*82%*	*81%*	*79%*
I don't know	**61**	-	61	24	34	40	3	2	2	3	4	7	43	4	14	11	40	19	76
	1%	-	*1%*	*1%*	*1%*	**6%fghijk**	*	*	*	*	*1%*	**1%g**	**3%mno**	*	*1%*	*1%*	*1%*	**2%p**	*1%*
I prefer not to answer	**297**	-	297	123	172	38	56	26	26	67	44	41	93	52	152	85	236	37	293
	6%	-	*6%*	*5%*	**7%c**	**5%g**	**8%gh**	*3%*	*4%*	**7%gh**	**7%gh**	**8%gh**	**7%m**	*3%*	**7%m**	**7%m**	*5%*	*5%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Under £11,500 per year	**610**	33	135	92	350	168	442	196	405	601	-	-	-	-	-	610	-
	12%	*3%*	**8%a**	**9%a**	**31%abc**	*6%*	**20%e**	*6%*	**20%g**	**100%jklmn**	-	-	-	-	-	**100%p**	-
Over £11,500 per year	**4178**	1068	1509	878	724	2576	1602	2719	1435	-	700	1369	1260	755	4084	-	4178
	81%	**90%bcd**	**86%cd**	**82%d**	*63%*	**88%f**	*72%*	**88%h**	*71%*	-	**100%l**	**100%l**	**100%l**	**100%l**	**100%l**	-	**100%o**
I don't know	**61**	11	19	10	21	30	31	14	46	-	-	-	-	-	-	-	-
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*	**2%g**	-	-	-	-	-	-	-	-
I prefer not to answer	**297**	73	87	88	49	161	137	150	126	-	-	-	-	-	-	-	-
	6%	*6%*	*5%*	**8%bd**	*4%*	*5%*	*6%*	*5%*	*6%*	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

		Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Under £11,500 per year	610	515	95	29	500	51	41	18	25	85	40	46	36	56	58	77	78	12	39
	12%	*12%*	*13%*	*12%*	*12%*	*12%*	**17%de**	*12%*	*12%*	**15%jln**	*9%*	*12%*	*8%*	*12%*	*9%*	*11%*	**18%jlmnor**	**16%ln**	*11%*
Over £11,500 per year	4178	3599	580	188	3506	363	191	119	172	440	351	300	372	387	572	568	344	61	302
	81%	*82%*	*79%*	*77%*	**81%f**	**82%f**	*76%*	*82%*	*83%*	*78%*	*83%*	*81%*	*82%*	*81%*	**84%lp**	*81%*	*78%*	*79%*	*83%*
I don't know	61	53	8	2	50	5	3	3	1	5	9	1	8	5	7	11	5	*	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*	*1%*	**2%k**	*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
I prefer not to answer	297	246	52	24	256	22	14	5	10	33	23	26	36	28	41	46	14	4	18
	6%	*6%*	*7%*	**10%a**	*6%*	*5%*	*6%*	*4%*	*5%*	*6%*	*5%*	**7%p**	**8%p**	*6%*	*6%*	*7%*	*3%*	*5%*	*5%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Under £11,500 per year	**610**	241	212	82	48	22	453	70	257	217	82	26	21	475	46
	12%	*13%*	*11%*	*12%*	*12%*	*16%*	*12%*	*13%*	*13%*	*11%*	*11%*	*9%*	**20%ijkm**	*12%*	*12%*
Over £11,500 per year	**4178**	1548	1684	508	314	100	3232	414	1612	1702	542	227	73	3314	300
	81%	**82%ce**	**83%ce**	*73%*	**81%c**	*73%*	**83%ce**	*79%*	**82%jl**	**83%jl**	*76%*	*83%*	*72%*	**82%jl**	*80%*
I don't know	**61**	15	21	15	6	3	36	9	19	31	8	3	-	50	3
	1%	*1%*	*1%*	**2%af**	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	-	*1%*	*1%*
I prefer not to answer	**297**	77	101	86	18	12	178	29	75	108	83	19	8	183	27
	6%	*4%*	*5%*	**12%abdfg**	*5%*	*9%*	*5%*	*6%*	*4%*	*5%*	**12%him**	*7%*	*8%*	*5%*	**7%h**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Under £11,500 per year	**610**	47	547	16	272	296	42	586	12	9	*	606	4
	12%	**18%b**	*11%*	*18%*	**19%e**	*9%*	**14%e**	*12%*	*21%*	*24%*	*4%*	*12%*	*16%*
Over £11,500 per year	**4178**	203	3917	58	1112	2859	207	4100	40	25	3	4166	9
	81%	**78%c**	**82%c**	*63%*	**77%f**	**84%df**	*67%*	*82%*	*72%*	*70%*	*93%*	*81%*	*42%*
I don't know	**61**	2	57	2	18	38	6	59	2	*	-	61	-
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*	-	*1%*	-
I prefer not to answer	**297**	8	274	15	43	201	53	284	2	2	*	288	9
	6%	*3%*	*6%*	**17%ab**	*3%*	**6%d**	**17%de**	*6%*	*4%*	*6%*	*3%*	*6%*	*42%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ6/QJ7. Household Income - Combined

