OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

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OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

REGION

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
North East	26	13	7	6	13	13	11	6	9	13	13	15	11
	4%	6%	4%	2%	4%	4%	5%	3%	4%	4%	4%	4%	4%
North West	80	14	28	38	37	43	25	28	27	36	44	41	39
	12%	6%	15%	15%	12%	13%	12%	12%	12%	10%	15%	11%	13%
			a	a									
Yorkshire & Humber	60	25	22	13	28	32	17	21	22	27	33	33	27
	9%	11%	12%	5%	9%	9%	8%	9%	10%	7%	11%	9%	9%
		c	c										
East Midlands	40	21	10	10	20	20	15	12	13	18	23	21	20
	6%	9%	5%	4%	6%	6%	7%	5%	6%	5%	8%	6%	7%
		c											
West Midlands	51	12	13	26	25	26	15	17	19	29	22	28	23
	8%	5%	7%	11%	8%	8%	7%	7%	9%	8%	7%	8%	8%
				a									
Eastern	60	22	19	19	30	30	13	27	20	42	18	29	31
	9%	10%	10%	8%	10%	9%	6%	12%	9%	12%	6%	8%	11%
										j			
London	84	26	28	30	42	42	32	34	18	41	42	49	35
	13%	12%	14%	12%	13%	12%	15%	15%	8%	11%	14%	13%	12%
							h	h					
South East	94	39	19	36	44	50	31	30	34	68	25	56	38
	14%	17%	10%	15%	14%	14%	14%	13%	16%	19%	8%	15%	13%
		b								j			
South West	56	19	9	28	24	32	16	16	24	26	30	35	21
	8%	9%	5%	11%	8%	9%	8%	7%	11%	7%	10%	9%	7%
				b									
Scotland	60	18	20	22	30	30	25	19	16	36	24	36	24
	9%	8%	11%	9%	9%	9%	12%	8%	7%	10%	8%	10%	8%
Wales	33	11	12	10	16	17	10	13	10	17	16	19	14
	5%	5%	6%	4%	5%	5%	5%	6%	5%	5%	5%	5%	5%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

REGION

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Northern Ireland	17	5	5	7	9	9	6	6	5	8	9	9	8
	3%	2%	3%	3%	3%	3%	3%	3%	2%	2%	3%	3%	3%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

URBANITY

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
LARGE CITY	101	26	45	30	50	51	46	35	19	51	50	59	42
	15%	12%	23% ac	12%	16%	15%	21% h	15% h	9%	14%	17%	16%	14%
SMALLER CITY OR LARGE TOWN	86	23	15	48	42	44	27	30	29	44	42	46	40
	13%	10%	8%	20% ab	13%	13%	12%	13%	14%	12%	14%	12%	14%
MEDIUM TOWN	225	63	95	67	108	117	74	73	79	125	99	118	107
	34%	28%	49% ac	27%	34%	34%	34%	32%	36%	35%	33%	32%	37%
SMALL TOWN WITHIN 10 MILES	134	68	9	57	64	70	35	52	47	81	53	87	48
	20%	30% b	5%	23% b	20%	20%	16%	23%	22%	22%	18%	23% l	16%
SMALL TOWN MORE THAN 10 MILES	23	8	2	12	10	12	7	6	10	11	12	11	12
	3%	4%	1%	5% b	3%	4%	3%	3%	5%	3%	4%	3%	4%
RURAL AREA WITHIN 10 MILES	77	33	20	25	36	42	23	29	26	44	34	41	36
	12%	15%	10%	10%	11%	12%	11%	12%	12%	12%	11%	11%	13%
REMOTE RURAL	16	3	6	6	7	9	4	6	6	6	10	9	7
	2%	1%	3%	3%	2%	2%	2%	2%	3%	2%	3%	2%	2%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

NATION

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
England	552 83%	191 85%	154 81%	206 84%	264 83%	288 84%	175 81%	191 83%	186 86%	301 83%	250 84%	306 83%	246 84%
Scotland	60 9%	18 8%	20 11%	22 9%	30 9%	30 9%	25 12%	19 8%	16 7%	36 10%	24 8%	36 10%	24 8%
Wales	33 5%	11 5%	12 6%	10 4%	16 5%	17 5%	10 5%	13 6%	10 5%	17 5%	16 5%	19 5%	14 5%
Northern Ireland	17 3%	5 2%	5 3%	7 3%	9 3%	9 3%	6 3%	6 3%	5 2%	8 2%	9 3%	9 3%	8 3%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QS1. SHOWCARD Which of these statements match your experience with sending and receiving items through the post? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
I personally send items through the post	628 95%	213 95%	179 93%	236 96%	298 94%	329 96%	199 92%	226 98% fh	203 94%	352 97% j	275 92%	358 96% l	270 93%
I personally receive items through the post	604 91%	185 82%	178 93% a	241 98% ab	293 92%	311 90%	191 88%	215 94%	198 91%	338 93% j	265 89%	342 92%	262 90%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

GENDER

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Male	318	113	92	112	318	-	109	104	104	167	150	188	130
	48%	50%	48%	46%	100%	-%	51%	45%	48%	46%	50%	51%	45%
					e								
Female	344	112	99	133	-	344	107	125	112	195	149	183	162
	52%	50%	52%	54%	-%	100%	49%	55%	52%	54%	50%	49%	55%
						d							

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

Prepared by Saville Rossiter-Base : 01727 899 399

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

AGE RANGE

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
16 - 17	16 2%	3 1%	5 3%	7 3%	9 3%	6 2%	16 7% gh	- -%	- -%	11 3%	4 1%	1 *%	14 5% k
18 - 24	74 11%	22 10%	29 15%	23 9%	45 14% e	29 8%	74 34% gh	- -%	- -%	39 11%	35 12%	31 8%	43 15% k
25 - 34	127 19%	38 17%	48 25% ac	41 17%	55 17%	72 21%	127 59% gh	- -%	- -%	73 20%	54 18%	95 26% l	32 11%
35 - 44	135 20%	45 20%	33 17%	57 23%	62 20%	72 21%	- -%	135 59% fh	- -%	88 24% j	47 16%	117 32% l	18 6%
45 - 54	95 14%	36 16%	22 11%	37 15%	42 13%	53 15%	- -%	95 41% fh	- -%	56 16%	39 13%	73 20% l	22 7%
55 - 64	94 14%	32 14%	23 12%	39 16%	44 14%	51 15%	- -%	- -%	94 44% fg	47 13%	48 16%	45 12%	50 17%
65 - 74	62 9%	25 11%	17 9%	20 8%	37 12%	25 7%	- -%	- -%	62 29% fg	25 7%	36 12% i	8 2%	53 18% k
75+	60 9%	24 11%	13 7%	23 9%	24 8%	36 10%	- -%	- -%	60 28% fg	23 6%	37 12% i	1 *%	59 20% k
SUMMARY CODES													
16-34	216 33%	63 28%	83 43% ac	71 29%	109 34%	107 31%	216 100% gh	- -%	- -%	123 34%	93 31%	127 34%	89 31%
35-54	230 35%	81 36%	55 29%	93 38% b	104 33%	125 36%	- -%	230 100% fh	- -%	144 40% j	85 29%	190 51% l	39 14%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

AGE RANGE

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
55+	216	81	53	82	104	112	-	-	216	95	120	54	162
	33%	36%	28%	33%	33%	33%	-%	-%	100%	26%	40%	15%	56%
									fg		i		k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

SOCIAL GRADE

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
A	12	9	3	*	7	5	4	4	4	12	-	9	3
	2%	4%	2%	*%	2%	1%	2%	2%	2%	3%	-%	3%	1%
		c								j			
B	155	56	40	59	80	75	44	74	38	155	-	100	56
	23%	25%	21%	24%	25%	22%	20%	32%	18%	43%	-%	27%	19%
								fh		j		l	
C1	195	72	60	62	80	115	76	66	53	195	-	127	67
	29%	32%	31%	25%	25%	33%	35%	29%	24%	54%	-%	34%	23%
						d	h			j		l	
C2	118	34	36	48	76	42	36	43	39	-	118	78	40
	18%	15%	19%	19%	24%	12%	17%	19%	18%	-%	40%	21%	14%
					e						i	l	
D	86	16	22	48	31	55	34	20	32	-	86	54	33
	13%	7%	12%	20%	10%	16%	16%	9%	15%	-%	29%	14%	11%
				ab		d	g		g		i		
E	95	38	28	29	42	52	23	22	49	-	95	3	92
	14%	17%	15%	12%	13%	15%	11%	10%	23%	-%	32%	1%	31%
									fg		i		k
SUMMARY CODES													
AB	167	65	43	59	87	80	48	78	42	167	-	109	59
	25%	29%	23%	24%	27%	23%	22%	34%	19%	46%	-%	29%	20%
								fh		j		l	
DE	181	53	50	77	74	107	57	42	82	-	181	57	124
	27%	24%	26%	31%	23%	31%	26%	18%	38%	-%	60%	15%	43%
						d			fg		i		k
ABC1	362	137	104	121	167	195	123	144	95	362	-	236	126
	55%	61%	54%	49%	53%	57%	57%	63%	44%	100%	-%	64%	43%
		c					h	h		j		l	
C2DE	299	88	87	124	150	149	93	85	120	-	299	135	164
	45%	39%	45%	51%	47%	43%	43%	37%	56%	-%	100%	36%	56%
				a					fg		i		k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

SOCIAL GRADE

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Refused	1	-	1	-	1	-	-	-	1	-	-	-	1
	*%	-%	1%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QA4. Are you unable to leave your home without help, because you are ill or disabled? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	30	9	8	13	13	17	1	3	26	7	23	6	24
	5%	4%	4%	5%	4%	5%	*%	1%	12%	2%	8%	2%	8%
									fg		i		k
No	627	215	181	231	302	325	211	226	189	352	274	360	266
	95%	95%	95%	94%	95%	94%	98%	99%	87%	97%	92%	97%	92%
							h	h		j		l	
Refused	5	1	3	1	3	2	4	-	1	3	2	4	1
	1%	*%	1%	1%	1%	1%	2%	-%	*%	1%	1%	1%	*%
							g						

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC1. Approximately how many items of post - including letters, cards and parcels - have you personally sent in the last month? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
None - not sent any items in the last month	107 16%	31 14%	36 19%	40 16%	72 23% e	35 10%	48 22% gh	28 12%	31 14%	49 13%	58 20% i	52 14%	55 19%
1 or 2 items sent in the last month	175 26%	66 29%	52 27%	57 23%	78 25%	97 28%	76 35% gh	55 24%	44 20%	103 29%	72 24%	92 25%	83 29%
3 or 4 items sent in the last month	127 19%	48 21%	29 15%	51 21%	50 16%	78 23% d	41 19%	52 23%	35 16%	64 18%	64 21%	83 22% l	45 15%
5 to 10 items sent in the last month	182 27%	55 24%	51 27%	76 31%	76 24%	106 31% d	40 18%	67 29% f	75 35% f	105 29%	76 25%	105 28%	77 26%
11 to 20 items sent in the last month	45 7%	13 6%	14 7%	18 7%	26 8%	19 6%	8 4%	13 6%	23 11% fg	26 7%	19 6%	23 6%	21 7%
21 to 30 items sent in the last month	12 2%	5 2%	5 3%	1 1%	5 1%	7 2%	2 1%	6 3%	4 2%	7 2%	4 1%	7 2%	4 2%
31 to 50 items sent in the last month	8 1%	3 1%	3 1%	2 1%	7 2% e	1 *%	1 1%	3 1%	3 2%	6 2%	2 1%	5 1%	3 1%
Over 50 items sent in the last month	1 *%	1 *%	* *%	- -%	1 *%	* *%	1 *%	* *%	* *%	* *%	1 *%	* *%	1 *%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC1. Approximately how many items of post - including letters, cards and parcels - have you personally sent in the last month? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
SUMMARY CODES													
NONE	107	31	36	40	72	35	48	28	31	49	58	52	55
	16%	14%	19%	16%	23% e	10%	22% gh	12%	14%	13%	20% i	14%	19%
1-4 ITEMS SENT IN THE LAST MONTH	303	114	81	108	128	174	117	107	79	167	136	174	128
	46%	51%	42%	44%	40%	51% d	54% h	46% h	36%	46%	45%	47%	44%
5-10 ITEMS SENT IN THE LAST MONTH	182	55	51	76	76	106	40	67	75	105	76	105	77
	27%	24%	27%	31%	24%	31% d	18%	29% f	35% f	29%	25%	28%	26%
11+ ITEMS SENT IN THE MONTH	65	22	21	22	38	27	12	23	30	39	26	35	30
	10%	10%	11%	9%	12%	8%	5%	10%	14% f	11%	9%	10%	10%
SENT ANY ITEMS IN THE LAST MONTH	550	191	153	205	242	308	169	197	184	311	238	315	235
	83%	85%	80%	84%	76%	89% d	78%	86% f	85% f	86% j	80%	85%	81%
Don't know	5	3	3	-	4	1	*	4	1	3	3	4	1
	1%	1%	1%	-%	1%	*%	*%	2%	*%	1%	1%	1%	*%
Mean number of items sent in last month	4.9	5.6 c	5.0	4.2	5.3	4.6	3.7	5.5 f	5.6 f	5.1	4.7	5.0	4.8
Standard deviation	6.71	8.22	7.03	4.22	8.16	4.98	6.33	7.64	5.85	6.66	6.78	6.68	6.74
Standard error	.20	.44	.37	.22	.36	.21	.37	.41	.28	.29	.29	.29	.29
Mean number of letters and cards sent in last month	4.2	4.7 c	4.3 c	3.5	4.5	3.9	2.9	4.6 f	5.1 f	4.3	4.0	4.1	4.3
Standard deviation	5.88	7.24	6.14	3.67	7.24	4.23	5.48	6.29	5.61	5.80	5.99	5.55	6.26
Standard error	.18	.39	.32	.19	.32	.18	.32	.34	.27	.25	.25	.24	.27
Mean number of parcels sent in last month	.7	.8	.7	.6	.7	.7	.8 h	.9 h	.5	.7	.7	.9	.5 l

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC1. Approximately how many items of post - including letters, cards and parcels - have you personally sent in the last month? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Standard deviation	1.87	2.16	1.69	1.71	1.96	1.79	2.20	2.00	1.26	1.86	1.88	2.08	1.54
Standard error	.06	.11	.09	.08	.08	.07	.12	.10	.06	.08	.08	.09	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

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

Base : All who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	960	295	316	349	427	533	237	329	394	508	451	494	465
Effective Weighted Sample	550	188	157	205	251	299	146	190	225	304	245	281	279
Total	550	191	153	205	242	308	169	197	184	311	238	315	235
None - not sent any parcels in the last month	360 65%	131 69%	95 62%	133 65%	155 64%	204 66%	106 63%	119 61%	134 73% fg	196 63%	162 68%	194 62%	166 71% k
1 or 2 parcels sent in the last month	122 22%	39 21%	36 24%	47 23%	54 22%	68 22%	42 25%	49 25% h	32 17%	74 24%	48 20%	76 24%	47 20%
3 or 4 parcels sent in the last month	30 5%	8 4%	10 6%	12 6%	14 6%	16 5%	8 5%	13 7%	9 5%	17 6%	13 5%	18 6%	12 5%
5 to 10 parcels sent in the last month	27 5%	11 6%	8 5%	8 4%	14 6%	13 4%	9 5%	12 6%	6 3%	15 5%	12 5%	21 7% l	6 3%
11 to 20 parcels sent in the last month	5 1%	1 1%	* *%	3 1%	3 1%	2 1%	2 1%	1 1%	1 1%	3 1%	2 1%	4 1%	1 *%
21 to 30 parcels sent in the last month	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%
31 to 50 parcels sent in the last month	1 *%	- -%	- -%	1 1%	1 1%	- -%	- -%	- -%	1 1%	1 *%	- -%	1 *%	- -%
SUMMARY CODES													
NONE	360 65%	131 69%	95 62%	133 65%	155 64%	204 66%	106 63%	119 61%	134 73% fg	196 63%	162 68%	194 62%	166 71% k
LESS THAN 3 PARCELS (1-2 PARCELS)	122 22%	39 21%	36 24%	47 23%	54 22%	68 22%	42 25%	49 25% h	32 17%	74 24%	48 20%	76 24%	47 20%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

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

Base : All who have personally sent any items of post in the last month

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	960	295	316	349	427	533	237	329	394	508	451	494	465
Effective Weighted Sample	550	188	157	205	251	299	146	190	225	304	245	281	279
Total	550	191	153	205	242	308	169	197	184	311	238	315	235
LESS THAN 5 PARCELS (1-4 PARCELS)	152	47	46	59	68	84	50	62	41	91	61	94	59
	28%	25%	30%	29%	28%	27%	29%	32% h	22%	29%	26%	30%	25%
1-10 PARCELS	179	58	54	67	82	97	59	74	46	107	73	114	65
	33%	30%	35%	33%	34%	32%	35% h	38% h	25%	34%	31%	36% l	28%
11+ PARCELS	7	1	*	5	4	2	2	1	3	5	2	5	1
	1%	1%	*%	2%	2%	1%	1%	1%	2%	2%	1%	2%	1%
SENT ANY PARCELS IN THE LAST MONTH	186	59	54	72	86	100	61	76	49	111	75	119	67
	34%	31%	36%	35%	36%	32%	36% h	38% h	27%	36%	31%	38% l	28%
Don't know	3	*	2	-	-	3	1	*	1	1	1	-	3
	*%	*%	1%	-%	-%	1%	1%	*%	*%	*%	*%	-%	1%
Mean number of parcels sent in last month	.9	1.0	.9	.8	1.0	.8	1.0 h	1.0 h	.6	.9	.9	1.1 l	.6
Standard deviation	2.03	2.31	1.85	1.86	2.20	1.88	2.46	2.13	1.36	1.99	2.08	2.23	1.70
Standard error	.07	.14	.10	.10	.11	.08	.16	.12	.07	.09	.10	.10	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

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

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
None - not sent any parcels in the last month	467 70%	162 72%	131 68%	173 71%	227 71%	239 70%	154 71%	147 64%	165 77% g	245 68%	221 74%	246 66%	221 76% k
1 or 2 parcels sent in the last month	122 18%	39 17%	36 19%	47 19%	54 17%	68 20%	42 19%	49 21% h	32 15%	74 20%	48 16%	76 20%	47 16%
3 or 4 parcels sent in the last month	30 5%	8 3%	10 5%	12 5%	14 4%	16 5%	8 4%	13 6%	9 4%	17 5%	13 4%	18 5%	12 4%
5 to 10 parcels sent in the last month	27 4%	11 5%	8 4%	8 3%	14 4%	13 4%	9 4%	12 5%	6 3%	15 4%	12 4%	21 6% l	6 2%
11 to 20 parcels sent in the last month	5 1%	1 1%	* *%	3 1%	3 1%	2 1%	2 1%	1 1%	1 1%	3 1%	2 1%	4 1%	1 *%
21 to 30 parcels sent in the last month	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	1 *%
31 to 50 parcels sent in the last month	1 *%	- -%	- -%	1 1%	1 *%	- -%	- -%	- -%	1 1%	1 *%	- -%	1 *%	- -%
SUMMARY CODES													
NONE	467 70%	162 72%	131 68%	173 71%	227 71%	239 70%	154 71%	147 64%	165 77% g	245 68%	221 74%	246 66%	221 76% k
LESS THAN 3 PARCELS (1-2 PARCELS)	122 18%	39 17%	36 19%	47 19%	54 17%	68 20%	42 19%	49 21% h	32 15%	74 20%	48 16%	76 20%	47 16%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

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

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
LESS THAN 5 PARCELS (1-4 PARCELS)	152	47	46	59	68	84	50	62	41	91	61	94	59
	23%	21%	24%	24%	21%	24%	23%	27%	19%	25%	20%	25%	20%
								h					
1-10 PARCELS	179	58	54	67	82	97	59	74	46	107	73	114	65
	27%	26%	28%	27%	26%	28%	27%	32%	21%	29%	24%	31%	22%
								h				l	
11+ PARCELS	7	1	*	5	4	2	2	1	3	5	2	5	1
	1%	1%	*%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
SENT ANY PARCELS IN THE LAST MONTH	186	59	54	72	86	100	61	76	49	111	75	119	67
	28%	26%	28%	29%	27%	29%	28%	33%	23%	31%	25%	32%	23%
								h				l	
Don't know	8	3	5	-	4	4	2	5	2	4	4	4	4
	1%	1%	2%	-%	1%	1%	1%	2%	1%	1%	1%	1%	1%
			c										
Mean number of parcels sent in last month	.7	.8	.7	.6	.7	.7	.8	.9	.5	.7	.7	.9	.5
							h	h				l	
Standard deviation	1.87	2.16	1.69	1.71	1.96	1.79	2.20	2.00	1.26	1.86	1.88	2.08	1.54
Standard error	.06	.11	.09	.08	.08	.07	.12	.10	.06	.08	.08	.09	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

SUMMARY OF ITEMS SENT IN THE LAST MONTH

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
SENT ANY LETTERS OR CARDS IN THE LAST MONTH	504 76%	182 81% c	143 74%	179 73%	218 69%	286 83% d	147 68%	181 79% f	175 81% f	285 79%	218 73%	281 76%	223 77%
SENT ANY PARCELS IN THE LAST MONTH	186 28%	59 26%	54 28%	72 29%	86 27%	100 29%	61 28%	76 33% h	49 23%	111 31%	75 25%	119 32% l	67 23%
SENT BOTH LETTERS OR CARDS AND PARCELS IN THE LAST MONTH	140 21%	50 22%	44 23%	46 19%	63 20%	77 22%	40 18%	60 26%	41 19%	86 24%	54 18%	85 23%	55 19%
ONLY SENT LETTERS OR CARDS, NO PARCELS IN THE LAST MONTH	364 55%	132 59%	99 52%	133 54%	155 49%	208 60% d	107 50%	121 53%	135 62% fg	199 55%	163 55%	195 53%	168 58%
ONLY SENT PARCELS, NO LETTERS OR CARDS IN THE LAST MONTH	46 7%	9 4%	11 6%	26 11% a	23 7%	22 6%	21 10% h	16 7%	9 4%	25 7%	20 7%	34 9% l	12 4%
NOT SENT ANY LETTERS OR CARDS OR PARCELS IN THE LAST MONTH	107 16%	31 14%	36 19%	40 16%	72 23% e	35 10%	48 22% gh	28 12%	31 14%	49 13%	58 20% i	52 14%	55 19%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC3. Approximately how many items of post - including letters, cards and parcels - have you personally sent to the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED

Base : All in Northern Ireland who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	~b	c	d	e	f	g	h	i	j	k	l
Unweighted total	108	35	28	45	46	62	30	39	39	55	53	60	48
Effective Weighted Sample	70	21	20	29	30	40	22	26	24	35	37	41	30
Total	13	4	3	5	5	7	4	5	3	7	5	8	5
None - not sent any items to R.O.I. in the last month	11 87%	3 83%	3 88%	5 89%	5 84%	6 90%	4 97% h	5 91%	2 69%	6 84%	5 90%	7 86%	4 88%
1 or 2 items sent to R.O.I. in the last month	1 9%	* 7%	* 10%	1 10%	1 10%	1 9%	* 3%	* 6%	1 21%	1 10%	* 8%	1 9%	* 10%
3 or 4 items sent to R.O.I. in the last month	* 2%	* 3%	* 2%	* 1%	* 2%	* 1%	- -%	* 3%	* 3%	* 2%	* 1%	* 2%	* 1%
5 to 10 items sent to R.O.I. in the last month	* 2%	* 6%	- -%	- -%	* 4%	- -%	- -%	- -%	* 7%	* 3%	- -%	* 3%	- -%
SUMMARY CODES													
NONE	11 87%	3 83%	3 88%	5 89%	5 84%	6 90%	4 97% h	5 91%	2 69%	6 84%	5 90%	7 86%	4 88%
LESS THAN 3 ITEMS (1-2 ITEMS)	1 9%	* 7%	* 10%	1 10%	1 10%	1 9%	* 3%	* 6%	1 21%	1 10%	* 8%	1 9%	* 10%
LESS THAN 5 ITEMS (1-4 ITEMS)	1 11%	* 10%	* 12%	1 11%	1 12%	1 10%	* 3%	* 9%	1 23%	1 12%	1 9%	1 11%	1 11%
1-10 ITEMS	2 13%	1 16%	* 12%	1 11%	1 16%	1 10%	* 3%	* 9%	1 30% f	1 16%	1 9%	1 14%	1 11%
SENT ANY ITEMS IN THE LAST MONTH	2 13%	1 16%	* 12%	1 11%	1 16%	1 10%	* 3%	* 9%	1 30% f	1 16%	1 9%	1 14%	1 11%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC3. Approximately how many items of post - including letters, cards and parcels - have you personally sent to the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED

Base : All in Northern Ireland who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	~b	c	d	e	f	g	h	i	j	k	l
Unweighted total	108	35	28	45	46	62	30	39	39	55	53	60	48
Effective Weighted Sample	70	21	20	29	30	40	22	26	24	35	37	41	30
Total	13	4	3	5	5	7	4	5	3	7	5	8	5
Don't know	*	*	-	-	-	*	-	-	*	-	*	-	*
	*%	1%	-%	-%	-%	*%	-%	-%	1%	-%	*%	-%	*%
Mean number of items sent to the Republic of Ireland in the last month	.3	.8	.1	.1	.6	.1	*	.2	1.0	.5	.1	.5	.2
Standard deviation	1.49	2.85	.55	.50	2.31	.51	.21	.66	3.02	1.98	.54	1.87	.57
Standard error	.14	.49	.10	.08	.34	.07	.04	.11	.49	.27	.08	.24	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	960	295	316	349	427	533	237	329	394	508	451	494	465
Effective Weighted Sample	550	188	157	205	251	299	146	190	225	304	245	281	279
Total	550	191	153	205	242	308	169	197	184	311	238	315	235
Up to 50p	21	5	6	9	11	10	11	4	6	10	12	6	15
	4%	3%	4%	5%	4%	3%	6%	2%	3%	3%	5%	2%	6% k
51p to £1.00	45	20	12	13	23	22	12	14	19	26	18	18	27
	8%	10%	8%	6%	10%	7%	7%	7%	10%	9%	8%	6%	11% k
£1.01 to £2.00	102	33	38	31	36	66	46	31	25	53	49	68	34
	19%	17%	25% c	15%	15%	21%	27% gh	16%	14%	17%	20%	22% l	15%
£2.01 to £4.00	97	44	23	30	50	48	26	36	35	47	49	53	44
	18%	23% c	15%	15%	21%	15%	16%	18%	19%	15%	21%	17%	19%
£4.01 to £6.00	76	23	19	34	26	50	16	33	28	49	27	46	30
	14%	12%	12%	16%	11%	16%	9%	17%	15%	16%	11%	15%	13%
£6.01 to £10.00	57	15	18	24	28	29	14	21	22	30	27	36	21
	10%	8%	12%	12%	12%	9%	8%	11%	12%	10%	11%	12%	9%
£10.01 to £20.00	51	17	17	17	23	28	20	20	12	30	21	31	21
	9%	9%	11%	8%	10%	9%	12%	10%	6%	10%	9%	10%	9%
£20.01 to £30.00	16	4	4	8	9	8	4	8	4	11	6	10	7
	3%	2%	3%	4%	4%	2%	2%	4%	2%	3%	2%	3%	3%
£30.01 to £40.00	8	3	*	4	4	4	2	1	4	6	2	6	2
	1%	2%	*%	2%	1%	1%	1%	1%	2%	2%	1%	2%	1%
£40.01 to £50.00	5	2	3	-	2	3	2	2	1	2	2	3	1
	1%	1%	2%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Over £50.00	7	1	*	5	4	2	3	1	2	4	3	5	2
	1%	1%	*%	3% b	2%	1%	2%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	960	295	316	349	427	533	237	329	394	508	451	494	465
Effective Weighted Sample	550	188	157	205	251	299	146	190	225	304	245	281	279
Total	550	191	153	205	242	308	169	197	184	311	238	315	235
SUMMARY CODES													
UP TO £1.00	66	25	18	23	34	32	23	18	25	36	30	24	42
	12%	13%	12%	11%	14%	10%	14%	9%	14%	12%	12%	8%	18% k
£1.01 TO £4.00	199	77	62	61	86	114	72	66	61	100	98	121	79
	36%	40% c	40% c	30%	35%	37%	43%	34%	33%	32%	41% i	38%	33%
£4.01 TO £10.00	133	39	37	57	54	79	30	54	50	80	53	82	51
	24%	20%	24%	28%	22%	26%	18%	27% f	27% f	26%	22%	26%	22%
£10.00+	87	28	25	34	42	45	31	32	24	53	34	54	33
	16%	14%	16%	17%	17%	15%	18%	16%	13%	17%	14%	17%	14%
Don't know	64	23	12	30	27	38	13	27	24	42	22	34	31
	12%	12%	8%	15% b	11%	12%	8%	14%	13%	14%	9%	11%	13%
Mean amount spent on postage in the last month in £s	7.45	6.86	6.79	8.68	7.96	7.03	8.07	7.93	6.39	7.51	7.41	8.45 l	6.20
Standard deviation	11.21	10.80	9.18	13.17	12.46	10.05	13.82	11.36	7.88	10.38	12.16	12.36	9.49
Standard error	.41	.73	.54	.82	.67	.50	.99	.70	.45	.53	.63	.63	.49

