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QI1: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? by Demographics Part 4 790
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 1 791
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 2 792
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 3 793
QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 4 794
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 1 795
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 2 796
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 3 797
QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 4 798
QI3: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 1 799
QI3: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 2 800
QI3: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 3 801
QI3: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 4 802
QI3: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 1 803
QI3: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 2 804
QI3: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 3 805
QI3: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 4 806
QI3: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 1 807
QI3: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 2 808
QI3: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 3 809
QI3: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 4 810
QI3: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 1 811
QI3: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 2 812
QI3: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 3 813
QI3: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 4 814
QI3: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 1 815
QI3: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 2 816
QI3: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 3 817
QI3: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 4 818
QI3: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 1 819
QI3: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 2 820
QI3: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 3 821
QI3: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 4 822
QI3: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 1 823
QI3: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 2 824
QI3: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 3 825
QI3: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 4 826
QI3: In the last 12 months, have you experienced any problems with services from these providers? Parcelforce by Demographics Part 1 827
QI3: In the last 12 months, have you experienced any problems with services from these providers? Parcelforce by Demographics Part 2 828
QI3: In the last 12 months, have you experienced any problems with services from these providers? Parcelforce by Demographics Part 3 829
QI3: In the last 12 months, have you experienced any problems with services from these providers? Parcelforce by Demographics Part 4 830
QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 1 831
QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 2 832
QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 3 833
QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 4 834
QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 1 835
QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 2 836
QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 3 837
QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 4 838

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QI3: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 1 839
QI3: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 2 840
QI3: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 3 841
QI3: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 4 842
QI3: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 1 843
QI3: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 2 844
QI3: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 3 845
QI3: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 4 846
QI3: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 1 847
QI3: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 2 848
QI3: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 3 849
QI3: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 4 850
QI3: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 1 851
QI3: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 2 852
QI3: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 3 853
QI3: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 4 854
QI3: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 1 855
QI3: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 2 856
QI3: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 3 857
QI3: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 4 858
QI4_2: Did you make a complaint about the problems you experienced with the services from... Collect + by Demographics Part 1 859
QI4_2: Did you make a complaint about the problems you experienced with the services from... Collect + by Demographics Part 2 860
QI4_2: Did you make a complaint about the problems you experienced with the services from... Collect + by Demographics Part 3 861
QI4_2: Did you make a complaint about the problems you experienced with the services from... Collect + by Demographics Part 4 862
QI4_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 1 863
QI4_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 2 864
QI4_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 3 865
QI4_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 4 866
QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 1 867
QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 2 868
QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 3 869
QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 4 870
QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 1 871
QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 2 872
QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 3 873
QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 4 874
QI4_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 1 875
QI4_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 2 876
QI4_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 3 877
QI4_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 4 878
QI4_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce by Demographics Part 1 879
QI4_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce by Demographics Part 2 880
QI4_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce by Demographics Part 3 881
QI4_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce by Demographics Part 4 882
QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 1 883
QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 2 884
QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 3 885
QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 4 886
QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 1 887
QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 2 888
QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 3 889
QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 4 890
QI4_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 1 891
QI4_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 2 892
QI4_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 3 893
QI4_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 4 894

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QJ1: What is your working status? by Demographics Part 2 896
QJ1: What is your working status? by Demographics Part 3 897
QJ1: What is your working status? by Demographics Part 4 898
QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc by Demographics Part 1 899
QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc by Demographics Part 2 900
QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc by Demographics Part 3 901
QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc by Demographics Part 4 902
QJ3: How many adults and children live in your household? by Demographics Part 1 903
QJ3: How many adults and children live in your household? by Demographics Part 2 904
QJ3: How many adults and children live in your household? by Demographics Part 3 905
QJ3: How many adults and children live in your household? by Demographics Part 4 906
QJ4: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 1 907
QJ4: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 2 908
QJ4: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 3 909
QJ4: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 4 910
QJ5: Which of the following best describes you? by Demographics Part 1 911
QJ5: Which of the following best describes you? by Demographics Part 2 912
QJ5: Which of the following best describes you? by Demographics Part 3 913
QJ5: Which of the following best describes you? by Demographics Part 4 914
QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 1 915
QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 2 916
QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 3 917
QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 4 918
QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 1 919
QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 2 920
QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 3 921
QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 4 922
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 1 923
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 2 924
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 3 925
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 4 926
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 1 927
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 2 928
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 3 929
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 4 930
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 1 931
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 2 932
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 3 933
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 4 934
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 1 935
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 2 936
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 3 937
QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 4 938

Methodology by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
CAPI	18%	100%	0%	19%	18%	18%	19%	18%	18%
	1124	1124	0	288	272	283	281	551	573
	-	B							
Online	82%	0%	100%	81%	82%	82%	81%	82%	82%
	4966	0	4966	1241	1235	1262	1228	2433	2533
	-		A						
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Methodology by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
CAPI	18%	18%	18%	18%	18%	19%	18%	18%	20%	17%	20%	17%	21%	16%
	157	360	360	116	246	131	596	528	266	330	256	272	652	469
					-		-	-					B	
Online	82%	82%	82%	82%	82%	81%	82%	82%	80%	83%	80%	83%	79%	84%
	695	1589	1589	519	1093	573	2632	2334	1075	1557	1045	1289	2464	2469
					-		-	-						A
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Methodology by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
CAPI	17%	19%	17%	21%	19%	18%	19%	18%	18%	18%	18%	18%	18%	21%	12%	**
	96	106	91	114	112	98	125	110	92	944	90	56	34	893	231	
										-				B		
Online	83%	81%	83%	79%	81%	82%	81%	82%	82%	82%	82%	82%	82%	79%	88%	**
	453	456	448	440	469	436	540	507	423	4171	397	248	149	3326	1622	
										-					A	
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Methodology by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
CAPI	8%	19%	13%	14%	10%	9%	18%	54%	17%	65%	
	34	1090	103	128	152	121	120	499	989	133	
		A	d	c d			a C D	A B C D E		A	
Online	92%	81%	87%	86%	90%	91%	82%	46%	83%	35%	
	403	4563	714	781	1321	1195	533	422	4871	73	
	B		e F	F	b E F	a b E F	F		B		