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Under £11,500 per year	**610**	137	160	161	152	44	46	48	52	48	60	63	45	54	50	57	44
	12%	*11%*	*12%*	*13%*	*12%*	*10%*	*10%*	*12%*	*12%*	*12%*	*13%*	*15%*	*10%*	*13%*	*12%*	*14%*	*10%*
Over £11,500 per year	**4178**	1073	1002	1047	1057	364	375	334	330	317	355	335	358	353	353	331	373
	81%	**84%b**	*78%*	*82%*	**82%b**	**86%hlj**	*83%*	*82%*	*78%*	*79%*	*77%*	*80%*	*82%*	*82%*	*82%*	*80%*	*84%*
I don't know	**61**	8	24	14	15	1	2	5	9	6	10	3	6	5	4	7	4
	1%	*1%*	**2%a**	*1%*	*1%*	*	*	*1%*	*2%*	*1%*	**2%o**	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
I prefer not to answer	**297**	65	102	62	68	16	29	20	35	32	35	20	26	16	23	20	25
	6%	*5%*	**8%acd**	*5%*	*5%*	*4%*	*6%*	*5%*	**8%em**	**8%em**	*8%*	*5%*	*6%*	*4%*	*5%*	*5%*	*6%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Strongly agree (7)	**639**	-	639	337	302	105	101	100	66	96	94	77	206	166	267	170	542	89	667
	12%	-	*12%*	*13%*	*11%*	**15%ghi**	**14%h**	*11%*	*9%*	*11%*	**15%h**	**15%h**	**15%m**	*10%*	**13%m**	**15%m**	*13%*	*12%*	*13%*
Agree (6)	**1713**	-	1713	831	881	202	211	275	216	315	251	241	414	491	808	492	1436	264	1713
	33%	-	*33%*	*33%*	*33%*	*29%*	*30%*	*29%*	*29%*	**35%g**	**40%efgh**	**46%efghi**	*30%*	*29%*	**39%lm**	**43%lm**	*33%*	*34%*	*33%*
Slightly agree (5)	**1223**	-	1223	599	623	143	194	231	166	220	156	112	338	397	487	268	1033	175	1176
	24%	-	*24%*	*24%*	*24%*	*21%*	**27%e**	*24%*	*23%*	*24%*	*25%*	*21%*	*24%*	*24%*	*24%*	*23%*	*24%*	*23%*	*23%*
Neither agree nor disagree (4)	**684**	-	684	294	388	100	93	146	123	106	61	51	193	270	219	113	555	109	671
	13%	-	*13%*	*12%*	**15%c**	**15%jk**	*13%*	**15%jk**	**17%ijk**	*12%*	*10%*	*10%*	**14%no**	**16%no**	*11%*	*10%*	*13%*	*14%*	*13%*
Slightly disagree (3)	**511**	-	511	258	252	72	65	107	92	100	39	36	137	199	174	74	430	69	493
	10%	-	*10%*	*10%*	*10%*	**10%j**	*9%*	**11%jk**	**13%jk**	**11%jk**	*6%*	*7%*	**10%o**	**12%no**	*8%*	*6%*	*10%*	*9%*	*10%*
Disagree (2)	**252**	-	252	128	122	41	28	59	49	42	25	6	69	108	73	31	214	32	272
	5%	-	*5%*	*5%*	*5%*	**6%k**	**4%k**	**6%k**	**7%k**	**5%k**	**4%k**	*1%*	**5%o**	**6%no**	*4%*	*3%*	*5%*	*4%*	*5%*
Strongly disagree (1)	**125**	-	125	62	62	23	18	30	21	25	7	1	41	51	33	8	89	32	155
	2%	-	*2%*	*2%*	*2%*	**3%jk**	**3%k**	**3%k**	**3%k**	**3%k**	*1%*	*	**3%no**	**3%no**	*2%*	*1%*	*2%*	**4%p**	*3%*
NET Agree	**3574**	-	3574	1767	1806	451	506	606	448	632	501	429	957	1054	1562	930	3012	528	3556
	69%	-	*69%*	*70%*	*69%*	*66%*	**71%gh**	*64%*	*61%*	**70%gh**	**79%efghi**	**82%efghi**	**68%m**	*63%*	**76%lm**	**80%lmn**	*70%*	*69%*	*69%*
NET Disagree	**888**	-	888	448	436	136	112	196	161	167	71	42	248	358	281	113	733	133	920
	17%	-	*17%*	*18%*	*17%*	**20%jk**	**16%k**	**21%fjk**	**22%fjk**	**18%jk**	*11%*	*8%*	**18%no**	**21%no**	**14%o**	*10%*	*17%*	*17%*	*18%*
Mean	**5.01**	-	5.01	5.03	4.99	4.93	**5.04gh**	4.81	4.74	**4.97h**	**5.31efghi**	**5.48efghi**	**4.99m**	4.78	**5.20lm**	**5.39lmn**	5.03	4.96	4.99
Std Dev.	**1.48**	-	1.48	1.50	1.46	1.59	1.46	1.53	1.52	1.48	1.33	1.14	1.53	1.53	1.37	1.25	1.47	1.53	1.52
Std Error	**0.02**	-	0.02	0.03	0.03	0.06	0.06	0.05	0.06	0.05	0.05	0.05	0.04	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Strongly agree	(7)	639	189	218	139	93	407	232	393	239	55	71	157	159	128	516	56	534
		12%	**16%bd**	**12%d**	**13%d**	*8%*	**14%f**	*10%*	*13%*	*12%*	*9%*	*10%*	*11%*	*13%*	**17%ijkln**	**13%l**	*9%*	**13%o**
Agree	(6)	1713	465	605	363	280	1069	643	1003	696	132	208	447	479	302	1437	136	1460
		33%	**39%d**	**35%d**	**34%d**	*24%*	**36%f**	*29%*	*33%*	*35%*	*22%*	**30%i**	**33%i**	**38%ijk**	**40%ijk**	**35%ij**	*22%*	**35%o**
Slightly agree	(5)	1223	260	464	254	244	724	498	791	417	116	172	329	325	187	1013	116	1032
		24%	*22%*	**27%ad**	*24%*	*21%*	*25%*	*23%*	**26%h**	*21%*	*19%*	*25%*	*24%*	**26%i**	*25%*	**25%i**	*19%*	**25%o**
Neither agree nor disagree	(4)	684	120	207	144	212	328	356	405	266	100	116	168	134	77	496	103	513
		13%	*10%*	*12%*	*14%*	**19%abc**	*11%*	**16%e**	*13%*	*13%*	**17%klmn**	**16%klmn**	*12%*	*11%*	*10%*	*12%*	**17%p**	*12%*
Slightly disagree	(3)	511	104	170	88	148	274	237	319	191	78	75	167	116	44	403	80	410
		10%	*9%*	*10%*	*8%*	**13%abc**	*9%*	*11%*	*10%*	*9%*	**13%lm**	**11%m**	**12%m**	**9%m**	*6%*	**10%m**	**13%p**	*10%*
Disagree	(2)	252	33	58	59	103	91	162	119	129	77	33	72	31	12	148	77	157
		5%	*3%*	*3%*	**6%ab**	**9%abc**	*3%*	**7%e**	*4%*	**6%g**	**13%jklmn**	**5%lm**	**5%lmn**	*2%*	*2%*	**4%m**	**13%p**	*4%*
Strongly disagree	(1)	125	14	27	20	64	41	84	48	75	43	25	28	15	4	72	43	72
		2%	*1%*	*2%*	*2%*	**6%abc**	*1%*	**4%e**	*2%*	**4%g**	**7%jklmn**	**4%lmn**	**2%m**	*1%*	*	*2%*	**7%p**	*2%*
NET Agree		3574	914	1287	756	617	2201	1373	2187	1351	303	452	934	963	617	2966	307	3027
		69%	**77%cd**	**74%d**	**71%d**	*54%*	**75%f**	*62%*	**71%h**	*67%*	*50%*	**64%l**	**68%l**	**76%ijkn**	**82%ijkln**	**73%ijk**	*50%*	**72%o**
NET Disagree		888	151	255	167	315	406	482	486	394	198	133	267	162	60	623	200	639
		17%	*13%*	*15%*	*16%*	**28%abc**	*14%*	**22%e**	*16%*	**20%g**	**33%jklmn**	**19%lm**	**20%lmn**	**13%m**	*8%*	**15%m**	**33%p**	*15%*
Mean		5.01	**5.30bcd**	**5.12d**	**5.06d**	4.47	**5.19f**	4.75	**5.06h**	4.92	4.31	**4.84i**	**4.95i**	**5.22ijkn**	**5.45ijkln**	**5.11ijk**	4.31	**5.11o**
Std Dev.		1.48	1.35	1.37	1.46	1.64	1.37	1.58	1.41	1.58	1.76	1.51	1.48	1.31	1.20	1.40	1.75	1.41
Std Error		0.02	0.04	0.03	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Strongly agree	(7)	639	519	120	38	515	67	39	19	29	71	61	34	52	48	100	69	50	12	55
		12%	12%	16%a	16%	12%	15%	15%d	13%	14%	13%	14%	9%	11%	10%	15%	10%	11%	15%	15%ko
Agree	(6)	1713	1439	274	89	1419	152	95	47	73	174	155	140	149	171	203	225	131	27	126
		33%	33%	37%a	37%	33%	35%	38%	32%	35%	31%	37%	38%	33%	36%	30%	32%	30%	34%	35%
Slightly agree	(5)	1223	1072	150	52	1039	98	49	36	39	116	89	111	126	112	150	188	109	17	81
		24%	24%	20%	22%	24%	22%	20%	25%	19%	21%	21%	30%hijnr	28%hi	23%	22%	27%h	25%	22%	22%
Neither agree nor disagree	(4)	684	590	94	32	586	55	27	17	33	80	42	43	65	48	102	102	71	8	47
		13%	13%	13%	13%	14%	12%	11%	11%	16%jm	14%	10%	11%	14%	10%	15%	15%	16%jm	10%	13%
Slightly disagree	(3)	511	455	56	15	447	32	21	10	23	75	48	29	33	56	61	71	52	8	24
		10%	10%	8%	6%	10%	7%	9%	7%	11%	13%klr	11%	8%	7%	12%r	9%	10%	12%r	10%	7%
Disagree	(2)	252	222	31	14	206	20	16	10	5	30	14	11	21	28	42	35	19	2	18
		5%	5%	4%	6%	5%	5%	7%	7%	2%	5%	3%	3%	5%	6%	6%	5%	4%	3%	5%
Strongly disagree	(1)	125	116	9	2	100	16	3	6	6	16	14	5	7	13	19	12	7	4	12
		2%	3%	1%	1%	2%	4%f	1%	4%df	3%	3%	3%	1%	2%	3%	3%	2%	2%	5%	3%
NET Agree		3574	3030	544	180	2973	317	182	102	141	360	305	285	326	331	453	482	290	55	262
		69%	69%	74%a	74%	69%	72%	73%	70%	68%	64%	72%l	77%hinop	72%l	69%	67%	69%	66%	72%	72%l
NET Disagree		888	792	96	31	753	68	41	27	34	121	76	45	61	97	122	118	78	14	54
		17%	18%b	13%	13%	17%	15%	16%	18%	16%	22%klr	18%	12%	13%	20%kl	18%	17%	18%	18%	15%
Mean		5.01	4.97	5.24a	5.22a	4.99	5.10	5.16d	4.95	5.07	4.88	5.09	5.15l	5.07	4.94	4.97	4.95	4.93	5.06	5.11
Std Dev.		1.48	1.49	1.41	1.41	1.47	1.53	1.48	1.61	1.48	1.56	1.52	1.28	1.38	1.52	1.55	1.41	1.43	1.59	1.52
Std Error		0.02	0.02	0.04	0.06	0.03	0.05	0.05	0.07	0.09	0.09	0.09	0.07	0.07	0.09	0.08	0.08	0.08	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Strongly agree	(7)	639	334	182	76	32	15	516	47	307	230	62	29	9	538	38
		12%	**18%bcdfg**	*9%*	*11%*	*8%*	*11%*	**13%bdg**	*9%*	**16%ijn**	*11%*	*9%*	*11%*	*9%*	**13%j**	*10%*
Agree	(6)	1713	671	720	171	111	35	1391	146	658	735	190	96	22	1393	118
		33%	**36%cdg**	**36%cdg**	*25%*	*29%*	*26%*	**36%cdg**	*28%*	**34%jl**	**36%jl**	*27%*	**35%j**	*22%*	**35%jl**	*31%*
Slightly agree	(5)	1223	351	591	158	85	32	942	118	418	543	174	48	36	961	83
		24%	*19%*	**29%acdfg**	*23%*	*22%*	*24%*	**24%a**	*23%*	*21%*	**26%hk**	*24%*	*17%*	**35%hkmn**	*24%*	*22%*
Neither agree nor disagree	(4)	684	185	235	184	57	12	420	69	189	267	169	37	13	456	50
		13%	*10%*	*12%*	**27%abdefg**	**15%a**	*9%*	*11%*	*13%*	*10%*	**13%h**	**24%hikmn**	*13%*	*13%*	*11%*	*13%*
Slightly disagree	(3)	511	182	185	66	56	18	367	74	215	168	65	46	14	384	60
		10%	*10%*	*9%*	*10%*	**14%abf**	*13%*	*9%*	**14%abf**	**11%l**	*8%*	*9%*	**17%hijm**	*14%*	*10%*	**16%hijm**
Disagree	(2)	252	103	69	23	39	13	172	52	116	81	31	15	7	197	23
		5%	**5%b**	*3%*	*3%*	**10%abcf**	**10%bcf**	*4%*	**10%abcf**	**6%l**	*4%*	*4%*	*6%*	*7%*	*5%*	*6%*
Strongly disagree	(1)	125	55	37	14	5	11	92	16	59	34	23	5	1	93	6
		2%	*3%*	*2%*	*2%*	*1%*	**8%abcdf**	*2%*	*3%*	**3%l**	*2%*	**3%l**	*2%*	*1%*	*2%*	*1%*
NET Agree		3574	1356	1492	405	229	83	2848	311	1384	1508	426	172	66	2892	239
		69%	**72%cdeg**	**74%cdeg**	*59%*	*59%*	*61%*	**73%cdeg**	*60%*	**70%jkn**	**73%jkn**	*60%*	*63%*	*65%*	**72%jkn**	*63%*
NET Disagree		888	340	292	103	101	42	631	142	390	283	119	65	23	674	88
		17%	**18%b**	*14%*	*15%*	**26%abcf**	**31%abcf**	*16%*	**27%abcf**	**20%lm**	*14%*	*17%*	**24%ljm**	*22%*	**17%l**	**23%ljm**
Mean		5.01	**5.14cdeg**	**5.06cdeg**	4.83	4.66	4.52	**5.10cdeg**	4.62	**5.03j**	**5.10jkln**	4.76	4.86	4.72	**5.07jn**	4.82
Std Dev.		1.48	1.58	1.34	1.39	1.54	1.80	1.46	1.61	1.58	1.37	1.44	1.52	1.42	1.48	1.49
Std Error		0.02	0.04	0.03	0.05	0.08	0.15	0.02	0.07	0.04	0.03	0.05	0.10	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Strongly agree	(7)	**639**	42	590	7	127	483	28	628	3	5	*	637	2
		12%	*16%*	*12%*	*8%*	*9%*	**14%d**	*9%*	*12%*	*6%*	*15%*	*4%*	*12%*	*8%*
Agree	(6)	**1713**	52	1632	28	350	1279	84	1676	24	6	*	1706	7
		33%	*20%*	**34%a**	*31%*	*24%*	**38%df**	*27%*	*33%*	*43%*	*16%*	*3%*	*33%*	*31%*
Slightly agree	(5)	**1223**	44	1160	19	328	826	69	1202	12	7	-	1221	2
		24%	*17%*	**24%a**	*21%*	*23%*	*24%*	*22%*	*24%*	*21%*	*19%*	-	*24%*	*9%*
Neither agree nor disagree	(4)	**684**	46	616	23	210	400	74	651	9	12	3	672	9
		13%	*18%*	*13%*	**25%b**	**15%e**	*12%*	**24%de**	*13%*	*16%*	*34%*	*93%*	*13%*	*41%*
Slightly disagree	(3)	**511**	30	476	4	207	284	20	503	8	*	-	511	*
		10%	*12%*	*10%*	*5%*	**14%ef**	*8%*	*7%*	*10%*	*14%*	*1%*	-	*10%*	*
Disagree	(2)	**252**	24	225	4	147	87	19	248	*	3	-	251	2
		5%	**9%b**	*5%*	*4%*	**10%e**	*3%*	**6%e**	*5%*	*	*7%*	-	*5%*	*7%*
Strongly disagree	(1)	**125**	22	96	7	76	36	13	121	-	3	-	124	1
		2%	**8%b**	*2%*	**7%b**	**5%e**	*1%*	**4%e**	*2%*	-	*9%*	-	*2%*	*5%*
NET Agree		**3574**	138	3381	55	805	2588	181	3506	40	18	*	3564	10
		69%	*53%*	**71%a**	*59%*	*56%*	**76%df**	*59%*	*70%*	*70%*	*50%*	*7%*	*70%*	*47%*
NET Disagree		**888**	76	798	15	429	407	52	872	8	6	-	886	3
		17%	**29%bc**	*17%*	*16%*	**30%ef**	*12%*	**17%e**	*17%*	*14%*	*17%*	-	*17%*	*12%*
Mean		**5.01**	4.51	**5.04a**	4.72	4.47	**5.26df**	4.73	5.01	5.12	4.54	4.19	5.01	4.63
Std Dev.		**1.48**	1.85	1.45	1.58	1.67	1.32	1.52	1.48	1.19	1.74	0.81	1.48	1.56
Std Error		**0.02**	0.10	0.02	0.16	0.04	0.02	0.09	0.02	0.17	0.28	0.40	0.02	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Strongly agree	(7)	**639**	141	151	141	207	37	51	52	36	44	71	56	42	42	64	65	78
		12%	*11%*	*12%*	*11%*	**16%abc**	*9%*	*11%*	*13%*	*8%*	*11%*	**15%ehl**	*13%*	*10%*	*10%*	**15%eh**	**16%eh**	**18%efhilm**
Agree	(6)	**1713**	443	411	402	457	137	158	148	129	136	145	117	143	141	174	120	164
		33%	*35%*	*32%*	*31%*	*35%*	*32%*	*35%*	**36%k**	*30%*	*34%*	*32%*	*28%*	*33%*	*33%*	**40%hjko**	*29%*	**37%k**
Slightly agree	(5)	**1223**	311	327	324	260	108	108	95	116	102	109	93	126	105	86	94	81
		24%	*24%*	**25%d**	**25%d**	*20%*	**25%p**	*24%*	*23%*	**27%np**	*25%*	*24%*	*22%*	**29%np**	*25%*	*20%*	*23%*	*18%*
Neither agree nor disagree	(4)	**684**	162	174	192	155	64	53	45	64	51	59	65	60	68	46	52	57
		13%	*13%*	*14%*	*15%*	*12%*	*15%*	*12%*	*11%*	*15%*	*13%*	*13%*	*15%*	*14%*	*16%*	*11%*	*13%*	*13%*
Slightly disagree	(3)	**511**	123	130	133	125	44	50	29	53	40	37	52	39	42	42	41	43
		10%	*10%*	*10%*	*10%*	*10%*	*10%*	*11%*	*7%*	**12%g**	*10%*	*8%*	**12%g**	*9%*	*10%*	*10%*	*10%*	*10%*
Disagree	(2)	**252**	66	60	63	64	22	16	28	15	17	28	27	19	18	16	32	16
		5%	*5%*	*5%*	*5%*	*5%*	*5%*	*4%*	*7%*	*3%*	*4%*	*6%*	*6%*	*4%*	*4%*	*4%*	**8%fh**	*4%*
Strongly disagree	(1)	**125**	36	37	29	24	13	13	10	12	13	11	11	7	11	4	12	8
		2%	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	**3%n**	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*
NET Agree		**3574**	895	889	867	925	282	318	295	281	282	325	267	311	289	323	278	323
		69%	*70%*	*69%*	*68%*	*72%*	*66%*	*71%*	**72%k**	*66%*	*70%*	*71%*	*63%*	*71%*	*68%*	**75%ehko**	*67%*	**72%k**
NET Disagree		**888**	225	226	225	212	79	79	67	80	70	76	89	64	71	61	85	66
		17%	*18%*	*18%*	*18%*	*16%*	*19%*	*18%*	*17%*	*19%*	*17%*	*17%*	**21%n**	*15%*	*17%*	*14%*	*20%*	*15%*
Mean		**5.01**	4.98	4.96	4.94	**5.14abc**	4.86	5.02	5.06	4.85	4.98	5.06	4.85	5.02	4.95	**5.26ehikmo**	4.93	**5.22ehkmo**
Std Dev.		**1.48**	1.49	1.48	1.45	1.49	1.47	1.47	1.52	1.43	1.48	1.52	1.56	1.36	1.44	1.37	1.61	1.46
Std Error		**0.02**	0.04	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.08	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Strongly agree (7)	**618**	-	618	343	275	124	106	119	76	75	66	50	230	195	192	116	493	118	601
	12%	-	*12%*	**14%d**	*10%*	**18%ghijk**	**15%hik**	**13%i**	*10%*	*8%*	*10%*	*10%*	**16%mno**	*12%*	*9%*	*10%*	*11%*	**15%p**	*12%*
Agree (6)	**1384**	-	1384	690	693	200	172	247	165	241	194	164	373	412	599	359	1156	219	1390
	27%	-	*27%*	*28%*	*26%*	**29%h**	*24%*	*26%*	*23%*	*27%*	**31%fh**	**31%fh**	*27%*	*24%*	**29%m**	**31%m**	*27%*	*28%*	*27%*
Slightly agree (5)	**1102**	-	1102	503	598	152	170	187	138	203	148	102	322	325	452	249	929	162	1114
	21%	-	*21%*	*20%*	*23%*	*22%*	*24%*	*20%*	*19%*	*22%*	*23%*	*19%*	**23%m**	*19%*	*22%*	*22%*	*22%*	*21%*	*22%*
Neither agree nor disagree (4)	**1083**	-	1083	503	577	103	156	194	175	205	128	120	259	369	454	249	917	138	1027
	21%	-	*21%*	*20%*	*22%*	*15%*	**22%e**	**20%e**	**24%e**	**23%e**	*20%*	**23%e**	*19%*	*22%*	*22%*	*21%*	*21%*	*18%*	*20%*
Slightly disagree (3)	**534**	-	534	257	278	46	64	105	99	105	54	59	110	204	218	114	463	59	535
	10%	-	*10%*	*10%*	*11%*	*7%*	*9%*	**11%e**	**14%efj**	**12%e**	*9%*	**11%e**	*8%*	**12%l**	**11%l**	*10%*	**11%q**	*8%*	*10%*
Disagree (2)	**285**	-	285	145	136	35	26	63	54	45	34	26	62	117	105	61	235	46	301
	6%	-	*6%*	*6%*	*5%*	*5%*	*4%*	**7%f**	**7%f**	*5%*	*5%*	*5%*	*4%*	**7%l**	*5%*	*5%*	*5%*	*6%*	*6%*
Strongly disagree (1)	**140**	-	140	68	73	24	17	34	25	31	9	1	41	59	41	10	108	28	179
	3%	-	*3%*	*3%*	*3%*	**4%k**	**2%k**	**4%k**	**3%k**	**3%k**	*1%*	*	**3%o**	**3%no**	*2%*	*1%*	*3%*	*4%*	*3%*
NET Agree	**3104**	-	3104	1536	1566	477	448	553	380	519	408	316	926	932	1243	724	2577	500	3105
	60%	-	*60%*	*61%*	*60%*	**69%fghijk**	**63%h**	**58%h**	*52%*	*57%*	**64%hi**	**61%h**	**66%mn**	*55%*	**60%m**	**63%m**	*60%*	*65%*	*60%*
NET Disagree	**960**	-	960	469	486	106	107	202	178	181	98	86	213	380	364	184	805	133	1015
	19%	-	*19%*	*19%*	*18%*	*15%*	*15%*	**21%efj**	**24%efjk**	**20%f**	*15%*	*16%*	*15%*	**23%lno**	*18%*	*16%*	*19%*	*17%*	*20%*
Mean	**4.82**	-	4.82	4.86	4.78	**5.07ghi**	**4.94ghi**	4.74	4.57	4.69	**4.92hi**	**4.90hi**	**5.00mn**	4.67	**4.81m**	**4.91m**	4.81	4.93	4.78
Std Dev.	**1.51**	-	1.51	1.54	1.48	1.57	1.46	1.58	1.56	1.48	1.41	1.36	1.52	1.58	1.43	1.38	1.49	1.58	1.55
Std Error	**0.02**	-	0.02	0.03	0.03	0.06	0.06	0.05	0.06	0.05	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		5147	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		5147	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		3110	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Strongly agree	(7)	618	174	202	136	106	376	242	415	196	66	61	164	152	129	504	66	519
		12%	**15%d**	*12%*	**13%d**	*9%*	*13%*	*11%*	**13%h**	*10%*	*11%*	*9%*	*12%*	*12%*	**17%ijkln**	**12%l**	*11%*	*12%*
Agree	(6)	1384	389	493	296	206	882	502	854	519	90	195	349	365	279	1187	91	1209
		27%	**33%bcd**	**28%d**	**28%d**	*18%*	**30%f**	*23%*	*28%*	*26%*	*15%*	**28%i**	**25%i**	**29%i**	**37%ijkln**	**29%ik**	*15%*	**29%o**
Slightly agree	(5)	1102	259	415	230	198	673	428	689	403	105	148	301	288	176	912	108	929
		21%	**22%d**	**24%d**	**22%d**	*17%*	**23%f**	*19%*	*22%*	*20%*	*17%*	*21%*	*22%*	**23%i**	**23%i**	**22%i**	*18%*	**22%o**
Neither agree nor disagree	(4)	1083	198	358	219	309	555	528	641	432	136	153	289	263	109	814	139	834
		21%	*17%*	*20%*	*20%*	**27%abc**	*19%*	**24%e**	*21%*	*21%*	**23%m**	**22%m**	**21%m**	**21%m**	*14%*	**20%m**	*23%*	*20%*
Slightly disagree	(3)	534	109	178	105	142	287	247	282	240	82	70	161	133	42	406	84	417
		10%	*9%*	*10%*	*10%*	**12%a**	*10%*	*11%*	*9%*	**12%g**	**14%mn**	**10%m**	**12%m**	**11%m**	*6%*	**10%m**	**14%p**	*10%*
Disagree	(2)	285	39	73	58	115	112	173	147	133	75	41	78	41	16	177	75	185
		6%	*3%*	*4%*	*5%*	**10%abc**	*4%*	**8%e**	*5%*	**7%g**	**12%jklmn**	**6%lm**	**6%lm**	*3%*	*2%*	**4%m**	**12%p**	*4%*
Strongly disagree	(1)	140	18	31	24	68	49	92	51	89	47	33	29	19	4	84	48	86
		3%	*1%*	*2%*	*2%*	**6%abc**	*2%*	**4%e**	*2%*	**4%g**	**8%klmn**	**5%klmn**	**2%m**	*1%*	*	**2%m**	**8%p**	*2%*
NET Agree		3104	822	1110	662	510	1932	1172	1958	1118	261	404	813	804	583	2604	265	2656
		60%	**69%bcd**	**63%d**	**62%d**	*45%*	**66%f**	*53%*	**64%h**	*56%*	*43%*	**58%i**	**59%i**	**64%ij**	**77%ijkln**	**64%ijk**	*43%*	**64%o**
NET Disagree		960	166	282	186	326	448	512	480	462	204	143	268	193	62	666	206	689
		19%	*14%*	*16%*	*17%*	**28%abc**	*15%*	**23%e**	*16%*	**23%g**	**34%jklmn**	**20%lmn**	**20%lmn**	**15%m**	*8%*	**16%m**	**34%p**	*16%*
Mean		4.82	**5.11bcd**	**4.91d**	**4.88d**	4.31	**4.99f**	4.58	**4.95h**	4.62	4.18	**4.67i**	**4.79i**	**4.95ijk**	**5.37ijkln**	**4.93ijk**	4.18	**4.92o**
Std Dev.		1.51	1.41	1.42	1.49	1.64	1.42	1.59	1.44	1.58	1.75	1.55	1.49	1.39	1.25	1.45	1.75	1.45
Std Error		0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.02	0.07	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Strongly agree	(7)	618	524	94	32	525	46	32	15	24	77	60	40	59	46	106	66	47	8	38
		12%	12%	13%	13%	12%	10%	13%	10%	12%	14%	14%	11%	13%	10%	16%mo	9%	11%	10%	10%
Agree	(6)	1384	1164	220	71	1126	134	77	48	60	139	113	100	125	117	177	188	107	23	111
		27%	26%	30%	29%	26%	30%	31%	33%d	29%	25%	27%	27%	28%	25%	26%	27%	24%	30%	30%
Slightly agree	(5)	1102	938	164	51	920	97	53	31	32	93	88	91	96	114	153	162	92	16	81
		21%	21%	22%	21%	21%	22%	21%	21%	16%	16%	21%	24%hi	21%	24%hi	23%h	23%hi	21%	21%	22%h
Neither agree nor disagree	(4)	1083	949	134	40	938	77	41	27	47	135	79	83	111	109	116	163	95	15	62
		21%	22%	18%	16%	22%f	18%	16%	18%	23%	24%nr	19%	22%	25%nr	23%	17%	23%	22%	20%	17%
Slightly disagree	(3)	534	465	70	28	454	45	24	11	26	65	50	36	37	49	65	71	55	5	40
		10%	11%	9%	12%	11%	10%	10%	8%	12%	12%	12%	10%	8%	10%	10%	10%	13%	6%	11%
Disagree	(2)	285	247	38	16	237	26	13	9	12	34	19	16	21	25	42	30	39	6	20
		6%	6%	5%	6%	5%	6%	5%	6%	6%	6%	5%	4%	5%	5%	6%	4%	9%klo	8%	5%
Strongly disagree	(1)	140	126	15	6	111	15	10	5	5	21	13	7	4	16	17	22	6	4	11
		3%	3%	2%	2%	3%	3%	4%	4%	2%	4%l	3%	2%	1%	3%l	2%	3%	1%	5%lp	3%l
NET Agree		3104	2626	478	154	2572	277	162	93	117	308	262	231	279	277	437	416	245	47	230
		60%	60%	65%a	63%	60%	63%	65%d	64%	56%	55%	62%	62%	62%	58%	65%lp	59%	56%	61%	63%l
NET Disagree		960	837	122	49	801	86	47	25	43	119	82	58	61	90	124	123	100	15	71
		19%	19%	17%	20%	19%	20%	19%	17%	21%l	21%l	19%	16%	14%	19%	18%	18%	23%kl	19%	20%l
Mean		4.82	4.79	4.95a	4.87	4.81	4.82	4.90	4.87	4.77	4.72	4.87	4.87	4.96mp	4.71	4.93p	4.77	4.67	4.73	4.84
Std Dev.		1.51	1.51	1.47	1.55	1.50	1.53	1.57	1.53	1.54	1.60	1.55	1.40	1.39	1.49	1.55	1.46	1.51	1.63	1.52
Std Error		0.02	0.02	0.04	0.06	0.03	0.05	0.06	0.07	0.09	0.09	0.09	0.08	0.08	0.08	0.08	0.08	0.09	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Strongly agree	(7)	618	323	192	56	38	9	515	46	315	228	39	26	9	543	35
		12%	**17%bcdefg**	*10%*	*8%*	*10%*	*6%*	**13%bcg**	*9%*	**16%ijkmn**	**11%j**	*5%*	*9%*	*9%*	**14%ij**	*9%*
Agree	(6)	1384	506	582	166	103	23	1089	125	538	590	164	72	14	1128	85
		27%	**27%e**	**29%e**	*24%*	*27%*	*17%*	**28%e**	*24%*	**27%l**	**29%jl**	*23%*	**26%l**	*13%*	**28%jl**	*23%*
Slightly agree	(5)	1102	368	475	137	88	31	843	119	398	472	139	66	20	870	86
		21%	*20%*	**24%a**	*20%*	*23%*	*23%*	*22%*	*23%*	*20%*	*23%*	*20%*	*24%*	*20%*	*22%*	*23%*
Neither agree nor disagree	(4)	1083	308	424	235	71	30	732	101	293	434	260	47	37	727	83
		21%	*16%*	**21%a**	**34%abdefg**	*18%*	*22%*	*19%*	*19%*	*15%*	**21%hm**	**36%hikmn**	*17%*	**36%hikmn**	**18%h**	**22%h**
Slightly disagree	(3)	534	203	217	50	45	14	420	59	217	207	58	39	12	423	51
		10%	**11%c**	**11%c**	*7%*	*12%*	*11%*	**11%c**	*11%*	*11%*	*10%*	*8%*	**14%j**	*11%*	*11%*	**14%j**
Disagree	(2)	285	106	87	34	33	20	193	53	132	87	38	15	9	219	23
		6%	*6%*	*4%*	*5%*	**9%bf**	**15%abcf**	*5%*	**10%abcf**	**7%l**	*4%*	*5%*	*5%*	*8%*	*5%*	*6%*
Strongly disagree	(1)	140	67	41	13	9	9	107	18	71	41	16	10	2	112	12
		3%	**4%b**	*2%*	*2%*	*2%*	**7%bcf**	*3%*	*4%*	**4%l**	*2%*	*2%*	*4%*	*2%*	*3%*	*3%*
NET Agree		3104	1197	1250	359	228	62	2447	291	1251	1290	342	164	43	2540	206
		60%	**64%ceg**	**62%ceg**	*52%*	**59%e**	*46%*	**63%ceg**	*56%*	**64%jln**	**63%jln**	*48%*	**60%jl**	*42%*	**63%jln**	*55%*
NET Disagree		960	375	345	98	87	44	720	131	420	335	112	64	23	755	86
		19%	**20%c**	*17%*	*14%*	**23%bc**	**32%abcf**	**18%c**	**25%abcf**	**21%ijl**	*16%*	*16%*	**23%ijl**	*22%*	*19%*	**23%ij**
Mean		4.82	**4.92cdeg**	**4.84eg**	**4.69e**	**4.69e**	4.14	**4.88ceg**	**4.55e**	**4.88jln**	**4.89jln**	4.56	4.69	4.38	**4.88jln**	4.60
Std Dev.		1.51	1.62	1.41	1.36	1.54	1.67	1.52	1.59	1.64	1.42	1.33	1.53	1.44	1.53	1.51
Std Error		0.02	0.04	0.03	0.05	0.08	0.14	0.02	0.07	0.04	0.03	0.05	0.10	0.14	0.02	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Strongly agree	(7)	**618**	44	557	17	136	447	35	601	10	2	*	614	4
		12%	**17%b**	*12%*	*19%*	*9%*	**13%d**	*11%*	*12%*	*18%*	*7%*	*4%*	*12%*	*18%*
Agree	(6)	**1384**	31	1331	22	260	1052	73	1360	13	8	*	1381	4
		27%	*12%*	**28%a**	**24%a**	*18%*	**31%df**	*24%*	*27%*	*23%*	*21%*	*3%*	*27%*	*16%*
Slightly agree	(5)	**1102**	56	1037	9	273	763	65	1082	13	6	-	1100	2
		21%	**21%c**	**22%c**	*10%*	*19%*	**22%d**	*21%*	*22%*	*23%*	*15%*	-	*21%*	*7%*
Neither agree nor disagree	(4)	**1083**	38	1022	23	302	707	74	1057	7	10	2	1075	6
		21%	*15%*	**21%a**	*25%*	*21%*	*21%*	*24%*	*21%*	*13%*	*29%*	*60%*	*21%*	*29%*
Slightly disagree	(3)	**534**	48	477	10	249	256	30	518	6	5	1	529	4
		10%	**19%b**	*10%*	*10%*	**17%df**	*8%*	*10%*	*10%*	*11%*	*13%*	*33%*	*10%*	*17%*
Disagree	(2)	**285**	18	265	2	136	125	24	276	4	3	-	282	3
		6%	*7%*	*6%*	*2%*	**9%e**	*4%*	**8%e**	*5%*	*6%*	*8%*	-	*6%*	*13%*
Strongly disagree	(1)	**140**	24	107	9	89	44	7	134	3	3	-	140	*
		3%	**9%b**	*2%*	**10%b**	**6%df**	*1%*	*2%*	*3%*	*6%*	*8%*	-	*3%*	*
NET Agree		**3104**	131	2925	48	669	2263	173	3043	36	16	*	3095	9
		60%	*50%*	**61%a**	*52%*	*46%*	**67%df**	**56%d**	*61%*	*64%*	*43%*	*7%*	*60%*	*41%*
NET Disagree		**960**	90	849	21	474	425	61	928	13	10	1	952	7
		19%	**35%b**	*18%*	*22%*	**33%df**	*13%*	**20%e**	*18%*	*23%*	*28%*	*33%*	*19%*	*30%*
Mean		**4.82**	4.36	**4.84a**	4.70	4.28	**5.05df**	**4.70d**	4.82	4.82	4.25	3.86	4.82	4.49
Std Dev.		**1.51**	1.85	1.48	1.83	1.67	1.37	1.51	1.50	1.74	1.66	1.07	1.51	1.71
Std Error		**0.02**	0.10	0.02	0.19	0.04	0.02	0.09	0.02	0.25	0.27	0.53	0.02	0.34