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Up to 50p	21	5	6	9	11	10	11	4	6	10	12	6	15
	3%	2%	3%	4%	3%	3%	5%	2%	3%	3%	4%	2%	5% k
51p to £1.00	45	20	12	13	23	22	12	14	19	26	18	18	27
	7%	9%	6%	5%	7%	6%	6%	6%	9%	7%	6%	5%	9% k
£1.01 to £2.00	102	33	38	31	36	66	46	31	25	53	49	68	34
	15%	15%	20% c	12%	11%	19% d	21% gh	13%	12%	15%	16%	18% l	12%
£2.01 to £4.00	97	44	23	30	50	48	26	36	35	47	49	53	44
	15%	19% bc	12%	12%	16%	14%	12%	15%	16%	13%	17%	14%	15%
£4.01 to £6.00	76	23	19	34	26	50	16	33	28	49	27	46	30
	11%	10%	10%	14%	8%	15% d	7%	14% f	13%	14%	9%	12%	10%
£6.01 to £10.00	57	15	18	24	28	29	14	21	22	30	27	36	21
	9%	7%	9%	10%	9%	8%	6%	9%	10%	8%	9%	10%	7%
£10.01 to £20.00	51	17	17	17	23	28	20	20	12	30	21	31	21
	8%	7%	9%	7%	7%	8%	9%	9%	5%	8%	7%	8%	7%
£20.01 to £30.00	16	4	4	8	9	8	4	8	4	11	6	10	7
	2%	2%	2%	3%	3%	2%	2%	3%	2%	3%	2%	3%	2%
£30.01 to £40.00	8	3	*	4	4	4	2	1	4	6	2	6	2
	1%	2%	*%	2%	1%	1%	1%	1%	2%	2%	1%	2%	1%
£40.01 to £50.00	5	2	3	-	2	3	2	2	1	2	2	3	1
	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	*%
Over £50.00	7	1	*	5	4	2	3	1	2	4	3	5	2
	1%	1%	*%	2% b	1%	1%	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month - including letters, cards and parcels? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
SUMMARY CODES													
UP TO £1.00	66	25	18	23	34	32	23	18	25	36	30	24	42
	10%	11%	9%	9%	11%	9%	11%	8%	12%	10%	10%	6%	14% k
£1.01 TO £4.00	199	77	62	61	86	114	72	66	61	100	98	121	79
	30%	34% c	32%	25%	27%	33%	34%	29%	28%	28%	33%	33%	27%
£4.01 TO £10.00	133	39	37	57	54	79	30	54	50	80	53	82	51
	20%	17%	19%	23%	17%	23%	14%	23% f	23% f	22%	18%	22%	18%
£10.00+	87	28	25	34	42	45	31	32	24	53	34	54	33
	13%	12%	13%	14%	13%	13%	14%	14%	11%	15%	11%	15%	11%
NO ITEMS SENT	112	34	38	40	76	36	48	33	32	52	61	56	56
	17%	15%	20%	16%	24% e	11%	22% gh	14%	15%	14%	20% i	15%	19%
Don't know	64	23	12	30	27	38	13	27	24	42	22	34	31
	10%	10%	6%	12% b	8%	11%	6%	12% f	11%	12%	7%	9%	10%
Mean amount spent on postage in the last month in £s	5.85	5.54	5.25	6.73	5.67	6.04	5.89	6.45	5.20	6.08	5.62	6.78 l	4.75
Standard deviation	10.40	10.07	8.55	12.14	11.11	9.63	12.33	10.70	7.53	9.79	11.04	11.57	8.71
Standard error	.33	.59	.46	.67	.50	.44	.74	.61	.38	.45	.49	.53	.39

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

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

Base : All who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	960	295	316	349	427	533	237	329	394	508	451	494	465
Effective Weighted Sample	550	188	157	205	251	299	146	190	225	304	245	281	279
Total	550	191	153	205	242	308	169	197	184	311	238	315	235
Invitations/ greetings cards/ postcards	295 54%	106 56%	84 55%	106 52%	108 45%	188 61% d	66 39%	115 58% f	115 62% f	169 55%	125 53%	166 53%	129 55%
Formal letters to organisations or individuals	221 40%	84 44%	61 40%	76 37%	111 46% e	110 36%	69 41%	86 44%	66 36%	134 43%	87 36%	133 42%	88 37%
Personal letters (e.g. to a friend or relative)	208 38%	66 35%	72 47% ac	70 34%	98 41%	110 36%	55 33%	72 37%	81 44% f	124 40%	83 35%	106 34%	102 43% k
Larger parcels - that will not fit through a letterbox	186 34%	60 31%	54 36%	72 35%	86 36%	100 33%	61 36%	76 39% h	49 27%	111 36%	75 32%	119 38% l	67 29%
Payment for bills/ invoices/ statements	145 26%	54 28%	38 25%	53 26%	70 29%	75 24%	37 22%	51 26%	58 31% f	79 25%	65 27%	80 26%	65 28%
Smaller parcels - that will fit through a letterbox	114 21%	37 19%	29 19%	48 23%	47 19%	68 22%	42 25%	41 21%	32 17%	68 22%	46 19%	73 23%	42 18%
Any other type of mail sent	16 3%	4 2%	3 2%	9 5%	4 2%	12 4%	3 2%	6 3%	8 4%	10 3%	6 3%	9 3%	7 3%
SUMMARY CODES													
ANY LETTERS (PERSONAL OR FORMAL)	351 64%	126 66%	104 68%	122 59%	165 68%	186 61%	111 66%	126 64%	114 62%	210 68% j	140 59%	194 62%	157 67%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

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

Base : All who have personally sent any items of post in the last month

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	960	295	316	349	427	533	237	329	394	508	451	494	465
Effective Weighted Sample	550	188	157	205	251	299	146	190	225	304	245	281	279
Total	550	191	153	205	242	308	169	197	184	311	238	315	235
ANY PARCELS (SMALLER OR LARGER PARCELS)	204	68	57	78	92	112	66	83	56	122	82	129	75
	37%	36%	37%	38%	38%	36%	39%	42%	30%	39%	35%	41%	32%
								h					l

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC6. SHOWCARD As well as 1st and 2nd class stamps for standard letters or cards, there is another type of stamp for larger items - which shows the word 'Large' on the stamp. Before today had you heard of Large Letter stamps? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
No, never heard of this	275 42%	79 35%	102 53% ac	95 39%	142 45%	133 39%	112 52% gh	77 34%	86 40%	134 37%	141 47% i	129 35%	146 50% k
Yes, and have bought	225 34%	82 36%	53 28%	91 37% b	92 29%	134 39% d	56 26%	101 44% fh	69 32%	138 38% j	87 29%	147 40% l	79 27%
Yes, but have not bought	148 22%	54 24%	35 18%	59 24%	75 23%	73 21%	43 20%	46 20%	59 27%	81 22%	66 22%	84 23%	63 22%
TOTAL HEARD OF LARGE LETTER STAMPS	373 56%	135 60% b	88 46%	150 61% b	166 52%	207 60% d	99 46%	147 64% f	128 59% f	219 61% j	153 51%	231 62% l	142 49%
Don't know	14 2%	11 5% bc	2 1%	1 *%	9 3%	4 1%	5 3%	6 3%	2 1%	9 2%	5 2%	11 3%	3 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC7. SHOWCARD Please take a look at these items that would need a Large Letter stamp to be sent through the post. Having now seen these items that would require a Large Letter stamp. Before today, did you understand when to use a Large Letter stamp? (SINGLE CODE)

Base : All aware of Large Letter stamps

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	640	208	194	238	284	356	150	232	258	354	285	358	282
Effective Weighted Sample	375	136	91	147	174	201	88	140	152	216	158	208	175
Total	373	135	88	150	166	207	99	147	128	219	153	231	142
Yes, fully	220	75	47	98	98	121	60	90	70	134	86	141	79
	59%	56%	53%	65%	59%	59%	61%	61%	55%	61%	56%	61%	55%
Yes, to some extent	115	44	30	41	52	64	31	45	40	64	51	74	42
	31%	33%	34%	28%	31%	31%	32%	30%	31%	29%	33%	32%	29%
TOTAL UNDERSTAND WHEN TO USE LARGE LETTER STAMPS	335	119	77	140	150	185	91	134	110	198	136	215	120
	90%	88%	87%	93%	90%	89%	92%	92%	86%	90%	89%	93% l	85%
No	35	15	11	9	13	21	7	11	17	21	14	14	21
	9%	11%	12%	6%	8%	10%	8%	7%	13%	9%	9%	6%	15% k
Don't know	3	1	1	1	2	1	*	2	1	1	2	2	1
	1%	1%	1%	1%	1%	*%	*%	1%	1%	*%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC7. SHOWCARD Please take a look at these items that would need a Large Letter stamp to be sent through the post. Having now seen these items that would require a Large Letter stamp. Before today, did you understand when to use a Large Letter stamp? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes, fully	220 33%	75 33% b	47 24%	98 40% b	98 31%	121 35%	60 28%	90 39% f	70 32%	134 37% j	86 29%	141 38% l	79 27%
Yes, to some extent	115 17%	44 20%	30 16%	41 17%	52 16%	64 18%	31 14%	45 19%	40 18%	64 18%	51 17%	74 20%	42 14%
TOTAL UNDERSTAND WHEN TO USE LARGE LETTER STAMPS	335 51%	119 53% b	77 40%	140 57% b	150 47%	185 54%	91 42%	134 59% f	110 51%	198 55% j	136 46%	215 58% l	120 41%
No	35 5%	15 7%	11 6%	9 4%	13 4%	21 6%	7 3%	11 5%	17 8%	21 6%	14 5%	14 4%	21 7% k
Don't know	3 *%	1 1%	1 *%	1 *%	2 1%	1 *%	* *%	2 1%	1 1%	1 *%	2 1%	2 1%	1 *%
NOT AWARE OF LARGE LETTER STAMPS	289 44%	90 40%	104 54% ac	95 39%	152 48% e	137 40%	118 54% gh	83 36%	88 41%	143 39%	146 49% i	140 38%	149 51% k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC8. SHOWCARD Which, if any, of these Royal Mail services have you used to send letters cards or parcels in the last twelve months? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Recorded Signed For - with proof of posting and a signature collected on delivery, prices start from 95p plus normal postage	289 44%	108 48% b	68 35%	113 46% b	141 44%	149 43%	81 37%	119 52% fh	89 41%	162 45%	127 43%	182 49% l	107 37%
Special Delivery Next Day - guaranteed to be delivered by 1.00pm the next day, prices start at £5.90, with compensation if the item does not arrive on time	131 20%	36 16%	39 20%	57 23%	67 21%	64 19%	55 25% h	51 22% h	25 12%	74 21%	57 19%	88 24% l	44 15%
Special Delivery by 9.00am - guaranteed to be delivered by 9.00am the next day, prices start at £16.70, with compensation if the item does not arrive on time	87 13%	40 18% b	17 9%	29 12%	45 14%	42 12%	28 13%	37 16%	22 10%	53 15%	34 11%	56 15%	30 10%
Redirection services - continue to receive mail that is addressed to your previous address when you move home, from £12.50 for one month to £47.00 for one year	12 2%	5 2%	3 1%	4 2%	9 3%	3 1%	3 1%	6 3%	3 1%	9 3%	3 1%	8 2%	4 1%
ONE SERVICE	233 35%	90 40%	61 32%	83 34%	108 34%	125 36%	67 31%	96 42% fh	70 32%	141 39% j	92 31%	145 39% l	88 30%
TWO OR MORE SERVICES	132 20%	47 21%	31 16%	55 22%	72 23%	61 18%	47 22%	54 23% h	32 15%	73 20%	60 20%	88 24% l	44 15%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC8. SHOWCARD Which, if any, of these Royal Mail services have you used to send letters cards or parcels in the last twelve months? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
None of these	290	84	99	107	135	154	101	79	110	144	144	134	155
	44%	37%	51%	43%	43%	45%	47%	34%	51%	40%	48%	36%	53%
			a				g		g		i		k
Don't know	7	4	1	1	4	3	2	2	4	4	3	4	3
	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC9. SHOWCARD In the last 12 months, have you received any items through the post that showed your address on the item but were sent to someone that doesn't live at your address? IF YES Which of these have you done in the last year with this type of mail? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
No, have not received this type of mail	432 65%	149 66%	133 70%	150 61%	205 65%	226 66%	143 66%	149 65%	140 65%	236 65%	195 65%	242 65%	189 65%
Write "Not known at this address" or "Return to sender" on the item, then post it in a Postbox	95 14%	34 15%	25 13%	36 15%	47 15%	49 14%	23 11%	40 17%	33 15%	54 15%	42 14%	58 16%	38 13%
Deliver it yourself to the right person, as you know where they live	50 8%	16 7%	8 4%	26 11% b	27 8%	23 7%	11 5%	19 8%	20 9%	33 9%	16 5%	33 9%	17 6%
Dispose of or recycle the item, with no further action	38 6%	10 4%	8 4%	20 8%	17 5%	21 6%	18 8% h	14 6%	6 3%	18 5%	20 7%	22 6%	17 6%
Hand it back to the postman for them to return	38 6%	8 3%	10 5%	20 8% a	20 6%	18 5%	13 6%	10 4%	15 7%	15 4%	23 8% i	18 5%	20 7%
Telephone the sender to tell them of their mistake	4 1%	2 1%	2 1%	* *%	1 *%	3 1%	1 *%	1 *%	3 1%	3 1%	1 *%	1 *%	3 1%
Anything else	12 2%	2 1%	3 1%	8 3%	5 2%	7 2%	5 2%	5 2%	2 1%	9 3%	3 1%	5 1%	7 2%
Can't remember	16 2%	10 4% c	5 3%	1 *%	7 2%	9 3%	6 3%	2 1%	8 4% g	7 2%	8 3%	4 1%	11 4% k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC9. SHOWCARD In the last 12 months, have you received any items through the post that showed your address on the item but were sent to someone that doesn't live at your address? IF YES Which of these have you done in the last year with this type of mail? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
TOTAL RECEIVED MIS-LABELLED MAIL IN LAST 12 MONTHS	215 32%	67 30%	53 28%	95 39% ab	106 33%	109 32%	67 31%	79 34%	69 32%	119 33%	95 32%	124 34%	90 31%
RETURNED THROUGH POSTAL SERVICE	131 20%	42 19%	36 19%	53 22%	67 21%	64 19%	36 17%	49 21%	46 21%	67 19%	64 21%	74 20%	56 19%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC10. SHOWCARD Compared with two years ago, would you say that the number of items you send through the post has... (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Increased greatly	(5.0)	34	7	9	18	20	15	17	6	12	13	21	17	17
		5%	3%	5%	7%	6%	4%	8% g	2%	5%	4%	7%	5%	6%
Increased slightly	(4.0)	60	19	19	22	21	39	24	19	18	24	36	31	30
		9%	9%	10%	9%	7%	11% d	11%	8%	8%	7%	12% i	8%	10%
TOTAL INCREASED		95	27	28	40	41	53	41	24	29	38	57	48	47
		14%	12%	15%	16%	13%	16%	19% g	11%	14%	10%	19% i	13%	16%
Stayed the same	(3.0)	400	148	116	136	201	199	130	144	125	220	179	227	173
		60%	66% c	61%	55%	63%	58%	60%	63%	58%	61%	60%	61%	59%
Decreased slightly	(2.0)	112	33	25	53	47	64	21	49	42	74	38	68	44
		17%	15%	13%	22% b	15%	19%	10%	21% f	19% f	20% j	13%	18%	15%
Decreased greatly	(1.0)	40	12	14	15	18	22	17	5	18	23	17	19	22
		6%	5%	7%	6%	6%	6%	8% g	2%	8% g	6%	6%	5%	7%
TOTAL DECREASED		152	45	39	68	66	86	38	54	60	97	54	86	65
		23%	20%	20%	28%	21%	25%	17%	24%	28% f	27% j	18%	23%	22%
Don't know		16	6	8	2	10	6	7	7	2	7	8	9	7
		2%	3%	4% c	1%	3%	2%	3% h	3%	1%	2%	3%	2%	2%
Mean score		2.9	2.9	2.9	2.9	2.9	2.9	3.0 h	2.9	2.8	2.8	3.0 i	2.9	2.9
Standard deviation		.85	.76	.86	.92	.85	.85	.93	.69	.90	.81	.88	.81	.89
Standard error		.02	.04	.04	.04	.04	.03	.05	.04	.04	.03	.04	.03	.04

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC11. SHOWCARD Which of these types of mail would you say you are sending more often by post? (MULTI CODE)

Base : All who say that the number of items sent by post has increased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	164	42	61	61	77	87	64	46	54	75	89	82	82
Effective Weighted Sample	96	29	31	37	42	54	37	27	33	42	55	43	54
Total	95	27	28	40	41	53	41	24	29	38	57	48	47
Formal letters to organisations or individuals	35 37%	13 48% b	6 21%	16 40%	19 46%	16 29%	14 33%	6 23%	15 52% g	11 30%	23 41%	12 25%	23 49% k
Invitations/ greetings cards/ postcards	32 34%	6 23%	11 39%	15 38%	12 28%	21 39%	12 30%	8 35%	12 40%	13 36%	19 34%	16 33%	17 36%
Smaller parcels - that will fit through a letterbox	21 22%	4 15%	8 29%	9 23%	9 22%	12 23%	8 21%	7 28%	6 20%	9 24%	12 22%	15 32% l	6 12%
Personal letters (e.g. to a friend or relative)	14 15%	3 12%	6 23%	5 12%	4 10%	11 20%	7 18%	3 12%	4 14%	5 12%	10 17%	5 11%	9 20%
Payment for bills/ invoices/ statements	14 14%	6 23%	3 12%	4 10%	5 11%	9 17%	5 12%	6 25%	3 10%	6 16%	7 13%	5 11%	8 18%
Larger parcels - that will not fit through a letterbox	13 14%	2 7%	3 11%	9 21%	8 19%	5 10%	4 9%	5 19%	5 17%	4 10%	10 17%	9 20%	4 8%
Any other type of mail sent	6 7%	2 9%	3 10%	1 4%	* 1%	6 12% d	4 9%	1 5%	1 5%	2 6%	4 7%	4 8%	2 5%
SUMMARY CODES													
ALL SENDING MORE LETTERS (PERSONAL OR FORMAL)	46 49%	15 57%	11 40%	20 50%	22 53%	24 45%	19 46%	9 35%	19 64% g	16 42%	30 53%	16 33%	30 65% k
ALL SENDING MORE PARCELS (SMALLER OR LARGER PARCELS)	29 31%	5 19%	10 36%	14 35%	14 35%	15 28%	11 28%	8 35%	9 32%	12 32%	17 30%	21 44% l	8 17%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC11. SHOWCARD Which of these types of mail would you say you are sending more often by post? (MULTI CODE)

Base : All who say that the number of items sent by post has increased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	164	42	61	61	77	87	64	46	54	75	89	82	82
Effective Weighted Sample	96	29	31	37	42	54	37	27	33	42	55	43	54
Total	95	27	28	40	41	53	41	24	29	38	57	48	47
Don't know	1	1	-	-	-	1	1	-	-	-	1	-	1
	1%	5%	-%	-%	-%	2%	3%	-%	-%	-%	2%	-%	3%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC12. SHOWCARD Which of these types of mail would you say you are sending less often by post? (MULTI CODE)

Base : All who say that the number of items sent by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	292	80	97	115	115	177	63	93	136	154	138	141	150
Effective Weighted Sample	159	45	46	69	70	89	36	50	76	94	67	79	84
Total	152	45	39	68	66	86	38	54	60	97	54	86	65
Payment for bills/ invoices/ statements	68 45%	22 48%	13 34%	33 49%	34 52%	34 39%	18 47%	28 53%	22 37%	51 53% j	17 31%	46 53% l	23 35%
Personal letters (e.g. to a friend or relative)	61 40%	19 42%	21 53% c	22 32%	26 39%	36 42%	17 44%	17 31%	28 47%	45 47% j	16 29%	34 40%	27 41%
Invitations/ greetings cards/ postcards	54 36%	15 34%	19 49% c	20 29%	23 36%	31 36%	19 51% g	12 22%	23 39% g	27 28%	27 50% i	23 27%	31 47% k
Formal letters to organisations or individuals	33 22%	9 21%	7 18%	17 25%	21 32% e	12 14%	7 19%	14 26%	12 20%	24 24%	10 17%	21 24%	12 18%
Smaller parcels - that will fit through a letterbox	11 7%	1 3%	3 8%	7 10%	7 10%	4 5%	3 7%	4 7%	5 8%	5 5%	6 11%	5 6%	6 9%
Larger parcels - that will not fit through a letterbox	7 5%	* 1%	3 7%	4 6%	3 4%	5 6%	2 4%	1 2%	5 8%	5 6%	2 4%	2 2%	6 9%
Any other type of mail sent	1 1%	* 1%	* 1%	- -%	- -%	1 1%	- -%	- -%	1 2%	- -%	1 2%	- -%	1 1%
SUMMARY CODES													
ALL SENDING FEWER LETTERS (PERSONAL OR FORMAL)	81 53%	24 54%	23 59%	34 50%	37 57%	44 51%	19 50%	29 53%	34 56%	59 61% j	22 40%	49 56%	32 49%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

Prepared by Saville Rossiter-Base : 01727 899 399

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC12. SHOWCARD **Which of these types of mail would you say you are sending less often by post? (MULTI CODE)**

Base : All who say that the number of items sent by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	292	80	97	115	115	177	63	93	136	154	138	141	150
Effective Weighted Sample	159	45	46	69	70	89	36	50	76	94	67	79	84
Total	152	45	39	68	66	86	38	54	60	97	54	86	65
ALL SENDING FEWER PARCELS (SMALLER OR LARGER PARCELS)	16 10%	1 3%	5 13%	9 14% a	8 12%	8 9%	3 7%	5 9%	8 14%	9 9%	7 13%	6 7%	9 14%
Don't know	2 1%	1 1%	1 3%	* *%	1 2%	1 1%	- -%	1 1%	1 2%	* *%	1 2%	1 1%	1 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC13. SHOWCARD As your use of post has decreased compared with two years ago, which, if any, of these other forms of communication are you using more instead of post? (MULTI CODE)

Base : All who say that the number of items sent by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	292	80	97	115	115	177	63	93	136	154	138	141	150
Effective Weighted Sample	159	45	46	69	70	89	36	50	76	94	67	79	84
Total	152	45	39	68	66	86	38	54	60	97	54	86	65
Email	99	29	27	43	44	55	30	44	25	74	26	69	30
	66%	66%	70%	63%	67%	64%	80% h	81% h	42%	76% j	47%	80% l	46%
Text messaging/ SMS	38	7	10	21	15	22	12	13	13	21	16	21	17
	25%	15%	26%	31%	23%	26%	31%	25%	21%	22%	30%	24%	26%
Calls made with a mobile phone	30	5	7	18	15	15	12	10	7	17	12	17	13
	20%	11%	18%	26%	23%	17%	32% h	19%	12%	18%	23%	20%	20%
Calls made with a landline phone	28	10	6	12	11	17	6	3	19	16	12	8	20
	18%	22%	16%	18%	17%	20%	15%	6%	32% g	16%	23%	9%	31% k
Social networking websites/ apps	22	3	10	10	12	10	12	7	3	14	8	15	7
	14%	6%	24% a	14%	18%	12%	31% h	14%	5%	15%	14%	17%	11%
In person/ face-to-face	12	3	3	6	5	8	4	1	7	7	5	4	9
	8%	8%	7%	9%	7%	9%	11%	3%	12%	8%	9%	4%	14% k
Instant Messaging	9	1	5	2	4	5	5	1	3	6	3	6	3
	6%	3%	12%	4%	6%	5%	12%	3%	4%	6%	5%	7%	4%
Direct debit	3	2	*	2	2	1	*	2	2	2	1	2	2
	2%	4%	*%	2%	4%	1%	*%	3%	3%	3%	1%	2%	2%
Hand delivery	2	*	-	2	2	*	1	-	1	-	2	1	1
	1%	*%	-%	2%	2%	*%	2%	-%	1%	-%	3%	1%	1%
Online payments/ Paypal	1	1	*	-	-	1	*	1	-	1	*	1	-
	*%	1%	*%	-%	-%	1%	*%	1%	-%	1%	*%	1%	-%
Other types of communication	3	*	-	3	1	2	*	*	3	2	1	*	3
	2%	1%	-%	4%	2%	2%	*%	*%	5%	2%	2%	*%	4%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC13. SHOWCARD As your use of post has decreased compared with two years ago, which, if any, of these other forms of communication are you using more instead of post? (MULTI CODE)