Effective Column n											
	292	4029	559	605	1042	956	477	683	4155	150	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Quarter by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Q1 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Q2 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Q3 2018	25%	25%	25%	0%	0%	0%	100%	25%	25%
	1509	281	1228	0	0	0	1509	739	770
	-						A B C		
Q4 2018	25%	25%	25%	0%	0%	100%	0%	25%	25%
	1545	283	1262	0	0	1545	0	757	788
	-					A B D			
Q1 2019	25%	24%	25%	0%	100%	0%	0%	25%	25%
	1507	272	1235	0	1507	0	0	738	769
	-				A C D				
Q2 2019	25%	26%	25%	100%	0%	0%	0%	25%	25%
	1529	288	1241	1529	0	0	0	749	780
	-			B C D					
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Quarter by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Q1 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q2 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Q3 2018	25%	25%	25%	22%	25%	27%	25%	25%	25%	25%	25%	25%	24%	25%
	211	483	483	140	332	192	800	709	335	465	323	387	756	747
					-		-	-						
Q4 2018	25%	25%	25%	24%	25%	27%	25%	25%	25%	25%	25%	25%	25%	25%
	216	494	494	151	340	189	819	726	338	481	330	397	788	745
					-		-	-						
Q1 2019	25%	25%	25%	26%	25%	24%	25%	25%	26%	24%	23%	26%	25%	24%
	211	482	482	165	330	166	799	708	354	445	300	408	786	712
					-		-	-						
Q2 2019	25%	25%	25%	28%	25%	22%	25%	25%	23%	26%	27%	24%	25%	25%
	214	489	489	179	336	157	810	719	314	497	349	369	787	734
					-		-	-						
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Quarter by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Q1 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Q2 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Q3 2018	27%	26%	25%	26%	22%	25%	25%	23%	24%	25%	25%	25%	25%	25%	25%	**
	146	146	137	143	125	136	168	141	125	1268	121	75	45	1051	456	
										-						
Q4 2018	24%	24%	23%	24%	26%	26%	27%	28%	26%	25%	25%	25%	25%	26%	24%	**
	131	137	124	133	150	137	179	170	136	1298	124	77	46	1105	440	
										-						
Q1 2019	26%	25%	24%	25%	26%	23%	24%	27%	23%	25%	25%	25%	25%	24%	26%	**
	140	140	128	141	148	123	163	165	118	1266	121	75	45	1016	484	
										-						
Q2 2019	24%	25%	28%	25%	27%	26%	23%	23%	26%	25%	25%	25%	25%	25%	25%	**
	131	139	151	138	157	138	155	140	135	1284	122	76	46	1048	472	
										-						
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Quarter by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column % **Weighted counts** **Column Comparisons**	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Q1 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-
Q2 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-
Q3 2018	21%	25%	24%	25%	25%	25%	23%	26%	25%	20%
	92	1417	194	226	367	330	152	240	1460	42
Q4 2018	29%	25%	25%	26%	25%	25%	24%	27%	25%	28%
	125	1420	207	236	361	329	159	252	1482	57
Q1 2019	25%	25%	26%	24%	27%	24%	24%	23%	24%	31%
	110	1397	212	218	392	318	160	208	1436	65
Q2 2019	25%	25%	25%	25%	24%	26%	28%	24%	25%	21%
	111	1418	204	229	353	339	182	221	1482	43
Effective Column n										
	292	4029	559	605	1042	956	477	683	4155	150
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Month by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Jan 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Feb 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Mar 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Apr 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
May 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Jun 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Jul 2018	8%	8%	8%	0%	0%	0%	33%	8%	8%
	503	93	410	0	0	0	503	246	257
	-						A B C		
Aug 2018	8%	8%	8%	0%	0%	0%	34%	8%	8%
	506	92	414	0	0	0	506	248	258
	-						A B C		
Sep 2018	8%	9%	8%	0%	0%	0%	33%	8%	8%
	500	96	404	0	0	0	500	245	255
	-						A B C		
Oct 2018	8%	9%	8%	0%	0%	33%	0%	8%	8%
	517	100	417	0	0	517	0	253	264
	-					A B D			
Nov 2018	9%	8%	9%	0%	0%	34%	0%	9%	9%
	527	92	435	0	0	527	0	258	269
	-					A B D			
Dec 2018	8%	8%	8%	0%	0%	32%	0%	8%	8%
	501	91	410	0	0	501	0	245	256
	-					A B D			
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Month by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Jan 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Feb 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mar 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Apr 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
May 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Jun 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Jul 2018	8%	8%	8%	8%	8%	9%	8%	8%	7%	9%	9%	8%	8%	8%
	70	161	161	48	111	62	267	236	100	167	111	125	253	248
					-		-	-						
Aug 2018	8%	8%	8%	8%	8%	9%	8%	8%	8%	8%	8%	8%	8%	8%
	71	162	162	48	111	63	268	238	108	160	106	131	261	244
					-		-	-						
Sep 2018	8%	8%	8%	7%	8%	9%	8%	8%	9%	7%	8%	8%	8%	9%
	70	160	160	44	110	66	265	235	126	139	105	130	242	255
					-		-	-						
Oct 2018	8%	8%	8%	7%	8%	10%	8%	8%	8%	9%	9%	8%	9%	8%
	72	165	165	46	114	68	274	243	113	161	111	132	279	234
					-		-	-						
Nov 2018	9%	9%	9%	10%	9%	7%	9%	9%	10%	8%	9%	8%	8%	9%
	74	169	169	66	116	49	279	248	130	150	117	131	264	258
					-		-	-						
Dec 2018	8%	8%	8%	6%	8%	10%	8%	8%	7%	9%	8%	9%	8%	9%
	70	160	160	39	110	71	266	235	95	171	102	133	245	253
					-		-	-						
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Month by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Jan 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Feb 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Mar 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Apr 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
May 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Jun 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Jul 2018	10%	11%	8%	8%	6%	9%	7%	8%	8%	8%	8%	8%	8%	8%	9%	**
	52	59	42	44	36	50	49	48	42	423	40	25	15	344	159	
										-						
Aug 2018	9%	7%	10%	9%	7%	9%	8%	8%	8%	8%	8%	8%	8%	8%	8%	**