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Strongly agree	(7)	618	141	147	133	197	48	45	49	43	37	66	52	43	37	64	63	70
		12%	11%	11%	10%	15%abc	11%	10%	12%	10%	9%	14%m	12%	10%	9%	15%im	15%im	16%fim
Agree	(6)	1384	352	294	354	384	107	140	105	90	89	114	95	121	138	130	114	140
		27%	27%b	23%	28%b	30%b	25%	31%hik	26%	21%	22%	25%	22%	28%	32%hik	30%hi	27%	31%hik
Slightly agree	(5)	1102	289	271	298	244	96	91	103	95	85	91	88	106	104	87	78	78
		21%	23%	21%	23%d	19%	23%	20%	25%p	22%	21%	20%	21%	24%	24%	20%	19%	18%
Neither agree nor disagree	(4)	1083	253	325	270	235	90	88	74	109	108	109	104	84	83	81	77	77
		21%	20%	25%acd	21%	18%	21%	20%	18%	26%gp	27%fglmnop	24%	25%	19%	19%	19%	18%	17%
Slightly disagree	(3)	534	137	130	131	136	45	52	39	50	38	41	48	45	38	45	43	48
		10%	11%	10%	10%	11%	11%	12%	10%	12%	10%	9%	11%	10%	9%	10%	10%	11%
Disagree	(2)	285	69	72	71	72	29	19	22	19	28	25	23	30	18	19	28	26
		6%	5%	6%	6%	6%	7%	4%	5%	4%	7%	6%	5%	7%	4%	4%	7%	6%
Strongly disagree	(1)	140	40	50	27	24	10	16	14	19	17	13	12	5	10	4	13	7
		3%	3%	4%cd	2%	2%	2%	3%	3%n	4%lnp	4%ln	3%	3%	1%	2%	1%	3%	1%
NET Agree		3104	783	712	784	825	250	276	257	229	211	272	235	270	279	281	255	289
		60%	61%b	55%	61%b	64%b	59%	61%i	63%hi	54%	52%	59%	56%	62%i	65%hik	65%hik	61%i	65%hi
NET Disagree		960	246	252	229	232	84	87	75	88	84	80	82	81	66	68	84	81
		19%	19%	20%	18%	18%	20%	19%	19%	21%	21%	17%	20%	19%	15%	16%	20%	18%
Mean		4.82	4.80	4.68	4.82	4.97ab	4.75	4.82i	4.82i	4.61	4.56	4.84i	4.73	4.82	4.90hi	5.04ehik	4.86i	5.01hik
Std Dev.		1.51	1.51	1.54	1.45	1.52	1.51	1.51	1.52	1.52	1.54	1.53	1.51	1.44	1.40	1.43	1.60	1.52
Std Error		0.02	0.04	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.08	0.07	0.07	0.07	0.07	0.07	0.08	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
			CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base		**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base		**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base		**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Strongly agree	(7)	**920**	-	920	408	512	175	135	170	121	146	100	73	310	291	320	174	783	128	913
		18%	-	*18%*	*16%*	**19%c**	**26%fghijk**	*19%*	*18%*	*16%*	*16%*	*16%*	*14%*	**22%mno**	*17%*	*16%*	*15%*	*18%*	*17%*	*18%*
Agree	(6)	**1572**	-	1572	743	828	216	243	314	193	229	202	172	459	507	603	374	1300	260	1566
		31%	-	*31%*	*30%*	*31%*	**31%i**	**34%hi**	**33%hi**	*26%*	*25%*	**32%i**	**33%hi**	*33%*	*30%*	*29%*	*32%*	*30%*	*34%*	*30%*
Slightly agree	(5)	**1143**	-	1143	534	605	142	149	206	159	217	148	120	290	365	485	268	970	155	1115
		22%	-	*22%*	*21%*	*23%*	*21%*	*21%*	*22%*	*22%*	*24%*	*23%*	*23%*	*21%*	*22%*	*24%*	*23%*	*23%*	*20%*	*22%*
Neither agree nor disagree	(4)	**1239**	-	1239	665	571	92	133	217	218	272	168	138	225	435	579	307	1035	176	1262
		24%	-	*24%*	**26%d**	*22%*	*13%*	**19%e**	**23%e**	**30%efg**	**30%efg**	**27%ef**	**26%ef**	*16%*	**26%l**	**28%l**	**27%l**	*24%*	*23%*	*25%*
Slightly disagree	(3)	**142**	-	142	83	59	34	33	17	18	21	10	11	66	35	41	21	117	22	149
		3%	-	*3%*	*3%*	*2%*	**5%gijk**	**5%gij**	*2%*	*2%*	*2%*	*2%*	*2%*	**5%mno**	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*
Disagree	(2)	**71**	-	71	38	33	15	14	13	7	16	2	5	30	19	23	6	50	19	82
		1%	-	*1%*	*2%*	*1%*	**2%j**	**2%j**	*1%*	*1%*	**2%j**	*	*1%*	**2%o**	*1%*	*1%*	*1%*	*1%*	**2%p**	*2%*
Strongly disagree	(1)	**59**	-	59	38	21	12	5	12	17	4	3	4	18	29	11	7	45	10	60
		1%	-	*1%*	*2%*	*1%*	**2%l**	*1%*	*1%*	**2%jl**	*	*	*1%*	*1%*	**2%no**	*1%*	*1%*	*1%*	*1%*	*1%*
NET Agree		**3635**	-	3635	1685	1945	533	526	690	473	592	451	365	1059	1163	1408	816	3053	542	3594
		71%	-	*71%*	*67%*	**74%c**	**78%hijk**	**74%hi**	**73%hi**	*65%*	*65%*	*71%*	*70%*	**76%mno**	*69%*	*68%*	*71%*	*71%*	*70%*	*70%*
NET Disagree		**273**	-	273	159	113	61	52	42	42	41	15	20	114	83	75	34	212	52	291
		5%	-	*5%*	**6%d**	*4%*	**9%gijk**	**7%gjk**	*4%*	**6%j**	*5%*	*2%*	*4%*	**8%mno**	**5%o**	*4%*	*3%*	*5%*	*7%*	*6%*
Mean		**5.28**	-	5.28	5.18	**5.37c**	**5.45hik**	**5.35hi**	**5.33hi**	5.13	5.16	**5.31h**	5.25	**5.40mn**	5.24	5.23	5.28	5.29	5.25	5.26
Std Dev.		**1.27**	-	1.27	1.30	1.23	1.40	1.28	1.25	1.33	1.23	1.13	1.18	1.34	1.29	1.19	1.15	1.25	1.31	1.28
Std Error		**0.02**	-	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Strongly agree	(7)	**920**	199	357	173	191	557	363	567	348	113	125	255	208	147	735	113	757
		18%	*17%*	**20%cd**	*16%*	*17%*	*19%*	*16%*	*18%*	*17%*	*19%*	*18%*	*19%*	*16%*	*19%*	*18%*	*18%*	*18%*
Agree	(6)	**1572**	388	517	348	319	905	667	953	602	162	202	432	406	228	1268	166	1294
		31%	**33%d**	*30%*	*33%*	*28%*	*31%*	*30%*	*31%*	*30%*	*27%*	*29%*	*32%*	*32%*	*30%*	*31%*	*27%*	*31%*
Slightly agree	(5)	**1143**	284	394	224	241	677	466	683	444	118	164	292	297	169	922	119	942
		22%	*24%*	*22%*	*21%*	*21%*	*23%*	*21%*	*22%*	*22%*	*20%*	*23%*	*21%*	*24%*	*22%*	*23%*	*20%*	*23%*
Neither agree nor disagree	(4)	**1239**	261	404	250	325	665	574	699	524	180	158	325	270	176	929	185	954
		24%	*22%*	*23%*	*23%*	**28%abc**	*23%*	**26%e**	*23%*	**26%g**	**30%jklmn**	*23%*	*24%*	*21%*	*23%*	*23%*	**30%p**	*23%*
Slightly disagree	(3)	**142**	32	35	41	34	67	75	93	49	14	26	29	43	22	120	14	122
		3%	*3%*	*2%*	**4%b**	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*
Disagree	(2)	**71**	12	26	16	18	38	33	48	22	5	12	22	21	6	62	5	62
		1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*
Strongly disagree	(1)	**59**	10	16	16	16	26	33	36	22	8	13	14	14	7	48	8	48
		1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
NET Agree		**3635**	871	1268	745	752	2139	1496	2204	1394	393	492	979	911	543	2925	398	2993
		71%	**73%d**	**72%d**	*70%*	*66%*	**73%f**	*68%*	*72%*	*69%*	*65%*	*70%*	**72%l**	**72%l**	**72%l**	**72%l**	*65%*	**72%o**
NET Disagree		**273**	54	77	73	68	131	141	176	94	27	51	65	78	36	230	27	232
		5%	*5%*	*4%*	**7%b**	*6%*	*4%*	**6%e**	*6%*	*5%*	*5%*	*7%*	*5%*	*6%*	*5%*	*6%*	*4%*	*6%*
Mean		**5.28**	**5.33d**	**5.35d**	5.23	5.17	**5.34f**	5.20	5.30	5.26	5.22	5.22	5.32	5.28	5.34	5.29	5.22	5.30
Std Dev.		**1.27**	1.20	1.26	1.30	1.30	1.24	1.30	1.28	1.25	1.29	1.34	1.26	1.26	1.24	1.27	1.28	1.27
Std Error		**0.02**	0.03	0.03	0.04	0.04	0.02	0.03	0.03	0.02	0.05	0.05	0.03	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Strongly agree	(7)	920	780	140	50	763	87	45	25	44	91	93	68	74	65	139	115	74	10	77
		18%	18%	19%	21%	18%	20%	18%	17%	21%m	16%	22%m	18%	16%	14%	21%m	16%	17%	13%	21%m
Agree	(6)	1572	1339	233	68	1316	120	82	53	66	169	118	117	155	161	208	210	112	29	91
		31%	30%	32%	28%	31%	27%	33%	37%dg	32%	30%	28%	31%	34%pr	34%pr	31%	30%	26%	38%pr	25%
Slightly agree	(5)	1143	995	148	44	977	92	47	27	54	141	93	70	119	102	143	146	110	13	79
		22%	23%	20%	18%	23%	21%	19%	19%	26%k	25%	22%	19%	26%k	21%	21%	21%	25%	16%	22%
Neither agree nor disagree	(4)	1239	1057	182	66	1025	120	66	28	32	125	104	100	88	126	129	203	118	20	99
		24%	24%	25%	27%	24%	27%g	26%g	19%	16%	22%	25%h	27%hln	20%	26%hn	19%	29%hln	27%hln	26%h	27%hln
Slightly disagree	(3)	142	123	19	7	121	10	5	6	7	13	6	9	10	16	34	13	13	3	7
		3%	3%	3%	3%	3%	2%	2%	4%	3%	2%	1%	2%	2%	3%	5%jor	2%	3%	4%	2%
Disagree	(2)	71	64	7	4	60	5	3	4	2	14	3	3	5	2	17	3	11	1	5
		1%	1%	1%	2%	1%	1%	1%	3%	1%	2%mo	1%	1%	1%	*	3%mo	*	2%mo	1%	1%
Strongly disagree	(1)	59	54	5	2	48	6	3	2	2	9	5	6	2	3	6	13	1	1	5
		1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	*	1%	1%	2%	*	1%	2%
NET Agree		3635	3114	521	163	3057	299	174	106	165	400	304	255	347	328	490	471	297	52	247
		71%	71%	71%	67%	71%	68%	69%	73%	79%ikmopqr	71%	72%	68%	77%kmopr	69%	72%	67%	67%	68%	68%
NET Disagree		273	241	31	14	229	21	11	12	11	37	14	18	17	21	58	29	26	5	17
		5%	5%	4%	6%	5%	5%	4%	8%df	5%	7%	3%	5%	4%	4%	9%jlor	4%	6%	6%	5%
Mean		5.28	5.27	5.34	5.27	5.28	5.26	5.30	5.31	5.45imop	5.21	5.37	5.28	5.38	5.24	5.31	5.22	5.18	5.23	5.26
Std Dev.		1.27	1.27	1.23	1.32	1.26	1.30	1.26	1.32	1.22	1.31	1.26	1.29	1.14	1.17	1.34	1.26	1.25	1.25	1.32
Std Error		0.02	0.02	0.03	0.05	0.02	0.04	0.05	0.06	0.07	0.07	0.07	0.07	0.06	0.07	0.07	0.07	0.07	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Strongly agree	(7)	920	442	295	93	52	32	738	84	483	311	68	37	19	794	56
		18%	**24%bcdfg**	*15%*	*14%*	*13%*	**23%bcd**	**19%bcd**	*16%*	**25%ijkmn**	**15%j**	*9%*	*13%*	**19%j**	**20%ijk**	**15%j**
Agree	(6)	1572	587	666	185	93	35	1253	128	622	658	174	79	31	1281	110
		31%	**31%dg**	**33%cdg**	*27%*	*24%*	*26%*	**32%cdg**	*25%*	**32%j**	**32%j**	*24%*	*29%*	*30%*	**32%j**	*29%*
Slightly agree	(5)	1143	384	492	127	101	29	876	130	379	506	168	60	22	885	82
		22%	*20%*	**24%ac**	*18%*	**26%c**	*21%*	*22%*	**25%c**	*19%*	**25%h**	*24%*	*22%*	*22%*	*22%*	*22%*
Neither agree nor disagree	(4)	1239	391	455	246	104	33	847	136	383	478	267	73	23	861	97
		24%	*21%*	*23%*	**35%abdfg**	**27%a**	*24%*	*22%*	**26%a**	*20%*	**23%h**	**37%hiklmn**	**27%h**	*23%*	*21%*	**26%h**
Slightly disagree	(3)	142	26	64	26	24	3	89	27	33	59	29	17	5	92	21
		3%	*1%*	**3%a**	**4%a**	**6%abf**	*2%*	*2%*	**5%af**	*2%*	**3%h**	**4%hm**	**6%him**	*4%*	*2%*	**6%him**
Disagree	(2)	71	20	27	7	12	3	48	15	32	31	3	4	*	63	4
		1%	*1%*	*1%*	*1%*	**3%af**	*2%*	*1%*	**3%af**	*2%*	*2%*	*	*1%*	*	*2%*	*1%*
Strongly disagree	(1)	59	30	19	7	1	2	49	3	31	15	7	4	1	46	6
		1%	*2%*	*1%*	*1%*	*	*1%*	*1%*	*1%*	**2%l**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
NET Agree		3635	1414	1454	406	246	96	2867	342	1484	1475	410	176	72	2959	248
		71%	**75%cdg**	**72%cdg**	*59%*	*64%*	*70%*	**74%cdg**	*65%*	**76%ijkn**	**72%jk**	*57%*	*64%*	**71%j**	**74%jkn**	**66%j**
NET Disagree		273	76	110	40	36	8	186	44	96	105	38	25	6	201	31
		5%	*4%*	*5%*	*6%*	**9%abf**	*6%*	*5%*	**8%abf**	*5%*	*5%*	*5%*	**9%him**	*6%*	*5%*	**8%hm**
Mean		5.28	**5.45bcdfg**	**5.26cdg**	5.04	5.02	5.32	**5.35bcdg**	5.10	**5.47ijkmn**	**5.26j**	4.93	5.07	**5.29j**	**5.36ijkn**	**5.13j**
Std Dev.		1.27	1.29	1.21	1.25	1.27	1.35	1.25	1.30	1.32	1.21	1.16	1.31	1.28	1.27	1.30
Std Error		0.02	0.03	0.03	0.05	0.06	0.11	0.02	0.06	0.03	0.03	0.04	0.08	0.13	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Strongly agree	(7)	**920**	64	841	15	323	553	45	902	6	7	*	916	4
		18%	***25%b***	*18%*	*16%*	***22%ef***	*16%*	*15%*	*18%*	*11%*	*21%*	*7%*	*18%*	*19%*
Agree	(6)	**1572**	77	1469	26	390	1079	103	1537	23	8	1	1567	4
		31%	*30%*	*31%*	*29%*	*27%*	***32%d***	*33%*	*31%*	*40%*	*22%*	*33%*	*31%*	*18%*
Slightly agree	(5)	**1143**	43	1082	18	314	765	63	1122	10	8	-	1140	3
		22%	*17%*	*23%*	*19%*	*22%*	*23%*	*21%*	*22%*	*17%*	*22%*	-	*22%*	*13%*
Neither agree nor disagree	(4)	**1239**	57	1160	22	336	821	82	1206	11	12	2	1229	8
		24%	*22%*	*24%*	*24%*	*23%*	*24%*	*27%*	*24%*	*19%*	*34%*	*60%*	*24%*	*34%*
Slightly disagree	(3)	**142**	12	126	4	35	100	7	135	5	-	-	141	2
		3%	*5%*	*3%*	*5%*	*2%*	*3%*	*2%*	*3%*	***10%gk***	-	-	*3%*	*8%*
Disagree	(2)	**71**	2	68	2	24	41	6	68	2	*	-	70	2
		1%	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	*3%*	*1%*	-	*1%*	*7%*
Strongly disagree	(1)	**59**	6	49	4	23	35	1	59	-	-	-	59	*
		1%	*2%*	*1%*	***5%b***	*2%*	*1%*	*	*1%*	-	-	-	*1%*	*
NET Agree		**3635**	184	3393	59	1027	2397	211	3561	39	23	1	3623	11
		71%	*71%*	*71%*	*64%*	*71%*	*71%*	*69%*	*71%*	*69%*	*65%*	*40%*	*71%*	*50%*
NET Disagree		**273**	19	243	11	82	176	14	262	7	*	-	269	3
		5%	*7%*	*5%*	***12%b***	*6%*	*5%*	*5%*	*5%*	*13%*	*1%*	-	*5%*	*15%*
Mean		**5.28**	5.37	5.28	5.02	5.32	5.27	5.24	5.28	5.15	5.26	4.87	5.28	4.83
Std Dev.		**1.27**	1.40	1.25	1.53	1.34	1.24	1.21	1.26	1.30	1.20	1.31	1.26	1.55
Std Error		**0.02**	0.08	0.02	0.16	0.03	0.02	0.07	0.02	0.19	0.19	0.65	0.02	0.31