Base : All who say that the number of items sent by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	292	80	97	115	115	177	63	93	136	154	138	141	150
Effective Weighted Sample	159	45	46	69	70	89	36	50	76	94	67	79	84
Total	152	45	39	68	66	86	38	54	60	97	54	86	65
INCREASE IN TEXT COMMUNICATION (EMAIL/ SMS/ I.M./ S.N.)	112 74%	31 69%	31 80%	50 74%	49 75%	63 73%	35 92% h	47 87% h	31 51%	79 82% j	33 60%	78 90% l	35 53%
ANY INCREASE IN ONLINE (EMAIL/ I.M./ S.N.)	108 71%	31 69%	31 78%	46 68%	49 75%	58 68%	34 89% h	47 88% h	26 44%	78 81% j	29 54%	75 87% l	32 49%
INCREASE IN SPEECH COMMUNICATION (CALLS/ IN PERSON)	53 35%	14 32%	13 32%	26 39%	23 35%	30 35%	17 45% g	11 21%	25 42% g	30 31%	23 43%	22 25%	31 48% k
ANY INCREASE IN CALLS	48 32%	14 30%	12 30%	23 33%	21 32%	27 31%	15 41% g	11 20%	22 36%	28 29%	20 37%	21 24%	27 42% k
INCREASE IN ONE TYPE OF COMMUNICATION ONLY	78 51%	32 71% bc	17 42%	29 43%	34 51%	44 51%	16 42%	34 62%	28 47%	55 57%	23 42%	54 62% l	24 36%
INCREASE IN MULTIPLE TYPES OF COMMUNICATION	59 39%	10 21%	18 47% a	31 46% a	24 37%	34 40%	22 58% gh	17 32%	19 32%	36 37%	22 41%	31 36%	28 42%
None in particular	15 10%	4 8%	4 11%	7 11%	8 12%	8 9%	- -%	3 6%	12 21% fg	6 6%	9 17% i	1 2%	14 22% k
Don't know	* *%	* *%	- -%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC14. SHOWCARD Do you think you have overpaid to post an item in the last 12 months, by putting on a higher value of stamps than you actually needed to? (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Definitely have	(5.0)	33	6	15	11	14	19	10	15	8	20	13	22	11
		5%	3%	8% a	5%	4%	6%	5%	6%	4%	6%	4%	6%	4%
Probably have	(4.0)	58	19	14	26	24	34	12	21	24	36	22	32	26
		9%	8%	7%	10%	7%	10%	6%	9%	11% f	10%	7%	9%	9%
PROBABLY/ DEFINITELY HAVE OVERPAID		91	25	29	37	37	54	23	36	32	56	35	54	37
		14%	11%	15%	15%	12%	16%	11%	16%	15%	16%	12%	15%	13%
May or may not have	(3.0)	49	20	13	16	23	26	17	21	11	18	32	31	18
		7%	9%	7%	7%	7%	8%	8%	9%	5%	5%	11% i	8%	6%
Probably have not	(2.0)	114	46	20	48	52	62	34	48	32	71	43	74	40
		17%	21% b	11%	19% b	16%	18%	16%	21%	15%	20%	14%	20% l	14%
Definitely have not	(1.0)	314	98	107	109	161	154	105	96	114	167	146	165	149
		47%	44%	56% ac	44%	51%	45%	48%	42%	53% g	46%	49%	45%	51%
PROBABLY/ DEFINITELY HAVE NOT OVERPAID		428	145	127	157	213	216	139	144	146	238	189	239	189
		65%	64%	66%	64%	67%	63%	64%	63%	67%	66%	63%	65%	65%
Don't know		93	36	22	35	45	48	38	28	27	50	43	47	47
		14%	16%	12%	14%	14%	14%	17%	12%	12%	14%	14%	13%	16%
Mean score		1.9	1.9	1.9	2.0	1.8	2.0	1.8	2.1	1.8	1.9	1.9	2.0	1.8
Standard deviation		1.25	1.14	1.36	1.26	1.20	1.29	1.21	1.29	1.24	1.28	1.21	1.27	1.22
Standard error		.04	.06	.07	.07	.05	.06	.07	.07	.06	.06	.05	.06	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC15. SHOWCARD Do you think you have underpaid to post an item in the last 12 months, by putting on a lower value of stamps than you actually needed to? (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Definitely have	(5.0)	6	2	3	1	4	2	-	3	3	5	1	2	3
		1%	1%	1%	*%	1%	1%	-%	1%	1%	1%	*%	1%	1%
Probably have	(4.0)	14	4	2	9	6	9	*	7	7	7	7	9	6
		2%	2%	1%	4%	2%	3%	*%	3%	3%	2%	2%	2%	2%
									f	f				
PROBABLY/ DEFINITELY HAVE UNDERPAID		20	6	4	10	9	11	*	10	10	12	8	11	9
		3%	3%	2%	4%	3%	3%	*%	4%	5%	3%	3%	3%	3%
									f	f				
May or may not have	(3.0)	24	9	8	7	7	17	10	6	8	9	15	16	8
		4%	4%	4%	3%	2%	5%	4%	3%	4%	3%	5%	4%	3%
Probably have not	(2.0)	130	51	26	53	59	71	40	52	38	88	42	87	43
		20%	23%	14%	22%	18%	21%	18%	23%	18%	24%	14%	23%	15%
			b		b						j		l	
Definitely have not	(1.0)	402	118	128	156	203	199	134	137	131	206	195	214	187
		61%	52%	67%	63%	64%	58%	62%	60%	61%	57%	65%	58%	64%
				a	a							i		
PROBABLY/ DEFINITELY HAVE NOT UNDERPAID		532	168	154	209	261	270	173	189	169	294	237	301	231
		80%	75%	81%	85%	82%	79%	80%	82%	78%	81%	79%	81%	79%
					a									
Don't know		86	42	24	20	40	46	33	25	29	47	40	43	44
		13%	19%	13%	8%	13%	13%	15%	11%	13%	13%	13%	11%	15%
			c											
Mean score		1.4	1.5	1.3	1.4	1.4	1.5	1.3	1.5	1.5	1.5	1.4	1.5	1.4
									f					
Standard deviation		.78	.78	.76	.78	.76	.79	.58	.84	.87	.80	.74	.77	.78
Standard error		.02	.05	.04	.04	.03	.03	.04	.05	.04	.04	.03	.03	.03

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QC16. SHOWCARD Looking to the future... Compared with now, would you say that the number of letters, cards and parcels you will be sending in the post two years from now will have... (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Increased greatly	(5.0)	16	2	4	10	8	8	10	4	3	6	10	15	1
		2%	1%	2%	4% a	3%	2%	4% h	2%	1%	2%	3%	4% l	*%
Increased slightly	(4.0)	57	17	17	23	24	33	23	21	13	29	28	30	27
		9%	8%	9%	9%	7%	10%	11%	9%	6%	8%	9%	8%	9%
TOTAL INCREASED		73	19	21	32	32	41	33	25	15	35	37	45	28
		11%	8%	11%	13%	10%	12%	15% h	11%	7%	10%	12%	12%	10%
Stayed the same	(3.0)	421	150	110	161	202	220	126	150	146	231	191	228	193
		64%	67%	57%	66%	63%	64%	58%	65%	67% f	64%	64%	62%	66%
Decreased slightly	(2.0)	82	21	29	32	37	45	19	29	35	51	30	47	35
		12%	9%	15%	13%	12%	13%	9%	13%	16% f	14%	10%	13%	12%
Decreased greatly	(1.0)	31	9	13	9	18	13	12	6	12	19	12	16	15
		5%	4%	7%	4%	6%	4%	6%	3%	6%	5%	4%	4%	5%
TOTAL DECREASED		113	30	42	41	55	58	31	35	47	70	41	64	49
		17%	13%	22% a	17%	17%	17%	14%	15%	22% f	19%	14%	17%	17%
Don't know		55	26	18	11	29	25	27	19	8	26	29	34	21
		8%	12% c	9% c	4%	9%	7%	13% h	8% h	4%	7%	10%	9%	7%
Mean score		2.9	2.9	2.8	3.0	2.9	2.9	3.0 h	2.9 h	2.8	2.9	3.0 i	2.9	2.9
Standard deviation		.73	.63	.80	.74	.75	.71	.83	.65	.69	.72	.73	.77	.67
Standard error		.02	.03	.04	.04	.03	.03	.05	.03	.03	.03	.03	.03	.03

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD1. Approximately how many items of post - including letters, cards and parcels - have you personally received in the last week? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
None - not received any items in the last week	43 7%	19 9%	11 6%	13 5%	16 5%	27 8%	24 11% gh	8 3%	12 5%	19 5%	24 8%	18 5%	25 9% k
1 or 2 items received in the last week	105 16%	33 15%	27 14%	45 18%	55 17%	50 14%	48 22% g	22 10%	34 16% g	54 15%	50 17%	46 13%	58 20% k
3 or 4 items received in the last week	113 17%	40 18%	36 19%	37 15%	58 18%	56 16%	46 21%	35 15%	33 15%	56 15%	57 19%	60 16%	53 18%
5 to 10 items received in the last week	231 35%	63 28%	70 36%	98 40% a	105 33%	126 37%	56 26%	100 44% fh	75 35% f	122 34%	109 37%	151 41% l	80 28%
11 to 20 items received in the last week	127 19%	43 19%	37 20%	46 19%	65 20%	62 18%	32 15%	52 23% f	43 20%	84 23% j	42 14%	75 20%	52 18%
21 to 30 items received in the last week	29 4%	17 8% c	8 4%	3 1%	14 4%	15 4%	7 3%	8 3%	14 6%	19 5%	10 3%	13 4%	16 5%
31 to 50 items received in the last week	2 *%	* *%	* *%	1 1%	* *%	1 *%	* *%	1 *%	1 *%	* *%	1 *%	* *%	1 *%
Over 50 items received in the last week	1 *%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	1 *%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD1. Approximately how many items of post - including letters, cards and parcels - have you personally received in the last week? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
SUMMARY CODES													
NONE	43	19	11	13	16	27	24	8	12	19	24	18	25
	7%	9%	6%	5%	5%	8%	11% gh	3%	5%	5%	8%	5%	9% k
LESS THAN 3 ITEMS (1-2 ITEMS)	105	33	27	45	55	50	48	22	34	54	50	46	58
	16%	15%	14%	18%	17%	14%	22% g	10%	16% g	15%	17%	13%	20% k
LESS THAN 5 ITEMS (1-4 ITEMS)	218	72	64	82	113	105	94	57	67	110	107	107	111
	33%	32%	33%	33%	35%	31%	43% gh	25%	31%	30%	36%	29%	38% k
1-10 ITEMS	449	136	133	181	218	231	150	157	142	232	216	258	192
	68%	60%	70% a	73% a	69%	67%	69%	68%	66%	64%	72% i	69%	66%
11+ ITEMS	158	62	46	51	79	79	39	60	59	103	55	88	70
	24%	28%	24%	21%	25%	23%	18%	26% f	27% f	29% j	18%	24%	24%
RECEIVED ANY ITEMS IN THE LAST WEEK	608	198	179	231	297	310	189	217	202	336	271	346	262
	92%	88%	93%	94% a	94%	90%	87%	95% f	93% f	93%	91%	93%	90%
Don't know	11	8	2	2	4	7	4	4	3	8	3	7	4
	2%	3% c	1%	1%	1%	2%	2%	2%	1%	2%	1%	2%	1%
Mean number of items received in the last week	8.2	8.8 c	8.1	7.7	8.2	8.2	6.5	9.0 f	9.1 f	8.7 j	7.6	8.4	7.9
Standard deviation	7.56	8.72	6.74	6.90	7.15	7.92	6.74	6.87	8.63	7.33	7.79	6.85	8.35
Standard error	.23	.47	.35	.36	.32	.34	.40	.38	.41	.32	.34	.30	.36
Mean number of letters and cards received in the last week	7.5	8.2 c	7.4	6.9	7.5	7.6	5.8	8.1 f	8.6 f	8.0 j	7.0	7.6	7.5
Standard deviation	7.24	8.42	6.39	6.56	6.92	7.54	6.44	6.45	8.35	7.00	7.49	6.63	7.94

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD1. Approximately how many items of post - including letters, cards and parcels - have you personally received in the last week? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Standard error	.22	.46	.33	.35	.31	.32	.38	.35	.40	.31	.32	.29	.34
Mean number of parcels received in the last week	.6	.6	.6	.6	.7	.6	.7 h	.8 h	.4	.6	.6	.7 l	.5
Standard deviation	1.42	1.49	1.35	1.41	1.54	1.29	1.41	1.78	.89	1.32	1.53	1.56	1.20
Standard error	.04	.08	.07	.07	.07	.05	.08	.09	.04	.06	.06	.07	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All who have personally received any items of post in the last week

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1071	322	357	392	518	553	276	360	435	554	516	542	528
Effective Weighted Sample	612	200	180	232	307	305	168	207	250	328	284	309	318
Total	608	198	179	231	297	310	189	217	202	336	271	346	262
None - not received any parcels in the last week	411 68%	140 71%	115 65%	156 67%	202 68%	209 67%	122 65%	136 63%	152 76% fg	217 65%	193 71%	212 61%	199 76% k
1 or 2 parcels received in the last week	141 23%	41 21%	50 28%	49 21%	67 23%	73 24%	44 23%	59 27% h	37 18%	87 26%	54 20%	96 28% l	45 17%
3 or 4 parcels received in the last week	42 7%	12 6%	10 6%	20 9%	21 7%	21 7%	17 9%	13 6%	12 6%	26 8%	16 6%	28 8%	14 5%
5 to 10 parcels received in the last week	12 2%	2 1%	3 2%	6 3%	6 2%	6 2%	5 3% h	6 3% h	1 *%	5 1%	7 3%	8 2%	4 2%
11 to 20 parcels received in the last week	2 *%	2 1%	* *%	- -%	1 *%	1 *%	* *%	2 1%	- -%	1 *%	1 *%	2 *%	- -%
SUMMARY CODES													
NONE	411 68%	140 71%	115 65%	156 67%	202 68%	209 67%	122 65%	136 63%	152 76% fg	217 65%	193 71%	212 61%	199 76% k
LESS THAN 3 PARCELS (1-2 PARCELS)	141 23%	41 21%	50 28%	49 21%	67 23%	73 24%	44 23%	59 27% h	37 18%	87 26%	54 20%	96 28% l	45 17%
LESS THAN 5 PARCELS (1-4 PARCELS)	183 30%	54 27%	60 34%	69 30%	88 30%	95 31%	62 33%	73 33% h	49 24%	113 34% j	70 26%	124 36% l	59 23%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All who have personally received any items of post in the last week

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1071	322	357	392	518	553	276	360	435	554	516	542	528
Effective Weighted Sample	612	200	180	232	307	305	168	207	250	328	284	309	318
Total	608	198	179	231	297	310	189	217	202	336	271	346	262
1-10 PARCELS	195 32%	56 28%	63 35%	76 33%	94 32%	101 32%	67 35% h	79 36% h	49 24%	118 35%	77 28%	132 38% l	63 24%
11+ PARCELS	2 *%	2 1%	* *%	- -%	1 *%	1 *%	* *%	2 1%	- -%	1 *%	1 *%	2 *%	- -%
RECEIVED ANY PARCELS IN THE LAST WEEK	197 32%	58 29%	63 35%	76 33%	96 32%	101 33%	67 35% h	81 37% h	49 24%	119 35%	78 29%	133 39% l	63 24%
Mean number of parcels received in the last week	.7	.7	.7	.7	.7	.7	.8 h	.8 h	.4	.7	.7	.8 l	.5
Standard deviation	1.47	1.57	1.39	1.44	1.59	1.35	1.49	1.82	.91	1.36	1.60	1.61	1.26
Standard error	.05	.09	.07	.07	.07	.06	.09	.10	.04	.06	.07	.07	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
None - not received any parcels in the last week	454 69%	159 71%	126 66%	168 69%	218 69%	236 69%	146 67%	144 63%	164 76% fg	236 65%	217 73% i	230 62%	224 77% k
1 or 2 parcels received in the last week	141 21%	41 18%	50 26%	49 20%	67 21%	73 21%	44 20%	59 26% h	37 17%	87 24%	54 18%	96 26%	45 15% l
3 or 4 parcels received in the last week	42 6%	12 5%	10 5%	20 8%	21 7%	21 6%	17 8%	13 6%	12 5%	26 7%	16 5%	28 8%	14 5%
5 to 10 parcels received in the last week	12 2%	2 1%	3 2%	6 3%	6 2%	6 2%	5 2% h	6 3% h	1 *%	5 1%	7 2%	8 2%	4 1%
11 to 20 parcels received in the last week	2 *%	2 1%	* *%	- -%	1 *%	1 *%	* *%	2 1%	- -%	1 *%	1 *%	2 *%	- -%
SUMMARY CODES													
NONE	454 69%	159 71%	126 66%	168 69%	218 69%	236 69%	146 67%	144 63%	164 76% fg	236 65%	217 73% i	230 62%	224 77% k
LESS THAN 3 PARCELS (1-2 PARCELS)	141 21%	41 18%	50 26%	49 20%	67 21%	73 21%	44 20%	59 26% h	37 17%	87 24%	54 18%	96 26%	45 15% l
LESS THAN 5 PARCELS (1-4 PARCELS)	183 28%	54 24%	60 31%	69 28%	88 28%	95 28%	62 29%	73 32% h	49 22%	113 31% j	70 23%	124 33%	59 20% l

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD2. And how many of these items received in the last week were parcels? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
1-10 PARCELS	195	56	63	76	94	101	67	79	49	118	77	132	63
	29%	25%	33%	31%	30%	29%	31%	34%	23%	33%	26%	36%	22%
								h				l	
11+ PARCELS	2	2	*	-	1	1	*	2	-	1	1	2	-
	*%	1%	*%	-%	*%	*%	*%	1%	-%	*%	*%	*%	-%
RECEIVED ANY PARCELS IN THE LAST WEEK	197	58	63	76	96	101	67	81	49	119	78	133	63
	30%	26%	33%	31%	30%	29%	31%	35%	23%	33%	26%	36%	22%
								h				l	
Don't know	11	8	2	2	4	7	4	4	3	8	3	7	4
	2%	3%	1%	1%	1%	2%	2%	2%	1%	2%	1%	2%	1%
		c											
Mean number of parcels received in the last week	.6	.6	.6	.6	.7	.6	.7	.8	.4	.6	.6	.7	.5
							h	h				l	
Standard deviation	1.42	1.49	1.35	1.41	1.54	1.29	1.41	1.78	.89	1.32	1.53	1.56	1.20
Standard error	.04	.08	.07	.07	.07	.05	.08	.09	.04	.06	.06	.07	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

SUMMARY OF ITEMS RECEIVED IN THE LAST WEEK

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
RECEIVED ANY LETTERS OR CARDS IN THE LAST WEEK	574 87%	195 87%	168 88%	211 86%	283 89%	290 84%	175 81%	203 89% f	196 91% f	317 87%	256 86%	323 87%	251 86%
RECEIVED ANY PARCELS IN THE LAST WEEK	197 30%	58 26%	63 33%	76 31%	96 30%	101 29%	67 31%	81 35% h	49 23%	119 33%	78 26%	133 36% l	63 22%
RECEIVED BOTH LETTERS OR CARDS AND PARCELS IN THE LAST WEEK	163 25%	55 25%	52 27%	55 22%	82 26%	81 24%	53 24%	67 29% h	43 20%	100 28%	63 21%	111 30% l	52 18%
ONLY RECEIVED LETTERS OR CARDS, NO PARCELS IN THE LAST WEEK	411 62%	140 62%	115 60%	156 63%	202 64%	209 61%	122 56%	136 59%	152 70% fg	217 60%	193 65%	212 57%	199 68% k
ONLY RECEIVED PARCELS, NO LETTERS OR CARDS IN THE LAST WEEK	34 5%	2 1%	11 6% a	20 8% a	14 4%	20 6%	14 7% h	14 6%	6 3%	19 5%	15 5%	23 6%	11 4%
NOT RECEIVED ANY LETTERS OR CARDS OR PARCELS IN THE LAST WEEK	43 7%	19 9%	11 6%	13 5%	16 5%	27 8%	24 11% gh	8 3%	12 5%	19 5%	24 8%	18 5%	25 9% k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD3. Approximately how many items of post - including letters, cards and parcels - have you personally received from the Republic of Ireland in the last month? (SINGLE CODE) PROMPTED

Base : All in Northern Ireland who have personally received any items of post in the last week

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	133	41	35	57	63	70	37	47	49	59	74	69	64
Effective Weighted Sample	88	23	26	39	42	46	27	31	31	38	51	47	42
Total	16	4	5	7	8	8	6	6	5	8	8	9	7
None - not received any items from the R.O.I. last week	14 88%	3 82%	4 90%	6 91%	6 83%	8 93%	5 92%	5 92%	4 78%	7 90%	7 86%	8 89%	6 86%
1 or 2 items received from the R.O.I. last week	1 9%	* 8%	1 10%	1 9%	1 11%	1 7%	* 4%	* 8%	1 17%	* 4%	1 14%	1 8%	1 11%
3 or 4 items received from the R.O.I. last week	* 1%	* 5%	- -%	- -%	* 3%	- -%	* 4%	- -%	- -%	* 3%	- -%	- -%	* 3%
5 to 10 items received from the R.O.I. last week	* 1%	* 6%	- -%	- -%	* 3%	- -%	- -%	- -%	* 5%	* 3%	- -%	* 3%	- -%
SUMMARY CODES													
NONE	14 88%	3 82%	4 90%	6 91%	6 83%	8 93%	5 92%	5 92%	4 78%	7 90%	7 86%	8 89%	6 86%
LESS THAN 3 ITEMS (1-2 ITEMS)	1 9%	* 8%	1 10%	1 9%	1 11%	1 7%	* 4%	* 8%	1 17%	* 4%	1 14%	1 8%	1 11%
LESS THAN 5 ITEMS (1-4 ITEMS)	2 10%	1 13%	1 10%	1 9%	1 14%	1 7%	* 8%	* 8%	1 17%	1 7%	1 14%	1 8%	1 14%
1-10 ITEMS	2 12%	1 18%	1 10%	1 9%	1 17%	1 7%	* 8%	* 8%	1 22%	1 10%	1 14%	1 11%	1 14%
RECEIVED ANY ITEMS IN THE LAST MONTH	2 12%	1 18%	1 10%	1 9%	1 17%	1 7%	* 8%	* 8%	1 22%	1 10%	1 14%	1 11%	1 14%
Mean number of items received from the Republic of Ireland in the last month	.2	.6 c	.1	.1	.4 e	.1	.1	.1	.5	.3	.1	.2	.2
Standard deviation	.86	1.71	.34	.35	1.24	.28	.65	.34	1.50	1.23	.36	1.04	.64
Standard error	.07	.27	.06	.05	.16	.03	.11	.05	.21	.16	.04	.13	.08

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD4. SHOWCARD Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013 a	MAY 2013 b	JUNE 2013 c	MALE d	FEMALE e	16-34 f	35-54 g	55+ h	ABC1 i	C2DE j	WORKING k	NOT WORKING l
Significance Level: 95%													
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Bills/ invoices/ statements	534 81%	174 77%	167 87% ac	193 78%	263 83%	271 79%	163 75%	197 86% f	173 80%	300 83%	233 78%	316 85%	218 75% l
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	336 51%	119 53%	86 45%	132 54%	162 51%	174 51%	75 35%	145 63% fh	116 54% f	208 57% j	129 43%	204 55%	132 45% l
Letters from organisations you do have a relationship with	322 49%	119 53%	90 47%	113 46%	156 49%	167 48%	94 44%	120 52%	108 50%	187 52%	135 45%	186 50%	137 47%
Addressed direct mail from organisations you don't have a relationship with	315 48%	122 54% c	87 45%	106 43%	147 46%	168 49%	79 37%	117 51% f	119 55% f	184 51%	131 44%	179 48%	136 47%
Catalogues/ brochures	209 32%	65 29%	64 34%	80 33%	96 30%	113 33%	58 27%	80 35%	71 33%	125 35%	84 28%	131 35%	78 27% l
Larger parcels - that will not fit through a letterbox	202 30%	59 26%	64 33%	79 32%	98 31%	104 30%	70 32% h	82 36% h	50 23%	123 34% j	79 26%	137 37%	65 22% l
Personal letters (e.g. from a friend)	180 27%	54 24%	53 28%	73 30%	81 26%	98 29%	47 22%	65 28%	68 31% f	108 30%	72 24%	98 26%	82 28%
Invitations/ greetings cards/ postcards	177 27%	59 26%	52 27%	65 26%	70 22%	107 31% d	37 17%	72 31% f	67 31% f	109 30% j	68 23%	111 30%	65 22% l

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD4. SHOWCARD Please think about items that are addressed to you personally rather than leaflets or charity collection envelopes or bags that may come through your letterbox. Which of these types of items would you say you have personally received through the post in the last month? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Smaller parcels - that will fit through a letterbox	148 22%	43 19%	37 19%	68 28% ab	73 23%	75 22%	46 21%	61 27% h	41 19%	97 27% j	52 17%	103 28% l	45 16%
Magazines you subscribe to	108 16%	35 15%	27 14%	46 19%	66 21% e	42 12%	23 11%	47 20% f	38 18% f	71 19% j	38 13%	73 20% l	35 12%
SUMMARY CODES													
ANY LETTERS (PERSONAL OR FROM ORGANISATIONS)	418 63%	147 65%	117 61%	154 63%	197 62%	222 64%	126 58%	148 65%	144 67%	235 65%	184 61%	231 62%	187 64%
ANY PUBLICATIONS (MAGAZINES OR CATALOGUES)	250 38%	79 35%	74 38%	97 39%	125 39%	124 36%	69 32%	99 43% f	82 38%	153 42% j	96 32%	161 43% l	88 30%
ANY PARCELS (SMALL OR LARGE)	247 37%	76 34%	73 38%	98 40%	118 37%	128 37%	83 38% h	102 44% h	62 29%	154 43% j	92 31%	167 45% l	80 27%
Any other type of addressed mail received	12 2%	2 1%	4 2%	6 2%	5 2%	6 2%	5 2%	3 1%	3 1%	6 2%	5 2%	7 2%	5 2%
Don't know	7 1%	6 3% b	- -%	1 1%	1 *%	6 2%	4 2% g	- -%	3 1%	1 *%	6 2% i	3 1%	4 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD5. SHOWCARD Compared with two years ago, would you say that the number of addressed letters, cards and parcels you personally receive through the post has... (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING APR 2013 a	MAY 2013 b	JUNE 2013 c	GENDER MALE d	FEMALE e	AGE (2) 16-34 f	35-54 g	55+ h	SEG (2) ABC1 i	C2DE j	WORKING STATUS WORKING k	NOT WORKING l
Significance Level: 95%														
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Increased greatly	(5.0)	57 9%	14 6%	20 10%	23 9%	37 12% e	20 6%	27 13% h	17 7%	12 6%	32 9%	24 8%	39 10% l	18 6%
Increased slightly	(4.0)	121 18%	40 18%	33 17%	48 20%	54 17%	67 20%	48 22%	36 16%	38 17%	72 20%	49 16%	60 16%	62 21%
TOTAL INCREASED		178 27%	55 24%	52 27%	71 29%	91 29%	87 25%	75 35% gh	53 23%	50 23%	105 29%	73 25%	98 27%	79 27%
Stayed the same	(3.0)	366 55%	130 58%	99 51%	137 56%	184 58%	182 53%	107 49%	131 57%	128 59% f	187 52%	179 60% i	199 54%	167 57%
Decreased slightly	(2.0)	84 13%	29 13%	24 12%	32 13%	27 8%	58 17% d	21 10%	32 14%	31 14%	54 15% j	29 10%	50 14%	34 12%
Decreased greatly	(1.0)	11 2%	4 2%	3 2%	4 2%	5 2%	6 2%	2 1%	5 2%	4 2%	5 1%	6 2%	6 2%	4 2%
TOTAL DECREASED		95 14%	32 14%	27 14%	36 15%	32 10%	63 18% d	23 11%	37 16%	35 16%	60 17%	34 11%	57 15%	38 13%
Don't know		23 4%	8 4% c	14 7% c	2 1%	11 4%	12 3%	11 5% h	9 4%	4 2%	11 3%	12 4%	17 4%	7 2%
Mean score		3.2	3.2	3.2	3.2	3.3 e	3.1	3.4 gh	3.1	3.1	3.2	3.2	3.2	3.2
Standard deviation		.84	.79	.89	.85	.85	.82	.88	.83	.78	.87	.80	.88	.78
Standard error		.02	.04	.05	.04	.04	.03	.05	.04	.04	.04	.03	.04	.03