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Strongly agree	(7)	**920**	215	230	214	261	74	65	76	73	68	88	82	77	55	97	78	86
		18%	*17%*	*18%*	*17%*	*20%*	*17%*	*14%*	*19%*	*17%*	*17%*	**19%m**	**20%m**	*18%*	*13%*	**22%fm**	*19%*	*19%*
Agree	(6)	**1572**	395	393	371	413	134	138	123	136	124	134	118	124	129	133	130	151
		31%	*31%*	*31%*	*29%*	*32%*	*32%*	*31%*	*30%*	*32%*	*31%*	*29%*	*28%*	*29%*	*30%*	*31%*	*31%*	*34%*
Slightly agree	(5)	**1143**	299	296	295	253	96	118	85	103	94	99	100	86	109	93	83	77
		22%	*23%*	*23%*	*23%*	*20%*	*23%*	**26%p**	*21%*	*24%*	*23%*	*22%*	*24%*	*20%*	**25%p**	*22%*	*20%*	*17%*
Neither agree nor disagree	(4)	**1239**	303	302	346	288	100	109	94	93	89	119	107	125	113	88	101	99
		24%	*24%*	*23%*	**27%d**	*22%*	*24%*	*24%*	*23%*	*22%*	*22%*	*26%*	*25%*	**29%n**	*26%*	*20%*	*24%*	*22%*
Slightly disagree	(3)	**142**	38	31	34	39	8	13	17	10	12	9	9	12	13	8	11	19
		3%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*4%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*3%*	*4%*
Disagree	(2)	**71**	17	22	14	19	7	4	5	5	9	8	2	6	6	4	7	8
		1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*
Strongly disagree	(1)	**59**	15	15	10	19	4	4	7	5	7	3	3	4	3	7	6	6
		1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
NET Agree		**3635**	909	919	880	928	305	321	284	312	286	321	300	287	292	323	291	314
		71%	*71%*	*71%*	*69%*	*72%*	*72%*	*71%*	*70%*	*73%*	*71%*	*70%*	*71%*	*66%*	*68%*	**75%l**	*70%*	*70%*
NET Disagree		**273**	69	68	59	76	20	21	29	20	28	20	14	22	23	19	23	34
		5%	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*7%*	*5%*	*7%*	*4%*	*3%*	*5%*	*5%*	*4%*	*6%*	**8%k**
Mean		**5.28**	5.26	5.28	5.23	5.34	5.30	5.23	5.26	5.31	5.23	5.30	5.33	5.22	5.16	**5.42m**	5.29	5.30
Std Dev.		**1.27**	1.25	1.27	1.23	1.31	1.25	1.19	1.33	1.24	1.32	1.26	1.20	1.27	1.20	1.29	1.30	1.34
Std Error		**0.02**	0.03	0.04	0.03	0.04	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
Strongly agree (7)	**299**	-	299	158	141	81	47	78	33	40	10	9	128	112	59	19	258	40	281
	6%	-	*6%*	*6%*	*5%*	**12%fhijk**	**7%jk**	**8%hijk**	**5%jk**	**4%jk**	*2%*	*2%*	**9%mno**	**7%no**	*3%*	*2%*	*6%*	*5%*	*5%*
Agree (6)	**954**	-	954	490	463	156	142	185	138	147	100	84	298	323	332	184	788	158	922
	19%	-	*19%*	*20%*	*18%*	**23%ijk**	*20%*	*19%*	*19%*	*16%*	*16%*	*16%*	**21%no**	*19%*	*16%*	*16%*	*18%*	*20%*	*18%*
Slightly agree (5)	**1767**	-	1767	813	951	182	213	290	259	328	259	236	394	549	823	495	1519	225	1821
	34%	-	*34%*	*32%*	**36%c**	*26%*	*30%*	*31%*	**35%e**	**36%efg**	**41%efg**	**45%efghi**	*28%*	**33%l**	**40%lm**	**43%lm**	**35%q**	*29%*	*35%*
Neither agree nor disagree (4)	**1367**	-	1367	706	658	150	173	253	213	259	192	124	324	466	575	316	1149	188	1323
	27%	-	*27%*	*28%*	*25%*	*22%*	*24%*	*27%*	**29%e**	**29%e**	**30%e**	*24%*	*23%*	**28%l**	**28%l**	*27%*	*27%*	*24%*	*26%*
Slightly disagree (3)	**403**	-	403	168	236	62	78	67	42	71	45	35	140	110	151	80	339	63	415
	8%	-	*8%*	*7%*	**9%c**	*9%*	**11%ghk**	*7%*	*6%*	*8%*	*7%*	*7%*	**10%mno**	*7%*	*7%*	*7%*	*8%*	*8%*	*8%*
Disagree (2)	**230**	-	230	117	112	37	43	45	27	38	21	20	79	71	78	41	165	57	251
	4%	-	*4%*	*5%*	*4%*	*5%*	*6%*	*5%*	*4%*	*4%*	*3%*	*4%*	**6%no**	*4%*	*4%*	*4%*	*4%*	**7%p**	*5%*
Strongly disagree (1)	**126**	-	126	57	69	18	15	30	20	22	6	15	34	51	42	21	81	40	134
	2%	-	*2%*	*2%*	*3%*	*3%*	*2%*	**3%j**	*3%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*2%*	*2%*	**5%p**	*3%*
NET Agree	**3021**	-	3021	1461	1555	419	401	553	430	515	370	329	821	984	1214	699	2565	423	3024
	59%	-	*59%*	*58%*	*59%*	*61%*	*56%*	*58%*	*59%*	*57%*	*58%*	*63%*	*59%*	*59%*	*59%*	*60%*	*60%*	*55%*	*59%*
NET Disagree	**760**	-	760	342	416	117	136	142	89	131	72	70	253	231	272	142	586	160	800
	15%	-	*15%*	*14%*	*16%*	**17%hj**	**19%hijk**	*15%*	*12%*	*14%*	*11%*	*13%*	**18%mno**	*14%*	*13%*	*12%*	*14%*	**21%p**	*16%*
Mean	**4.65**	-	4.65	4.68	4.62	**4.80fijk**	4.60	4.68	4.65	4.59	4.61	4.59	4.70	4.67	4.60	4.60	**4.69q**	4.47	4.62
Std Dev.	**1.29**	-	1.29	1.29	1.29	1.47	1.37	1.38	1.24	1.24	1.05	1.17	1.42	1.32	1.17	1.11	1.25	1.48	1.30
Std Error	**0.02**	-	0.02	0.03	0.02	0.06	0.05	0.05	0.05	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.02	0.06	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

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Base : All participants

		Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
			AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base		**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base		**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base		**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
Strongly agree	(7)	**299**	59	87	84	69	145	154	233	63	37	38	85	89	35	246	37	251
		6%	*5%*	*5%*	**8%ab**	*6%*	*5%*	**7%e**	**8%h**	*3%*	*6%*	*5%*	*6%*	*7%*	*5%*	*6%*	*6%*	*6%*
Agree	(6)	**954**	219	352	184	200	571	383	614	329	110	101	299	256	134	790	111	804
		19%	*18%*	*20%*	*17%*	*17%*	*19%*	*17%*	**20%h**	*16%*	*18%*	*14%*	**22%j**	**20%j**	*18%*	**19%j**	*18%*	*19%*
Slightly agree	(5)	**1767**	400	667	333	368	1067	700	979	769	179	274	437	431	302	1444	183	1478
		34%	*34%*	**38%cd**	*31%*	*32%*	**36%f**	*32%*	*32%*	**38%g**	*30%*	**39%ik**	*32%*	*34%*	**40%ikl**	**35%l**	*30%*	**35%o**
Neither agree nor disagree	(4)	**1367**	313	421	319	313	734	632	818	529	177	180	340	300	182	1002	181	1031
		27%	*26%*	*24%*	**30%b**	*27%*	*25%*	**29%e**	*27%*	*26%*	**29%ln**	*26%*	*25%*	*24%*	*24%*	*25%*	**30%p**	*25%*
Slightly disagree	(3)	**403**	92	122	87	102	214	189	235	168	50	68	115	94	53	330	50	337
		8%	*8%*	*7%*	*8%*	*9%*	*7%*	*9%*	*8%*	*8%*	*8%*	*10%*	*8%*	*7%*	*7%*	*8%*	*8%*	*8%*
Disagree	(2)	**230**	70	68	33	59	138	92	126	101	28	22	63	58	33	175	28	178
		4%	**6%c**	*4%*	*3%*	*5%*	*5%*	*4%*	*4%*	*5%*	*5%*	*3%*	*5%*	*5%*	*4%*	*4%*	*5%*	*4%*
Strongly disagree	(1)	**126**	33	33	27	34	66	61	73	52	21	19	31	32	16	97	21	99
		2%	*3%*	*2%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	*2%*	*3%*	*2%*	*2%*	*3%*	*2%*
NET Agree		**3021**	677	1106	601	637	1783	1237	1827	1161	325	412	821	776	471	2480	330	2533
		59%	*57%*	**63%acd**	*56%*	*56%*	**61%f**	*56%*	*59%*	*58%*	*54%*	*59%*	*60%*	**62%i**	**62%i**	**61%i**	*54%*	**61%o**
NET Disagree		**760**	195	223	147	195	418	342	434	321	99	108	209	184	102	603	99	614
		15%	**16%b**	*13%*	*14%*	**17%b**	*14%*	*15%*	*14%*	*16%*	*16%*	*15%*	*15%*	*15%*	*13%*	*15%*	*16%*	*15%*
Mean		**4.65**	4.58	**4.73ad**	4.67	4.57	4.67	4.62	**4.71h**	4.54	4.57	4.60	4.70	4.72	4.67	4.68	4.57	4.68
Std Dev.		**1.29**	1.32	1.22	1.30	1.34	1.27	1.32	1.32	1.24	1.36	1.25	1.32	1.33	1.23	1.29	1.35	1.29
Std Error		**0.02**	0.04	0.03	0.04	0.04	0.02	0.03	0.03	0.02	0.05	0.05	0.04	0.04	0.05	0.02	0.05	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Rurality			Nation				Region										
			Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base		5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base		5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base		3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
Strongly agree	(7)	299	253	47	15	252	23	16	8	17	26	30	25	21	23	66	29	15	3	20
		6%	6%	6%	6%	6%	5%	6%	6%	8%op	5%	7%	7%	5%	5%	10%ilmopr	4%	3%	4%	6%
Agree	(6)	954	816	138	49	808	70	47	29	43	119	74	76	86	67	130	132	81	10	60
		19%	18%	19%	20%	19%	16%	19%	20%	21%m	21%m	17%	20%	19%	14%	19%	19%	18%	13%	16%
Slightly agree	(5)	1767	1517	250	75	1464	170	84	50	78	158	152	120	168	174	194	248	172	28	142
		34%	34%	34%	31%	34%	39%	33%	35%	38%ln	28%	36%	32%	37%in	37%in	29%	35%	39%in	36%	39%in
Neither agree nor disagree	(4)	1367	1177	190	71	1165	112	58	31	46	183	109	95	111	138	167	200	116	25	88
		27%	27%	26%	29%	27%g	26%	23%	21%	22%	32%hlnr	26%	25%	25%	29%	25%	28%	26%	32%	24%
Slightly disagree	(3)	403	341	62	24	333	34	21	15	12	34	29	36	38	45	58	55	26	7	27
		8%	8%	9%	10%	8%	8%	9%	10%	6%	6%	7%	10%	8%	9%	9%	8%	6%	9%	8%
Disagree	(2)	230	197	33	7	186	17	19	9	7	30	21	12	20	17	38	20	21	2	14
		4%	4%	5%	3%	4%	4%	8%de	6%	3%	5%	5%	3%	4%	4%	6%	3%	5%	3%	4%
Strongly disagree	(1)	126	112	15	3	104	14	5	4	5	13	7	8	7	12	24	18	9	2	12
		2%	3%	2%	1%	2%	3%	2%	3%	3%	2%	2%	2%	2%	2%	4%	3%	2%	3%	3%
NET Agree		3021	2586	435	138	2523	263	147	87	138	303	256	220	275	264	390	409	268	41	222
		59%	59%	59%	57%	59%	60%	59%	60%	66%ilmnq	54%	60%	59%	61%	55%	58%	58%	61%	54%	61%
NET Disagree		760	650	110	34	623	65	45	27	24	77	58	57	66	74	120	93	56	11	53
		15%	15%	15%	14%	14%	15%	18%	19%d	11%	14%	14%	15%	15%	15%	18%	13%	13%	15%	15%
Mean		4.65	4.64	4.67	4.70	4.65	4.61	4.62	4.60	4.83im	4.61	4.70	4.70	4.67	4.55	4.66	4.64	4.65	4.52	4.63
Std Dev.		1.29	1.29	1.29	1.23	1.29	1.28	1.36	1.37	1.29	1.29	1.28	1.30	1.23	1.23	1.46	1.22	1.20	1.23	1.29
Std Error		0.02	0.02	0.03	0.05	0.02	0.04	0.05	0.06	0.08	0.07	0.07	0.08	0.07	0.07	0.08	0.07	0.07	0.09	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
			Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base		5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base		5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base		3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
Strongly agree	(7)	299	142	77	48	15	13	219	28	138	107	35	10	7	245	17
		6%	8%bdf	4%	7%b	4%	9%b	6%b	5%	7%	5%	5%	4%	7%	6%	5%
Agree	(6)	954	375	398	92	65	20	773	85	403	389	88	50	22	792	72
		19%	20%c	20%c	13%	17%	15%	20%c	16%	21%j	19%j	12%	18%	22%j	20%j	19%j
Slightly agree	(5)	1767	649	734	187	142	49	1383	191	667	746	230	92	21	1413	114
		34%	35%c	36%c	27%	37%c	36%	35%c	36%c	34%l	36%l	32%	34%	21%	35%l	30%
Neither agree nor disagree	(4)	1367	420	527	289	85	31	948	116	443	529	280	75	26	972	102
		27%	22%	26%a	42%abdefg	22%	23%	24%	22%	23%	26%	39%hiklmn	27%	26%	24%	27%
Slightly disagree	(3)	403	136	179	35	42	11	314	52	149	165	55	24	10	314	34
		8%	7%	9%c	5%	11%c	8%	8%c	10%c	8%	8%	8%	9%	10%	8%	9%
Disagree	(2)	230	85	80	29	28	7	164	34	100	78	20	19	8	178	27
		4%	5%	4%	4%	7%bf	5%	4%	7%b	5%j	4%	3%	7%j	8%	4%	7%ij
Strongly disagree	(1)	126	74	24	12	10	6	98	17	65	43	8	3	7	108	11
		2%	4%bcf	1%	2%	3%	4%b	3%b	3%b	3%j	2%	1%	1%	7%ijkm	3%j	3%
NET Agree		3021	1166	1209	327	222	82	2375	304	1207	1243	352	152	50	2450	203
		59%	62%c	60%c	47%	57%c	60%c	61%c	58%c	61%jn	60%j	49%	56%	49%	61%jn	54%
NET Disagree		760	294	282	76	80	23	577	103	313	286	83	47	25	600	72
		15%	16%c	14%	11%	21%bcf	17%	15%c	20%bcf	16%j	14%	12%	17%	25%ijm	15%	19%ij
Mean		4.65	4.69d	4.67d	4.56	4.49	4.63	4.68dg	4.52	4.68	4.68n	4.55	4.55	4.38	4.68jn	4.50
Std Dev.		1.29	1.40	1.18	1.22	1.34	1.45	1.29	1.37	1.38	1.24	1.11	1.26	1.62	1.31	1.37
Std Error		0.02	0.03	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.08	0.16	0.02	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Housebound			Disability			Internet access					
			Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base		**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base		**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base		**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
Strongly agree	(7)	**299**	27	264	8	88	188	23	293	5	1	*	299	-
		6%	***11%b***	*6%*	*8%*	*6%*	*6%*	*7%*	*6%*	*9%*	*2%*	*4%*	*6%*	-
Agree	(6)	**954**	50	888	16	269	620	65	928	14	7	-	950	4
		19%	*19%*	*19%*	*17%*	*19%*	*18%*	*21%*	*18%*	*25%*	*20%*	-	*19%*	*20%*
Slightly agree	(5)	**1767**	74	1669	25	488	1211	69	1735	19	6	1	1760	6
		34%	*29%*	*35%*	*27%*	***34%f***	***36%f***	*22%*	*35%*	*33%*	*18%*	*33%*	*34%*	*28%*
Neither agree nor disagree	(4)	**1367**	56	1274	36	333	928	105	1330	10	18	-	1358	8
		27%	*22%*	*27%*	***39%ab***	*23%*	***27%d***	***34%d***	*26%*	*18%*	*51%*	-	*27%*	*38%*
Slightly disagree	(3)	**403**	24	379	1	133	248	22	394	5	1	2	400	1
		8%	***9%c***	*8%*	*1%*	*9%*	*7%*	*7%*	*8%*	*8%*	*2%*	*60%*	*8%*	*6%*
Disagree	(2)	**230**	12	215	2	72	140	18	226	2	1	-	228	2
		4%	*5%*	*4%*	*3%*	*5%*	*4%*	*6%*	*4%*	*3%*	*2%*	-	*4%*	*7%*
Strongly disagree	(1)	**126**	16	105	5	60	58	8	123	2	2	*	126	*
		2%	***6%b***	*2%*	*5%*	***4%e***	*2%*	*3%*	*2%*	*3%*	*5%*	*3%*	*2%*	*
NET Agree		**3021**	151	2821	48	846	2019	156	2956	38	15	1	3009	11
		59%	*58%*	*59%*	*52%*	***59%f***	***59%f***	*51%*	*59%*	*67%*	*40%*	*37%*	*59%*	*48%*
NET Disagree		**760**	52	699	8	266	447	47	743	8	3	2	754	3
		15%	***20%bc***	*15%*	*9%*	***18%e***	*13%*	*15%*	*15%*	*14%*	*9%*	*63%*	*15%*	*14%*
Mean		**4.65**	4.61	4.65	4.64	4.58	**4.68d**	4.60	4.65	4.87	4.45	3.75	4.65	4.46
Std Dev.		**1.29**	1.57	1.27	1.37	1.40	1.23	1.38	1.29	1.39	1.26	1.47	1.29	1.14
Std Error		**0.02**	0.09	0.02	0.14	0.03	0.02	0.08	0.02	0.20	0.20	0.74	0.02	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings

Base : All participants

		Total	Quarter				Month											
			Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base		5147	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base		5147	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base		3110	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
Strongly agree	(7)	299	74	59	62	104	25	29	20	25	14	21	30	12	20	31	36	37
		6%	6%	5%	5%	8%bc	6%	6%l	5%	6%	3%	5%	7%l	3%	5%	7%l	9%il	8%il
Agree	(6)	954	221	217	247	269	74	79	68	76	59	81	83	85	80	103	72	94
		19%	17%	17%	19%	21%b	17%	18%	17%	18%	15%	18%	20%	20%	19%	24%gl	17%	21%
Slightly agree	(5)	1767	457	464	421	426	153	158	146	137	163	163	151	126	144	148	138	140
		34%	36%	36%	33%	33%	36%	35%	36%	32%	40%hlp	35%	36%	29%	34%	34%	33%	31%
Neither agree nor disagree	(4)	1367	319	354	364	331	105	104	110	124	109	120	112	134	118	106	104	121
		27%	25%	27%	28%	26%	25%	23%	27%	29%	27%	26%	27%	31%f	27%	25%	25%	27%
Slightly disagree	(3)	403	118	89	110	86	38	44	36	27	31	31	29	49	32	24	30	32
		8%	9%	7%	9%	7%	9%	10%	9%	6%	8%	7%	7%	11%n	8%	5%	7%	7%
Disagree	(2)	230	60	63	58	49	15	24	20	22	18	23	13	23	23	16	19	15
		4%	5%	5%	5%	4%	4%	5%	5%	5%	4%	5%	3%	5%	5%	4%	5%	3%
Strongly disagree	(1)	126	34	44	21	28	14	13	6	14	10	20	4	6	11	3	16	8
		2%	3%	3%c	2%	2%	3%n	3%	2%	3%n	2%	4%gkln	1%	1%	3%	1%	4%kn	2%
NET Agree		3021	752	740	731	798	252	266	234	238	236	266	264	223	244	281	246	271
		59%	59%	57%	57%	62%	59%	59%	58%	56%	58%	58%	63%l	51%	57%	65%hl	59%	61%l
NET Disagree		760	212	196	189	163	68	81	63	63	58	74	46	77	66	43	66	55
		15%	17%d	15%	15%	13%	16%n	18%kn	15%	15%	14%	16%n	11%	18%kn	15%	10%	16%	12%
Mean		4.65	4.61	4.57	4.63	4.78abc	4.62	4.60	4.61	4.59	4.56	4.55	4.81ijl	4.51	4.59	4.88efghijlm	4.66	4.79ijl
Std Dev.		1.29	1.31	1.30	1.25	1.30	1.31	1.36	1.24	1.33	1.21	1.36	1.19	1.23	1.30	1.20	1.41	1.29
Std Error		0.02	0.04	0.04	0.03	0.04	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_A. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
I am satisfied with my life	**3574**	-	3574	1767	1806	451	506	606	448	632	501	429	957	1054	1562	930	3012	528	3556
	69%	-	*69%*	*70%*	*69%*	*66%*	**71%gh**	*64%*	*61%*	**70%gh**	**79%efghi**	**82%efghi**	**68%m**	*63%*	**76%lm**	**80%lmn**	*70%*	*69%*	*69%*
I feel very positive about my future	**3104**	-	3104	1536	1566	477	448	553	380	519	408	316	926	932	1243	724	2577	500	3105
	60%	-	*60%*	*61%*	*60%*	**69%fghik**	**63%h**	**58%h**	*52%*	*57%*	**64%hi**	**61%h**	**66%mn**	*55%*	**60%m**	**63%m**	*60%*	*65%*	*60%*
I don't like people to think badly of me	**3635**	-	3635	1685	1945	533	526	690	473	592	451	365	1059	1163	1408	816	3053	542	3594
	71%	-	*71%*	*67%*	**74%c**	**78%hijk**	**74%hi**	**73%hi**	*65%*	*65%*	*71%*	*70%*	**76%mno**	*69%*	*68%*	*71%*	*71%*	*70%*	*70%*
White lies are acceptable to avoid hurting people's feelings	**3021**	-	3021	1461	1555	419	401	553	430	515	370	329	821	984	1214	699	2565	423	3024
	59%	-	*59%*	*58%*	*59%*	*61%*	*56%*	*58%*	*59%*	*57%*	*58%*	*63%*	*59%*	*59%*	*59%*	*60%*	*60%*	*55%*	*59%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_A. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
I am satisfied with my life	**3574**	914	1287	756	617	2201	1373	2187	1351	303	452	934	963	617	2966	307	3027
	69%	***77%cd***	***74%d***	***71%d***	*54%*	***75%f***	*62%*	***71%h***	*67%*	*50%*	***64%i***	***68%i***	***76%ijkn***	***82%ijkln***	***73%ijk***	*50%*	***72%o***
I feel very positive about my future	**3104**	822	1110	662	510	1932	1172	1958	1118	261	404	813	804	583	2604	265	2656
	60%	***69%bcd***	***63%d***	***62%d***	*45%*	***66%f***	*53%*	***64%h***	*56%*	*43%*	***58%i***	***59%i***	***64%ij***	***77%ijkln***	***64%ijk***	*43%*	***64%o***
I don't like people to think badly of me	**3635**	871	1268	745	752	2139	1496	2204	1394	393	492	979	911	543	2925	398	2993
	71%	***73%d***	***72%d***	*70%*	*66%*	***73%f***	*68%*	*72%*	*69%*	*65%*	*70%*	***72%i***	***72%i***	***72%i***	***72%i***	*65%*	***72%o***
White lies are acceptable to avoid hurting people's feelings	**3021**	677	1106	601	637	1783	1237	1827	1161	325	412	821	776	471	2480	330	2533
	59%	*57%*	***63%acd***	*56%*	*56%*	***61%f***	*56%*	*59%*	*58%*	*54%*	*59%*	*60%*	***62%i***	***62%i***	***61%i***	*54%*	***61%o***

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_A. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
I am satisfied with my life	**3574**	3030	544	180	2973	317	182	102	141	360	305	285	326	331	453	482	290	55	262
	69%	*69%*	**74%a**	*74%*	*69%*	*72%*	*73%*	*70%*	*68%*	*64%*	**72%l**	**77%hinop**	**72%l**	*69%*	*67%*	*69%*	*66%*	*72%*	**72%l**
I feel very positive about my future	**3104**	2626	478	154	2572	277	162	93	117	308	262	231	279	277	437	416	245	47	230
	60%	*60%*	**65%a**	*63%*	*60%*	*63%*	**65%d**	*64%*	*56%*	*55%*	*62%*	*62%*	*62%*	*58%*	**65%jp**	*59%*	*56%*	*61%*	**63%l**
I don't like people to think badly of me	**3635**	3114	521	163	3057	299	174	106	165	400	304	255	347	328	490	471	297	52	247
	71%	*71%*	*71%*	*67%*	*71%*	*68%*	*69%*	*73%*	**79%lkmopqr**	*71%*	*72%*	*68%*	**77%kmopr**	*69%*	*72%*	*67%*	*67%*	*68%*	*68%*
White lies are acceptable to avoid hurting people's feelings	**3021**	2586	435	138	2523	263	147	87	138	303	256	220	275	264	390	409	268	41	222
	59%	*59%*	*59%*	*57%*	*59%*	*60%*	*59%*	*60%*	**66%lmnq**	*54%*	*60%*	*59%*	*61%*	*55%*	*58%*	*58%*	*61%*	*54%*	*61%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_A. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
I am satisfied with my life	**3574**	1356	1492	405	229	83	2848	311	1384	1508	426	172	66	2892	239
	69%	**72%cdeg**	**74%cdeg**	*59%*	*59%*	*61%*	**73%cdeg**	*60%*	**70%jkn**	**73%jkn**	*60%*	*63%*	*65%*	**72%jkn**	*63%*
I feel very positive about my future	**3104**	1197	1250	359	228	62	2447	291	1251	1290	342	164	43	2540	206
	60%	**64%ceg**	**62%ceg**	*52%*	**59%e**	*46%*	**63%ceg**	*56%*	**64%jln**	**63%jln**	*48%*	**60%jl**	*42%*	**63%jln**	*55%*
I don't like people to think badly of me	**3635**	1414	1454	406	246	96	2867	342	1484	1475	410	176	72	2959	248
	71%	**75%cdg**	**72%cdg**	*59%*	*64%*	*70%*	**74%cdg**	*65%*	**76%ijkn**	**72%jk**	*57%*	*64%*	**71%j**	**74%jkn**	**66%j**
White lies are acceptable to avoid hurting people's feelings	**3021**	1166	1209	327	222	82	2375	304	1207	1243	352	152	50	2450	203
	59%	**62%c**	**60%c**	*47%*	**57%c**	**60%c**	**61%c**	**58%c**	**61%jn**	**60%j**	*49%*	*56%*	*49%*	**61%jn**	*54%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_A. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
I am satisfied with my life	**3574**	138	3381	55	805	2588	181	3506	40	18	*	3564	10
	69%	*53%*	***71%a***	*59%*	*56%*	***76%df***	*59%*	*70%*	*70%*	*50%*	*7%*	*70%*	*47%*
I feel very positive about my future	**3104**	131	2925	48	669	2263	173	3043	36	16	*	3095	9
	60%	*50%*	***61%a***	*52%*	*46%*	***67%df***	***56%d***	*61%*	*64%*	*43%*	*7%*	*60%*	*41%*
I don't like people to think badly of me	**3635**	184	3393	59	1027	2397	211	3561	39	23	1	3623	11
	71%	*71%*	*71%*	*64%*	*71%*	*71%*	*69%*	*71%*	*69%*	*65%*	*40%*	*71%*	*50%*
White lies are acceptable to avoid hurting people's feelings	**3021**	151	2821	48	846	2019	156	2956	38	15	1	3009	11
	59%	*58%*	*59%*	*52%*	***59%f***	***59%f***	*51%*	*59%*	*67%*	*40%*	*37%*	*59%*	*48%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_A. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
I am satisfied with my life	**3574**	895	889	867	925	282	318	295	281	282	325	267	311	289	323	278	323
	69%	*70%*	*69%*	*68%*	*72%*	*66%*	*71%*	**72%k**	*66%*	*70%*	*71%*	*63%*	*71%*	*68%*	**75%ehkc**	*67%*	**72%k**
I feel very positive about my future	**3104**	783	712	784	825	250	276	257	229	211	272	235	270	279	281	255	289
	60%	**61%b**	*55%*	**61%b**	**64%b**	*59%*	**61%l**	**63%hl**	*54%*	*52%*	*59%*	*56%*	**62%l**	**65%hik**	**65%hik**	**61%l**	**65%hi**
I don't like people to think badly of me	**3635**	909	919	880	928	305	321	284	312	286	321	300	287	292	323	291	314
	71%	*71%*	*71%*	*69%*	*72%*	*72%*	*71%*	*70%*	*73%*	*71%*	*70%*	*71%*	*66%*	*68%*	**75%l**	*70%*	*70%*
White lies are acceptable to avoid hurting people's feelings	**3021**	752	740	731	798	252	266	234	238	236	266	264	223	244	281	246	271
	59%	*59%*	*57%*	*57%*	*62%*	*59%*	*59%*	*58%*	*56%*	*58%*	*58%*	**63%l**	*51%*	*57%*	**65%hl**	*59%*	**61%l**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_D. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
I am satisfied with my life	**888**	-	888	448	436	136	112	196	161	167	71	42	248	358	281	113	733	133	920
	17%	-	*17%*	*18%*	*17%*	**20%jk**	**16%k**	**21%fjk**	**22%fjk**	**18%jk**	*11%*	*8%*	**18%no**	**21%no**	**14%o**	*10%*	*17%*	*17%*	*18%*
I feel very positive about my future	**960**	-	960	469	486	106	107	202	178	181	98	86	213	380	364	184	805	133	1015
	19%	-	*19%*	*19%*	*18%*	*15%*	*15%*	**21%efj**	**24%efjk**	**20%f**	*15%*	*16%*	*15%*	**23%lno**	*18%*	*16%*	*19%*	*17%*	*20%*
I don't like people to think badly of me	**273**	-	273	159	113	61	52	42	42	41	15	20	114	83	75	34	212	52	291
	5%	-	*5%*	**6%d**	*4%*	**9%gijk**	**7%gjk**	*4%*	**6%j**	*5%*	*2%*	*4%*	**8%mno**	**5%o**	*4%*	*3%*	*5%*	*7%*	*6%*
White lies are acceptable to avoid hurting people's feelings	**760**	-	760	342	416	117	136	142	89	131	72	70	253	231	272	142	586	160	800
	15%	-	*15%*	*14%*	*16%*	**17%hj**	**19%hijk**	*15%*	*12%*	*14%*	*11%*	*13%*	**18%mno**	*14%*	*13%*	*12%*	*14%*	**21%p**	*16%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_D. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
I am satisfied with my life	**888**	151	255	167	315	406	482	486	394	198	133	267	162	60	623	200	639
	17%	*13%*	*15%*	*16%*	**28%abc**	*14%*	**22%e**	*16%*	**20%g**	**33%jklmn**	**19%lm**	**20%lmn**	**13%m**	*8%*	**15%m**	**33%p**	*15%*
I feel very positive about my future	**960**	166	282	186	326	448	512	480	462	204	143	268	193	62	666	206	689
	19%	*14%*	*16%*	*17%*	**28%abc**	*15%*	**23%e**	*16%*	**23%g**	**34%jklmn**	**20%lmn**	**20%lmn**	**15%m**	*8%*	**16%m**	**34%p**	*16%*
I don't like people to think badly of me	**273**	54	77	73	68	131	141	176	94	27	51	65	78	36	230	27	232
	5%	*5%*	*4%*	**7%b**	*6%*	*4%*	**6%e**	*6%*	*5%*	*5%*	*7%*	*5%*	*6%*	*5%*	*6%*	*4%*	*6%*
White lies are acceptable to avoid hurting people's feelings	**760**	195	223	147	195	418	342	434	321	99	108	209	184	102	603	99	614
	15%	**16%b**	*13%*	*14%*	**17%b**	*14%*	*15%*	*14%*	*16%*	*16%*	*15%*	*15%*	*15%*	*13%*	*15%*	*16%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_D. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5147	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	5147	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	3110	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
I am satisfied with my life	888	792	96	31	753	68	41	27	34	121	76	45	61	97	122	118	78	14	54
	17%	*18%b*	*13%*	*13%*	*17%*	*15%*	*16%*	*18%*	*16%*	*22%klr*	*18%*	*12%*	*13%*	*20%kl*	*18%*	*17%*	*18%*	*18%*	*15%*
I feel very positive about my future	960	837	122	49	801	86	47	25	43	119	82	58	61	90	124	123	100	15	71
	19%	*19%*	*17%*	*20%*	*19%*	*20%*	*19%*	*17%*	*21%l*	*21%l*	*19%*	*16%*	*14%*	*19%*	*18%*	*18%*	*23%kl*	*19%*	*20%l*
I don't like people to think badly of me	273	241	31	14	229	21	11	12	11	37	14	18	17	21	58	29	26	5	17
	5%	*5%*	*4%*	*6%*	*5%*	*5%*	*4%*	*8%df*	*5%*	*7%*	*3%*	*5%*	*4%*	*4%*	*9%jlor*	*4%*	*6%*	*6%*	*5%*
White lies are acceptable to avoid hurting people's feelings	760	650	110	34	623	65	45	27	24	77	58	57	66	74	120	93	56	11	53
	15%	*15%*	*15%*	*14%*	*14%*	*15%*	*18%*	*19%d*	*11%*	*14%*	*14%*	*15%*	*15%*	*15%*	*18%*	*13%*	*13%*	*15%*	*15%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_D. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**5147**	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	**5147**	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	**3110**	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
I am satisfied with my life	**888**	340	292	103	101	42	631	142	390	283	119	65	23	674	88
	17%	**18%b**	*14%*	*15%*	**26%abcf**	**31%abcf**	*16%*	**27%abcf**	**20%im**	*14%*	*17%*	**24%ijm**	*22%*	**17%i**	**23%ijm**
I feel very positive about my future	**960**	375	345	98	87	44	720	131	420	335	112	64	23	755	86
	19%	**20%c**	*17%*	*14%*	**23%bc**	**32%abcf**	**18%c**	**25%abcf**	**21%ij**	*16%*	*16%*	**23%ij**	*22%*	*19%*	**23%ij**
I don't like people to think badly of me	**273**	76	110	40	36	8	186	44	96	105	38	25	6	201	31
	5%	*4%*	*5%*	*6%*	**9%abf**	*6%*	*5%*	**8%abf**	*5%*	*5%*	*5%*	**9%hijm**	*6%*	*5%*	**8%hm**
White lies are acceptable to avoid hurting people's feelings	**760**	294	282	76	80	23	577	103	313	286	83	47	25	600	72
	15%	**16%c**	*14%*	*11%*	**21%bcf**	*17%*	**15%c**	**20%bcf**	**16%j**	*14%*	*12%*	*17%*	**25%ijm**	*15%*	**19%ij**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_D. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5147	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	5147	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	3110	177	2879	56	950	1990	179	3033	34	25	2	3092	16
I am satisfied with my life	888	76	798	15	429	407	52	872	8	6	-	886	3
	17%	**29%bc**	*17%*	*16%*	**30%ef**	*12%*	**17%e**	*17%*	*14%*	*17%*	-	*17%*	*12%*
I feel very positive about my future	960	90	849	21	474	425	61	928	13	10	1	952	7
	19%	**35%b**	*18%*	*22%*	**33%ef**	*13%*	**20%e**	*18%*	*23%*	*28%*	*33%*	*19%*	*30%*
I don't like people to think badly of me	273	19	243	11	82	176	14	262	7	*	-	269	3
	5%	*7%*	*5%*	**12%b**	*6%*	*5%*	*5%*	*5%*	*13%*	*1%*	-	*5%*	*15%*
White lies are acceptable to avoid hurting people's feelings	760	52	699	8	266	447	47	743	8	3	2	754	3
	15%	**20%bc**	*15%*	*9%*	**18%e**	*13%*	*15%*	*15%*	*14%*	*9%*	*63%*	*15%*	*14%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_NET_D. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
I am satisfied with my life	**888**	225	226	225	212	79	79	67	80	70	76	89	64	71	61	85	66
	17%	*18%*	*18%*	*18%*	*16%*	*19%*	*18%*	*17%*	*19%*	*17%*	*17%*	**21%n**	*15%*	*17%*	*14%*	*20%*	*15%*
I feel very positive about my future	**960**	246	252	229	232	84	87	75	88	84	80	82	81	66	68	84	81
	19%	*19%*	*20%*	*18%*	*18%*	*20%*	*19%*	*19%*	*21%*	*21%*	*17%*	*20%*	*19%*	*15%*	*16%*	*20%*	*18%*
I don't like people to think badly of me	**273**	69	68	59	76	20	21	29	20	28	20	14	22	23	19	23	34
	5%	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*7%*	*5%*	*7%*	*4%*	*3%*	*5%*	*5%*	*4%*	*6%*	**8%k**
White lies are acceptable to avoid hurting people's feelings	**760**	212	196	189	163	68	81	63	63	58	74	46	77	66	43	66	55
	15%	**17%d**	*15%*	*15%*	*13%*	**16%n**	**18%kn**	*15%*	*15%*	*14%*	**16%n**	*11%*	**18%kn**	*15%*	*10%*	*16%*	*12%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**5147**	-	5147	2448	2684	666	685	915	696	968	708	491	1351	1611	2167	1199	4518	565	5147
Weighted Base	**5147**	-**	5147	2509	2629	687	711	949	733	905	634	523	1398	1681	2061	1157	4300	771	5147
Effective Base	**3110**	-	3110	1554	1551	446	444	616	409	546	325	338	889	1019	1200	655	2632	438	5147
I am satisfied with my life	**5.01**	-	5.01	5.03	4.99	**4.93gh**	**5.04gh**	4.81	4.74	**4.97gh**	**5.31efghi**	**5.48efghij**	**4.99m**	4.78	**5.20lm**	**5.39lmn**	5.03	4.96	4.99
I feel very positive about my future	**4.82**	-	4.82	**4.86d**	4.78	**5.07fghijk**	**4.94ghi**	**4.74h**	4.57	**4.69h**	**4.92ghi**	**4.90ghi**	**5.00mno**	4.67	**4.81m**	**4.91mn**	4.81	**4.93p**	4.78
I don't like people to think badly of me	**5.28**	-	5.28	5.18	**5.37c**	**5.45hik**	**5.35hi**	**5.33hi**	5.13	5.16	**5.31h**	5.25	**5.40mn**	5.24	5.23	5.28	5.29	5.25	5.26
White lies are acceptable to avoid hurting people's feelings	**4.65**	-	4.65	4.68	4.62	**4.80fijk**	4.60	4.68	4.65	4.59	4.61	4.59	4.70	4.67	4.60	4.60	**4.69q**	4.47	4.62