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD6. SHOWCARD Which of these types of addressed items are you personally receiving more often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has increased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	314	98	99	117	163	151	120	87	107	166	148	159	155
Effective Weighted Sample	183	57	58	68	95	88	69	53	64	105	77	90	97
Total	178	55	52	71	91	87	75	53	50	105	73	98	79
Addressed direct mail from organisations you don't have a relationship with	76 43%	20 37%	28 53%	28 40%	38 41%	39 44%	22 30%	26 49% f	28 56% f	45 43%	31 42%	43 44%	33 42%
Bills/ invoices/ statements	52 29%	13 24%	16 30%	24 34%	27 29%	26 30%	30 40% gh	11 21%	11 22%	27 26%	26 35%	21 22%	31 39% k
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	47 26%	11 20%	14 26%	22 31%	23 25%	23 27%	14 19%	17 32%	15 30%	28 27%	18 25%	22 22%	24 31%
Smaller parcels - that will fit through a letterbox	37 21%	9 17%	11 22%	16 22%	19 21%	18 21%	15 19%	15 28%	7 15%	22 21%	15 20%	30 30% l	7 9%
Larger parcels - that will not fit through a letterbox	34 19%	10 18%	9 17%	15 21%	19 21%	14 17%	15 21%	13 24%	6 11%	22 21%	12 16%	27 27% l	7 9%
Letters from organisations you do have a relationship with	33 19%	8 14%	14 27%	11 16%	18 20%	15 18%	15 21%	11 20%	7 14%	25 24% j	8 11%	20 20%	13 16%
Catalogues/ brochures	27 15%	5 10%	12 22%	10 15%	11 13%	16 18%	9 11%	6 10%	13 27% fg	12 11%	16 22%	11 11%	16 21%
Magazines you subscribe to	11 6%	1 1%	6 11% a	5 8%	6 7%	5 6%	2 2%	5 10%	5 9%	7 7%	4 5%	7 7%	5 6%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD6. SHOWCARD Which of these types of addressed items are you personally receiving more often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has increased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	314	98	99	117	163	151	120	87	107	166	148	159	155
Effective Weighted Sample	183	57	58	68	95	88	69	53	64	105	77	90	97
Total	178	55	52	71	91	87	75	53	50	105	73	98	79
Invitations/ greetings cards/ postcards	9 5%	3 6%	5 9% c	1 1%	7 8%	2 2%	1 1%	3 6%	5 9% f	2 2%	7 9%	3 3%	6 8%
Personal letters (e.g. from a friend)	8 4%	1 3%	6 12% c	* *%	6 6%	2 2%	3 3%	2 4%	3 6%	2 2%	5 7%	1 1%	6 8% k
Any other type of addressed mail received	6 3%	1 2%	4 7%	1 1%	1 1%	4 5%	1 2%	4 7%	1 2%	4 4%	2 3%	3 3%	3 3%
SUMMARY CODES													
ALL RECEIVING MORE FROM ORGANISATIONS (BILLS/ CIRCULARS/ D.M./ LETTERS)	137 77%	38 70%	44 84%	55 77%	69 76%	68 78%	59 78%	39 73%	40 80%	82 78%	55 75%	68 69%	69 87% k
ALL RECEIVING MORE PARCELS (SMALL OR LARGE)	52 29%	17 30%	14 27%	21 30%	31 34%	21 24%	24 32%	19 36% h	9 18%	32 30%	20 28%	42 43% l	10 12%
ALL RECEIVING MORE LETTERS (PERSONAL OR FROM ORGANISATIONS)	38 21%	9 17%	18 34% ac	11 16%	21 24%	16 19%	18 24%	11 20%	9 18%	27 25%	11 15%	21 21%	17 22%
ALL RECEIVING MORE PUBLICATIONS (MAGAZINES OR CATALOGUES)	35 19%	5 10%	15 28% a	15 20%	16 17%	19 22%	10 14%	9 17%	15 31% f	18 17%	17 23%	17 17%	18 22%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD6. SHOWCARD Which of these types of addressed items are you personally receiving more often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has increased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	314	98	99	117	163	151	120	87	107	166	148	159	155
Effective Weighted Sample	183	57	58	68	95	88	69	53	64	105	77	90	97
Total	178	55	52	71	91	87	75	53	50	105	73	98	79
ALL RECEIVING MORE FROM PERSONAL CONTACTS (LETTERS/ INVITATIONS/ CARDS)	13 7%	3 6%	9 17% c	1 1%	10 11%	4 4%	3 5%	4 8%	5 11%	5 4%	9 12%	4 4%	10 12% k
Don't know	1 1%	1 2%	- -%	- -%	- -%	1 1%	1 2%	- -%	- -%	- -%	1 2%	- -%	1 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	189	55	69	65	70	119	35	71	83	110	78	99	89
Effective Weighted Sample	96	32	28	35	33	63	20	36	41	57	39	50	48
Total	95	32	27	36	32	63	23	37	35	60	34	57	38
Bills/ invoices/ statements	47	15	16	16	20	27	13	23	12	32	16	34	14
	50%	48%	60%	44%	64%	43%	54%	62% h	34%	53%	46%	59% l	36%
Personal letters (e.g. from a friend)	41	16	12	14	17	24	14	10	17	25	15	25	16
	43%	49%	44%	38%	54%	38%	61% g	27%	48%	41%	45%	44%	42%
Invitations/ greetings cards/ postcards	17	5	5	6	5	13	6	5	6	10	7	8	9
	18%	17%	20%	18%	15%	20%	25%	14%	18%	16%	22%	14%	24%
Letters from organisations you do have a relationship with	12	4	2	7	5	8	3	5	5	5	7	6	6
	13%	12%	7%	18%	15%	12%	11%	13%	15%	9%	20%	11%	17%
Addressed direct mail from organisations you don't have a relationship with	12	6	1	5	6	5	2	4	5	6	6	9	3
	12%	17%	4%	14%	19%	9%	10%	11%	15%	10%	17%	15%	7%
Standard circulars from organisations you do have a relationship with (e.g. newsletters, leaflets, promotions)	9	*	4	4	4	5	2	3	3	6	3	7	3
	10%	1%	17% a	12%	14%	7%	10%	9%	10%	10%	9%	12%	7%
Catalogues/ brochures	7	*	4	3	4	3	2	3	2	4	3	5	2
	7%	1%	14%	9%	12%	5%	8%	7%	7%	7%	9%	8%	6%
Larger parcels - that will not fit through a letterbox	5	1	2	2	1	4	1	2	2	2	2	*	5
	5%	3%	6%	6%	3%	6%	4%	5%	5%	4%	7%	*%	12% k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	189	55	69	65	70	119	35	71	83	110	78	99	89
Effective Weighted Sample	96	32	28	35	33	63	20	36	41	57	39	50	48
Total	95	32	27	36	32	63	23	37	35	60	34	57	38
Smaller parcels - that will fit through a letterbox	5 5%	1 3%	1 3%	3 7%	1 3%	4 6%	1 4%	1 3%	3 8%	3 5%	2 5%	* *%	5 12% k
Magazines you subscribe to	4 4%	* *%	1 3%	3 8%	2 7%	1 2%	* 1%	2 6%	1 4%	1 2%	3 8%	2 4%	1 3%
Any other type of addressed mail received	4 4%	2 6%	2 6%	- -%	- -%	4 6%	1 5%	2 4%	1 3%	3 5%	1 3%	3 5%	1 2%
SUMMARY CODES													
ALL RECEIVING LESS FROM ORGANISATIONS (BILLS/ CIRCULARS/ D.M./ LETTERS)	66 69%	20 63%	18 69%	27 76%	27 85% e	39 62%	16 69%	30 81% h	20 57%	41 69%	25 73%	45 79% l	21 56%
ALL RECEIVING LESS FROM PERSONAL CONTACTS (LETTERS/ INVITATIONS/ CARDS)	50 53%	19 58%	15 56%	17 46%	20 63%	30 48%	16 69% g	14 38%	20 58%	30 51%	19 56%	30 53%	20 54%
ALL RECEIVING FEWER LETTERS (PERSONAL OR FROM ORGANISATIONS)	48 50%	18 54%	13 48%	17 47%	18 58%	29 46%	14 61%	13 36%	20 58%	28 46%	19 55%	28 49%	20 51%
ALL RECEIVING FEWER PUBLICATIONS (MAGAZINES OR CATALOGUES)	8 8%	* 1%	5 17% a	3 9%	5 14%	3 5%	2 9%	3 9%	2 7%	5 8%	3 9%	6 10%	2 6%
ALL RECEIVING FEWER PARCELS (SMALL OR LARGE)	6 6%	1 3%	2 9%	3 7%	1 3%	5 8%	1 4%	2 5%	3 9%	3 5%	3 8%	* *%	6 16% k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

Table 54

QD7. SHOWCARD Which of these types of addressed items are you personally receiving less often through the post now? (MULTI CODE)

Base : All who say that the number of items received by post has decreased, compared to two years ago

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	189	55	69	65	70	119	35	71	83	110	78	99	89
Effective Weighted Sample	96	32	28	35	33	63	20	36	41	57	39	50	48
Total	95	32	27	36	32	63	23	37	35	60	34	57	38
Don't know	2	2	*	-	*	2	-	*	2	2	*	1	*
	2%	5%	1%	-%	1%	3%	-%	*%	5%	3%	1%	3%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD8. Do you ever order items to be delivered to you through the post? IF YES Have you ever had to return any goods you bought which were delivered to you by post? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Do not order items for delivery by post	204 31%	72 32%	61 32%	71 29%	99 31%	105 30%	51 24%	58 25%	95 44% fg	80 22%	123 41% i	81 22%	123 42% k
Yes, and have returned some goods	237 36%	79 35%	66 35%	93 38%	100 32%	137 40% d	93 43% h	89 39% h	55 25%	148 41% j	90 30%	154 41% l	84 29%
Yes, but have not returned any goods	218 33%	73 33%	64 34%	81 33%	116 37%	102 30%	71 33%	81 35%	66 30%	134 37% j	85 28%	135 36% l	84 29%
TOTAL - ORDERED ITEMS TO BE DELIVERED BY POST	456 69%	152 68%	131 68%	173 70%	216 68%	239 69%	165 76% h	170 74% h	121 56%	281 78% j	174 58%	288 78% l	167 57%
Don't know	2 *%	1 1%	- -%	1 *%	2 1%	* *%	- -%	1 *%	1 1%	1 *%	1 *%	1 *%	1 *%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD9. SHOWCARD When an item requires a signature or is too large to fit through your letterbox and you are not in to receive it, your postman may leave a 'Sorry you were out' card with a red border. Have you received a card like this from the postman? IF YES - How would you tend to deal with a 'Sorry you were out' card? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Pick up the item from the delivery/ enquiry office	423 64%	132 59%	125 66%	165 67% a	194 61%	228 66%	141 65% h	167 73% h	114 53%	248 69% j	173 58%	278 75% l	145 50%
Arrange for redelivery to your home	69 10%	33 14% c	20 11%	16 7%	34 11%	35 10%	22 10%	30 13%	17 8%	37 10%	32 11%	45 12%	24 8%
Arrange for redelivery to an alternative address	30 4%	17 7% c	7 4%	6 2%	15 5%	14 4%	7 3%	14 6%	8 4%	15 4%	15 5%	21 6%	9 3%
Arrange for the item to be delivered to a local Post Office branch from which to pick it up	27 4%	5 2%	15 8% ac	7 3%	13 4%	13 4%	11 5%	5 2%	11 5%	17 5%	10 3%	15 4%	12 4%
Get a friend/ family member to pick up the item from the delivery/ enquiry office	23 3%	12 5%	4 2%	6 3%	17 5% e	6 2%	7 3%	11 5%	5 2%	15 4%	8 3%	14 4%	9 3%
Any other way	13 2%	1 1%	5 3%	7 3%	5 1%	9 2%	5 3%	6 3%	2 1%	10 3%	4 1%	7 2%	6 2%
Not applicable - don't receive 'Sorry you were out' cards	159 24%	57 25%	38 20%	64 26%	79 25%	80 23%	47 22%	36 16%	76 35% fg	71 20%	88 29% i	54 15%	105 36% k
Don't know	4 1%	2 1%	- -%	2 1%	4 1%	* *%	2 1%	1 *%	1 *%	3 1%	1 *%	1 *%	3 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD9. SHOWCARD When an item requires a signature or is too large to fit through your letterbox and you are not in to receive it, your postman may leave a 'Sorry you were out' card with a red border. Have you received a card like this from the postman? IF YES - How would you tend to deal with a 'Sorry you were out' card? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
TOTAL PICK UP FROM DELIVERY/ ENQUIRY OFFICE	435 66%	139 62%	129 67%	167 68%	203 64%	232 68%	146 67% h	172 75% h	118 54%	257 71% j	177 59%	284 77% l	151 52%
TOTAL ARRANGE REDELIVERY/ DELIVERY TO BRANCH	119 18%	49 22% c	40 21% c	30 12%	59 19%	60 17%	37 17%	47 20%	36 17%	64 18%	55 19%	74 20%	45 15%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD10. SHOWCARD When you receive post, at what time of day is your mail normally delivered to your home during the week - so Monday to Friday? (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Before 8.00am	(7.5)	1 *%	1 *%	- -%	1 *%	1 *%	* *%	- -%	1 *%	1 *%	1 *%	* *%	1 *%	1 *%
8.00am - 8.59am	(8.5)	9 1%	3 2%	3 2%	2 1%	5 1%	4 1%	2 1%	5 2%	2 1%	6 2%	3 1%	6 2%	3 1%
9.00am - 9.59am	(9.5)	49 7%	18 8%	14 7%	17 7%	24 8%	24 7%	15 7%	18 8%	15 7%	30 8%	19 6%	32 9%	16 6%
10.00am - 10.59am	(10.5)	111 17%	28 12%	30 16%	53 22% a	47 15%	65 19%	42 19%	36 16%	33 15%	57 16%	54 18%	58 16%	53 18%
11.00am - 11.59am	(11.5)	184 28%	66 29%	51 27%	67 27%	90 28%	94 27%	64 29%	60 26%	60 28%	87 24%	97 32% i	103 28%	81 28%
12.00pm - 12.59pm	(12.5)	89 13%	39 17%	20 11%	30 12%	37 12%	52 15%	27 13%	28 12%	34 16%	46 13%	42 14%	40 11%	49 17% k
1.00pm - 1.59pm	(13.5)	74 11%	25 11%	21 11%	29 12%	32 10%	42 12%	13 6%	31 14% f	30 14% f	54 15% j	21 7%	42 11%	32 11%
2.00pm - 2.59pm	(14.5)	21 3%	8 4%	8 4%	5 2%	10 3%	11 3%	10 4%	6 3%	5 2%	15 4%	6 2%	12 3%	9 3%
3.00pm - 3.59pm	(15.5)	9 1%	4 2%	2 1%	3 1%	8 2% e	1 *%	3 2%	2 1%	3 2%	4 1%	5 2%	4 1%	5 2%
4.00pm - 4.59pm	(16.5)	* *%	* *%	* *%	- -%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	* *%
SUMMARY CODES														
BEFORE MIDDAY		354 54%	116 51%	99 51%	140 57%	167 53%	187 54%	123 57%	119 52%	112 52%	181 50%	173 58% i	201 54%	153 53%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD10. SHOWCARD When you receive post, at what time of day is your mail normally delivered to your home during the week - so Monday to Friday? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
MIDDAY OR LATER	193	75	51	66	86	107	53	67	73	120	73	98	95
	29%	34%	27%	27%	27%	31%	24%	29%	34% f	33% j	24%	27%	33%
Don't know	44	16	11	16	29	14	20	18	5	27	17	31	12
	7%	7%	6%	7%	9% e	4%	9% h	8% h	2%	7%	6%	8% l	4%
It varies too much to say	71	18	30	23	35	36	21	24	26	35	36	40	30
	11%	8%	16% ac	9%	11%	10%	10%	11%	12%	10%	12%	11%	10%
Mean time of delivery during the week	11.7	11.8	11.7	11.6	11.7	11.7	11.6	11.7	11.8	11.8	11.6	11.6	11.8
Standard deviation	1.43	1.45	1.47	1.37	1.51	1.35	1.40	1.46	1.42	1.53	1.29	1.46	1.38
Standard error	.04	.08	.08	.07	.07	.06	.09	.08	.07	.07	.06	.07	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD11. SHOWCARD Thinking about deliveries from your postman or woman, in the last three months, have you... (MULTI CODE)

Base : All respondents (FROM Q4 2012)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Had post addressed to your household left with your neighbour by Royal Mail	186 28%	66 29%	65 34% c	55 23%	88 28%	98 29%	68 31% h	79 34% h	40 18%	121 33% j	66 22%	136 37% l	50 17%
Been asked by your postman/ woman to take post for a neighbour who is out	184 28%	54 24%	69 36% ac	60 24%	87 27%	97 28%	54 25%	68 30%	62 29%	100 28%	84 28%	105 28%	79 27%
Opted out of having post left with a neighbour and receiving your neighbour's post by displaying a sticker available from Royal Mail	9 1%	4 2%	4 2%	1 *%	3 1%	6 2%	5 2%	2 1%	2 1%	4 1%	4 2%	6 2%	3 1%
None of these	377 57%	133 59%	98 51%	146 59%	185 58%	192 56%	124 58%	119 52%	134 62% g	195 54%	181 61%	191 52%	186 64% k
Don't know	5 1%	1 *%	3 1%	2 1%	1 *%	4 1%	3 1% h	2 1%	- -%	4 1%	2 1%	2 *%	4 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD12. SHOWCARD Overall, how satisfied were you with having your post left with a neighbour by Royal Mail? (SINGLE CODE)

Base : Those who have had post left with a neighbour by Royal Mail in the last three months (ADDED FROM Q4 2012)

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	297	96	111	90	134	163	91	119	87	179	118	190	107
Effective Weighted Sample	181	64	61	55	84	97	59	75	50	115	66	121	64
Total	186	66	65	55	88	98	68	79	40	121	66	136	50
Very satisfied	143	55	49	40	68	75	49	62	32	91	53	100	43
	77%	83%	75%	72%	78%	76%	72%	79%	81%	75%	81%	73%	87% k
Fairly satisfied	34	10	11	13	17	17	12	16	6	23	10	28	6
	18%	15%	17%	23%	19%	17%	17%	20%	14%	19%	15%	20%	11%
TOTAL SATISFIED	177	65	60	52	85	92	61	78	38	114	63	128	49
	95%	99%	92%	94%	97%	93%	90%	99% f	95%	94%	96%	94%	98%
Neither satisfied nor dissatisfied	4	-	4	-	2	2	2	-	2	4	*	4	-
	2%	-%	6%	-%	2%	2%	3%	-%	5%	3%	*%	3%	-%
Fairly dissatisfied	3	1	-	2	1	2	3	-	-	2	1	2	1
	2%	1%	-%	4%	1%	2%	5%	-%	-%	2%	1%	2%	2%
Very dissatisfied	2	-	2	1	-	2	2	1	-	1	2	2	-
	1%	-%	2%	1%	-%	2%	2%	1%	-%	1%	2%	2%	-%
TOTAL DISSATISFIED	6	1	2	3	1	5	5	1	-	3	3	5	1
	3%	1%	2%	6%	1%	5%	7% h	1%	-%	3%	4%	3%	2%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD13. Why were you dissatisfied with having your post left with a neighbour? (MULTI CODE) UNPROMPTED

Base : Those who were dissatisfied with having their post left with a neighbour (ADDED FROM Q4 2012)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	5	1	1	3	1	4	4	1	-	3	2	4	1
Effective Weighted Sample	5	1	1	3	1	4	4	1	-	3	2	4	1
Total	6	1	2	3	1	5	5	1	-	3	3	5	1
I would have preferred to collect the item from the delivery office	4 73%	1 100%	- -%	3 100%	1 100%	3 67%	3 69%	1 100%	- -%	3 100%	1 39%	3 66%	1 100%
I would have preferred to arrange for the item to be redelivered	4 70%	- -%	2 100%	2 76%	- -%	4 84%	4 80%	- -%	- -%	2 76%	2 61%	3 62%	1 100%
My neighbour wasn't in when I wanted to collect my post from them	2 30%	1 100%	- -%	1 24%	1 100%	1 16%	1 20%	1 100%	- -%	1 24%	1 39%	2 38%	- -%
It was a valuable item	2 27%	- -%	2 100%	- -%	- -%	2 33%	2 31%	- -%	- -%	- -%	2 61%	2 34%	- -%
It was a confidential item	1 23%	- -%	- -%	1 42%	- -%	1 28%	1 27%	- -%	- -%	1 42%	- -%	1 29%	- -%
I don't trust/ get along with my neighbour	1 19%	- -%	- -%	1 34%	- -%	1 23%	1 22%	- -%	- -%	1 34%	- -%	- -%	1 100%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD14. SHOWCARD Overall, how satisfied were you with receiving post from Royal Mail for a neighbour? (SINGLE CODE)

Base : Those who have had accepted post for a neighbour in the last three months (ADDED FROM Q4 2012)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	301	88	112	101	142	159	71	98	132	155	146	144	157
Effective Weighted Sample	189	65	66	59	92	97	49	65	79	100	89	95	97
Total	184	54	69	60	87	97	54	68	62	100	84	105	79
Very satisfied	141	41	56	44	67	74	44	52	45	73	68	81	60
	77%	75%	81%	74%	77%	76%	81%	77%	73%	73%	81%	77%	76%
Fairly satisfied	31	10	8	13	13	18	4	13	14	19	12	17	14
	17%	18%	12%	21%	15%	18%	8%	19%	22%	19%	14%	16%	18%
									f				
TOTAL SATISFIED	172	51	64	57	80	92	48	65	59	92	80	98	74
	94%	94%	92%	95%	92%	95%	89%	96%	95%	92%	96%	93%	94%
Neither satisfied nor dissatisfied	9	2	4	3	4	4	5	2	2	6	3	4	5
	5%	3%	6%	5%	5%	4%	9%	3%	3%	6%	3%	4%	6%
Fairly dissatisfied	2	1	1	-	1	1	-	1	1	2	-	2	-
	1%	2%	2%	-%	1%	1%	-%	2%	1%	2%	-%	2%	-%
TOTAL DISSATISFIED	2	1	1	-	1	1	-	1	1	2	-	2	-
	1%	2%	2%	-%	1%	1%	-%	2%	1%	2%	-%	2%	-%
Don't know	1	1	-	*	1	*	1	-	*	-	1	1	*
	1%	2%	-%	*%	1%	*%	2%	-%	*%	-%	1%	1%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD15. Why were you dissatisfied with having accepted post from Royal Mail for a neighbour? (MULTI CODE) UNPROMPTED

Base : Those who were dissatisfied with having accepted post for a neighbour (ADDED FROM Q4 2012)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	2	1	1	-	1	1	-	1	1	2	-	2	-
Effective Weighted Sample	2	1	1	-	1	1	-	1	1	2	-	2	-
Total	2	1	1	-	1	1	-	1	1	2	-	2	-
I don't trust/ get along with my neighbour	1 44%	1 100%	- -%	- -%	- -%	1 100%	- -%	- -%	1 100%	1 44%	- -%	1 44%	- -%
Other reasons	1 56%	- -%	1 100%	- -%	1 100%	- -%	- -%	1 100%	- -%	1 56%	- -%	1 56%	- -%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QD16. Before today, were you aware that you can opt out of Royal Mail's delivery to neighbour scheme by requesting a sticker which can be displayed so that your postman/ woman knows you do not want your post to be left with a neighbour and do not want to accepy post for your neighbour? (SINGLE CODE)

Base : All respondents (FROM Q4 2012)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
ALREADY OPTED OUT OF SCHEME	9	4	4	1	3	6	5	2	2	4	4	6	3
	1%	2%	2%	*%	1%	2%	2%	1%	1%	1%	2%	2%	1%
Yes, knew this	98	41	31	27	42	57	32	37	29	63	34	59	39
	15%	18%	16%	11%	13%	16%	15%	16%	13%	17%	11%	16%	14%
		c								j			
TOTAL AWARE	107	45	35	27	45	62	36	39	31	67	39	64	42
	16%	20%	18%	11%	14%	18%	17%	17%	14%	18%	13%	17%	15%
		c	c										
No, did not know this	555	180	157	219	273	282	180	190	185	295	260	306	249
	84%	80%	82%	89%	86%	82%	83%	83%	86%	82%	87%	83%	85%
				ab									

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE1. SHOWCARD How reliant would you say you are on post as a way of communicating? (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very reliant	(5.0)	172	61	47	65	84	89	43	53	77	83	89	91	81
		26%	27%	24%	27%	26%	26%	20%	23%	35% fg	23%	30% i	25%	28%
Fairly reliant	(4.0)	259	93	70	96	111	148	87	88	84	144	116	142	118
		39%	41%	37%	39%	35%	43% d	40%	39%	39%	40%	39%	38%	40%
TOTAL RELIANT		432	154	117	161	195	237	129	141	161	227	205	233	199
		65%	68%	61%	66%	61%	69% d	60%	61%	75% fg	63%	68%	63%	68%
Neither reliant nor not reliant	(3.0)	78	22	34	22	50	28	29	37	13	46	32	45	33
		12%	10%	18% ac	9%	16% e	8%	13% h	16% h	6%	13%	11%	12%	11%
Not very reliant	(2.0)	123	43	33	47	59	64	49	41	32	78	44	80	43
		19%	19%	17%	19%	19%	18%	23% h	18%	15%	21% j	15%	22% l	15%
Not at all reliant	(1.0)	24	5	7	12	12	11	6	11	7	11	13	13	11
		4%	2%	4%	5%	4%	3%	3%	5%	3%	3%	4%	3%	4%
TOTAL NOT RELIANT		146	48	40	59	71	75	55	52	39	89	57	92	54
		22%	21%	21%	24%	22%	22%	25%	23%	18%	24%	19%	25% l	18%
Don't know		6	1	1	3	1	4	3	-	3	-	6	*	5
		1%	*%	1%	1%	*%	1%	1%	-%	1%	-%	2% i	*%	2% k
Mean score		3.7	3.7	3.6	3.6	3.6	3.7	3.5	3.6	3.9 fg	3.6	3.8 i	3.6	3.8
Standard deviation		1.16	1.13	1.14	1.21	1.17	1.14	1.13	1.16	1.15	1.15	1.16	1.17	1.14
Standard error		.03	.06	.06	.06	.05	.05	.06	.06	.05	.05	.05	.05	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE2. SHOWCARD Thinking about your experience of using the postal service to send and receive mail, how would you rate your overall satisfaction with the postal service? (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	283 43%	87 39%	87 46%	110 45%	147 46%	137 40%	90 42%	81 35%	113 52% fg	150 41%	133 44%	144 39%	139 48% k
Fairly satisfied	(4.0)	307 46%	120 53% b	74 39%	114 46%	142 45%	165 48%	107 49% h	116 50% h	84 39%	170 47%	137 46%	184 50%	123 42%
TOTAL SATISFIED		591 89%	206 92% b	161 84%	223 91% b	289 91%	302 88%	197 91%	197 86%	197 91%	320 88%	270 90%	328 89%	262 90%
Neither satisfied nor dissatisfied	(3.0)	45 7%	13 6%	19 10% c	13 5%	22 7%	23 7%	12 5%	24 11% h	9 4%	30 8%	15 5%	30 8%	15 5%
Fairly dissatisfied	(2.0)	19 3%	4 2%	5 3%	10 4%	4 1%	15 4% d	5 2%	7 3%	7 3%	9 3%	9 3%	7 2%	12 4%
Very dissatisfied	(1.0)	6 1%	1 *%	5 3% ac	* *%	2 *%	5 1%	2 1%	2 1%	3 1%	3 1%	3 1%	5 1%	1 *%
TOTAL DISSATISFIED		25 4%	4 2%	11 6%	10 4%	6 2%	19 6% d	6 3%	9 4%	10 5%	12 3%	13 4%	13 3%	12 4%
Don't know		1 *%	1 *%	* *%	- -%	1 *%	* *%	1 1%	- -%	- -%	- -%	1 *%	- -%	1 *%
Mean score		4.3	4.3	4.2	4.3	4.4 e	4.2	4.3	4.2	4.4 g	4.3	4.3	4.2	4.3
Standard deviation		.79	.68	.94	.75	.71	.85	.74	.79	.82	.78	.80	.79	.78
Standard error		.02	.04	.05	.04	.03	.03	.04	.04	.04	.03	.03	.03	.03

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE4. SHOWCARD How satisfied are you overall with the postal service in terms of the value for money of sending mail? (SINGLE CODE)

Base : All respondents (FROM NOVEMBER 2012)

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	181 27%	55 24%	64 33% a	63 26%	96 30%	86 25%	57 27%	54 24%	70 32% g	93 26%	87 29%	96 26%	85 29%
Fairly satisfied	(4.0)	262 40%	104 46% b	63 33%	96 39%	124 39%	138 40%	82 38%	100 43%	80 37%	145 40%	117 39%	148 40%	113 39%
TOTAL SATISFIED		443 67%	158 70%	126 66%	159 65%	220 69%	224 65%	139 64%	154 67%	151 70%	238 66%	204 68%	245 66%	198 68%
Neither satisfied nor dissatisfied	(3.0)	105 16%	32 14%	35 18%	37 15%	49 16%	56 16%	37 17% h	47 20% h	21 10%	67 18%	38 13%	67 18%	38 13%
Fairly dissatisfied	(2.0)	75 11%	24 11%	18 9%	33 13%	32 10%	43 13%	23 11%	23 10%	29 13%	41 11%	34 11%	44 12%	31 11%
Very dissatisfied	(1.0)	20 3%	4 2%	8 4%	8 3%	5 2%	15 4%	4 2%	4 2%	12 6% g	9 2%	11 4%	6 1%	15 5% k
TOTAL DISSATISFIED		95 14%	28 13%	26 13%	41 17%	37 12%	58 17%	27 13%	27 12%	41 19% g	50 14%	46 15%	49 13%	46 16%
Don't know		18 3%	6 3%	4 2%	8 3%	12 4%	7 2%	13 6% gh	2 1%	4 2%	8 2%	10 4%	9 3%	9 3%
Mean score		3.8	3.8	3.8	3.7	3.9 e	3.7	3.8	3.8	3.8	3.8	3.8	3.8	3.8
Standard deviation		1.07	.99	1.12	1.11	1.02	1.11	1.04	.98	1.20	1.04	1.11	1.02	1.14
Standard error		.03	.05	.06	.05	.04	.05	.06	.05	.06	.04	.05	.04	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE5. SHOWCARD How would you rate your overall satisfaction with Royal Mail? (SINGLE CODE)

Base : All respondents (FROM Q1 2013)