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**5147**	1256	1604	1006	1281	2860	2287	2515	2546	678	720	1358	1221	683	3982	691	4087
Weighted Base	**5147**	1185	1750	1067	1144	2935	2212	3079	2011	601	700	1369	1260	755	4084	610	4178
Effective Base	**3110**	680	1010	631	811	1690	1430	1656	1491	416	419	818	753	423	2412	422	2471
I am satisfied with my life	**5.01**	**5.30bcd**	**5.12d**	**5.06d**	4.47	**5.19f**	4.75	**5.06h**	4.92	4.31	**4.84i**	**4.95ij**	**5.22ijkn**	**5.45ijkln**	**5.11ijk**	4.31	**5.11o**
I feel very positive about my future	**4.82**	**5.11bcd**	**4.91d**	**4.88d**	4.31	**4.99f**	4.58	**4.95h**	4.62	4.18	**4.67i**	**4.79ij**	**4.95ijk**	**5.37ijkln**	**4.93ijk**	4.18	**4.92o**
I don't like people to think badly of me	**5.28**	**5.33d**	**5.35d**	5.23	5.17	**5.34f**	5.20	5.30	5.26	5.22	5.22	5.32	5.28	5.34	5.29	5.22	5.30
White lies are acceptable to avoid hurting people's feelings	**4.65**	4.58	**4.73ad**	4.67	4.57	4.67	4.62	**4.71h**	4.54	4.57	4.60	4.70	4.72	4.67	4.68	4.57	4.68

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**5147**	3696	1451	610	2876	955	766	550	271	318	310	299	339	315	358	352	314	187	768
Weighted Base	**5147**	4413	734	243	4311	440	250	145	208	562	423	372	452	476	677	702	440	77*	363
Effective Base	**3110**	2629	485	192	2367	439	409	301	242	283	263	259	275	267	313	313	271	87	353
I am satisfied with my life	**5.01**	4.97	**5.24a**	**5.22a**	4.99	5.10	5.16	4.95	5.07	4.88	**5.09lmop**	**5.15lmnop**	**5.07l**	4.94	4.97	4.95	4.93	5.06	**5.11l**
I feel very positive about my future	**4.82**	4.79	**4.95a**	4.87	4.81	4.82	4.90	4.87	4.77	4.72	**4.87mp**	**4.87mp**	**4.96lmop**	4.71	**4.93lmop**	4.77	4.67	4.73	4.84
I don't like people to think badly of me	**5.28**	5.27	5.34	5.27	5.28	5.26	5.30	5.31	**5.45lmop**	5.21	5.37	5.28	5.38	5.24	5.31	5.22	5.18	5.23	5.26
White lies are acceptable to avoid hurting people's feelings	**4.65**	4.64	4.67	4.70	4.65	4.61	4.62	4.60	**4.83lm**	4.61	4.70	4.70	4.67	4.55	4.66	4.64	4.65	4.52	4.63

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	5147	1924	2002	654	387	141	3926	528	2032	2027	686	255	104	4059	359
Weighted Base	5147	1881	2019	692	386	136*	3900	522	1963	2058	715	274	102*	4022	376
Effective Base	3110	1130	1216	421	240	79	2346	319	1181	1224	445	170	64	2405	234
I am satisfied with my life	5.01	5.14bcdeg	5.06cdeg	4.83deg	4.66	4.52	5.10cdeg	4.62	5.03jkln	5.10jkln	4.76	4.86	4.72	5.07jkln	4.82
I feel very positive about my future	4.82	4.92bcdeg	4.84cdeg	4.69eg	4.69e	4.14	4.88cdeg	4.55e	4.88jkln	4.89jkln	4.56	4.69l	4.38	4.88jkln	4.60
I don't like people to think badly of me	5.28	5.45bcdfg	5.26cdg	5.04	5.02	5.32	5.35bcdg	5.10	5.47ijkmn	5.26j	4.93	5.07	5.29j	5.36ijkn	5.13j
White lies are acceptable to avoid hurting people's feelings	4.65	4.69d	4.67d	4.56	4.49	4.63	4.68dg	4.52	4.68	4.68n	4.55	4.55	4.38	4.68jn	4.50

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**5147**	322	4729	96	1620	3219	308	5030	49	39	4	5118	25
Weighted Base	**5147**	260	4795	92*	1445	3395	308	5029	57*	36**	3**	5121	22**
Effective Base	**3110**	177	2879	56	950	1990	179	3033	34	25	2	3092	16
I am satisfied with my life	**5.01**	4.51	**5.04ac**	4.72	4.47	**5.26df**	**4.73d**	**5.01i**	**5.12i**	4.54	4.19	**5.01i**	4.63
I feel very positive about my future	**4.82**	4.36	**4.84a**	4.70	4.28	**5.05df**	**4.70d**	**4.82i**	4.82	4.25	3.86	**4.82i**	4.49
I don't like people to think badly of me	**5.28**	5.37	5.28	5.02	5.32	5.27	5.24	5.28	5.15	5.26	4.87	5.28	4.83
White lies are acceptable to avoid hurting people's feelings	**4.65**	4.61	4.65	4.64	4.58	**4.68d**	4.60	4.65	4.87	4.45	3.75	4.65	4.46

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**5147**	1282	1289	1284	1292	428	433	421	441	404	444	432	424	428	430	432	430
Weighted Base	**5147**	1282	1289	1284	1292	425	451	406	426	403	460	421	435	428	430	416	447
Effective Base	**3110**	828	879	709	720	264	289	276	284	275	319	228	244	237	241	242	239
I am satisfied with my life	**5.01**	4.98	4.96	4.94	**5.14abc**	4.86	**5.02hk**	**5.06ehk**	4.85	4.98	**5.06ehk**	4.85	**5.02ehk**	4.95	**5.26efghijklmo**	4.93	**5.22efghijklmo**
I feel very positive about my future	**4.82**	**4.80b**	4.68	**4.82b**	**4.97abc**	**4.75i**	**4.82hi**	**4.82hi**	4.61	4.56	**4.84hi**	4.73	**4.82hi**	**4.90ehik**	**5.04efghijklo**	**4.86hi**	**5.01efghijkl**
I don't like people to think badly of me	**5.28**	5.26	5.28	5.23	5.34	5.30	5.23	5.26	5.31	5.23	5.30	5.33	5.22	5.16	**5.42m**	5.29	5.30
White lies are acceptable to avoid hurting people's feelings	**4.65**	4.61	4.57	4.63	**4.78abc**	4.62	4.60	4.61	4.59	4.56	4.55	**4.81ijl**	4.51	4.59	**4.88efghijlm**	4.66	**4.79ijl**

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

	Total	Methodology		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Male (c)	Female (d)	16-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65-74 (j)	75+ (k)	16-34 (l)	35-54 (m)	55+ (n)	65+ (o)	NET White (p)	NET EMG (q)	Total
Unweighted Base	**2576**	-	2576	1240	1330	335	344	464	336	496	349	252	679	800	1097	601	2390	170	2576
Weighted Base	**2576**	-**	2576	1252	1316	345	350	482	357	463	317	262	695	840	1042	579	2314	244	2576
Effective Base	**1429**	-	1429	735	693	232	205	296	179	255	132	159	435	470	533	281	1291	128	2576
Yes	**2085**	-	2085	1023	1061	240	264	398	295	391	282	215	504	694	888	497	1903	175	2039
	81%	-	*81%*	*82%*	*81%*	*69%*	*75%*	**83%e**	**83%e**	**85%ef**	**89%ef**	**82%e**	*72%*	**83%l**	**85%l**	**86%l**	**82%q**	*72%*	*79%*
No	**491**	-	491	230	255	106	86	84	62	72	35	47	191	146	153	82	410	69	537
	19%	-	*19%*	*18%*	*19%*	**31%ghijk**	**25%ij**	*17%*	*17%*	*15%*	*11%*	*18%*	**28%mno**	*17%*	*15%*	*14%*	*18%*	**28%p**	*21%*

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h/i/j/k - l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined	
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per yea (i)	£11,500 - £17,499 per ye (j)	£17,500 - £29,999 per ye (k)	£30,000 - £49,999 per ye (l)	£50,000+ per yea (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)
Unweighted Base	**2576**	628	795	502	651	1423	1153	1285	1241	333	378	692	601	346	2017	341	2061
Weighted Base	**2576**	523	898	549	606	1420	1156	1527	998	306	375	730	600	361	2066	313	2104
Effective Base	**1429**	281	468	294	398	749	685	771	645	192	213	387	331	189	1119	196	1140
Yes	**2085**	396	722	457	511	1118	968	1222	829	256	304	632	485	281	1702	262	1728
	81%	*76%*	*80%*	**83%a**	**84%a**	*79%*	**84%e**	*80%*	*83%*	*84%*	*81%*	**87%lm**	*81%*	*78%*	*82%*	*84%*	*82%*
No	**491**	127	176	92	96	303	188	305	169	50	71	99	115	80	364	51	376
	19%	**24%cd**	*20%*	*17%*	*16%*	**21%f**	*16%*	*20%*	*17%*	*16%*	*19%*	*13%*	**19%k**	**22%k**	*18%*	*16%*	*18%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

Table 367

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Rurality			Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	**2576**	1656	920	410	1300	533	409	334	130	146	141	138	151	139	154	154	147	88	445
Weighted Base	**2576**	2202	374	129	2150	224	127	74	103	280	211	185	226	237	339	350	220	34*	190
Effective Base	**1429**	1180	262	111	1077	218	179	190	118	134	121	121	119	119	139	142	126	34	184
Yes	**2085**	1785	300	101	1756	173	99	57	86	229	179	158	195	207	252	279	173	26	147
	81%	*81%*	*80%*	*78%*	*82%*	*77%*	*78%*	*77%*	*83%*	*82%*	**85%n**	**85%n**	**86%nr**	**87%nr**	*74%*	*80%*	*79%*	*76%*	*77%*
No	**491**	417	73	28	394	51	28	17	18	51	32	27	31	30	87	71	47	8	43
	19%	*19%*	*20%*	*22%*	*18%*	*23%*	*22%*	*23%*	*17%*	*18%*	*15%*	*15%*	*14%*	*13%*	**26%jklm**	*20%*	*21%*	*24%*	**23%lm**

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r
* small base

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						
	Total	Very reliant (a)	Fairly reliant (b)	Neither reliant nor not reliant (c)	Not very reliant (d)	Not at all reliant (e)	Net reliant (f)	Net not reliant (g)	Very reliant (h)	Fairly reliant (i)	Neither reliant nor not reliant (j)	Not very reliant (k)	Not at all reliant (l)	Net reliant (m)	Net not reliant (n)
Unweighted Base	**2576**	971	993	339	197	57	1964	254	1037	999	348	125	44	2036	169
Weighted Base	**2576**	980	1002	354	172	52*	1982	224	1007	1015	359	133*	43**	2022	176
Effective Base	**1429**	517	555	207	110	34	1071	144	542	557	212	82	25	1099	106
Yes	**2085**	822	792	275	140	43	1615	183	843	826	268	98	38	1669	136
	81%	**84%b**	*79%*	*78%*	*81%*	*83%*	*81%*	*82%*	**84%jk**	**81%j**	*75%*	*74%*	*89%*	**83%jk**	*77%*
No	**491**	158	210	78	32	9	367	41	164	189	91	35	5	353	40
	19%	*16%*	**21%a**	*22%*	*19%*	*17%*	*19%*	*18%*	*16%*	*19%*	**25%him**	**26%hm**	*11%*	*17%*	*23%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Housebound			Disability			Internet access					
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	**2576**	183	2340	53	814	1598	164	2508	25	22	3	2555	18
Weighted Base	**2576**	161	2360	55*	762	1647	167*	2507	28**	20**	3**	2555	18**
Effective Base	**1429**	100	1300	30	453	890	89	1385	17	14	2	1415	13
Yes	**2085**	142	1898	45	643	1336	106	2036	25	14	2	2075	9
	81%	*88%*	*80%*	*81%*	**84%f**	**81%f**	*64%*	*81%*	*87%*	*71%*	*62%*	*81%*	*49%*
No	**491**	19	461	11	120	311	60	471	4	6	1	481	9
	19%	*12%*	*20%*	*19%*	*16%*	*19%*	**36%de**	*19%*	*13%*	*29%*	*38%*	*19%*	*51%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l
* small base; ** very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - July 2020 to June 2021 (Online only)

QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?

Base : All participants

		Quarter				Month											
	Total	Q3 2020 (Latest Q -3) (a)	Q4 2020 (Latest Q -2) (b)	Q1 2021 (Latest Q -1) (c)	Q2 2021 (Latest Quarter) (d)	Jul 2020 (Latest M -11) (e)	Aug 2020 (Latest M -10) (f)	Sep 2020 (Latest M -9) (g)	Oct 2020 (Latest M -8) (h)	Nov 2020 (Latest M -7) (i)	Dec 2020 (Latest M -6) (j)	Jan 2021 (Latest M -5) (k)	Feb 2021 (Latest M -4) (l)	Mar 2021 (Latest M -3) (m)	Apr 2021 (Latest M -2) (n)	May 2021 (Latest M -1) (o)	Jun 2021 (Latest Month) (p)
Unweighted Base	**2576**	-	-	1284	1292	-	-	-	-	-	-	432	424	428	430	432	430
Weighted Base	**2576**	-**	-**	1284	1292	-**	-**	-**	-**	-**	-**	421	435	428	430	416	447
Effective Base	**1429**	-	-	709	720	-	-	-	-	-	-	228	244	237	241	242	239
Yes	**2085**	-	-	1027	1059	-	-	-	-	-	-	344	352	330	348	349	361
	81%	-	-	*80%*	*82%*	-	-	-	-	-	-	*82%*	*81%*	*77%*	*81%*	*84%*	*81%*
No	**491**	-	-	257	233	-	-	-	-	-	-	77	83	98	82	66	86
	19%	-	-	*20%*	*18%*	-	-	-	-	-	-	*18%*	*19%*	*23%*	*19%*	*16%*	*19%*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
** very small base (under 30) ineligible for sig testing

Page	Table	Title	Base Description	Base
1	1	QB1. How do you use postal services, if at all?	Base : All participants	5147
7	2	QB2. Are you...?	Base : All participants	5147
13	3	QB3. How old are you? Please type below	Base : All participants	5147
25	4	QB4. What best describes the occupation of the main income earner in your household?	Base : All participants	5147
37	5	QB5. You say that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?	Base : Main income earner in the household is now retired	1162
49	6	QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?	Base : All participants	5147
61	7	QB6. Where do you live?	Base : All participants	5147
73	8	QB6b. Which of the following best describes where you live?	Base : All participants	5147
85	9	QB7. Are you unable to leave your home without help, due to illness or disability?	Base : All participants	5147
91	10	QC1_1. Which types of communication would you be happy to receive from - Your bank / building society	Base : All participants (on even months)	2602
97	11	QC1_2. Which types of communication would you be happy to receive from - Your gas / electricity provider	Base : All participants (on even months)	2602
103	12	QC1_3. Which types of communication would you be happy to receive from - Your local council or tax office	Base : All participants (on even months)	2602
109	13	QC1_4. Which types of communication would you be happy to receive from - Your GP / medical or healthcare professional	Base : All participants (on even months)	2602
115	14	QC1_5. Which types of communication would you be happy to receive from - Organisations you have a membership with	Base : All participants (on even months)	2602

Page	Table	Title	Base Description	Base
121	15	QC1_6. Which types of communication would you be happy to receive from - Your landline phone provider	Base : All participants (on even months)	2602
127	16	QC1_7. Which types of communication would you be happy to receive from - Your paid TV provider	Base : All participants (on even months)	2602
133	17	QC1_8. Which types of communication would you be happy to receive from - Your broadband provider	Base : All participants (on even months)	2602
139	18	QC1_9. Which types of communication would you be happy to receive from - Your mobile phone provider	Base : All participants (on even months)	2602
145	19	QC1_1. Which types of communication would you be happy to receive from - Post	Base : All participants (on even months)	2602
151	20	QC1_2. Which types of communication would you be happy to receive from - Phone call	Base : All participants (on even months)	2602
157	21	QC1_3. Which types of communication would you be happy to receive from - Text message	Base : All participants (on even months)	2602
163	22	QC1_4. Which types of communication would you be happy to receive from - Email/ online portal	Base : All participants (on even months)	2602
169	23	QC1_5. Which types of communication would you be happy to receive from - Other	Base : All participants (on even months)	2602
175	24	QC2_1. Which method would you prefer to receive communications from - Your bank / building society	Base : All	1349
181	25	QC2_2. Which method would you prefer to receive communications from - Your gas / electricity provider	Base : All	1163
187	26	QC2_3. Which method would you prefer to receive communications from - Your local council or tax office	Base : All	1105

Page	Table	Title	Base Description	Base
193	27	QC2_4. Which method would you prefer to receive communications from - Your GP / medical or healthcare professional	Base : All	1432
199	28	QC2_5. Which method would you prefer to receive communications from - Organisations you have a membership with	Base : All	947
205	29	QC2_6. Which method would you prefer to receive communications from - Your landline phone provider	Base : All	1072
211	30	QC2_7. Which method would you prefer to receive communications from - Your paid TV provider	Base : All	967
217	31	QC2_8. Which method would you prefer to receive communications from - Your broadband provider	Base : All	1190
223	32	QC2_9. Which method would you prefer to receive communications from - Your mobile phone provider	Base : All	1304
229	33	QC1/C2_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society	Base : All participants (on even months)	2602
235	34	QC1/C2_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider	Base : All participants (on even months)	2602
241	35	QC1/C2_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office	Base : All participants (on even months)	2602
247	36	QC1/C2_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional	Base : All participants (on even months)	2602
253	37	QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with	Base : All participants (on even months)	2602

Page	Table	Title	Base Description	Base
259	38	QC1/C2_6. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider	Base : All participants (on even months)	2602
265	39	QC1/C2_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider	Base : All participants (on even months)	2602
271	40	QC1/C2_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider	Base : All participants (on even months)	2602
277	41	QC1/C2_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider	Base : All participants (on even months)	2602
283	42	QC1/QC2_1. Which types of communication would you be happy to receive from (Total Answers) - Post	Base : All participants (on even months)	2602
289	43	QC1/QC2_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call	Base : All participants (on even months)	2602
295	44	QC1/QC2_3. Which types of communication would you be happy to receive from (Total Answers) - Text message	Base : All participants (on even months)	2602
301	45	QC1/QC2_4. Which types of communication would you be happy to receive from (Total Answers) - Email/ online portal	Base : All participants (on even months)	2602
307	46	QC1/QC2_5. Which types of communication would you be happy to receive from (Total Answers) - Other	Base : All participants (on even months)	2602
313	47	QC3_1 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I value the option to be able to use the postal service	Base : All participants (on even months)	2602

Page	Table	Title	Base Description	Base
319	48	QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send emails rather than letters whenever possible	Base : All participants (on even months)	2602
325	49	QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	Base : All participants (on even months)	2602
331	50	QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative	Base : All participants (on even months)	2602
337	51	QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would feel cut off from society if I couldn't send or receive post	Base : All participants (on even months)	2602
343	52	QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post to send greetings cards	Base : All participants (on even months)	2602
349	53	QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I send fewer letters by post now due to the cost	Base : All participants (on even months)	2602
355	54	QC3_8 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I trust second class post to get there in a reasonable timeframe	Base : All participants (on even months)	2602

Page	Table	Title	Base Description	Base
361	55	QC3_9 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I nearly always send digital greetings cards now, instead of sending them by post	Base : All participants (on even months)	2602
367	56	QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post	Base : All participants (on even months)	2602
373	57	QC3_11 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I expect to use Royal Mail's competitors more in the future	Base : All participants (on even months)	2602
379	58	QC3_NET_A Sending and receiving post - Agreement - Agree Summary	Base : All participants (on even months)	2602
391	59	QC3_NET_D Sending and receiving post - Agreement - Disgree Summary	Base : All participants (on even months)	2602
403	60	QC3_Mean Sending and receiving post - Agreement - Mean Summary	Base : All participants (on even months)	2602
415	61	QC4_1. How important to you are each of these channels of communication? - Post	Base : All participants (on even months)	2602
421	62	QC4_2. How important to you are each of these channels of communication? - Mobile phone calls	Base : All participants (on even months)	2602
427	63	QC4_3. How important to you are each of these channels of communication? - Landline calls	Base : All participants (on even months)	2602
433	64	QC4_4. How important to you are each of these channels of communication? - Text messages	Base : All participants (on even months)	2602
439	65	QC4_5. How important to you are each of these channels of communication? - Email	Base : All participants (on even months)	2602

Page	Table	Title	Base Description	Base
445	66	QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)	Base : All participants (on even months)	2602
451	67	QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)	Base : All participants (on even months)	2602
457	68	QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	Base : All participants (on even months)	2602
463	69	QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet	Base : All participants (on even months)	2602
469	70	QC4_NET_E. How important to you are each of these channels of communication? - Essential/Fairly important Summary	Base : All participants (on even months)	2602
475	71	QC4_NET_I. How important to you are each of these channels of communication? - Irrelevant/Not very important Summay	Base : All participants (on even months)	2602
481	72	QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary	Base : All participants (on even months)	2602
487	73	QD1_1. Approximately how many of the following have you sent in the last month? Invitations/ greetings cards/ postcards / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147
493	74	QD1_2. Approximately how many of the following have you sent in the last month? Personal letters (e.g. to a friend or relative) / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147

	Page	Table	Title	Base Description	Base
◖	499	75	QD1_3. Approximately how many of the following have you sent in the last month? Formal letters to organisations or individuals / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147
◖	505	76	QD1_4. Approximately how many of the following have you sent in the last month? Payments for Bills/ invoices/ statements / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147
◖	511	77	QD1_5. Approximately how many of the following have you sent in the last month? Smaller parcels - that will fit through a letterbox / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147
◖	517	78	QD1_6. Approximately how many of the following have you sent in the last month? Larger parcels - that will not fit through a letterbox / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147
◖	523	79	QD1_7. Approximately how many of the following have you sent in the last month? Items requiring a signature / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147

Page	Table	Title	Base Description	Base
529	80	QD1_8. Approximately how many of the following have you sent in the last month? Other important items which involve postal or delivery services / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147
535	81	QD1_Post. Approximately how many of the following have you sent in the last month? All Post / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147
541	82	QD1_Services. Approximately how many of the following have you sent in the last month? All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements) / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147
547	83	QD1_Parcels. Approximately how many of the following have you sent in the last month? Small & Large Parcels Combined / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5147
553	84	QD1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary	Base : All participants	5147
559	85	QD1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary	Base : All participants	5147

Page	Table	Title	Base Description	Base
565	86	QD1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary	Base : All sending at least one of each type of post	5147
571	87	QD2_1. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Smaller parcels	Base : Send any Smaller parcels	2246
583	88	QD2_2. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - Larger parcels	Base : Send any Larger parcels	1977
595	89	QD2_T. Thinking of all the parcels you sent in the past month, roughly what percentage of these parcels did you send to people who had bought products from you online (e.g. on eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc)? - All Parcels	Base : Send any Parcels	2879
601	90	QD3. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?	Base : Send parcels to those who have bought products online	1631
607	91	QD4. And in total , how much have you spent on postage in the last month, including all letters, cards and parcels? Please do not include any stamps that you've bought but not yet used.	Base : Sent any post in the last month	4309
618	92	QD5. Which of the following companies have you used to send parcels in the last month?	Base : Sent any parcels in the last month	2880
630	93	QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month	Base : Sent any parcels in the last month	2880

Page	Table	Title	Base Description	Base
636	94	QD6. And how did you send these parcels? Please tick all methods you have used to send parcels in the last month - Royal Mail	Base : Sent any parcels in the last month via Royal Mail	2655
642	95	QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Base : Used Non-Royal Mail services to send parcels	706
654	96	QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail	Base : Didn't use Royal Mail services to send parcels	219
666	97	QD7. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Base : Used Royal Mail and Non-Royal Mail services to send parcels	487
678	98	QD8. Thinking of the parcels that you've sent in the last month , how was the postage paid for?	Base : Sent any parcels in the last month	2880
684	99	QD9. Which, if any of these Royal Mail products have you used to send parcels in the last month?	Base : Sent any parcels in the last month	2880
696	100	QD10a_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
702	101	QD10a_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guarantee that the parcel will arrive on time	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165

	Page	Table	Title	Base Description	Base
◖	708	102	QD10a_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to track the delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	714	103	QD10a_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to choose an express or next day service	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	720	104	QD10a_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Ability to select a specific date/time for delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	726	105	QD10a_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	732	106	QD10a_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for me to drop the parcel off	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	738	107	QD10a_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the operator to pick the parcel up from me	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165

	Page	Table	Title	Base Description	Base
◖	744	108	QD10a_9. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient options for the recipient to accept the delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	750	109	QD10a_10. For each factor, please tell us how important it is to you in choosing a postal provider or service - Insurance against damage or loss	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	756	110	QD10a_11. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	762	111	QD10a_12. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of postage/dispatch	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	768	112	QD10a_13. For each factor, please tell us how important it is to you in choosing a postal provider or service - Proof of receipt/delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	774	113	QD10a_14. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165

	Page	Table	Title	Base Description	Base
◖	780	114	QD10a_15. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	786	115	QD10a_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	798	116	QD10a_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	810	117	QD10a_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	3165
◖	822	118	QD10b_1. For each factor, please tell us how important it is to you in choosing a postal provider or service - Low cost	Base : All participants (on odd months)	2545
◖	828	119	QD10b_2. For each factor, please tell us how important it is to you in choosing a postal provider or service - Fast delivery	Base : All participants (on odd months)	2545
◖	834	120	QD10b_3. For each factor, please tell us how important it is to you in choosing a postal provider or service - Next day delivery option	Base : All participants (on odd months)	2545

Page	Table	Title	Base Description	Base
840	121	QD10b_4. For each factor, please tell us how important it is to you in choosing a postal provider or service - Delivery within 3 days	Base : All participants (on odd months)	2545
846	122	QD10b_5. For each factor, please tell us how important it is to you in choosing a postal provider or service - Convenient to post (within 1/2 mile)	Base : All participants (on odd months)	2545
852	123	QD10b_6. For each factor, please tell us how important it is to you in choosing a postal provider or service - Same price to send to anywhere within the UK	Base : All participants (on odd months)	2545
858	124	QD10b_7. For each factor, please tell us how important it is to you in choosing a postal provider or service - Guaranteed delivery to recipient's door	Base : All participants (on odd months)	2545
864	125	QD10b_8. For each factor, please tell us how important it is to you in choosing a postal provider or service - Daily collection service	Base : All participants (on odd months)	2545
870	126	QD10b_NET_I. For each factor, please tell us how important it is to you in choosing a postal provider or service - Important Summary	Base : All participants (on odd months)	2545
876	127	QD10b_NET_NI. For each factor, please tell us how important it is to you in choosing a postal provider or service - Not important Summary	Base : All participants (on odd months)	2545
882	128	QD10b_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary	Base : All participants (on odd months)	2545
888	129	QD12_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Invitations/ greetings cards/ postcards	Base : All participants (on odd months)	2545

Page	Table	Title	Base Description	Base
894	130	QD12_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Personal letters (e.g. to a friend or relative)	Base : All participants (on odd months)	2545
900	131	QD12_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Formal letters to organisations or individuals	Base : All participants (on odd months)	2545
906	132	QD12_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Payments for bills/ invoices/ statements	Base : All participants (on odd months)	2545
912	133	QD12_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Smaller parcels - that will fit through a letterbox	Base : All participants (on odd months)	2545
918	134	QD12_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Larger parcels - that will not fit through a letterbox	Base : All participants (on odd months)	2545
924	135	QD12_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Items requiring a signature	Base : All participants (on odd months)	2545
930	136	QD12_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Tracked post, e.g. items that you can track where they are in the delivery process	Base : All participants (on odd months)	2545

Page	Table	Title	Base Description	Base
936	137	QD12_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Other types of mail	Base : All participants (on odd months)	2545
942	138	QD12_NET_M. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary	Base : All participants (on odd months)	2545
948	139	QD12_NET_N. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants (on odd months)	2545
954	140	QD12_NET_L. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants (on odd months)	2545
960	141	QD12_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants (on odd months)	2545
966	142	QD13. Which, if any, of these types of communication are you now using more instead of post , compared to two years ago?	Base : All participants (on even months)	2602
972	143	QE1_1. Approximately how many of the following have you personally received in the last week? Invitations/ greetings cards/ postcards / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5147

	Page	Table	Title	Base Description	Base
◖	978	144	QE1_2. Approximately how many of the following have you personally received in the last week? Personal letters (e.g. to a friend or relative) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5147
◖	984	145	QE1_3. Approximately how many of the following have you personally received in the last week? Formal letters to organisations or individuals / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5147
◖	990	146	QE1_4. Approximately how many of the following have you personally received in the last week? Bills/ invoices/ statements / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5147
◖	996	147	QE1_5. Approximately how many of the following have you personally received in the last week? Smaller parcels - that will fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5147
◖	1002	148	QE1_6. Approximately how many of the following have you personally received in the last week? Larger parcels - that will not fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5147

	Page	Table	Title	Base Description	Base
◖	1008	149	QE1_7. Approximately how many of the following have you personally received in the last week? Items requiring a signature / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5147
◖	1014	150	QE1_Post. Approximately how many of the following have you personally received in the last week? All Post / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5147
◖	1020	151	QE1_Services. Approximately how many of the following have you personally received in the last week? All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5147
◖	1026	152	QE1_Parcels. Approximately how many of the following have you personally received in the last week? Small and Large Parcels Combined / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5147
◖	1032	153	QE1_Any. Approximately how many of the following have you personally received in the last week? - Any Receiving Summary	Base : All participants	5147

	Page	Table	Title	Base Description	Base
◖	1038	154	QE1_Mean_Total. Approximately how many of the following have you personally received in the last week? - Total Mean (including those not Receiving any) Summary	Base : All participants	5147
◖	1044	155	QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week? - Receiving Mean (excluding those not Receiving any) Summary	Base : All receiving at least one of each type of post	5147
◖	1050	156	QE2. Do you ever order items to be delivered to you by post/delivery service?	Base : All participants (on odd months)	2545
◖	1056	157	QE3_1. When you place an order for an item for yourself, where do you get the item delivered to? - Where you usually get items delivered	Base : Order items to be delivered by post/delivery services (on odd months)	2393
◖	1062	158	QE3_2. When you place an order for an item for yourself, where do you get the item delivered to? - Where you've had items delivered in the past 6 months	Base : Order items to be delivered by post/delivery services (on odd months)	2393
◖	1068	159	QE4. Have you ever returned any goods that were delivered to you by post?	Base : Order items to be delivered by post/delivery services (on odd months)	2393
◖	1074	160	QE5. Thinking of the parcel(s) that you have received in the last week , which of these companies delivered the parcel(s)?	Base : Received any parcels in the last week	3606
◖	1086	161	QE6. And, to the best of your knowledge, were these parcel(s) delivered on the first attempt? If you received more than one parcel, please select all the options that apply to you	Base : Received any parcels in the last week	3606
◖	1092	162	QE7_1. How satisfied were you with that recent experience where... - A card was left with instructions to arrange redelivery or collection from a depot	Base : Experienced A card was left with instructions to arrange redelivery or collection from a depot from their parcel delivery in the last week	176

	Page	Table	Title	Base Description	Base
	1098	163	QE7_2. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left in a safe place outside your home	Base : Experienced A card was left to say that the parcel was left in a safe place outside your home from their parcel delivery in the last week	100
	1104	164	QE7_3. How satisfied were you with that recent experience where... - A card was left to say that the parcel was left with a neighbour	Base : Experienced A card was left to say that the parcel was left with a neighbour from their parcel delivery in the last week	45
	1110	165	QE7_4. How satisfied were you with that recent experience where... - The parcel was left outside of your home for you to find	Base : Experienced The parcel was left outside of your home for you to find from their parcel delivery in the last week	48
	1116	166	QE9. Have you ever received a ‘Sorry you were out’ card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature?	Base : All participants	5147
	1122	167	QE10. Generally speaking, how would you prefer to deal with a ‘Sorry you were out’ card?	Base : Received a ‘Sorry you were out’ card	3807
	1128	168	QE10A. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?	Base : All participants	5147
	1134	169	QE10B_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Low cost	Base : Have had to decide on a postal/delivery option in the last month	1843

	Page	Table	Title	Base Description	Base
◖	1140	170	QE10B_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Free delivery	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1146	171	QE10B_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Inclusion of insurance	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1152	172	QE10B_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive on time	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1158	173	QE10B_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to track the delivery	Base : Have had to decide on a postal/delivery option in the last month	1843

	Page	Table	Title	Base Description	Base
◖	1164	174	QE10B_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to choose an express or next day service	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1170	175	QE10B_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to select a specific date/time for delivery	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1176	176	QE10B_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Fast delivery	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1182	177	QE10B_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Convenient options for me to accept the delivery	Base : Have had to decide on a postal/delivery option in the last month	1843

	Page	Table	Title	Base Description	Base
◖	1188	178	QE10B_10. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive intact	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1194	179	QE10B_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to select an evening/weekend delivery	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1200	180	QE10B_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof of postage/dispatch	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1206	181	QE10B_13. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guaranteed delivery to my door	Base : Have had to decide on a postal/delivery option in the last month	1843

	Page	Table	Title	Base Description	Base
◖	1212	182	QE10B_14. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Availability of nearby collection points in case of failed delivery	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1218	183	QE10B_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1224	184	QE10B_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Option to reschedule if I am unable to take the delivery	Base : Have had to decide on a postal/delivery option in the last month	1843
◖	1230	185	QE10B_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to provide a specific time slot or SMS notification of delivery time	Base : Have had to decide on a postal/delivery option in the last month	1843

Page	Table	Title	Base Description	Base
1236	186	QE10B_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me if someone else receives it	Base : Have had to decide on a postal/delivery option in the last month	1843
1242	187	QE10B_NET_I. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary	Base : Have had to decide on a postal/delivery option in the last month	1843
1254	188	QE10B_NET_NI. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary	Base : Have had to decide on a postal/delivery option in the last month	1843
1266	189	QE10B_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary	Base : Have had to decide on a postal/delivery option in the last month	1843
1278	190	QE10C. When you receive post or parcels in the mail, do you normally...	Base : All participants	5147
1284	191	QE10D. You say you don't open everything on the day it was received. When would you normally open these items?	Base : Those who don't open all post or parcels on the same day	672