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	260	85	81	94	131	129	82	77	100	137	122	131	128
		39%	38%	42%	38%	41%	37%	38%	34%	46% g	38%	41%	35%	44% k
Fairly satisfied	(4.0)	312	116	78	119	145	167	106	116	89	172	140	183	129
		47%	51% b	41%	48%	46%	48%	49%	51%	41%	48%	47%	49%	44%
TOTAL SATISFIED		571	200	159	213	276	295	188	193	190	309	261	315	257
		86%	89%	83%	87%	87%	86%	87%	84%	88%	85%	87%	85%	88%
Neither satisfied nor dissatisfied	(3.0)	54	18	22	15	30	24	19	25	10	31	23	37	17
		8%	8%	11% c	6%	10%	7%	9%	11% h	5%	9%	8%	10% l	6%
Fairly dissatisfied	(2.0)	27	4	7	16	9	18	4	10	13	18	9	14	13
		4%	2%	4%	7% a	3%	5%	2%	4%	6% f	5%	3%	4%	4%
Very dissatisfied	(1.0)	4	2	2	-	1	3	1	-	3	-	4	1	3
		1%	1%	1%	-%	*%	1%	*%	-%	1%	-%	1% i	*%	1%
TOTAL DISSATISFIED		31	6	9	16	10	22	5	10	16	18	13	16	16
		5%	3%	5%	7% a	3%	6% d	2%	4%	8% f	5%	4%	4%	5%
Don't know		5	1	2	2	2	3	3	1	*	3	1	3	2
		1%	*%	1%	1%	1%	1%	1%	*%	*%	1%	*%	1%	1%
Mean score		4.2	4.2	4.2	4.2	4.3	4.2	4.2	4.1	4.3	4.2	4.2	4.2	4.3
Standard deviation		.81	.74	.87	.83	.76	.85	.74	.77	.91	.80	.82	.79	.83
Standard error		.02	.04	.04	.04	.03	.03	.04	.04	.04	.03	.03	.03	.03

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time of day your post is delivered to you (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	253	81	74	98	111	142	74	81	97	136	117	130	123
		38%	36%	39%	40%	35%	41%	34%	35%	45% fg	38%	39%	35%	42%
Fairly satisfied	(4.0)	226	83	61	82	113	112	84	73	69	115	110	124	102
		34%	37%	32%	33%	36%	33%	39%	32%	32%	32%	37%	33%	35%
TOTAL SATISFIED		478	164	135	180	224	254	158	154	166	251	226	253	225
		72%	73%	70%	73%	71%	74%	73%	67%	77% g	69%	76%	68%	77% k
Neither satisfied nor dissatisfied	(3.0)	89	32	24	33	52	36	24	33	32	48	41	50	39
		13%	14%	13%	13%	16% e	11%	11%	14%	15%	13%	14%	13%	13%
Fairly dissatisfied	(2.0)	71	24	24	24	30	41	26	32	13	45	26	54	18
		11%	11%	12%	10%	10%	12%	12% h	14% h	6%	13%	9%	14% l	6%
Very dissatisfied	(1.0)	17	4	7	6	4	13	6	6	5	12	5	8	9
		3%	2%	4%	3%	1%	4% d	3%	3%	2%	3%	2%	2%	3%
TOTAL DISSATISFIED		88	27	31	30	34	54	32	38	18	58	31	62	26
		13%	12%	16%	12%	11%	16%	15% h	17% h	9%	16% j	10%	17% l	9%
Don't know		6	2	2	3	6	-	2	5	-	6	1	6	1
		1%	1%	1%	1%	2% e	-%	1%	2% h	-%	2%	*%	2%	*%
Mean score		4.0	4.0	3.9	4.0	4.0	4.0	3.9	3.8	4.1 g	3.9	4.0	3.9	4.1 k
Standard deviation		1.09	1.04	1.16	1.08	1.02	1.15	1.09	1.15	1.02	1.15	1.01	1.13	1.03
Standard error		.03	.05	.06	.05	.04	.05	.06	.06	.05	.05	.04	.05	.04

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3A. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The time of day your post is delivered to you (SINGLE CODE)

Base : All respondents

			NORMAL DELIVERY TIME	
		Total	BEFORE MIDDAY a	MIDDAY ONWARDS b
Significance Level: 95%				
Unweighted total		1173	608	401
Effective Weighted Sample		662	351	206
Total		662	354	193
Very satisfied	(5.0)	253 38%	178 50% b	49 26%
Fairly satisfied	(4.0)	226 34%	133 37%	68 35%
TOTAL SATISFIED		478 72%	311 88% b	117 61%
Neither satisfied nor dissatisfied	(3.0)	89 13%	27 7%	39 20% a
Fairly dissatisfied	(2.0)	71 11%	15 4%	27 14% a
Very dissatisfied	(1.0)	17 3%	2 *%	11 6% a
TOTAL DISSATISFIED		88 13%	17 5%	37 19% a
Don't know		6 1%	- -%	- -%
Mean score		4.0	4.3 b	3.6
Standard deviation		1.09	.83	1.17
Standard error		.03	.03	.06
Columns Tested: a,b				

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3B. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The security of the service (i.e. assurance that it will arrive at its destination safely) (SINGLE CODE)

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	307 46%	91 40%	89 47%	127 52% a	147 46%	160 46%	103 47%	95 42%	109 50%	158 44%	148 49%	161 43%	147 50%
Fairly satisfied	(4.0)	255 39%	106 47% bc	62 32%	87 36%	126 40%	129 38%	76 35%	100 44%	78 36%	152 42%	103 35%	146 39%	109 37%
TOTAL SATISFIED		562 85%	197 87% b	151 79%	214 87% b	273 86%	289 84%	179 83%	196 85%	187 87%	310 86%	251 84%	307 83%	255 88%
Neither satisfied nor dissatisfied	(3.0)	54 8%	18 8%	23 12% c	13 5%	25 8%	29 8%	23 11%	16 7%	15 7%	29 8%	25 8%	34 9%	20 7%
Fairly dissatisfied	(2.0)	33 5%	7 3%	11 6%	15 6%	15 5%	18 5%	11 5%	13 6%	9 4%	18 5%	15 5%	21 6%	12 4%
Very dissatisfied	(1.0)	8 1%	1 *%	6 3% ac	1 *%	1 *%	8 2% d	2 1%	4 2%	3 1%	4 1%	4 1%	5 1%	3 1%
TOTAL DISSATISFIED		41 6%	8 3%	17 9% a	16 7%	16 5%	25 7%	13 6%	16 7%	12 5%	22 6%	19 6%	27 7%	15 5%
Don't know		5 1%	2 1%	* *%	2 1%	3 1%	1 *%	1 *%	2 1%	2 1%	* *%	4 1%	3 1%	2 1%
Mean score		4.2	4.3	4.1	4.3 b	4.3	4.2	4.2	4.2	4.3	4.2	4.3	4.2	4.3 k
Standard deviation		.90	.77	1.05	.87	.83	.95	.91	.90	.88	.88	.92	.93	.85
Standard error		.03	.04	.05	.04	.04	.04	.05	.05	.04	.04	.04	.04	.04

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3C. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The length of time it takes to reach its destination after it's sent (SINGLE CODE)

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	298 45%	86 38%	90 47%	122 50% a	140 44%	158 46%	98 45%	100 44%	100 46%	166 46%	131 44%	164 44%	134 46%
Fairly satisfied	(4.0)	276 42%	116 52% bc	70 37%	89 36%	140 44%	136 40%	89 41%	98 43%	89 41%	154 42%	122 41%	156 42%	120 41%
TOTAL SATISFIED		574 87%	202 90%	160 84%	212 86%	280 88%	294 85%	186 86%	198 86%	189 88%	319 88%	253 85%	320 86%	254 87%
Neither satisfied nor dissatisfied	(3.0)	52 8%	14 6%	18 9%	21 9%	27 9%	25 7%	19 9%	18 8%	15 7%	26 7%	27 9%	29 8%	23 8%
Fairly dissatisfied	(2.0)	24 4%	7 3%	9 5%	8 3%	6 2%	18 5% d	6 3%	12 5%	6 3%	11 3%	13 4%	17 5%	7 2%
Very dissatisfied	(1.0)	6 1%	1 1%	2 1%	2 1%	1 *%	4 1%	2 1%	1 *%	3 1%	4 1%	2 1%	3 1%	2 1%
TOTAL DISSATISFIED		30 4%	9 4%	11 6%	10 4%	8 2%	22 6% d	9 4%	13 5%	8 4%	15 4%	15 5%	20 6%	9 3%
Don't know		6 1%	1 *%	3 1%	3 1%	3 1%	3 1%	2 1%	1 *%	3 1%	2 1%	4 1%	2 *%	5 2%
Mean score		4.3	4.2	4.2	4.3	4.3	4.2	4.3	4.2	4.3	4.3	4.2	4.2	4.3
Standard deviation		.83	.76	.90	.83	.75	.89	.83	.84	.82	.81	.84	.86	.79
Standard error		.02	.04	.05	.04	.03	.04	.05	.04	.04	.03	.04	.04	.03

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3D. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The number of Postboxes and Post Offices (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	297	89	95	113	143	154	103	102	92	174	122	172	125
		45%	40%	50% a	46%	45%	45%	48%	44%	43%	48%	41%	46%	43%
Fairly satisfied	(4.0)	239	91	55	92	110	129	78	87	74	126	113	138	101
		36%	41% b	29%	38% b	35%	37%	36%	38%	34%	35%	38%	37%	35%
TOTAL SATISFIED		536	181	150	206	253	283	181	189	166	300	235	310	226
		81%	80%	78%	84%	80%	82%	84%	82%	77%	83%	79%	84% l	78%
Neither satisfied nor dissatisfied	(3.0)	55	16	20	19	34	21	25	19	11	28	27	32	22
		8%	7%	10%	8%	11% e	6%	11% h	8%	5%	8%	9%	9%	8%
Fairly dissatisfied	(2.0)	41	17	10	14	15	26	8	13	20	21	20	13	28
		6%	8%	5%	6%	5%	8%	4%	5%	9% f	6%	7%	4%	10% k
Very dissatisfied	(1.0)	25	9	11	5	12	13	2	7	16	10	15	13	12
		4%	4%	6% c	2%	4%	4%	1%	3%	7% fg	3%	5%	4%	4%
TOTAL DISSATISFIED		66	26	21	18	27	39	10	19	36	31	34	26	39
		10%	12%	11%	7%	8%	11%	5%	8%	17% fg	9%	11%	7%	14% k
Don't know		6	2	1	3	4	2	1	2	3	3	3	2	4
		1%	1%	1%	1%	1%	*%	*%	1%	2%	1%	1%	1%	1%
Mean score		4.1	4.1	4.1	4.2	4.1	4.1	4.3 h	4.2	4.0	4.2 j	4.0	4.2	4.0
Standard deviation		1.05	1.07	1.15	.95	1.04	1.07	.87	1.00	1.24	1.01	1.10	.99	1.12
Standard error		.03	.06	.06	.05	.04	.04	.05	.05	.06	.04	.05	.04	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3E. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The location of Postboxes and Post Offices (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	303 46%	89 39%	97 51% a	117 48%	145 46%	157 46%	106 49%	102 45%	94 44%	176 49%	125 42%	176 47%	127 44%
Fairly satisfied	(4.0)	247 37%	90 40%	62 33%	94 38%	113 36%	134 39%	75 35%	88 38%	83 39%	131 36%	116 39%	133 36%	113 39%
TOTAL SATISFIED		549 83%	179 79%	159 83%	211 86%	259 81%	291 84%	181 84%	191 83%	178 82%	307 85%	241 81%	309 83%	240 83%
Neither satisfied nor dissatisfied	(3.0)	53 8%	18 8%	17 9%	18 7%	39 12% e	14 4%	20 9%	21 9%	12 6%	25 7%	27 9%	33 9%	20 7%
Fairly dissatisfied	(2.0)	39 6%	17 8%	9 5%	13 5%	12 4%	27 8% d	11 5%	15 6%	13 6%	23 6%	16 5%	19 5%	19 7%
Very dissatisfied	(1.0)	17 3%	10 4% c	5 2%	3 1%	5 2%	12 3%	3 1%	3 1%	12 5% fg	5 1%	12 4% i	7 2%	10 4%
TOTAL DISSATISFIED		56 8%	27 12% c	14 7%	15 6%	17 5%	39 11% d	14 6%	17 7%	25 12%	28 8%	28 9%	26 7%	30 10%
Don't know		4 1%	2 1%	1 1%	1 *%	3 1%	1 *%	2 1%	1 1%	1 1%	2 1%	2 1%	3 1%	1 *%
Mean score		4.2	4.0	4.2 a	4.3 a	4.2	4.2	4.3	4.2	4.1	4.3	4.1	4.2	4.1
Standard deviation		.99	1.08	.98	.89	.92	1.05	.92	.93	1.11	.94	1.04	.95	1.04
Standard error		.03	.06	.05	.04	.04	.04	.05	.05	.05	.04	.04	.04	.04

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3F. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The cost of postage (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	134	42	40	52	71	63	49	45	40	75	59	72	62
		20%	19%	21%	21%	22%	18%	23%	20%	18%	21%	20%	20%	21%
Fairly satisfied	(4.0)	194	75	52	68	91	104	60	62	73	99	95	104	91
		29%	33%	27%	28%	29%	30%	28%	27%	34%	27%	32%	28%	31%
TOTAL SATISFIED		328	117	91	120	162	166	109	107	112	174	154	176	152
		50%	52%	48%	49%	51%	48%	50%	47%	52%	48%	52%	48%	52%
Neither satisfied nor dissatisfied	(3.0)	147	43	44	60	71	75	50	59	38	77	68	91	56
		22%	19%	23%	24%	22%	22%	23%	26%	18%	21%	23%	24%	19%
									h					
Fairly dissatisfied	(2.0)	137	47	44	46	64	73	40	50	47	88	49	77	60
		21%	21%	23%	19%	20%	21%	18%	22%	22%	24%	16%	21%	21%
											j			
Very dissatisfied	(1.0)	38	12	10	16	10	27	12	10	16	20	18	22	16
		6%	5%	5%	6%	3%	8%	5%	4%	7%	5%	6%	6%	5%
							d							
TOTAL DISSATISFIED		175	59	54	62	74	100	52	60	63	108	67	99	76
		26%	26%	28%	25%	23%	29%	24%	26%	29%	30%	22%	27%	26%
											j			
Don't know		12	6	3	4	10	2	6	3	3	3	10	5	7
		2%	3%	1%	2%	3%	1%	3%	1%	1%	1%	3%	1%	3%
						e						i		
Mean score		3.4	3.4	3.4	3.4	3.5	3.3	3.4	3.4	3.3	3.3	3.4	3.3	3.4
						e								
Standard deviation		1.19	1.18	1.20	1.20	1.16	1.22	1.20	1.16	1.22	1.21	1.17	1.19	1.20
Standard error		.04	.06	.06	.06	.05	.05	.07	.06	.06	.05	.05	.05	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3G. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The reliability or consistency of the delivery time each day (SINGLE CODE)

Base : All respondents (FROM Q1 2013)

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	255	76	87	92	119	136	81	81	92	143	111	137	117
		38%	34%	45% a	37%	37%	39%	38%	35%	43%	39%	37%	37%	40%
Fairly satisfied	(4.0)	257	106	55	96	127	131	86	90	81	134	123	149	109
		39%	47% b	29%	39% b	40%	38%	40%	39%	38%	37%	41%	40%	37%
TOTAL SATISFIED		512	182	142	188	246	266	167	171	173	277	234	286	226
		77%	81%	74%	76%	77%	77%	77%	75%	80%	76%	78%	77%	78%
Neither satisfied nor dissatisfied	(3.0)	67	15	20	32	36	30	28	22	17	35	32	31	35
		10%	7%	10%	13% a	11%	9%	13%	9%	8%	10%	11%	8%	12%
Fairly dissatisfied	(2.0)	58	18	18	22	24	34	15	27	16	36	23	39	19
		9%	8%	9%	9%	8%	10%	7%	12%	7%	10%	8%	10%	7%
Very dissatisfied	(1.0)	20	8	9	2	9	11	5	7	8	12	8	10	9
		3%	4% c	5% c	1%	3%	3%	2%	3%	4%	3%	3%	3%	3%
TOTAL DISSATISFIED		78	27	27	24	33	45	20	34	24	47	31	49	29
		12%	12%	14%	10%	10%	13%	9%	15%	11%	13%	10%	13%	10%
Don't know		5	1	2	2	3	3	1	3	2	3	2	4	1
		1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	*%
Mean score		4.0	4.0	4.0	4.0	4.0	4.0	4.0	3.9	4.1	4.0	4.0	4.0	4.1
Standard deviation		1.06	1.04	1.18	.98	1.03	1.08	1.00	1.10	1.07	1.09	1.02	1.07	1.04
Standard error		.03	.05	.06	.05	.04	.04	.06	.06	.05	.05	.04	.04	.04

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3H. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The number of days your mail is delivered each week (SINGLE CODE)

Base : All respondents (FROM Q1 2013)

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	357 54%	101 45%	118 62% a	138 56% a	172 54%	185 54%	117 54%	118 51%	122 57%	194 54%	161 54%	197 53%	160 55%
Fairly satisfied	(4.0)	253 38%	106 47% bc	59 31%	88 36%	119 38%	133 39%	75 34%	98 43%	80 37%	142 39%	110 37%	146 39%	107 37%
TOTAL SATISFIED		609 92%	207 92%	177 92%	225 92%	291 92%	318 92%	191 88%	216 94% f	202 94%	337 93%	271 91%	342 92%	267 92%
Neither satisfied nor dissatisfied	(3.0)	39 6%	15 7%	9 5%	15 6%	22 7%	17 5%	20 9% h	10 4%	9 4%	19 5%	20 7%	24 7%	15 5%
Fairly dissatisfied	(2.0)	10 2%	2 1%	5 3%	2 1%	3 1%	7 2%	3 2%	2 1%	5 2%	5 1%	5 2%	3 1%	8 3%
Very dissatisfied	(1.0)	1 *%	* *%	- -%	1 *%	* *%	1 *%	* *%	1 1%	- -%	* *%	1 *%	1 *%	* *%
TOTAL DISSATISFIED		11 2%	2 1%	5 3%	4 1%	3 1%	8 2%	3 2%	3 2%	5 2%	5 1%	6 2%	4 1%	8 3%
Don't know		2 *%	- -%	1 *%	2 1%	1 *%	1 *%	2 1%	- -%	1 *%	1 *%	1 *%	* *%	2 1%
Mean score		4.4	4.4	4.5 a	4.5	4.5	4.4	4.4	4.4	4.5	4.5	4.4	4.4	4.5
Standard deviation		.69	.66	.72	.70	.67	.71	.73	.68	.68	.66	.73	.68	.71
Standard error		.02	.03	.04	.03	.03	.03	.04	.03	.03	.03	.03	.03	.03

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3I. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The last collection time of the Postbox you use to send your mail (SINGLE CODE)

Base : All respondents (FROM Q1 2013)

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	300	94	95	111	138	162	102	93	104	171	128	165	135
		45%	42%	49%	45%	43%	47%	47%	41%	48%	47%	43%	45%	46%
Fairly satisfied	(4.0)	236	93	59	83	111	125	62	97	77	125	110	138	98
		36%	41%	31%	34%	35%	36%	29%	42%	35%	35%	37%	37%	34%
			b						f					
TOTAL SATISFIED		536	187	154	194	249	287	164	190	181	296	238	303	233
		81%	83%	80%	79%	78%	83%	76%	83%	84%	82%	80%	82%	80%
										f				
Neither satisfied nor dissatisfied	(3.0)	63	16	21	25	39	24	30	19	14	37	26	37	26
		10%	7%	11%	10%	12%	7%	14%	8%	7%	10%	9%	10%	9%
						e		h						
Fairly dissatisfied	(2.0)	21	10	5	5	8	12	5	11	5	12	9	16	5
		3%	4%	3%	2%	3%	4%	2%	5%	2%	3%	3%	4%	2%
Very dissatisfied	(1.0)	2	1	1	*	*	2	1	*	1	2	*	*	2
		*%	*%	1%	*%	*%	1%	1%	*%	*%	1%	*%	*%	1%
TOTAL DISSATISFIED		23	11	6	5	9	14	6	11	6	14	9	16	7
		3%	5%	3%	2%	3%	4%	3%	5%	3%	4%	3%	4%	2%
Don't know		41	10	10	20	21	19	16	10	15	15	26	15	26
		6%	5%	5%	8%	7%	6%	7%	4%	7%	4%	9%	4%	9%
												i		k
Mean score		4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.2	4.4	4.3	4.3	4.3	4.4
										g				
Standard deviation		.81	.82	.84	.77	.80	.82	.86	.81	.76	.84	.77	.82	.79
Standard error		.02	.04	.04	.04	.03	.03	.05	.04	.04	.04	.03	.03	.03

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3J. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The number of days a week your Postbox is emptied (SINGLE CODE)

Base : All respondents (FROM Q1 2013)

		Total	MONTH OF INTERVIEWING APR 2013 a	MAY 2013 b	JUNE 2013 c	GENDER MALE d	FEMALE e	AGE (2) 16-34 f	35-54 g	55+ h	SEG (2) ABC1 i	C2DE j	WORKING STATUS WORKING k	NOT WORKING l
Significance Level: 95%														
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	327 49%	98 43%	107 56% a	123 50%	153 48%	174 50%	106 49%	109 48%	112 52%	187 52%	139 46%	184 50%	143 49%
Fairly satisfied	(4.0)	212 32%	97 43% bc	44 23%	71 29%	96 30%	117 34%	61 28%	85 37%	66 31%	117 32%	96 32%	125 34%	87 30%
TOTAL SATISFIED		539 81%	195 87% bc	151 79%	193 79%	249 78%	290 84% d	167 77%	194 85%	178 82%	304 84%	234 78%	309 83%	230 79%
Neither satisfied nor dissatisfied	(3.0)	60 9%	14 6%	20 10%	25 10%	39 12% e	21 6%	28 13% h	20 9%	11 5%	31 9%	28 10%	39 10%	21 7%
Fairly dissatisfied	(2.0)	3 *%	1 *%	2 1%	- -%	- -%	3 1%	- -%	1 1%	2 1%	2 *%	1 *%	1 *%	2 1%
Very dissatisfied	(1.0)	2 *%	1 *%	1 1%	- -%	1 *%	1 *%	- -%	* *%	2 1%	1 *%	1 *%	1 *%	1 *%
TOTAL DISSATISFIED		5 1%	2 1%	3 1%	- -%	1 *%	4 1%	- -%	1 1%	3 1%	2 1%	2 1%	2 1%	3 1%
Don't know		59 9%	14 6%	18 9%	27 11%	29 9%	29 9%	21 10%	14 6%	24 11% g	25 7%	34 11% i	20 6%	38 13% k
Mean score		4.4	4.4	4.5	4.4	4.4	4.5	4.4	4.4	4.5	4.4	4.4	4.4	4.5
Standard deviation		.71	.67	.78	.69	.74	.68	.73	.69	.72	.70	.73	.72	.71
Standard error		.02	.04	.04	.04	.03	.03	.04	.04	.03	.03	.03	.03	.03

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QE3K. SHOWCARD - SATISFACTION WITH ASPECT OF ROYAL MAIL'S SERVICE - The closeness of the Postbox you use to your home or your place of work (SINGLE CODE)

Base : All respondents (FROM Q1 2013)

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very satisfied	(5.0)	353	101	120	132	173	180	122	115	116	198	155	199	155
		53%	45%	63% a	54%	55%	52%	56%	50%	54%	55%	52%	54%	53%
Fairly satisfied	(4.0)	224	94	46	85	102	123	64	90	71	122	102	130	95
		34%	42% b	24%	34% b	32%	36%	30%	39% f	33%	34%	34%	35%	32%
TOTAL SATISFIED		578	195	166	217	275	303	186	205	187	320	257	328	249
		87%	87%	87%	88%	87%	88%	86%	89%	86%	88%	86%	89%	86%
Neither satisfied nor dissatisfied	(3.0)	49	11	22	17	31	18	22	15	13	25	25	30	20
		7%	5%	11% a	7%	10% e	5%	10%	6%	6%	7%	8%	8%	7%
Fairly dissatisfied	(2.0)	22	13	3	6	8	14	5	9	8	14	7	11	11
		3%	6% bc	1%	2%	2%	4%	2%	4%	4%	4%	2%	3%	4%
Very dissatisfied	(1.0)	8	6	1	2	2	6	1	1	6	2	6	1	7
		1%	3%	*%	1%	1%	2%	1%	*%	3% g	*%	2%	*%	2% k
TOTAL DISSATISFIED		30	19	3	7	10	20	6	9	14	16	14	12	18
		4%	8% bc	2%	3%	3%	6%	3%	4%	7%	4%	5%	3%	6%
Don't know		5	*	*	5	2	4	2	1	2	1	4	1	4
		1%	*%	*%	2%	1%	1%	1%	*%	1%	*%	1%	*%	2%
Mean score		4.4	4.2	4.5 a	4.4 a	4.4	4.3	4.4	4.4	4.3	4.4	4.3	4.4	4.3
Standard deviation		.85	.96	.78	.78	.81	.89	.81	.79	.95	.82	.89	.78	.94
Standard error		.02	.05	.04	.04	.03	.04	.05	.04	.04	.03	.04	.03	.04

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

SUMMARY OF SATISFACTION WITH ASPECTS OF ROYAL MAIL'S SERVICE (ASPECTS COVERED AT EACH WAVE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
The length of time it takes to reach its destination after it's sent	574 87%	202 90%	160 84%	212 86%	280 88%	294 85%	186 86%	198 86%	189 88%	319 88%	253 85%	320 86%	254 87%
The security of the service (i.e.assurance that it will arrive at its destination safely)	562 85%	197 87% b	151 79%	214 87% b	273 86%	289 84%	179 83%	196 85%	187 87%	310 86%	251 84%	307 83%	255 88%
The location of Postboxes and Post Offices	549 83%	179 79%	159 83%	211 86%	259 81%	291 84%	181 84%	191 83%	178 82%	307 85%	241 81%	309 83%	240 83%
The number of Postboxes and Post Offices	536 81%	181 80%	150 78%	206 84%	253 80%	283 82%	181 84%	189 82%	166 77%	300 83%	235 79%	310 84% l	226 78%
The time of day your post is delivered to you	478 72%	164 73%	135 70%	180 73%	224 71%	254 74%	158 73%	154 67%	166 77% g	251 69%	226 76%	253 68%	225 77% k
The cost of postage	328 50%	117 52%	91 48%	120 49%	162 51%	166 48%	109 50%	107 47%	112 52%	174 48%	154 52%	176 48%	152 52%
SATISFIED WITH ANY ASPECTS	647 98%	221 98%	186 97%	240 98%	310 98%	337 98%	211 97%	222 97%	214 99%	357 99%	288 96%	364 98%	283 97%
SATISFIED WITH ALL ASPECTS	383 58%	129 57%	104 54%	150 61%	200 63% e	183 53%	132 61%	129 56%	122 56%	199 55%	183 61%	211 57%	172 59%
DISSATISFIED WITH ANY ASPECTS	274 41%	94 42%	86 45%	94 38%	115 36%	160 46% d	80 37%	100 43%	95 44%	162 45%	112 37%	158 43%	116 40%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

SUMMARY OF SATISFACTION WITH ASPECTS OF ROYAL MAIL'S SERVICE (ASPECTS COVERED AT EACH WAVE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
DISSATISFIED WITH ALL ASPECTS	11	2	5	4	5	6	1	7	3	4	6	5	6
	2%	1%	2%	2%	1%	2%	1%	3%	1%	1%	2%	1%	2%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF9A. In the last three months, have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating? (SINGLE CODE)

Base : All respondents (FROM Q4 2012)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	12	1	3	7	3	9	2	6	3	4	7	4	7
	2%	*%	2%	3%	1%	3%	1%	3%	2%	1%	2%	1%	2%
				a									
No	645	223	186	236	315	330	212	221	213	353	292	364	282
	97%	99%	97%	96%	99%	96%	98%	96%	98%	97%	98%	98%	97%
		c			e								
Don't know	5	1	2	2	-	5	2	3	-	5	-	3	2
	1%	*%	1%	1%	-%	1%	1%	1%	-%	1%	-%	1%	1%
						d				j			

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF9B. In the last three months, have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps? (SINGLE CODE)