	Page	Table	Title	Base Description	Base
◖	1290	192	QE11_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements	Base : All participants (on odd months)	2545
◖	1296	193	QE11_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with	Base : All participants (on odd months)	2545
◖	1302	194	QE11_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with	Base : All participants (on odd months)	2545
◖	1308	195	QE11_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards	Base : All participants (on odd months)	2545
◖	1314	196	QE11_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend)	Base : All participants (on odd months)	2545
◖	1320	197	QE11_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with	Base : All participants (on odd months)	2545
◖	1326	198	QE11_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures	Base : All participants (on odd months)	2545

Page	Table	Title	Base Description	Base
1332	199	QE11_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to	Base : All participants (on odd months)	2545
1338	200	QE11_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels - that fit through a letterbox	Base : All participants (on odd months)	2545
1344	201	QE11_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels - that do not fit through a letterbox	Base : All participants (on odd months)	2545
1350	202	QE11_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature	Base : All participants (on odd months)	2545
1356	203	QE11_NET_M. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary	Base : All participants (on odd months)	2545
1362	204	QE11_NET_N. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants (on odd months)	2545
1369	205	QE11_NET_L. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants (on odd months)	2545

Page	Table	Title	Base Description	Base
1376	206	QE11_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants (on odd months)	2545
1382	207	QF1_1. In the last three months have you had to... - Reduce your use of postage stamps so that you can afford essentials like food or heating?	Base : All participants	5147
1388	208	QF1_2. In the last three months have you had to... - Cut back on essentials like food or heating so that you can afford to buy postage stamps?	Base : All participants	5147
1394	209	QF2. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?	Base : All participants	5147
1406	210	QF3. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?	Base : All participants	5147
1418	211	QF4. We can tell you that a first class stamp for a standard letter currently costs 85p* . How would you rate Royal Mail's first class service in terms of value for money?	Base : All participants	5147
1424	212	QF5. We can tell you that a second class stamp for a standard letter currently costs 66p* . How would you rate Royal Mail's second class service in terms of value for money?	Base : All participants	5147
1430	213	QF6. It currently costs £1.35 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?	Base : Northern Ireland participants	550
1436	214	QF7. When sending letters or cards, which service do you tend to use?	Base : All participants	5147
1442	215	QF8. Which, if any, of these describe your reasons for using first class postage all or most of the time?	Base : Use 1st Class all or most of the time to send letters or cards	2322

Page	Table	Title	Base Description	Base
1448	216	QF9. Which, if any, of these influence your decision to use first or second class stamps?	Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards	2621
1454	217	QG1_1. How much would you say you rely on the postal services for sending and receiving the following... - Letters and cards	Base : All participants	5147
1460	218	QG1_2. How much would you say you rely on the postal services for sending and receiving the following... - Parcels	Base : All participants	5147
1466	219	QG1_NET_R. How much would you say you rely on the postal services for sending and receiving the following... - Net Very/fairly reliant Summary	Base : All participants	5147
1472	220	QG1_NET_NR. How much would you say you rely on the postal services for sending and receiving the following... - Net Not at all/not very reliant Summary	Base : All participants	5147
1478	221	QG1_MEAN. How much would you say you rely on the postal services for sending and receiving the following... Mean Summary	Base : All participants	5147
1484	222	QG2. How satisfied are you overall with the postal services in terms of delivering value for money for sending mail?	Base : All participants	5147
1490	223	QG3_1. How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	Base : All participants	5147
1496	224	QG3_2. How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination	Base : All participants	5147
1502	225	QG3_3. How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged	Base : All participants	5147

Page	Table	Title	Base Description	Base
1508	226	QG3_4. How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery	Base : All participants	5147
1514	227	QG3_5. How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes	Base : All participants	5147
1520	228	QG3_6. How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches	Base : All participants	5147
1526	229	QG3_7. How satisfied are you with the following aspects of Royal Mail's service? Cost of postage	Base : All participants	5147
1532	230	QG3_8. How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services	Base : All participants	5147
1538	231	QG3_9. How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures	Base : All participants	5147
1544	232	QG3_10. How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation	Base : All participants	5147
1550	233	QG3_NET_S. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary	Base : All participants	5147
1556	234	QG3_NET_D. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary	Base : All participants	5147
1562	235	QG3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary	Base : All participants	5147
1568	236	QG5. And how would you rate your overall satisfaction with Royal Mail?	Base : All participants	5147

Page	Table	Title	Base Description	Base
1574	237	QG6. Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services?	Base : All participants	5147
1580	238	QH1_1. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Lost mail	Base : All participants	5147
1586	239	QH1_2. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Damaged mail	Base : All participants	5147
1592	240	QH1_3. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Delayed mail	Base : All participants	5147
1598	241	QH1_4. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mis-delivered mail - you have received someone else's mail or they have received yours	Base : All participants	5147
1604	242	QH1_5. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Mail that has been tampered with	Base : All participants	5147
1610	243	QH1_6. In the last 12 months, have you experienced problems with Royal Mail's service in terms of... Received a card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	Base : All participants	5147
1616	244	QH1_NET_Y. Royal Mail's services that participant has experienced a problem with in the last 12 months	Base : All participants	5147
1622	245	QH2. In the last 12 months, have you had cause to complain to Royal Mail about its services?	Base : All participants	5147

	Page	Table	Title	Base Description	Base
◖	1628	246	QH3. Did you make a complaint to Royal Mail? Please select the main way you made the complaint.	Base : Those who had cause to complain to Royal Mail about its services in the last 12 months	576
◖	1634	247	QH4. Where did you find information about how to make a complaint, or did you not need this information?	Base : Those making a complaint to the Royal Mail	495
◖	1640	248	QH5. How easy or difficult did you find it to make a complaint about Royal Mail?	Base : Those making a complaint to the Royal Mail	495
	1646	249	QH6. What was difficult about making the complaint to Royal Mail?	Base : Those finding it difficult to make a complain to the Royal Mail	139
◖	1652	250	QH7_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled	Base : Those making a complaint to the Royal Mail	495
◖	1658	251	QH7_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint	Base : Those making a complaint to the Royal Mail	495
◖	1664	252	QH7_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint	Base : Those making a complaint to the Royal Mail	495
◖	1670	253	QH7_NET_S. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary	Base : Those making a complaint to the Royal Mail	495
◖	1676	254	QH7_NET_D. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary	Base : Those making a complaint to the Royal Mail	495
◖	1682	255	QH7_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary	Base : Those making a complaint to the Royal Mail	495

	Page	Table	Title	Base Description	Base
	1688	256	QH8. Why didn't you make a complaint to Royal Mail?	Base : Those who had cause but did not make a complaint to the Royal Mail	81
	1694	257	QH9. And did you complain to anyone else about the service you received from Royal Mail?	Base : Those who has cause to complain to Royal Mail about its services in the last 12 months	576
	1700	258	QI1. The following companies all offer parcel delivery services. Which, if any, had you heard of before today?	Base : All participants	5147
	1712	259	QI2_1. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Royal Mail	Base : Aware of Royal Mail	4852
	1718	260	QI2_2. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Citipost	Base : Aware of Citipost	832
	1724	261	QI2_3. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Collect + (Collect Plus)	Base : Aware of Collect + (Collect Plus)	1486
	1730	262	QI2_4. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DHL	Base : Aware of DHL	4326
	1736	263	QI2_5. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? FedEx	Base : Aware of FedEx	4234

Page	Table	Title	Base Description	Base
1742	264	QI2_6. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Hermes	Base : Aware of Hermes	4440
1748	265	QI2_7. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Interlink	Base : Aware of Interlink	1612
1754	266	QI2_8. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DPD	Base : Aware of DPD	3927
1760	267	QI2_9. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Parcelforce	Base : Aware of Parcelforce	4131
1766	268	QI2_10. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? TNT Express	Base : Aware of TNT Express	2774
1772	269	QI2_11. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? TNT Post UK	Base : Aware of TNT Post UK	1275
1778	270	QI2_12. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? UPS	Base : Aware of UPS	3560
1784	271	QI2_13. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? UK Mail (not to be confused with Royal Mail)	Base : Aware of UK Mail (not to be confused with Royal Mail)	1396

	Page	Table	Title	Base Description	Base
◖	1790	272	QI2_14. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? DX	Base : Aware of DX	633
◖	1796	273	QI2_15. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Yodel	Base : Aware of Yodel	3768
◖	1802	274	QI2_16. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : Aware of Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2349
	1808	275	QI2_17. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? Other	Base : Aware of Other	24
◖	1814	276	QI2_NET_S. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Used to send	Base : All participants	5147
◖	1826	277	QI2_NET_D. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - They've delivered	Base : All participants	5147
◖	1838	278	QI2_NET_T. Which, if any, of these companies have you encountered, either to send a packet, parcel or letter, or because they delivered a packet, parcel or letter to you? - Any usage	Base : All participants	5147

	Page	Table	Title	Base Description	Base
◖	1850	279	QI3_2. In the last 12 months, have you experienced any problems with services from these providers? Citipost	Base : Used Citipost	138
◖	1856	280	QI3_3. In the last 12 months, have you experienced any problems with services from these providers? Collect + (Collect Plus)	Base : Used Collect + (Collect Plus)	640
◖	1862	281	QI3_4. In the last 12 months, have you experienced any problems with services from these providers? DHL	Base : Used DHL	2462
◖	1868	282	QI3_5. In the last 12 months, have you experienced any problems with services from these providers? FedEx	Base : Used FedEx	1510
◖	1874	283	QI3_6. In the last 12 months, have you experienced any problems with services from these providers? Hermes	Base : Used Hermes	3687
◖	1880	284	QI3_7. In the last 12 months, have you experienced any problems with services from these providers? Interlink	Base : Used Interlink	299
◖	1886	285	QI3_8. In the last 12 months, have you experienced any problems with services from these providers? DPD	Base : Used DPD	2699
◖	1892	286	QI3_9. In the last 12 months, have you experienced any problems with services from these providers? Parcelforce	Base : Used Parcelforce	2483
◖	1898	287	QI3_10. In the last 12 months, have you experienced any problems with services from these providers? TNT Express	Base : Used TNT Express	551

	Page	Table	Title	Base Description	Base
	1904	288	QI3_11. In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK	Base : Used TNT Post UK	224
	1910	289	QI3_12. In the last 12 months, have you experienced any problems with services from these providers? UPS	Base : Used UPS	1346
	1916	290	QI3_13. In the last 12 months, have you experienced any problems with services from these providers? UK Mail (not to be confused with Royal Mail)	Base : Used UK Mail (not to be confused with Royal Mail)	576
	1922	291	QI3_14. In the last 12 months, have you experienced any problems with services from these providers? DX	Base : Used DX	183
	1928	292	QI3_15. In the last 12 months, have you experienced any problems with services from these providers? Yodel	Base : Used Yodel	2446
	1934	293	QI3_16. In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : Used Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	1871
	1940	294	QI3_17. In the last 12 months, have you experienced any problems with services from these providers? Other	Base : Used Other	21
	1946	295	QI3_2. In the last 12 months, have you experienced any problems with services from these providers? Citipost	Base : All participants	5147
	1952	296	QI3_3. In the last 12 months, have you experienced any problems with services from these providers? Collect + (Collect Plus)	Base : All participants	5147

Page	Table	Title	Base Description	Base
1958	297	QI3_4. In the last 12 months, have you experienced any problems with services from these providers? DHL	Base : All participants	5147
1964	298	QI3_5. In the last 12 months, have you experienced any problems with services from these providers? FedEx	Base : All participants	5147
1970	299	QI3_6. In the last 12 months, have you experienced any problems with services from these providers? Hermes	Base : All participants	5147
1976	300	QI3_7. In the last 12 months, have you experienced any problems with services from these providers? Interlink	Base : All participants	5147
1982	301	QI3_8. In the last 12 months, have you experienced any problems with services from these providers? DPD	Base : All participants	5147
1988	302	QI3_9. In the last 12 months, have you experienced any problems with services from these providers? Parcelforce	Base : All participants	5147
1994	303	QI3_10. In the last 12 months, have you experienced any problems with services from these providers? TNT Express	Base : All participants	5147
2000	304	QI3_11. In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK	Base : All participants	5147
2006	305	QI3_12. In the last 12 months, have you experienced any problems with services from these providers? UPS	Base : All participants	5147

Page	Table	Title	Base Description	Base
2012	306	QI3_13. In the last 12 months, have you experienced any problems with services from these providers? UK Mail (not to be confused with Royal Mail)	Base : All participants	5147
2018	307	QI3_14. In the last 12 months, have you experienced any problems with services from these providers? DX	Base : All participants	5147
2024	308	QI3_15. In the last 12 months, have you experienced any problems with services from these providers? Yodel	Base : All participants	5147
2030	309	QI3_16. In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : All participants	5147
2037	310	QI3_17. In the last 12 months, have you experienced any problems with services from these providers? Other	Base : All participants	5147
2043	311	QI3_1. In the last 12 months, have you experienced any problems with services from these providers? - Lost mail	Base : All participants	5147
2055	312	QI3_2. In the last 12 months, have you experienced any problems with services from these providers? - Damaged mail	Base : All participants	5147
2067	313	QI3_3. In the last 12 months, have you experienced any problems with services from these providers? - Delayed mail	Base : All participants	5147
2079	314	QI3_4. In the last 12 months, have you experienced any problems with services from these providers? - Mis-delivered mail	Base : All participants	5147
2091	315	QI3_5. In the last 12 months, have you experienced any problems with services from these providers? - Mail that has been tampered with	Base : All participants	5147

Page	Table	Title	Base Description	Base
2103	316	QI3_6. In the last 12 months, have you experienced any problems with services from these providers? - Other problems	Base : All participants	5147
2115	317	QI3_A. In the last 12 months, have you experienced any problems with services from these providers? - Any problems	Base : All participants	5147
2127	318	QI4_2. Did you make a complaint about the problems you experienced with the services from... - Citipost	Base : Experienced a problem with Citipost	28
2133	319	QI4_3. Did you make a complaint about the problems you experienced with the services from... - Collect + (Collect Plus)	Base : Experienced a problem with Collect + (Collect Plus)	64
2139	320	QI4_4. Did you make a complaint about the problems you experienced with the services from... - DHL	Base : Experienced a problem with DHL	204
2145	321	QI4_5. Did you make a complaint about the problems you experienced with the services from... - FedEx	Base : Experienced a problem with FedEx	115
2151	322	QI4_6. Did you make a complaint about the problems you experienced with the services from... - Hermes	Base : Experienced a problem with Hermes	841
2157	323	QI4_7. Did you make a complaint about the problems you experienced with the services from... - Interlink	Base : Experienced a problem with Interlink	19
2163	324	QI4_8. Did you make a complaint about the problems you experienced with the services from... - DPD	Base : Experienced a problem with DPD	282
2169	325	QI4_9. Did you make a complaint about the problems you experienced with the services from... - Parcelforce	Base : Experienced a problem with Parcelforce	189
2175	326	QI4_10. Did you make a complaint about the problems you experienced with the services from... - TNT Express	Base : Experienced a problem with TNT Express	26
2181	327	QI4_11. Did you make a complaint about the problems you experienced with the services from... - TNT Post UK	Base : Experienced a problem with TNT Post UK	16

Page	Table	Title	Base Description	Base
2187	328	QI4_12. Did you make a complaint about the problems you experienced with the services from... - UPS	Base : Experienced a problem with UPS	91
2193	329	QI4_13. Did you make a complaint about the problems you experienced with the services from... - UK Mail (not to be confused with Royal Mail)	Base : Experienced a problem with UK Mail (not to be confused with Royal Mail)	50
2199	330	QI4_14. Did you make a complaint about the problems you experienced with the services from... - DX	Base : Experienced a problem with DX	24
2205	331	QI4_15. Did you make a complaint about the problems you experienced with the services from... - Yodel	Base : Experienced a problem with Yodel	310
2211	332	QI4_16. Did you make a complaint about the problems you experienced with the services from... - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : Experienced a problem with Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	243
2217	333	QI4_17. Did you make a complaint about the problems you experienced with the services from... - Other	Base : Experienced a problem with Other	2
2223	334	QI_2. Competitive landscape - Citipost	Base : All participants	5147
2234	335	QI_3. Competitive landscape - Collect + (Collect Plus)	Base : All participants	5147
2245	336	QI_4. Competitive landscape - DHL	Base : All participants	5147
2256	337	QI_5. Competitive landscape - FedEx	Base : All participants	5147
2267	338	QI_6. Competitive landscape - Hermes	Base : All participants	5147
2278	339	QI_7. Competitive landscape - Interlink	Base : All participants	5147
2289	340	QI_8. Competitive landscape - DPD	Base : All participants	5147
2300	341	QI_9. Competitive landscape - Parcelforce	Base : All participants	5147
2311	342	QI_10. Competitive landscape - TNT Express	Base : All participants	5147

Page	Table	Title	Base Description	Base
2321	343	QI_11. Competitive landscape - TNT Post UK	Base : All participants	5147
2330	344	QI_12. Competitive landscape - UPS	Base : All participants	5147
2341	345	QI_13. Competitive landscape - UK Mail (not to be confused with Royal Mail)	Base : All participants	5147
2353	346	QI_14. Competitive landscape - DX	Base : All participants	5147
2362	347	QI_15. Competitive landscape - Yodel	Base : All participants	5147
2372	348	QI_16. Competitive landscape - Amazon Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	Base : All participants	5147
2384	349	QI_17. Competitive landscape - Other	Base : All participants	5147
2393	350	QJ1. What is your working status?	Base : All participants	5147
2399	351	QJ2. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc	Base : All participants	5147
2405	352	QJ3_1. How many adults and children live in your household? - Adults (18+ years) - including yourself	Base : All participants	5147
2411	353	QJ3_2. How many adults and children live in your household? - Children (less than 18 years)	Base : All participants	5147
2417	354	QJ3_T. How many adults and children live in your household? - All people in household	Base : All participants	5147
2423	355	QJ4. Which of these, if any, impact or limit your daily activities or the work you can do?	Base : All participants	5147
2435	356	QJ5. Which of the following best describes you?	Base : All participants	5147
2450	357	QJ6. What is your annual household income (from all sources, before tax)?	Base : All participants	5147

Page	Table	Title	Base Description	Base
2456	358	QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500?	Base : Did not declare an annual household income	487
2462	359	QJ6/QJ7. Household Income - Combined	Base : All participants	5147
2468	360	QJ7B_1. Agreement - Please be open and honest in your response. - I am satisfied with my life	Base : All participants	5147
2474	361	QJ7B_2. Agreement - Please be open and honest in your response. - I feel very positive about my future	Base : All participants	5147
2480	362	QJ7B_3. Agreement - Please be open and honest in your response. - I don't like people to think badly of me	Base : All participants	5147
2486	363	QJ7B_4. Agreement - Please be open and honest in your response. - White lies are acceptable to avoid hurting people's feelings	Base : All participants	5147
2492	364	QJ7B_NET_A. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary	Base : All participants	5147
2498	365	QJ7B_NET_D. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. - Net Agree Summary	Base : All participants	5147
2504	366	QJ7B_MEAN. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response. Mean Summary	Base : All participants	5147
2510	367	QJ8. Finally, would it be okay for us to contact you if we have any further questions relating to this study?	Base : All participants	2576