Base : All respondents (FROM Q4 2012)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	6	3	2	1	2	4	1	3	2	2	3	2	4
	1%	1%	1%	*%	1%	1%	*%	1%	1%	1%	1%	1%	1%
No	652	222	188	243	316	336	213	225	213	355	296	367	284
	98%	99%	98%	99%	99%	98%	98%	98%	99%	98%	99%	99%	98%
Don't know	5	1	2	2	-	5	2	2	1	5	-	2	3
	1%	*%	1%	1%	-%	1%	1%	1%	*%	1%	-%	*%	1%
						d					j		

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

SUMMARY OF AFFORABILITY OF POSTAL SERVICES

Base : All respondents (FROM Q4 2012)

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
REDUCED USE OF POSTAGE STAMPS TO AFFORD ESSENTIALS	12 2%	1 *%	3 2%	7 3% a	3 1%	9 3%	2 1%	6 3%	3 2%	4 1%	7 2%	4 1%	7 2%
CUT BACK ON ESSENTIALS TO AFFORD POSTAGE STAMPS	6 1%	3 1%	2 1%	1 *%	2 1%	4 1%	1 *%	3 1%	2 1%	2 1%	3 1%	2 1%	4 1%
EITHER OF THESE	14 2%	4 2%	3 2%	7 3%	5 1%	10 3%	2 1%	8 3%	4 2%	6 2%	8 3%	6 2%	8 3%
BOTH OF THESE	3 *%	* *%	2 1%	1 *%	* *%	3 1%	1 *%	1 *%	1 1%	1 *%	2 1%	* *%	3 1%
NEITHER OF THESE	648 98%	221 98%	188 98%	238 97%	313 99%	335 97%	214 99%	222 97%	212 98%	356 98%	291 97%	364 98%	283 97%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF1. As far as you know, how much does it currently cost to send a standard letter by first class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 60P) (SINGLE CODE) UNPROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
1P-25P	2 *%	- -%	1 *%	1 *%	1 *%	1 *%	2 1%	* *%	- -%	* *%	2 1%	* *%	2 1%
26P-35P	16 2%	1 1%	4 2%	10 4% a	7 2%	9 2%	4 2%	6 3%	6 3%	8 2%	8 3%	8 2%	8 3%
36P-45P	35 5%	12 5%	9 5%	13 5%	21 7%	14 4%	12 5%	14 6%	9 4%	21 6%	13 4%	24 6%	11 4%
46P-50P	48 7%	16 7%	10 5%	21 9%	24 8%	24 7%	15 7%	19 8%	14 6%	26 7%	22 7%	24 7%	24 8%
51P-59P	19 3%	4 2%	7 4%	8 3%	7 2%	12 3%	3 2%	9 4%	7 3%	13 4%	6 2%	10 3%	9 3%
60P	216 33%	77 34%	52 27%	86 35%	98 31%	117 34%	52 24%	84 36% f	80 37% f	123 34%	92 31%	131 35%	84 29%
61P-70P	47 7%	16 7%	13 7%	18 7%	20 6%	28 8%	9 4%	19 8%	19 9% f	27 7%	20 7%	29 8%	18 6%
71P-80P	12 2%	8 3% b	* *%	4 2%	5 2%	7 2%	5 2%	4 2%	3 1%	10 3% j	2 1%	6 2%	6 2%
81P-99P	6 1%	1 *%	4 2%	1 *%	3 1%	3 1%	6 3% gh	* *%	- -%	3 1%	3 1%	4 1%	2 1%
£1.00 OR MORE	15 2%	3 1%	2 1%	10 4% b	7 2%	8 2%	10 4% g	2 1%	4 2%	7 2%	7 2%	6 2%	10 3%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF1. As far as you know, how much does it currently cost to send a standard letter by first class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 60P) (SINGLE CODE) UNPROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
SUMMARY CODES													
46P	7	2	*	5	2	4	*	5	2	2	5	2	4
	1%	1%	*%	2%	1%	1%	*%	2%	1%	1%	2%	1%	1%
55P-65P	259	91	66	102	117	143	60	103	97	148	112	156	103
	39%	41%	34%	42%	37%	41%	28%	45%	45%	41%	37%	42%	35%
								f	f				
GIVING ANY INCORRECT PRICE	201	62	52	88	96	105	66	73	63	116	84	112	89
	30%	27%	27%	36%	30%	31%	30%	32%	29%	32%	28%	30%	31%
INCORRECT PRICE - BELOW 60P	120	34	32	54	61	59	36	48	36	69	52	67	53
	18%	15%	17%	22%	19%	17%	17%	21%	17%	19%	17%	18%	18%
INCORRECT PRICE - ABOVE 60P	81	28	20	33	35	46	29	25	26	48	32	45	36
	12%	12%	10%	14%	11%	13%	14%	11%	12%	13%	11%	12%	12%
Don't know	242	86	85	71	124	118	97	71	74	120	121	124	118
	37%	38%	44%	29%	39%	34%	45%	31%	34%	33%	41%	33%	40%
		c	c				gh				i		
Refused	2	-	1	1	-	2	-	2	-	2	-	2	-
	*%	-%	1%	*%	-%	1%	-%	1%	-%	1%	-%	1%	-%
Mean price of a first class stamp in £s	.60	.60	.59	.61	.59	.61	.65	.57	.59	.60	.60	.59	.61
							gh						
Standard deviation	.20	.17	.13	.24	.19	.21	.31	.12	.12	.16	.24	.18	.22
Standard error	.01	.01	.01	.01	.01	.01	.02	.01	.01	.01	.01	.01	.01

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF2. And as far as you know, how much does it currently cost to send a standard letter by second class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 50P) (SINGLE CODE) UNPROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
1P-25P	8	*	2	6	6	3	4	3	1	5	4	6	3
	1%	*%	1%	3%	2%	1%	2%	1%	*%	1%	1%	2%	1%
				a									
26P-35P	54	17	15	22	28	26	21	21	12	29	25	35	19
	8%	8%	8%	9%	9%	7%	10%	9%	5%	8%	8%	9%	7%
36P-45P	84	25	20	38	40	44	19	35	31	51	33	50	34
	13%	11%	11%	15%	13%	13%	9%	15%	14%	14%	11%	13%	12%
								f					
46P-49P	19	5	9	5	8	11	5	3	11	11	8	10	9
	3%	2%	5%	2%	3%	3%	3%	1%	5%	3%	3%	3%	3%
									g				
50P	115	40	30	44	62	53	28	40	47	66	49	63	52
	17%	18%	16%	18%	20%	15%	13%	17%	22%	18%	16%	17%	18%
									f				
51P-60P	20	10	2	9	4	16	5	11	4	11	9	12	9
	3%	4%	1%	4%	1%	5%	2%	5%	2%	3%	3%	3%	3%
		b				d							
61P-70P	5	2	1	2	2	3	2	1	2	4	1	4	2
	1%	1%	1%	1%	1%	1%	1%	*%	1%	1%	*%	1%	1%
71P OR MORE	6	3	1	2	2	4	4	1	1	4	2	2	4
	1%	1%	*%	1%	1%	1%	2%	*%	1%	1%	1%	1%	1%
SUMMARY CODES													
36P	5	2	-	3	3	2	-	3	2	3	1	4	1
	1%	1%	-%	1%	1%	*%	-%	1%	1%	1%	*%	1%	*%
45P-55P	167	53	48	66	84	83	41	55	71	96	71	92	75
	25%	24%	25%	27%	26%	24%	19%	24%	33%	26%	24%	25%	26%
									fg				

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF2. And as far as you know, how much does it currently cost to send a standard letter by second class using a stamp? (CORRECT PRICE AT TIME OF INTERVIEWING IS 50P) (SINGLE CODE) UNPROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
GIVING ANY INCORRECT PRICE	197	63	50	85	91	106	61	75	62	115	82	118	79
	30%	28%	26%	35%	29%	31%	28%	33%	28%	32%	27%	32%	27%
INCORRECT PRICE - BELOW 50P	166	48	46	72	83	83	50	62	54	96	69	101	65
	25%	21%	24%	29%	26%	24%	23%	27%	25%	27%	23%	27%	22%
INCORRECT PRICE - ABOVE 50P	32	14	4	13	9	23	11	13	8	19	13	18	14
	5%	6%	2%	5%	3%	7%	5%	6%	4%	5%	4%	5%	5%
		b				d							
Don't know	345	122	109	114	164	181	126	112	107	179	165	186	159
	52%	54%	57%	46%	52%	52%	58%	49%	50%	49%	55%	50%	55%
			c										
Refused	3	1	1	1	-	3	-	2	1	3	-	2	1
	*%	*%	1%	*%	-%	1%	-%	1%	*%	1%	-%	1%	*%
Mean price of a second class stamp in £s	.45	.47	.44	.44	.44	.46	.45	.44	.46	.45	.45	.44	.46
		b							g				k
Standard deviation	.13	.13	.11	.12	.11	.14	.18	.10	.10	.12	.14	.10	.15
Standard error	.01	.01	.01	.01	.01	.01	.01	.01	.01	.01	.01	.01	.01

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF3. SHOWCARD It currently costs 60p to send a standard letter first class within the UK. How would you rate the Royal Mail's first class service in terms of value for money (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very good	(5.0)	107	37	23	47	56	51	31	45	31	68	39	61	47
		16%	17%	12%	19%	18%	15%	14%	19%	15%	19%	13%	16%	16%
					b							j		
Fairly good	(4.0)	239	87	78	74	125	114	79	79	81	125	114	137	101
		36%	39%	41%	30%	39%	33%	36%	34%	37%	35%	38%	37%	35%
			c	c										
TOTAL GOOD		346	125	101	121	181	165	110	124	112	194	153	198	148
		52%	55%	53%	49%	57%	48%	51%	54%	52%	54%	51%	53%	51%
						e								
Neither good nor poor	(3.0)	98	26	31	41	48	49	40	26	32	47	51	54	44
		15%	12%	16%	17%	15%	14%	18%	11%	15%	13%	17%	15%	15%
								g						
Fairly poor	(2.0)	145	56	36	53	64	81	42	62	42	84	60	86	60
		22%	25%	19%	22%	20%	23%	19%	27%	19%	23%	20%	23%	20%
									h					
Very poor	(1.0)	68	17	23	28	24	45	23	17	28	36	32	32	36
		10%	7%	12%	11%	7%	13%	11%	7%	13%	10%	11%	9%	12%
							d			g				
TOTAL POOR		213	73	59	81	88	125	65	79	70	120	93	117	96
		32%	32%	31%	33%	28%	36%	30%	34%	32%	33%	31%	32%	33%
							d							
Don't know		5	2	*	3	*	5	2	1	2	2	3	1	3
		1%	1%	*%	1%	*%	1%	1%	*%	1%	1%	1%	*%	1%
Mean score		3.3	3.3	3.2	3.2	3.4	3.1	3.3	3.3	3.2	3.3	3.2	3.3	3.2
						e								
Standard deviation		1.26	1.23	1.23	1.31	1.20	1.30	1.23	1.27	1.28	1.29	1.23	1.23	1.29
Standard error		.04	.06	.06	.06	.05	.05	.07	.07	.06	.05	.05	.05	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF4. SHOWCARD It currently costs 50p to send a standard letter second class within the UK. How would you rate the Royal Mail's second class service in terms of value for money? (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING APR 2013 a	MAY 2013 b	JUNE 2013 c	GENDER MALE d	FEMALE e	AGE (2) 16-34 f	35-54 g	55+ h	SEG (2) ABC1 i	C2DE j	WORKING STATUS WORKING k	NOT WORKING l
Significance Level: 95%														
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Very good	(5.0)	89 13%	29 13%	17 9%	43 17% b	49 15%	40 12%	26 12%	32 14%	31 14%	55 15%	34 11%	49 13%	40 14%
Fairly good	(4.0)	201 30%	72 32%	60 31%	69 28%	107 34%	94 27%	62 29%	71 31%	69 32%	100 28%	101 34%	112 30%	89 31%
TOTAL GOOD		290 44%	101 45%	77 40%	112 46%	156 49% e	134 39%	88 41%	103 45%	99 46%	155 43%	135 45%	161 43%	129 44%
Neither good nor poor	(3.0)	114 17%	35 16%	34 18%	45 18%	53 17%	61 18%	43 20%	38 16%	34 16%	60 17%	55 18%	67 18%	47 16%
Fairly poor	(2.0)	150 23%	60 27% c	44 23%	45 18%	64 20%	86 25%	54 25%	54 24%	41 19%	84 23%	65 22%	87 23%	63 22%
Very poor	(1.0)	88 13%	23 10%	32 17%	33 14%	35 11%	54 16%	27 12%	27 12%	34 16%	50 14%	38 13%	42 11%	46 16%
TOTAL POOR		238 36%	83 37%	76 40%	79 32%	98 31%	140 41% d	81 37%	81 35%	75 35%	134 37%	103 34%	129 35%	108 37%
Don't know		20 3%	6 3%	4 2%	10 4%	10 3%	9 3%	5 2%	8 3%	8 3%	13 4%	6 2%	13 3%	7 2%
Mean score		3.1	3.1	2.9	3.2 b	3.2 e	2.9	3.0	3.1	3.1	3.1	3.1	3.1	3.1
Standard deviation		1.28	1.24	1.27	1.32	1.26	1.29	1.25	1.28	1.33	1.31	1.25	1.25	1.32
Standard error		.04	.07	.07	.07	.05	.05	.07	.07	.06	.06	.05	.05	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF5. SHOWCARD It currently costs 87p to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money? (SINGLE CODE)

Base : All respondents in Northern Ireland

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		147	50	37	60	72	75	46	48	53	63	84	73	74
Effective Weighted Sample		98	28	28	41	48	49	33	32	34	41	58	49	49
Total		17	5	5	7	9	9	6	6	5	8	9	9	8
Very good	(5.0)	1	1	1	*	*	1	*	1	1	1	1	1	1
		8%	13%	13% c	1%	5%	11%	2%	12%	11%	8%	8%	5%	11%
Fairly good	(4.0)	5	1	2	2	4	1	1	2	2	2	3	2	2
		27%	16%	30%	31%	42% e	11%	17%	32%	32%	23%	29%	26%	27%
TOTAL GOOD		6	1	2	2	4	2	1	3	2	3	3	3	3
		35%	29%	43%	32%	48% e	22%	19%	44% f	43% f	31%	37%	31%	39%
Neither good nor poor	(3.0)	1	1	*	*	1	1	1	*	*	1	1	*	1
		8%	17%	5%	5%	6%	10%	14%	3%	9%	9%	8%	4%	14%
Fairly poor	(2.0)	6	1	1	3	2	4	3	2	1	3	2	4	2
		32%	27%	24%	43%	20%	45% d	44% h	34%	15%	42%	24%	43% l	19%
Very poor	(1.0)	3	1	1	1	1	2	1	1	1	1	2	2	1
		18%	17%	16%	19%	16%	20%	16%	15%	23%	14%	21%	18%	17%
TOTAL POOR		9	2	2	4	3	6	4	3	2	5	4	6	3
		50%	44%	40%	62%	35%	64% d	60%	49%	39%	56%	45%	62% l	36%
Don't know		1	*	1	*	1	*	*	*	1	*	1	*	1
		7%	10%	12% c	1%	10%	3%	7%	4%	10%	4%	10%	3%	11%
Mean score		2.7	2.8	3.0	2.5	3.0 e	2.5	2.4	2.9	2.9	2.7	2.8	2.6	3.0
Standard deviation		1.33	1.53	1.56	1.25	1.37	1.33	1.14	1.49	1.62	1.31	1.44	1.29	1.45
Standard error		.11	.23	.27	.16	.17	.16	.17	.22	.23	.17	.16	.15	.18

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF6. SHOWCARD When sending letters or cards, which service do you use? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
First class all the time	301	107	82	112	134	167	95	124	82	173	128	185	116
	45%	48%	43%	46%	42%	48%	44%	54% fh	38%	48%	43%	50% l	40%
First class most of the time	135	50	26	58	62	73	41	52	42	75	59	85	50
	20%	22% b	14%	24% b	19%	21%	19%	23%	19%	21%	20%	23%	17%
First class and second class in equal amounts	104	30	48	25	52	52	35	29	40	54	49	52	51
	16%	13%	25% ac	10%	16%	15%	16%	13%	18%	15%	17%	14%	18%
Second class most of the time	62	21	16	25	29	32	17	17	27	38	23	29	33
	9%	9%	8%	10%	9%	9%	8%	7%	13%	10%	8%	8%	11%
Second class all the time	28	7	8	13	15	12	10	2	15	12	16	8	20
	4%	3%	4%	5%	5%	4%	5% g	1%	7% g	3%	5%	2%	7% k
Never send letters or cards	20	5	10	5	16	4	12	2	6	6	14	9	11
	3%	2%	5%	2%	5% e	1%	5% g	1%	3%	2%	5% i	3%	4%

SUMMARY CODES

	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
ANY MENTION OF FIRST CLASS (NOT SECOND CLASS ALL THE TIME)	601	208	172	221	278	324	188	223	191	341	260	352	249
	91%	93%	90%	90%	87%	94% d	87%	97% fh	88%	94% j	87%	95% l	86%
ANY MENTION OF SECOND CLASS (NOT FIRST CLASS ALL THE TIME)	328	108	98	122	159	169	103	101	124	179	148	174	154
	50%	48%	51%	49%	50%	49%	48%	44%	57% fg	49%	49%	47%	53%
MIX OF FIRST AND SECOND CLASS	300	101	90	109	143	157	93	98	109	167	132	167	134
	45%	45%	47%	44%	45%	46%	43%	43%	51%	46%	44%	45%	46%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF6. SHOWCARD When sending letters or cards, which service do you use? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Don't know	13	4	2	7	8	5	7	2	4	3	10	2	11
	2%	2%	1%	3%	3%	1%	3%	1%	2%	1%	3%	*%	4%
											i		k

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF7. SHOWCARD Which, if any, of these factors influence your decision whether to use first or second class postage stamps for your items? (MULTI CODE)

Base : All who use a mix of first and second class service when sending letters or cards

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	598	186	206	206	271	327	145	188	265	312	285	300	297
Effective Weighted Sample	300	96	91	113	146	154	78	92	138	160	139	148	158
Total	300	101	90	109	143	157	93	98	109	167	132	167	134
Speed of delivery	155	51	45	60	79	77	45	54	56	83	72	90	65
	52%	50%	49%	55%	55%	49%	49%	55%	51%	50%	55%	54%	49%
Cost of postage	106	40	30	36	51	55	31	35	40	58	46	53	53
	35%	39%	33%	33%	35%	35%	33%	36%	36%	35%	35%	32%	40%
What stamps I have to hand	97	27	34	37	51	46	28	32	37	52	45	51	46
	32%	26%	37%	34%	36%	29%	30%	33%	34%	31%	34%	31%	34%
Value of the item to be sent	38	10	16	12	19	18	14	17	7	20	18	20	17
	13%	9%	18%	11%	14%	12%	15%	17%	7%	12%	14%	12%	13%
								h					
I don't want others to think that I'm unwilling to use a first class stamp	13	4	6	3	3	10	9	2	2	7	7	9	5
	4%	4%	7%	3%	2%	7%	9% gh	2%	2%	4%	5%	5%	3%
Security	10	2	5	4	5	5	4	3	3	5	5	8	2
	3%	1%	6%	3%	4%	3%	5%	3%	3%	3%	4%	5%	2%
Privacy	7	2	3	1	4	3	2	3	2	-	7	4	3
	2%	2%	4%	1%	3%	2%	2%	3%	2%	-%	5% i	2%	2%
None of these	16	13	1	1	9	7	1	7	8	12	4	12	4
	5%	13% bc	1%	1%	6%	5%	1%	8% f	7% f	7%	3%	7%	3%
Don't know	*	*	-	-	-	*	*	*	-	*	*	*	*
	*%	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QF8. SHOWCARD As you may know, the price of first and second class postage increased on 30th April 2012. Which of these statements best describes the impact, if any, of the price rise on the stamps you have bought since then? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
I buy the same amount of 1st and 2nd class stamps as I did before the increase - no change	446 67%	136 61%	129 67%	181 74% a	226 71% e	219 64%	144 67%	167 73% h	135 62%	245 68%	201 67%	262 71% l	184 63%
I buy fewer stamps than I did before the increase and use other methods such as phoning or email	78 12%	27 12%	19 10%	32 13%	28 9%	50 15% d	28 13%	26 11%	24 11%	38 11%	40 13%	46 12%	32 11%
I buy more 2nd class stamps than I did before the price increase	74 11%	26 11%	24 13%	24 10%	25 8%	49 14% d	23 11%	23 10%	28 13%	45 12%	28 9%	41 11%	33 11%
I bought more stamps than usual before the price went up	48 7%	26 11% c	14 7%	8 3%	25 8%	24 7%	15 7%	12 5%	21 10%	31 9%	17 6%	21 6%	27 9%
Any other impact on stamps bought since the increase	9 1%	4 2%	1 1%	4 2%	5 2%	4 1%	2 1%	* *%	7 3% g	4 1%	6 2%	3 1%	6 2%
ANY IMPACT ON STAMPS BOUGHT SINCE THE PRICE INCREASE	155 23%	55 25%	44 23%	55 22%	57 18%	98 28% d	52 24%	46 20%	57 26%	84 23%	70 23%	84 23%	71 24%
Don't know	22 3%	9 4%	8 4%	5 2%	14 4%	8 2%	9 4%	6 2%	7 3%	6 2%	16 5% i	8 2%	14 5%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QG1A. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Lost mail? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	71	16	22	33	24	47	28	31	13	38	32	49	22
	11%	7%	12%	13%	8%	14%	13%	13%	6%	11%	11%	13%	8%
				a		d	h	h				l	
No	588	208	167	213	292	296	188	198	202	323	264	319	269
	89%	93%	87%	87%	92%	86%	87%	86%	93%	89%	88%	86%	92%
		c			e				fg				k
Don't know	3	1	2	*	2	2	1	1	1	*	3	3	*
	*%	*%	1%	*%	1%	*%	*%	*%	1%	*%	1%	1%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QG1B. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Damaged mail? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	53	10	18	25	16	37	27	15	11	29	24	30	23
	8%	5%	9%	10%	5%	11%	12%	6%	5%	8%	8%	8%	8%
				a		d	gh						
No	607	215	173	220	301	307	189	213	205	332	274	339	268
	92%	95%	90%	89%	95%	89%	87%	93%	95%	92%	92%	92%	92%
		bc			e				f				
Don't know	2	-	1	1	2	-	*	1	-	1	1	1	*
	*%	-%	*%	*%	1%	-%	*%	1%	-%	*%	*%	*%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QG1C. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Delayed mail? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	92	22	33	36	36	55	41	34	17	55	36	57	35
	14%	10%	17%	15%	11%	16%	19%	15%	8%	15%	12%	15%	12%
			a				h	h					
No	564	201	155	208	279	285	174	192	198	302	262	310	254
	85%	89%	81%	85%	88%	83%	81%	84%	91%	83%	88%	84%	87%
		b							fg				
Don't know	6	1	3	1	2	4	1	3	2	5	1	4	2
	1%	1%	2%	1%	1%	1%	*%	1%	1%	1%	*%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QG1D. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Mis-delivered mail - so mail that has been incorrectly delivered to your address, or your mail has been delivered to someone else's address? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	118	26	44	48	41	77	35	49	34	66	51	72	45
	18%	11%	23%	20%	13%	22%	16%	21%	16%	18%	17%	19%	16%
			a	a		d							
No	541	199	147	194	276	264	181	178	182	295	245	297	244
	82%	89%	77%	79%	87%	77%	84%	78%	84%	81%	82%	80%	84%
		bc			e								
Don't know	4	-	1	3	1	3	*	3	1	1	3	2	2
	1%	-%	*%	1%	*%	1%	*%	1%	*%	*%	1%	*%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QG1E. EXPERIENCE OF PROBLEMS WITH ROYAL MAIL SERVICE IN THE LAST 12 MONTHS - Mail that has been tampered with? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	31	5	10	16	12	19	9	14	8	16	15	24	7
	5%	2%	5%	7%	4%	6%	4%	6%	4%	4%	5%	6%	2%
				a									l
No	622	215	181	227	302	320	203	212	208	339	283	342	281
	94%	96%	94%	92%	95%	93%	94%	92%	96%	94%	95%	92%	96%
													k
Don't know	9	5	1	3	4	5	4	4	1	7	1	5	3
	1%	2%	1%	1%	1%	1%	2%	2%	*%	2%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

SUMMARY - EXPERIENCE OF PROBLEMS WITH ROYAL MAIL'S SERVICE IN THE LAST 12 MONTHS

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
MIS-DELIVERED MAIL	118	26	44	48	41	77	35	49	34	66	51	72	45
	18%	11%	23%	20%	13%	22%	16%	21%	16%	18%	17%	19%	16%
			a	a		d							
DELAYED MAIL	92	22	33	36	36	55	41	34	17	55	36	57	35
	14%	10%	17%	15%	11%	16%	19%	15%	8%	15%	12%	15%	12%
			a				h	h					
LOST MAIL	71	16	22	33	24	47	28	31	13	38	32	49	22
	11%	7%	12%	13%	8%	14%	13%	13%	6%	11%	11%	13%	8%
				a		d	h	h					l
DAMAGED MAIL	53	10	18	25	16	37	27	15	11	29	24	30	23
	8%	5%	9%	10%	5%	11%	12%	6%	5%	8%	8%	8%	8%
				a		d	gh						
MAIL THAT HAS BEEN TAMPERED WITH	31	5	10	16	12	19	9	14	8	16	15	24	7
	5%	2%	5%	7%	4%	6%	4%	6%	4%	4%	5%	6%	2%
				a									l
EXPERIENCED ANY OF THESE IN THE LAST 12 MONTHS	198	47	68	83	75	123	76	76	46	110	88	118	80
	30%	21%	35%	34%	24%	36%	35%	33%	21%	30%	29%	32%	28%
			a	a		d	h	h					
NONE OF THESE	453	173	122	158	239	214	139	145	169	246	206	244	209
	68%	77%	64%	64%	75%	62%	64%	63%	78%	68%	69%	66%	72%
		bc			e				fg				
NOT SURE	11	5	2	4	4	7	1	9	1	6	5	9	2
	2%	2%	1%	2%	1%	2%	*%	4%	*%	2%	2%	2%	1%
								fh					

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QG2. In the last 12 months, have you had cause to complain to Royal Mail about its services? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes - and made any complaints	28	5	10	12	10	18	10	11	8	19	9	16	12
	4%	2%	5%	5%	3%	5%	4%	5%	4%	5%	3%	4%	4%
Yes - but did not make any complaints	25	6	10	8	10	14	8	8	8	12	13	16	8
	4%	3%	5%	3%	3%	4%	4%	4%	4%	3%	4%	4%	3%
No	608	212	171	225	298	310	199	209	200	330	277	337	270
	92%	94%	89%	92%	94%	90%	92%	91%	92%	91%	93%	91%	93%
ANY CAUSE TO COMPLAIN TO ROYAL MAIL IN THE LAST 12 MONTHS	53	11	21	21	20	33	17	19	16	31	22	32	21
	8%	5%	11% a	8%	6%	10%	8%	8%	8%	8%	7%	9%	7%
Don't know	1	1	*	*	*	1	*	1	*	1	*	1	*
	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QG3A. SHOWCARD Thinking of Royal Mail's response to your complaint, how satisfied were you with the response to your complaint (SINGLE CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			~a	~b	~c	~d	e	~f	~g	~h	~i	~j	~k	~l
Unweighted total		43	10	15	18	13	30	9	15	19	24	19	16	27
Effective Weighted Sample		26	5	10	11	9	18	8	10	9	18	9	13	14
Total		28	5	10	12	10	18	10	11	8	19	9	16	12
Base for %		27	4	10	12	10	17	10	11	7	18	9	16	11
Very satisfied	(5.0)	6	2	1	3	2	4	1	1	3	2	3	1	4
		21%	43%	14%	20%	19%	23%	16%	10%	45%	13%	36%	9%	39%
Fairly satisfied	(4.0)	2	1	*	1	2	*	-	2	*	2	*	2	*
		7%	28%	1%	5%	18%	1%	-%	17%	3%	10%	2%	11%	2%
TOTAL SATISFIED		8	3	1	3	4	4	1	3	3	4	4	3	5
		28%	71%	14%	26%	37%	24%	16%	27%	48%	23%	38%	20%	40%
Neither satisfied nor dissatisfied	(3.0)	3	*	1	2	1	1	-	2	1	1	2	1	2
		9%	4%	6%	14%	15%	6%	-%	14%	14%	5%	17%	5%	16%
Fairly dissatisfied	(2.0)	5	-	1	4	1	4	1	2	1	3	2	4	1
		19%	-%	11%	31%	13%	21%	14%	22%	19%	15%	25%	25%	10%
Very dissatisfied	(1.0)	12	1	7	4	3	8	7	4	1	10	2	8	4
		44%	25%	69%	29%	35%	49%	70%	36%	19%	57%	20%	51%	34%
TOTAL DISSATISFIED		17	1	8	8	5	12	8	6	3	13	4	12	5
		62%	25%	80%	60%	48%	70%	84%	58%	38%	72%	45%	76%	44%
Don't know		1	1	-	-	-	1	-	-	1	1	-	-	1
Mean score		2.4	3.6	1.8	2.6	2.7	2.3	1.8	2.4	3.4	2.1	3.1	2.0	3.0
Standard deviation		1.62	1.84	1.47	1.53	1.63	1.65	1.52	1.46	1.76	1.53	1.67	1.38	1.82
Standard error		.25	.61	.38	.36	.45	.31	.51	.38	.41	.32	.38	.34	.36

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QG3B. SHOWCARD Thinking of Royal Mail's response to your complaint, how satisfied were you with the time taken to resolve your complaint (SINGLE CODE)

Base : All who have made a complaint to Royal Mail about its services in the last 12 months

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			~a	~b	~c	~d	e	~f	~g	~h	~i	~j	~k	~l
Unweighted total		43	10	15	18	13	30	9	15	19	24	19	16	27
Effective Weighted Sample		26	5	10	11	9	18	8	10	9	18	9	13	14
Total		28	5	10	12	10	18	10	11	8	19	9	16	12
Base for %		25	4	10	11	10	15	8	10	6	17	8	14	10
Very satisfied	(5.0)	1	1	1	-	*	1	-	*	1	1	1	*	1
		6%	14%	9%	-%	5%	7%	-%	1%	22%	5%	8%	*%	14%
Fairly satisfied	(4.0)	6	2	1	3	4	2	1	4	1	3	3	3	3
		25%	57%	12%	24%	41%	15%	13%	36%	22%	17%	43%	22%	29%
TOTAL SATISFIED		8	3	2	3	4	3	1	4	3	4	4	3	4
		31%	71%	21%	24%	45%	21%	13%	37%	44%	22%	51%	22%	43%
Neither satisfied nor dissatisfied	(3.0)	1	-	1	1	1	1	-	1	1	1	1	1	1
		6%	-%	6%	8%	6%	6%	-%	7%	12%	5%	8%	5%	7%
Fairly dissatisfied	(2.0)	5	*	1	4	1	4	1	2	2	4	1	3	3
		22%	4%	11%	39%	14%	27%	18%	23%	24%	24%	16%	18%	27%
Very dissatisfied	(1.0)	10	1	6	3	3	7	6	3	1	8	2	8	2
		42%	25%	63%	29%	35%	46%	69%	33%	21%	49%	25%	55%	23%
TOTAL DISSATISFIED		16	1	7	7	5	11	7	6	3	12	3	10	5
		63%	29%	73%	68%	48%	73%	87%	56%	44%	73%	41%	73%	50%
Don't know		3	1	1	2	-	3	1	*	2	2	2	1	2
Mean score		2.3	3.3	1.9	2.3	2.7	2.1	1.6	2.5	3.0	2.0	2.9	1.9	2.8
Standard deviation		1.41	1.65	1.47	1.18	1.50	1.35	1.08	1.36	1.59	1.32	1.49	1.27	1.49
Standard error		.23	.55	.39	.29	.42	.26	.38	.36	.39	.28	.36	.33	.30

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH1A. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your bank or building society? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %	661	225	191	245	318	344	216	229	216	362	298	371	290
Post	256 39%	95 42%	65 34%	95 39%	116 36%	140 41%	63 29%	88 38% f	105 49% fg	134 37%	121 40%	123 33%	132 46% k
Email/ online	197 30%	70 31%	52 27%	76 31%	101 32%	96 28%	90 42% gh	73 32% h	34 16%	127 35% j	70 23%	136 37% l	61 21%
Phone call	116 18%	39 17%	41 21%	36 15%	50 16%	66 19%	40 19%	32 14%	44 20%	65 18%	52 17%	60 16%	56 19%
Text message	10 2%	5 2%	1 *%	5 2%	5 1%	5 2%	7 3% h	3 1%	- -%	3 1%	7 2%	6 2%	4 1%
Other	64 10%	9 4%	30 16% a	25 10% a	36 11%	28 8%	13 6%	24 10%	27 13% f	27 7%	37 12% i	34 9%	30 10%
No preference	18 3%	7 3%	3 1%	8 3%	10 3%	8 2%	3 1%	9 4%	6 3%	6 2%	12 4%	11 3%	7 2%
Don't know	1	*	-	1	*	1	-	1	*	-	1	-	1

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH1B. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your gas or electricity provider? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %	652	221	190	241	311	341	207	228	216	355	295	369	283
Post	283 43%	109 49% b	64 34%	110 46% b	129 42%	154 45%	68 33%	108 48% f	107 49% f	149 42%	133 45%	144 39%	139 49% k
Email/ online	185 28%	64 29%	56 29%	65 27%	90 29%	94 28%	71 34% h	69 30% h	44 20%	120 34% j	64 22%	124 34% l	61 21%
Phone call	148 23%	37 17%	63 33% ac	48 20%	69 22%	79 23%	56 27% g	41 18%	51 24%	74 21%	74 25%	82 22%	66 23%
Text message	4 1%	2 1%	- -%	2 1%	2 1%	1 *%	3 1%	1 *%	- -%	1 *%	2 1%	2 1%	1 *%
Other	10 2%	2 1%	1 1%	7 3%	4 1%	6 2%	2 1%	1 1%	7 3% g	3 1%	7 2%	5 1%	6 2%
No preference	22 3%	7 3%	6 3%	9 4%	16 5% e	6 2%	8 4%	7 3%	7 3%	7 2%	15 5% i	12 3%	10 3%
Don't know	10	3	2	5	7	3	9	1	*	7	3	2	8

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH1C. SHOWCARD Please think about communication from organisations that you have a relationship with. Which one of these ways would you prefer to receive communication from your local council or tax office? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %	653	224	189	241	314	339	210	228	215	357	296	369	285
Post	350 54%	134 60% b	82 43%	134 56% b	164 52%	186 55%	97 46%	126 55%	127 59% f	186 52%	163 55%	189 51%	161 57%
Phone call	129 20%	34 15%	49 26% a	46 19%	58 18%	71 21%	44 21%	39 17%	46 21%	62 17%	67 23%	67 18%	61 22%
Email/ online	119 18%	44 20%	36 19%	39 16%	60 19%	59 17%	54 26% h	45 20% h	21 10%	84 24% j	36 12%	78 21% l	41 14%
Text message	4 1%	1 1%	- -%	3 1%	3 1%	1 *%	3 2% h	1 *%	- -%	1 *%	3 1%	2 1%	2 1%
Other	32 5%	6 3%	17 9% ac	9 4%	16 5%	16 5%	8 4%	12 5%	11 5%	14 4%	18 6%	19 5%	13 5%
No preference	19 3%	4 2%	5 2%	10 4%	13 4%	6 2%	4 2%	5 2%	10 5%	10 3%	10 3%	13 3%	7 2%
Don't know	8	1	3	5	4	5	6	1	2	5	3	2	6

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

SUMMARY TO SHOW PREFERENCE FOR RECEIVING COMMUNICATION BY POST FROM ORGANISATIONS HAVE A RELATIONSHIP WITH

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
LOCAL COUNCIL OR TAX OFFICE	350 53%	134 60% b	82 43%	134 55% b	164 52%	186 54%	97 45%	126 55% f	127 59% f	186 51%	163 55%	189 51%	161 55%
GAS OR ELECTRICITY PROVIDER	283 43%	109 49% b	64 33%	110 45% b	129 41%	154 45%	68 31%	108 47% f	107 49% f	149 41%	133 45%	144 39%	139 48% k
BANK OR BUILDING SOCIETY	256 39%	95 42%	65 34%	95 39%	116 36%	140 41%	63 29%	88 38%	105 49% fg	134 37%	121 40%	123 33%	132 46% k
ALL OF THESE	228 35%	86 38%	58 30%	85 35%	101 32%	128 37%	53 24%	80 35% f	96 45% fg	119 33%	109 36%	107 29%	122 42% k
ANY OF THESE	362 55%	139 62% b	85 44%	139 56% b	170 53%	193 56%	99 46%	131 57% f	132 61% f	192 53%	169 57%	196 53%	166 57%
NONE OF THESE	300 45%	86 38%	107 56% ac	107 44%	148 47%	152 44%	117 54% gh	98 43%	85 39%	170 47%	130 43%	174 47%	125 43%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH2A. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I love to send and receive letters and cards (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %		662	225	191	246	317	344	216	229	216	362	298	370	291
Strongly disagree	(5.0)	30	6	10	14	20	10	12	11	7	17	12	18	12
		5%	3%	5%	6%	6% e	3%	6%	5%	3%	5%	4%	5%	4%
Slightly disagree	(4.0)	45	22	12	12	28	18	16	16	13	20	25	22	23
		7%	10% c	6%	5%	9%	5%	8%	7%	6%	5%	9%	6%	8%
TOTAL DISAGREE		75	28	22	25	48	27	28	27	20	37	38	40	35
		11%	12%	11%	10%	15% e	8%	13%	12%	9%	10%	13%	11%	12%
Neither agree nor disagree	(3.0)	144	40	45	59	105	39	69	40	34	75	69	96	48
		22%	18%	23%	24%	33% e	11%	32% gh	18%	16%	21%	23%	26% l	16%
Slightly agree	(2.0)	231	80	68	82	87	144	73	80	78	130	99	131	100
		35%	36%	36%	34%	27%	42% d	34%	35%	36%	36%	33%	35%	34%
Strongly agree	(1.0)	212	76	57	79	78	134	46	82	85	120	93	104	109
		32%	34%	30%	32%	25%	39% d	21%	36% f	39% f	33%	31%	28%	37% k
TOTAL AGREE		443	156	125	162	165	278	119	162	162	250	192	235	208
		67%	70%	65%	66%	52%	81% d	55%	71% f	75% f	69%	64%	63%	71% k
Don't know		*	-	*	*	*	*	*	*	-	*	*	*	-
Mean score		2.2	2.1	2.2	2.2	2.4 e	1.9	2.4 gh	2.1	2.0	2.1	2.2	2.2 l	2.1
Standard deviation		1.09	1.07	1.10	1.11	1.14	.98	1.08	1.11	1.03	1.08	1.10	1.07	1.11
Standard error		.03	.06	.06	.05	.05	.04	.06	.06	.05	.04	.05	.04	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

Prepared by Saville Rossiter-Base : 01727 899 399

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH2B. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I prefer to send emails rather than letters whenever possible (SINGLE CODE)

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %		658	224	189	245	316	342	216	229	213	361	296	370	288
Strongly disagree	(5.0)	127 19%	39 17%	35 19%	53 21%	59 19%	68 20%	11 5%	25 11% f	91 43% fg	47 13%	80 27% i	35 9%	92 32% k
Slightly disagree	(4.0)	93 14%	41 18%	22 12%	30 12%	39 12%	54 16%	25 12%	36 16%	32 15%	53 15%	40 14%	50 13%	43 15%
TOTAL DISAGREE		220 33%	79 35%	57 30%	83 34%	97 31%	122 36%	36 17%	60 26% f	123 58% fg	99 27%	120 41% i	85 23%	135 47% k
Neither agree nor disagree	(3.0)	103 16%	39 17%	33 18%	30 12%	51 16%	52 15%	31 14%	39 17%	33 16%	57 16%	44 15%	70 19% l	32 11%
Slightly agree	(2.0)	150 23%	45 20%	35 18%	69 28% ab	65 20%	85 25%	60 28% h	61 27% h	29 14%	84 23%	66 22%	94 25%	56 19%
Strongly agree	(1.0)	186 28%	60 27%	63 34%	62 25%	103 33% e	83 24%	90 41% gh	68 30% h	28 13%	120 33% j	65 22%	121 33% l	65 22%
TOTAL AGREE		336 51%	106 47%	98 52%	132 54%	167 53%	168 49%	149 69% gh	130 57% h	57 27%	204 57% j	131 44%	215 58% l	121 42%
Don't know		4	1	3	1	2	2	-	1	3	1	3	1	3
Mean score		2.7	2.8	2.6	2.8	2.6	2.8	2.1	2.5 f	3.6 fg	2.5	3.0 i	2.4	3.1 k
Standard deviation		1.48	1.45	1.51	1.49	1.50	1.47	1.21	1.35	1.47	1.41	1.53	1.32	1.58
Standard error		.04	.08	.08	.07	.06	.06	.07	.07	.07	.06	.06	.05	.07

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH2C. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I prefer to send letters or emails to companies rather than make a phone call, so that I have a written record (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %		656	221	191	244	316	340	216	228	212	359	295	369	287
Strongly disagree	(5.0)	57	17	17	23	28	29	20	8	29	21	36	22	35
		9%	8%	9%	10%	9%	9%	9% g	4%	14% g	6%	12% i	6%	12% k
Slightly disagree	(4.0)	87	43	24	20	42	45	29	29	29	43	45	42	45
		13%	19% c	13%	8%	13%	13%	13%	13%	14%	12%	15%	11%	16%
TOTAL DISAGREE		145	60	41	44	70	74	48	38	59	64	81	64	80
		22%	27% c	21%	18%	22%	22%	22%	17%	28% g	18%	27% i	17%	28% k
Neither agree nor disagree	(3.0)	91	28	28	35	46	44	34	29	28	49	41	59	32
		14%	12%	14%	15%	15%	13%	16%	13%	13%	14%	14%	16%	11%
Slightly agree	(2.0)	175	57	54	64	92	83	54	66	55	97	77	111	64
		27%	26%	28%	26%	29%	24%	25%	29%	26%	27%	26%	30% l	22%
Strongly agree	(1.0)	245	75	69	101	107	138	79	95	71	149	96	135	110
		37%	34%	36%	41%	34%	41%	37%	42%	33%	42% j	32%	37%	38%
TOTAL AGREE		421	133	123	165	199	221	134	161	126	246	173	246	175
		64%	60%	64%	68%	63%	65%	62%	71% h	59%	69% j	59%	67%	61%
Don't know		6	4	*	2	2	4	*	2	5	3	3	2	5
Mean score		2.3	2.4	2.3	2.2	2.3	2.2	2.3 g	2.1	2.5 g	2.1	2.5 i	2.2	2.4 k
Standard deviation		1.32	1.34	1.31	1.31	1.31	1.34	1.33	1.18	1.43	1.24	1.39	1.22	1.44
Standard error		.04	.07	.07	.06	.06	.05	.07	.06	.07	.05	.06	.05	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH2D. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I only use post if there is no alternative (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %		660	224	191	245	317	343	216	229	215	362	297	371	290
Strongly disagree	(5.0)	125	39	30	56	53	72	19	40	66	60	65	54	71
		19%	18%	15%	23%	17%	21%	9%	17%	31%	17%	22%	14%	25%
					b				f	fg				k
Slightly disagree	(4.0)	189	73	51	64	86	102	48	69	72	111	77	111	78
		29%	33%	27%	26%	27%	30%	22%	30%	34%	31%	26%	30%	27%
										f				
TOTAL DISAGREE		314	112	81	120	139	174	67	108	138	171	142	165	149
		47%	50%	42%	49%	44%	51%	31%	47%	64%	47%	48%	44%	51%
									f	fg				
Neither agree nor disagree	(3.0)	119	35	46	39	63	55	51	41	26	62	56	79	40
		18%	15%	24%	16%	20%	16%	24%	18%	12%	17%	19%	21%	14%
				ac				h					l	
Slightly agree	(2.0)	127	50	25	51	58	69	47	51	29	71	56	70	57
		19%	22%	13%	21%	18%	20%	22%	22%	13%	20%	19%	19%	20%
			b		b			h	h					
Strongly agree	(1.0)	102	27	40	35	57	45	52	28	22	58	43	58	44
		15%	12%	21%	14%	18%	13%	24%	12%	10%	16%	14%	16%	15%
				a				gh						
TOTAL AGREE		228	77	65	86	115	113	98	79	51	129	99	127	101
		35%	34%	34%	35%	36%	33%	45%	35%	24%	36%	33%	34%	35%
								gh	h					
Don't know		2	1	*	1	1	1	-	1	1	*	2	*	2
Mean score		3.2	3.2	3.0	3.2	3.1	3.3	2.7	3.2	3.6	3.1	3.2	3.1	3.3
									f	fg				
Standard deviation		1.35	1.30	1.36	1.38	1.36	1.34	1.29	1.30	1.32	1.34	1.36	1.30	1.41
Standard error		.04	.07	.07	.07	.06	.05	.07	.07	.06	.06	.06	.05	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH2E. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I would feel cut off from society if I can't send or don't receive post (SINGLE CODE)

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %		656	219	191	246	313	343	215	227	214	357	298	367	289
Strongly disagree	(5.0)	82	21	35	26	44	37	39	25	18	45	37	47	35
		12%	9%	18%	11%	14%	11%	18%	11%	8%	13%	12%	13%	12%
				ac				h						
Slightly disagree	(4.0)	107	38	36	34	64	43	43	36	28	53	54	62	45
		16%	17%	19%	14%	21%	12%	20%	16%	13%	15%	18%	17%	16%
						e		h						
TOTAL DISAGREE		189	58	71	60	109	80	82	62	45	98	90	109	80
		29%	27%	37%	24%	35%	23%	38%	27%	21%	27%	30%	30%	28%
				ac		e		gh						
Neither agree nor disagree	(3.0)	102	44	21	37	55	47	40	39	23	53	49	64	38
		16%	20%	11%	15%	18%	14%	18%	17%	11%	15%	16%	18%	13%
			b					h	h					
Slightly agree	(2.0)	179	58	48	72	79	99	55	63	60	110	67	102	76
		27%	27%	25%	29%	25%	29%	26%	28%	28%	31%	23%	28%	26%
											j			
Strongly agree	(1.0)	186	59	51	76	70	117	38	63	85	95	91	91	95
		28%	27%	27%	31%	22%	34%	18%	28%	40%	27%	31%	25%	33%
							d		f	fg				k
TOTAL AGREE		365	117	100	148	149	216	94	126	145	206	158	193	172
		56%	54%	52%	60%	48%	63%	44%	56%	68%	58%	53%	53%	59%
							d		f	fg				
Don't know		6	6	-	-	5	1	1	3	3	5	1	4	2
Mean score		2.6	2.6	2.8	2.4	2.8	2.4	2.9	2.6	2.2	2.6	2.6	2.6	2.5
				c		e		gh	h					
Standard deviation		1.37	1.30	1.48	1.34	1.37	1.35	1.38	1.34	1.31	1.36	1.40	1.35	1.39
Standard error		.04	.07	.08	.06	.06	.05	.08	.07	.06	.06	.06	.06	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH2F. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I only send my mail first class if it needs to get there the next day (SINGLE CODE)

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %		654	223	189	242	310	343	212	227	215	357	295	367	287
Strongly disagree	(5.0)	132	45	42	45	57	75	47	50	35	78	54	84	48
		20%	20%	22%	19%	18%	22%	22%	22%	16%	22%	18%	23%	17%
														l
Slightly disagree	(4.0)	134	55	31	49	62	72	42	49	43	80	54	75	59
		21%	25%	16%	20%	20%	21%	20%	22%	20%	23%	18%	20%	21%
			b											
TOTAL DISAGREE		266	100	73	93	119	147	89	100	78	159	107	159	107
		41%	45%	39%	39%	38%	43%	42%	44%	36%	44%	36%	43%	37%
												j		
Neither agree nor disagree	(3.0)	106	36	31	39	64	42	42	37	28	58	48	62	44
		16%	16%	16%	16%	21%	12%	20%	16%	13%	16%	16%	17%	15%
						e								
Slightly agree	(2.0)	112	39	32	41	45	67	35	39	38	61	51	60	51
		17%	18%	17%	17%	15%	19%	16%	17%	17%	17%	17%	16%	18%
Strongly agree	(1.0)	170	48	53	68	81	88	47	51	72	79	89	85	84
		26%	22%	28%	28%	26%	26%	22%	23%	33%	22%	30%	23%	29%
										fg		i		
TOTAL AGREE		281	87	85	109	127	155	81	90	110	140	140	146	136
		43%	39%	45%	45%	41%	45%	38%	40%	51%	39%	48%	40%	47%
										fg		i		k
Don't know		8	2	2	4	7	1	5	3	1	5	3	4	4
Mean score		2.9	3.0	2.9	2.8	2.9	2.9	3.0	3.0	2.7	3.0	2.8	3.0	2.8
								h	h		j		l	
Standard deviation		1.49	1.45	1.53	1.49	1.46	1.52	1.46	1.48	1.51	1.47	1.50	1.49	1.48
Standard error		.04	.08	.08	.07	.06	.06	.08	.08	.07	.06	.06	.06	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH2G. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I send fewer letters by post now due to the cost (SINGLE CODE)

Base : All respondents

			MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %		658	222	191	244	315	342	214	228	215	360	297	369	288
Strongly disagree	(5.0)	169	46	50	73	88	80	53	62	54	97	71	103	66
		26%	20%	26%	30% a	28%	23%	25%	27%	25%	27%	24%	28%	23%
Slightly disagree	(4.0)	199	78	56	65	92	106	68	68	62	114	84	114	84
		30%	35% c	29%	27%	29%	31%	32%	30%	29%	32%	28%	31%	29%
TOTAL DISAGREE		367	124	106	138	181	186	121	130	116	212	156	217	150
		56%	56%	55%	56%	57%	54%	57%	57%	54%	59%	52%	59%	52%
Neither agree nor disagree	(3.0)	125	37	31	57	63	62	40	42	43	62	63	67	58
		19%	17%	16%	23%	20%	18%	19%	19%	20%	17%	21%	18%	20%
Slightly agree	(2.0)	95	44	28	23	43	51	34	36	25	59	35	55	40
		14%	20% c	15%	9%	14%	15%	16%	16%	12%	16%	12%	15%	14%
Strongly agree	(1.0)	71	18	27	26	28	43	19	20	32	27	43	30	41
		11%	8%	14%	11%	9%	12%	9%	9%	15% g	8%	14% i	8%	14% k
TOTAL AGREE		166	62	55	49	72	94	53	56	57	86	78	85	80
		25%	28%	29% c	20%	23%	27%	25%	24%	26%	24%	26%	23%	28%
Don't know		4	2	*	2	2	2	2	1	1	2	2	1	3
Mean score		3.5	3.4	3.4	3.6	3.5	3.4	3.5	3.5	3.4	3.5	3.4	3.6	3.3 l
Standard deviation		1.30	1.24	1.38	1.30	1.27	1.33	1.27	1.28	1.37	1.25	1.35	1.26	1.34
Standard error		.04	.06	.07	.06	.05	.05	.07	.07	.06	.05	.06	.05	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH2H. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST - I trust second class post to get there in a reasonable timeframe (SINGLE CODE)

Base : All respondents

		Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
			APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample		662	222	192	247	324	338	190	218	268	349	312	327	350
Total		662	225	191	246	318	344	216	230	216	362	299	371	291
Base for %		634	217	188	229	305	329	206	221	207	348	285	361	273
Strongly disagree	(5.0)	38	16	8	13	14	23	11	19	7	21	17	28	10
		6%	8%	4%	6%	5%	7%	5%	9%	4%	6%	6%	8%	4%
									h				l	
Slightly disagree	(4.0)	80	38	17	25	40	40	23	35	21	45	34	47	33
		13%	18%	9%	11%	13%	12%	11%	16%	10%	13%	12%	13%	12%
			bc											
TOTAL DISAGREE		117	55	25	37	54	63	34	54	29	66	51	75	43
		19%	25%	13%	16%	18%	19%	17%	25%	14%	19%	18%	21%	16%
			bc						fh					
Neither agree nor disagree	(3.0)	135	46	48	41	71	65	52	44	40	71	64	86	49
		21%	21%	26%	18%	23%	20%	25%	20%	19%	20%	23%	24%	18%
Slightly agree	(2.0)	234	83	60	91	109	125	67	89	77	136	99	123	111
		37%	38%	32%	40%	36%	38%	33%	40%	37%	39%	35%	34%	41%
Strongly agree	(1.0)	147	34	55	58	71	76	53	34	61	76	70	78	70
		23%	16%	29%	26%	23%	23%	26%	15%	30%	22%	25%	21%	26%
				a	a			g		g				
TOTAL AGREE		382	117	115	150	181	201	120	123	139	212	169	200	181
		60%	54%	61%	66%	59%	61%	58%	56%	67%	61%	59%	56%	66%
					a					g				k
Don't know		28	8	3	17	13	15	11	8	9	14	14	10	18
Mean score		2.4	2.6	2.3	2.3	2.4	2.4	2.4	2.6	2.2	2.4	2.4	2.5	2.3
			bc						fh				l	
Standard deviation		1.15	1.16	1.11	1.13	1.12	1.17	1.14	1.18	1.09	1.14	1.16	1.19	1.08
Standard error		.03	.06	.06	.06	.05	.05	.07	.06	.05	.05	.05	.05	.05

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH3A. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Post? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	359	117	96	146	155	203	84	137	138	206	151	188	170
	54%	52%	50%	59%	49%	59%	39%	60%	64%	57%	51%	51%	58%
						d		f	f				k
No	299	107	92	100	161	139	130	92	78	153	146	179	120
	45%	48%	48%	41%	51%	40%	60%	40%	36%	42%	49%	48%	41%
					e		gh						
Don't know	4	1	3	-	2	2	2	1	1	3	1	3	1
	1%	*%	2%	-%	1%	1%	1%	*%	*%	1%	*%	1%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH3B. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Calls made using a mobile phone? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	529	177	157	195	267	262	204	207	118	304	224	334	195
	80%	79%	82%	79%	84%	76%	94%	90%	54%	84%	75%	90%	67%
					e		h	h		j		l	
No	130	48	33	49	51	79	11	22	97	56	73	35	95
	20%	21%	17%	20%	16%	23%	5%	10%	45%	15%	24%	9%	33%
						d			fg		i		k
Don't know	4	-	2	2	1	3	2	-	2	2	1	2	1
	1%	-%	1%	1%	*%	1%	1%	-%	1%	1%	*%	1%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH3C. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Mobile phone text messages? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	508	164	149	194	247	261	205	200	103	296	212	334	174
	77%	73%	78%	79%	78%	76%	95%	87%	48%	82%	71%	90%	60%
							gh	h		j		l	
No	150	60	40	50	70	80	9	29	112	64	85	34	116
	23%	27%	21%	20%	22%	23%	4%	13%	52%	18%	28%	9%	40%
								f	fg		i		k
Don't know	4	-	3	1	1	3	3	-	1	2	2	3	1
	1%	-%	1%	1%	*%	1%	1%	-%	1%	*%	1%	1%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH3D. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Calls made using a landline? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	502	181	129	192	232	270	119	190	193	278	223	272	230
	76%	80%	68%	78%	73%	78%	55%	83%	89%	77%	75%	73%	79%
		b		b				f	fg				
No	156	43	60	54	84	72	95	39	23	82	75	95	62
	24%	19%	31%	22%	26%	21%	44%	17%	11%	23%	25%	26%	21%
			ac				gh	h					
Don't know	4	1	3	-	2	2	3	1	-	3	1	4	-
	1%	*%	1%	-%	1%	*%	1%	*%	-%	1%	*%	1%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QH3E. IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY - Internet/ email/ social networking? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes	437	140	126	171	210	227	181	177	79	266	171	285	152
	66%	62%	66%	70%	66%	66%	84%	77%	37%	74%	57%	77%	52%
							h	h		j			l
No	219	84	63	72	106	113	32	53	134	92	125	84	135
	33%	37%	33%	29%	33%	33%	15%	23%	62%	26%	42%	23%	46%
								f	fg		i		k
Don't know	6	1	3	3	2	4	4	-	3	3	3	3	4
	1%	*%	1%	1%	1%	1%	2%	-%	1%	1%	1%	1%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

SUMMARY OF IMPORTANT WAYS OF COMMUNICATING WITH FRIENDS AND FAMILY

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
CALLS MADE USING A MOBILE PHONE	529 80%	177 79%	157 82%	195 79%	267 84% e	262 76%	204 94% h	207 90% h	118 54%	304 84% j	224 75%	334 90%	195 67% l
MOBILE PHONE TEXT MESSAGES	508 77%	164 73%	149 78%	194 79%	247 78%	261 76%	205 95% gh	200 87% h	103 48%	296 82% j	212 71%	334 90%	174 60% l
CALLS MADE USING A LANDLINE	502 76%	181 80% b	129 68%	192 78% b	232 73%	270 78%	119 55%	190 83% f	193 89% fg	278 77%	223 75%	272 73%	230 79%
INTERNET/EMAIL/SOCIAL NETWORKING	437 66%	140 62%	126 66%	171 70%	210 66%	227 66%	181 84% h	177 77% h	79 37%	266 74% j	171 57%	285 77%	152 52% l
POST	359 54%	117 52%	96 50%	146 59%	155 49%	203 59% d	84 39%	137 60% f	138 64% f	206 57%	151 51%	188 51%	170 58% k
ANY OF THESE	655 99%	221 98%	188 98%	246 100% a	315 99%	340 99%	213 99%	227 99%	215 100%	358 99%	296 99%	365 98%	290 100%
NONE OF THESE	7 1%	4 2% c	3 2%	* *%	3 1%	4 1%	3 1%	3 1%	1 *%	4 1%	3 1%	6 2%	1 *%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QI1. SHOWCARD Which, if any, of these companies that can be used to send parcels or letters have you heard of before today? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Royal Mail	647 98%	221 98%	183 96%	243 99% b	310 98%	337 98%	211 98%	224 98%	212 98%	357 98%	290 97%	363 98%	285 98%
Parcelforce	540 82%	189 84%	151 79%	200 81%	270 85% e	270 79%	165 76%	205 89% fh	171 79%	315 87% j	225 75%	319 86%	221 76% l
DHL	485 73%	169 75%	132 69%	184 75%	253 80% e	232 68%	156 72%	203 88% fh	126 58% h	293 81% j	192 64%	307 83%	178 61% l
FedEx	482 73%	175 78% b	129 67%	178 72%	244 77% e	238 69%	162 75%	198 86% fh	122 56% h	291 80% j	190 64%	302 81%	180 62% l
TNT	449 68%	165 74% b	120 63%	163 66%	237 75% e	212 61%	127 59%	184 80% fh	138 64%	266 73% j	182 61%	275 74%	174 60% l
Citilink	396 60%	154 69% bc	100 52%	142 58%	208 65% e	188 55%	121 56%	162 71% fh	112 52%	247 68% j	149 50%	248 67%	148 51% l
UPS	383 58%	134 60%	120 62% c	129 53%	201 63% e	182 53%	126 58% h	157 68% fh	101 47%	235 65% j	148 49%	242 65%	141 49% l
Interlink DPD	250 38%	98 44% b	65 34%	87 36%	131 41%	119 35%	95 44% h	103 45% h	51 24%	159 44% j	91 31%	165 45%	85 29% l
Yodel	218 33%	75 33%	58 30%	86 35%	114 36%	105 30%	76 35% h	97 42% h	46 21%	139 38% j	79 26%	150 40%	69 24% l
Hermes	195 30%	63 28%	57 30%	76 31%	96 30%	100 29%	73 34% h	84 36% h	39 18%	121 33% j	74 25%	130 35%	66 23% l

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QI1. SHOWCARD Which, if any, of these companies that can be used to send parcels or letters have you heard of before today? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Citipost	137	42	46	49	77	59	47	51	39	80	56	93	43
	21%	19%	24%	20%	24% e	17%	22%	22%	18%	22%	19%	25% l	15%
Collect+ (Collect Plus)	107	41	34	32	53	55	47	39	20	74	33	75	32
	16%	18%	18%	13%	17%	16%	22% h	17% h	9%	20% j	11%	20% l	11%
Any other postal services company	4	2	1	1	1	3	*	2	2	1	4	2	3
	1%	1%	*%	1%	*%	1%	*%	1%	1%	*%	1%	*%	1%
HEARD OF ANY PROVIDERS OTHER THAN ROYAL MAIL	596	205	167	224	297	299	191	220	186	341	254	348	247
	90%	91%	87%	91%	93% e	87%	88%	96% fh	86%	94% j	85%	94% l	85%
HEARD OF ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	578	202	161	216	292	286	189	215	174	334	243	341	237
	87%	90%	84%	88%	92% e	83%	87%	94% fh	81%	92% j	81%	92% l	81%
None of these	7	*	6	1	2	5	1	2	3	3	4	4	3
	1%	*%	3% ac	*%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	3	2	*	1	2	1	1	-	1	*	2	*	3
	*%	1%	*%	*%	1%	*%	1%	-%	1%	*%	1%	*%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QI2. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Royal Mail	580 88%	188 84%	170 89%	223 91% a	272 86%	308 89%	186 86%	202 88%	192 89%	322 89%	257 86%	330 89%	250 86%
Parcelforce	163 25%	52 23%	47 25%	63 25%	80 25%	83 24%	50 23%	71 31% h	41 19%	94 26%	69 23%	115 31% l	48 16%
DHL	83 13%	30 13%	16 9%	37 15% b	48 15%	35 10%	28 13%	37 16% h	18 8%	46 13%	37 12%	57 15% l	26 9%
Citilink	49 7%	23 10%	11 6%	15 6%	26 8%	23 7%	16 7%	25 11% h	8 4%	30 8%	19 6%	39 11% l	9 3%
Yodel	46 7%	14 6%	9 5%	23 9%	19 6%	27 8%	21 10% h	18 8% h	7 3%	31 9% j	14 5%	26 7%	20 7%
TNT	45 7%	23 10% c	11 6%	11 5%	23 7%	22 6%	10 4%	27 12% fh	9 4%	27 8%	18 6%	36 10% l	9 3%
UPS	43 6%	21 9% c	13 7%	9 3%	25 8%	18 5%	15 7%	21 9% h	7 3%	26 7%	17 6%	29 8%	14 5%
FedEx	42 6%	17 8%	11 6%	14 6%	26 8%	16 5%	18 8%	15 7%	9 4%	27 8%	15 5%	28 8%	14 5%
Hermes	40 6%	9 4%	11 6%	20 8%	11 3%	29 8% d	16 7%	15 6%	9 4%	26 7%	14 5%	28 7%	12 4%
Interlink DPD	34 5%	15 7%	6 3%	13 5%	17 5%	17 5%	15 7% h	16 7% h	4 2%	22 6%	12 4%	27 7% l	7 2%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QI2. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Collect+ (Collect Plus)	31	10	9	12	11	20	10	12	9	19	12	21	9
	5%	4%	5%	5%	3%	6%	5%	5%	4%	5%	4%	6%	3%
Citipost	9	6	4	*	7	3	3	2	4	7	3	7	3
	1%	2%	2%	*%	2%	1%	1%	1%	2%	2%	1%	2%	1%
		c	c										
Any other postal services company	1	*	*	1	*	1	*	*	1	1	1	1	*
	*%	*%	*%	1%	*%	*%	*%	*%	1%	*%	*%	*%	*%
USED ANY PROVIDERS OTHER THAN ROYAL MAIL	289	105	73	111	151	139	110	117	63	174	115	194	95
	44%	47%	38%	45%	47%	40%	51%	51%	29%	48%	38%	52%	33%
							h	h		j		l	
USED ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	226	86	52	88	119	107	96	93	38	136	90	156	70
	34%	38%	27%	36%	37%	31%	44%	40%	18%	37%	30%	42%	24%
		b					h	h				l	
None of these	26	8	11	7	13	13	12	6	8	8	18	10	16
	4%	3%	6%	3%	4%	4%	6%	3%	4%	2%	6%	3%	5%
											i		
Don't know	10	6	*	3	6	4	3	3	4	3	7	4	6
	1%	3%	*%	1%	2%	1%	1%	1%	2%	1%	2%	1%	2%
		b											

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QI2. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

								AWARE OF COMPANIES THAT CAN BE USED TO SEND PARCELS OR LETTERS								
								INTER-LINK								
	Total	ROYAL MAIL	CITI-LINK	CITI-POST	COLLECT+	DHL	FEDEX	HERMES	DPD	PARCEL-FORCE	TNT	UPS	YODEL	ANY OTHER	NONE	DON'T KNOW
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	~n	~o
Unweighted total	1173	1153	635	210	161	787	739	305	369	925	736	560	364	34	7	7
Effective Weighted Sample	662	649	391	135	97	476	468	189	239	538	448	377	211	6	6	4
Total	662	647	396	137	107	485	482	195	250	540	449	383	218	4	7	3
Royal Mail	580 88%	580 90% gl	349 88%	117 85%	94 87%	425 88%	428 89%	165 84%	213 85%	478 88%	395 88%	333 87%	183 84%	4 99%	- -%	- -%
Parcelforce	163 25%	163 25%	118 30%	54 40% abefij	36 34%	141 29%	142 30%	63 32% a	78 31%	163 30%	132 29%	119 31% a	87 40% abefijk	1 14%	- -%	- -%
DHL	83 13%	81 12%	61 15%	36 26% abdefijkl	15 14%	83 17% a	76 16%	35 18%	45 18% a	72 13%	66 13%	64 17%	32 15%	1 12%	- -%	- -%
Citilink	49 7%	49 8%	49 12% a	18 13% a	13 12%	45 9%	43 9%	21 11%	32 13% a	47 9%	39 9%	33 9%	20 9%	- -%	- -%	- -%
Yodel	46 7%	45 7%	32 8%	14 10%	16 15% abfi	44 9%	39 8%	29 15% abefijk	27 11%	43 8%	40 9%	34 9%	46 21% abcefhijk	- -%	- -%	- -%
TNT	45 7%	45 7%	37 9%	21 15% abefi	11 10%	40 8%	42 9%	19 10%	22 9%	43 8%	45 10%	38 10%	22 10%	* 9%	- -%	- -%
UPS	43 6%	42 6%	33 8%	19 14% ai	11 10%	40 8%	40 8%	19 10%	27 11% a	39 7%	36 8%	43 11% ai	25 12% a	* 9%	- -%	- -%
FedEx	42 6%	42 7%	28 7%	14 11%	7 6%	39 8%	42 9%	17 9%	21 8%	38 7%	32 7%	32 8%	12 6%	* 9%	- -%	- -%
Hermes	40 6%	40 6%	34 9%	15 11%	24 22% abcefhijk	39 8%	38 8%	40 20% abcefhijk	25 10% a	39 7%	33 7%	34 9%	31 14% abefij	* *%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QI2. SHOWCARD Which, if any, of these companies have you used to send a packet, parcel or letter? Please think about your personal use rather than any use as part of a business. (MULTI CODE)

Base : All respondents

								AWARE OF COMPANIES THAT CAN BE USED TO SEND PARCELS OR LETTERS								
									INTER-LINK								
	Total	ROYAL MAIL	CITI-LINK	CITI-POST	COLLECT+	DHL	FEDEX	HERMES	DPD	PARCEL-FORCE	TNT	UPS	YODEL	ANY OTHER	NONE	DON'T KNOW
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	~n	~o
Unweighted total	1173	1153	635	210	161	787	739	305	369	925	736	560	364	34	7	7
Effective Weighted Sample	662	649	391	135	97	476	468	189	239	538	448	377	211	6	6	4
Total	662	647	396	137	107	485	482	195	250	540	449	383	218	4	7	3
Interlink DPD	34 5%	34 5%	28 7%	14 10% a	9 9%	32 7%	31 7%	24 12% abefijk	34 14% abefijk	34 6%	31 7%	27 7%	22 10% a	- -%	- -%	- -%
Collect+ (Collect Plus)	31 5%	31 5%	25 6%	13 9% a	31 29% abcefghijkl	28 6%	28 6%	24 12% abefijk	20 8%	30 5%	24 5%	23 6%	18 8%	1 26% aefij	- -%	- -%
Citipost	9 1%	9 1%	9 2%	9 7% abefijkl	7 7% abefijk	9 2%	9 2%	6 3%	9 4% a	9 2%	9 2%	8 2%	5 2%	- -%	- -%	- -%
Any other postal services company	1 *%	1 *%	1 *%	1 1%	* *%	1 *%	1 *%	* *%	* *%	1 *%	* *%	* *%	* *%	1 33% abcdefghijkl	- -%	- -%
USED ANY PROVIDERS OTHER THAN ROYAL MAIL	289 44%	287 44%	219 55% a	97 71% abefijk	76 71% abefijk	258 53% a	256 53% a	124 64% aefijk	154 62% aefij	270 50%	231 51% a	208 54% a	145 66% abefijk	3 60%	- -%	- -%
USED ANY PROVIDERS OTHER THAN ROYAL MAIL OR PARCELFORCE	226 34%	224 35%	175 44% a	82 60% abefijk	69 65% abefhijkl	209 43% a	205 42% a	107 55% abefijk	127 51% afij	207 38%	183 41% a	169 44% a	114 52% aefij	3 59%	- -%	- -%
None of these	26 4%	16 3%	7 2%	1 1%	2 2%	12 2%	10 2%	6 3%	5 2%	14 3%	8 2%	6 2%	4 2%	* *%	7 100%	- -%
Don't know	10 1%	7 1%	3 1%	2 2%	1 1%	5 1%	5 1%	2 1%	4 1%	7 1%	5 1%	5 1%	2 1%	- -%	- -%	3 100%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ1. SHOWCARD What is your working status? (SINGLE CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Working full time (30hrs/ wk+)	267	95	83	89	164	103	90	144	32	178	89	267	-
	40%	42%	43%	36%	52%	30%	42%	63%	15%	49%	30%	72%	-%
					e		h	fh		j		l	
Working part time (8-29 hrs/ wk)	104	27	27	50	24	80	36	46	22	58	46	104	-
	16%	12%	14%	20%	8%	23%	17%	20%	10%	16%	15%	28%	-%
				a		d	h	h				l	
Not working (i.e. under 8hrs/ wk) - retired	142	57	33	51	67	75	1	1	139	64	77	-	142
	21%	25%	17%	21%	21%	22%	1%	*%	64%	18%	26%	-%	49%
		b							fg		i		k
Not working (i.e. under 8hrs/ wk) - unemployed (registered/ not registered but looking for work)	45	10	18	18	32	13	22	14	9	3	42	-	45
	7%	4%	9%	7%	10%	4%	10%	6%	4%	1%	14%	-%	16%
			a		e		h				i		k
Not working (i.e. under 8hrs/ wk) - student	45	15	15	14	24	20	45	-	-	39	5	-	45
	7%	7%	8%	6%	8%	6%	21%	-%	-%	11%	2%	-%	15%
							gh			j			k
Not working (i.e. under 8hrs/ wk) - housewife/ disabled/ other	60	21	15	24	6	53	21	24	14	20	40	-	60
	9%	9%	8%	10%	2%	15%	10%	11%	7%	5%	13%	-%	20%
						d					i		k
WORKING (FULL OR PART TIME)	371	122	110	139	188	183	127	190	54	236	135	371	-
	56%	54%	58%	56%	59%	53%	59%	83%	25%	65%	45%	100%	-%
							h	fh		j		l	
Don't know	*	-	*	-	*	-	-	-	*	-	*	-	-
	*%	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ2. Do you or does anyone in your household have access to the internet/ Worldwide Web at HOME (via any device, e.g. PC, mobile phone etc)? (SINGLE CODE) PROMPTED

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Yes - have access and use at home	531	175	157	198	253	277	199	212	120	329	201	353	177
	80%	78%	82%	81%	80%	81%	92%	92%	55%	91%	67%	95%	61%
							h	h		j			l
Yes - have access but don't use at home	20	10	4	6	9	11	-	5	16	7	13	6	14
	3%	4%	2%	2%	3%	3%	-%	2%	7%	2%	4%	2%	5%
									fg				k
No do not have access at home	110	39	30	42	56	55	17	13	80	26	84	11	99
	17%	17%	16%	17%	17%	16%	8%	6%	37%	7%	28%	3%	34%
									fg		i		k
INTERNET ACCESS AT HOME	551	185	162	204	262	289	199	216	135	336	213	359	191
	83%	82%	84%	83%	83%	84%	92%	94%	63%	93%	71%	97%	66%
							h	h		j			l
Don't know	1	1	*	-	*	1	-	-	1	-	1	-	1
	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	*%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ3. And what is the total number of people in your household, including any children? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
1 person	107	35	29	43	51	56	13	24	70	43	63	33	73
	16%	15%	15%	18%	16%	16%	6%	10%	33% fg	12%	21% i	9%	25% k
2 people	206	82	58	66	104	103	43	51	112	112	94	100	106
	31%	37% c	30%	27%	33%	30%	20%	22%	52% fg	31%	32%	27%	36% k
3 people	149	37	51	62	72	77	64	58	27	89	60	101	48
	23%	16%	26% a	25% a	23%	22%	30% h	25% h	12%	25%	20%	27% l	16%
4 people	130	50	34	45	57	73	63	62	4	81	48	91	39
	20%	22%	18%	18%	18%	21%	29% h	27% h	2%	22% j	16%	25% l	13%
5 people	46	14	17	15	20	26	19	25	2	30	16	30	16
	7%	6%	9%	6%	6%	8%	9% h	11% h	1%	8%	5%	8%	6%
6 or more people	24	7	3	14	14	10	14	9	1	7	17	15	8
	4%	3%	1%	6% b	4%	3%	7% h	4% h	*%	2%	6% i	4%	3%
Mean number of people in household	2.8	2.8	2.8	2.9	2.8	2.8	3.4 gh	3.2 h	1.9	2.9 j	2.7	3.1 l	2.5
Standard deviation	1.36	1.35	1.24	1.45	1.40	1.33	1.36	1.30	.81	1.26	1.46	1.31	1.34
Standard error	.04	.07	.06	.07	.06	.05	.08	.07	.04	.05	.06	.05	.06

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ4. HOUSEHOLD SIZE

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Small (1-2 people)	313 47%	117 52%	87 45%	109 44%	154 49%	159 46%	56 26%	75 33%	182 84% fg	155 43%	157 53% i	133 36%	180 62% k
Medium (3-4 people)	279 42%	87 39%	85 44%	107 44%	130 41%	149 43%	128 59% h	120 52% h	31 14%	171 47% j	108 36%	192 52% l	87 30%
Large (5+ people)	70 11%	21 9%	20 10%	29 12%	34 11%	36 10%	33 15% h	34 15% h	3 1%	37 10%	33 11%	45 12%	25 9%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ5. And what is the total number of children aged under 18 in your household (including respondent if respondent is under 18)?

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
None	384	142	112	129	202	182	93	88	203	197	185	172	212
	58%	63%	59%	53%	64%	53%	43%	38%	94%	55%	62%	46%	73%
		c			e				fg				k
1 child	128	33	39	56	58	71	57	63	9	78	50	92	36
	19%	15%	20%	23%	18%	21%	26%	28%	4%	22%	17%	25%	12%
				a			h	h					l
2 children	95	33	28	35	35	60	37	54	4	58	37	75	21
	14%	15%	14%	14%	11%	17%	17%	24%	2%	16%	12%	20%	7%
						d	h	h					l
3 children	44	15	11	18	17	27	22	21	1	27	17	30	14
	7%	7%	6%	7%	5%	8%	10%	9%	*%	7%	6%	8%	5%
							h	h					
4 or more children	11	2	2	7	5	6	7	4	-	2	9	3	8
	2%	1%	1%	3%	2%	2%	3%	2%	-%	*%	3%	1%	3%
							h	h			i		
Mean number of children in household	.7	.7	.7	.9	.6	.9	1.1	1.1	.1	.8	.7	.9	.5
				ab		d	h	h					l
Standard deviation	1.05	1.03	.97	1.11	1.01	1.07	1.17	1.06	.38	1.00	1.10	1.03	1.02
Standard error	.03	.05	.05	.05	.04	.04	.07	.05	.02	.04	.05	.04	.04

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ6. SHOWCARD - Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Cannot walk very far or manage stairs or can only do so with difficulty	30 5%	8 4%	7 4%	15 6%	9 3%	21 6% d	1 *%	6 3% f	23 11% fg	3 1%	27 9% i	1 *%	28 10% k
Breathlessness or chest pains	22 3%	6 3%	6 3%	11 4%	10 3%	12 4%	1 1%	3 1%	19 9% fg	10 3%	13 4%	4 1%	19 6% k
Poor hearing, partial hearing or deafness	17 2%	9 4%	4 2%	3 1%	6 2%	11 3%	1 *%	1 *%	14 7% fg	4 1%	12 4% i	1 *%	16 5% k
Limited ability to reach	11 2%	3 1%	4 2%	5 2%	2 1%	9 3%	1 *%	3 1%	8 4% f	3 1%	9 3% i	2 1%	9 3% k
Cannot walk at all/ use a wheelchair	8 1%	4 2%	1 1%	3 1%	4 1%	4 1%	1 *%	- -%	7 3% fg	3 1%	5 2%	- -%	8 3% k
Poor vision, partial sight or blindness	8 1%	4 2%	2 1%	2 1%	2 1%	5 2%	1 1%	2 1%	5 2%	3 1%	5 2%	2 *%	6 2%
Mental health problems or difficulties	5 1%	3 1%	1 1%	1 *%	2 1%	3 1%	2 1%	3 1%	* *%	* *%	5 2% i	1 *%	4 1%
Dyslexia	4 1%	1 1%	1 1%	2 1%	2 1%	2 1%	2 1%	1 *%	1 1%	* *%	4 1% i	- -%	4 1% k
Difficulty in speaking or communicating	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	* *%	* *%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ6. SHOWCARD - Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

		MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
	Total	APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Other illnesses/ health problems which limit your daily activities/ work you can do	17 3%	4 2%	8 4%	5 2%	8 3%	9 3%	6 3%	2 1%	9 4% g	7 2%	10 3%	4 1%	14 5% k
None	583 88%	195 87%	168 88%	219 89%	283 89%	300 87%	205 95% h	215 94% h	162 75%	337 93% j	244 82%	357 96% l	226 77%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

Prepared by Saville Rossiter-Base : 01727 899 399

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ7. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
WHITE													
British	412 62%	141 63%	106 56%	164 67% b	194 61%	217 63%	117 54%	144 63%	151 70% f	227 63%	184 62%	226 61%	185 64%
English	59 9%	26 12%	14 7%	19 8%	29 9%	30 9%	14 7%	16 7%	29 13% fg	26 7%	33 11%	32 9%	28 10%
Scottish	57 9%	18 8%	20 10%	20 8%	30 10%	26 8%	24 11%	17 7%	16 7%	33 9%	24 8%	34 9%	23 8%
Welsh	21 3%	6 3%	8 4%	7 3%	11 3%	10 3%	7 3%	9 4%	5 2%	11 3%	10 3%	14 4%	7 2%
Irish	11 2%	3 1%	2 1%	5 2%	6 2%	5 1%	4 2%	3 1%	4 2%	5 1%	5 2%	5 1%	5 2%
Any other white background	18 3%	4 2%	10 5% c	3 1%	3 1%	15 4% d	10 5% g	3 1%	5 2%	9 2%	9 3%	12 3%	6 2%
MIXED													
White and Black Caribbean	5 1%	- -%	4 2% a	1 1%	1 *%	4 1%	1 *%	5 2% h	- -%	2 1%	3 1%	4 1%	2 1%
White and Black African	3 *%	- -%	1 1%	2 1%	3 1%	- -%	2 1%	1 *%	- -%	1 *%	2 1%	2 1%	1 *%
White and Asian	1 *%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	1 *%	- -%	- -%	1 *%
Any other mixed background	3 1%	- -%	3 2% c	- -%	2 1%	2 1%	3 2% h	- -%	- -%	2 1%	2 1%	2 1%	2 1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ7. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
ASIAN AND BRITISH ASIAN													
Indian	17	8	5	4	11	5	9	6	1	10	7	11	6
	3%	3%	2%	2%	4%	2%	4% h	3% h	*%	3%	2%	3%	2%
Pakistani	4	1	-	3	2	2	3	1	-	1	3	-	4
	1%	*%	-%	1%	1%	1%	1%	*%	-%	*%	1%	-%	1% k
Bangladeshi	1	-	-	1	1	-	-	1	-	1	-	1	-
	*%	-%	-%	*%	*%	-%	-%	1%	-%	*%	-%	*%	-%
Any other Asian background	6	3	1	1	3	3	5	1	-	4	2	3	3
	1%	1%	1%	*%	1%	1%	2% h	*%	-%	1%	1%	1%	1%
BLACK AND BLACK BRITISH													
Caribbean	7	2	4	2	5	3	6	-	2	5	2	4	3
	1%	1%	2%	1%	2%	1%	3% g	-%	1%	1%	1%	1%	1%
African	28	8	8	12	13	15	7	19	2	20	8	19	9
	4%	3%	4%	5%	4%	4%	3% h	8% fh	1%	6%	3%	5%	3%
Any other black background	4	2	1	1	1	3	1	1	2	1	3	1	3
	1%	1%	1%	*%	*%	1%	*%	*%	1%	*%	1%	*%	1%
MIDDLE EAST AND ARABIC ORIGIN													
Middle Eastern, including Arabic origins	1	-	1	-	1	-	-	1	-	-	1	-	1
	*%	-%	1%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%
CHINESE OR OTHER ETHNIC GROUP													
Chinese	2	2	-	*	*	2	1	1	*	2	-	-	2
	*%	1%	-%	*%	*%	*%	*%	*%	*%	1%	-%	-%	1%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ7. SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Any other background	1	-	1	-	-	1	-	-	1	-	1	-	1
	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%
Refused	1	-	1	*	*	1	-	1	-	1	*	1	-
	*%	-%	1%	*%	*%	*%	-%	1%	-%	*%	*%	*%	-%
SUMMARY CODES													
ANY WHITE GROUP	577	199	161	217	273	304	177	191	209	311	265	323	254
	87%	89%	84%	89%	86%	88%	82%	83%	97% fg	86%	89%	87%	87%
ANY BME GROUP	84	26	30	28	44	39	39	37	7	50	34	46	37
	13%	11%	15%	11%	14%	11%	18% h	16% h	3%	14%	11%	12%	13%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l

OFCOM RESIDENTIAL CONSUMER POSTAL TRACKER QUARTER 2 2013 - APRIL TO JUNE 2013.

QJ8. SHOWCARD Could you please give me the number from this card for the group in which you would place your total annual household income from all sources, before tax? (SINGLE CODE)

Base : All respondents

	Total	MONTH OF INTERVIEWING			GENDER		AGE (2)			SEG (2)		WORKING STATUS	
		APR 2013	MAY 2013	JUNE 2013	MALE	FEMALE	16-34	35-54	55+	ABC1	C2DE	WORKING	NOT WORKING
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1173	367	382	424	563	610	318	378	477	590	582	581	591
Effective Weighted Sample	662	222	192	247	324	338	190	218	268	349	312	327	350
Total	662	225	191	246	318	344	216	230	216	362	299	371	291
Under £11,500	91 14%	36 16%	25 13%	31 13%	46 15%	45 13%	29 13%	19 8%	43 20% g	16 4%	75 25% i	14 4%	77 26% k
£11,500 - £17,499	66 10%	23 10%	24 13%	19 8%	21 7%	45 13% d	17 8%	19 8%	30 14% f	26 7%	40 14% i	33 9%	34 12%
£17,500 - £29,999	82 12%	33 15%	22 12%	27 11%	47 15%	35 10%	31 14%	33 14%	19 9%	38 11%	44 15%	61 16% l	21 7%
£30,000 - £49,999	71 11%	37 16% c	20 10%	14 6%	39 12%	32 9%	21 10%	38 17% fh	11 5%	60 17% j	11 4%	57 15% l	13 5%
£50,000+	37 6%	12 5%	16 8% c	9 4%	21 7%	16 5%	9 4%	20 9% h	8 4%	33 9% j	4 1%	30 8% l	7 3%
Don't know/ Refused	315 48%	85 38%	85 44%	145 59% ab	143 45%	171 50%	109 50%	100 43%	106 49%	188 52% j	125 42%	176 47%	139 48%

Columns Tested: a,b,c - d,e - f,g,h - i,j - k,l