	49	41	53	49	43	46	55	49	40	425	40	25	15	349	156	
										-						
Sep 2018	8%	8%	8%	9%	8%	7%	10%	7%	8%	8%	8%	8%	8%	8%	8%	**
	45	46	42	50	46	40	64	43	43	420	40	25	15	359	141	
										-						
Oct 2018	8%	9%	8%	8%	9%	8%	8%	10%	9%	8%	8%	8%	8%	9%	8%	**
	41	52	41	43	53	44	51	62	47	434	41	26	16	365	152	
										-						
Nov 2018	8%	7%	8%	8%	8%	10%	10%	10%	8%	9%	9%	9%	9%	9%	8%	**
	43	39	42	43	49	54	68	64	42	443	42	26	16	383	144	
										-						
Dec 2018	8%	8%	8%	9%	8%	7%	9%	7%	9%	8%	8%	8%	8%	8%	8%	**
	46	46	41	47	48	39	61	45	47	421	40	25	15	358	143	
										-						
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Month by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Jan 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-
Feb 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-
Mar 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-
Apr 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-
May 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-
Jun 2018	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-
Jul 2018	8%	8%	8%	8%	9%	8%	8%	8%	8%	6%
	35	468	66	74	127	108	53	75	489	11
Aug 2018	7%	8%	8%	9%	9%	8%	8%	8%	8%	5%
	31	475	68	82	126	102	55	74	496	10
Sep 2018	6%	8%	7%	8%	8%	9%	7%	10%	8%	10%
	26	474	60	71	114	120	44	91	476	20
Oct 2018	10%	8%	9%	9%	8%	8%	9%	10%	9%	8%
	42	475	71	83	113	99	57	94	500	17
Nov 2018	10%	9%	7%	8%	8%	9%	9%	9%	9%	11%
	42	485	60	77	122	123	60	85	501	23
Dec 2018	10%	8%	9%	8%	9%	8%	7%	8%	8%	8%
	42	459	76	76	126	107	43	73	481	17
Effective Column n	292	4029	559	605	1042	956	477	683	4155	150
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work. by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
I receive letters and/or parcels through the post	92%	97%	91%	92%	91%	93%	94%	92%	93%
	5628	1095	4533	1413	1365	1437	1413	2748	2880
	-	B							
I send letters and/or parcels through the post	84%	85%	84%	85%	84%	81%	86%	81%	86%
	5109	957	4152	1293	1265	1255	1295	2431	2678
	-						c		A
Neither of the above	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work. by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
I receive letters and/or parcels through the post	88%	90%	95%	95%	96%	96%	93%	92%	94%	92%	92%	92%	90%	95%
	749	1755	1842	603	1280	678	2992	2636	1254	1738	1197	1439	2816	2785
			A B	A b	-	A B	-	-						A
I send letters and/or parcels through the post	67%	83%	87%	92%	92%	92%	87%	80%	89%	86%	83%	78%	84%	84%
	568	1610	1699	582	1231	651	2816	2293	1194	1622	1081	1212	2620	2466
		A	A B	A B c	-	A B c	-	-	d E F	F	f			
Neither of the above	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work. by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
I receive letters and/or parcels through the post	92%	91%	93%	92%	90%	92%	92%	94%	94%	92%	94%	93%	93%	92%	93%	**
	502	511	500	512	522	494	612	578	485	4715	460	283	170	3887	1725	
										-						
I send letters and/or parcels through the post	83%	84%	86%	82%	82%	85%	81%	86%	88%	84%	84%	84%	80%	83%	86%	**
	458	471	464	457	475	454	537	527	453	4295	411	256	146	3508	1591	
										-				c	a c	
Neither of the above	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB1: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work. by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
I receive letters and/or parcels through the post	77%	94%	91%	92%	92%	91%	92%	96%	93%	87%
	338	5291	742	834	1360	1204	603	885	5430	180
		A						A b c D e	b	
I send letters and/or parcels through the post	87%	84%	79%	83%	86%	87%	88%	78%	84%	87%
	382	4727	642	756	1266	1149	578	718	4914	179
				f	A F	A b F	A b F			
Neither of the above	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-
Effective Column n										
	292	4029	559	605	1042	956	477	683	4155	150
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB2: Gender by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Male		49%	49%	49%	49%	49%	49%	100%	0%
		2984	551	2433	749	738	757	2984	0
		-						B	
Female		51%	51%	51%	51%	51%	51%	0%	100%
		3106	573	2533	780	769	788	770	0	3106
		-							A
Prefer not to say		0%	0%	0%	0%	0%	0%	0%	0%	0%
		0	0	0	0	0	0	0	0	0
		-	-	-	-	-	-	-	-	-
Effective Column n									
		4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base		6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base		6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB2: Gender by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Male	50%	50%	50%	40%	45%	50%	47%	52%	51%	44%	55%	48%	53%	45%
	426	974	974	257	608	352	1508	1476	682	827	720	756	1655	1310
	d	D	D		-	d	-	-	d		D f	d	B	
Female	50%	50%	50%	60%	55%	50%	53%	48%	49%	56%	45%	52%	47%	55%
	426	974	974	379	731	352	1719	1386	659	1061	581	805	1462	1629
				a B C f	-		-	-		c E f		e		A
Prefer not to say	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB2: Gender by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Male	50%	48%	53%	54%	46%	51%	53%	45%	51%	50%	42%	44%	42%	51%	46%	**
	276	268	288	297	268	275	352	279	265	2567	206	134	77	2133	844	
			k	k			k			-				b		
Female	50%	52%	47%	46%	54%	49%	47%	55%	49%	50%	58%	56%	58%	49%	54%	**
	272	294	251	257	313	260	314	337	250	2548	282	170	106	2087	1009	
										-	c d g				a	
Prefer not to say	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB2: Gender by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Male	45%	49%	45%	47%	50%	51%	59%	44%	49%	49%
	198	2786	367	424	733	676	383	401	2866	101
					f	a f	A B c d F			
Female	55%	51%	55%	53%	50%	49%	41%	56%	51%	51%
	240	2866	450	485	739	640	270	520	2993	105
			d E	E	e	e		c d E		
Prefer not to say	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-
Effective Column n										
	292	4029	559	605	1042	956	477	683	4155	150
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB3: How old are you? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
16-24 years	14%	14%	14%	14%	14%	14%	14%	14%	14%
	853	157	695	214	211	216	211	426	426
	-								
25-44 years	32%	32%	32%	32%	32%	32%	32%	33%	31%
	1949	360	1589	489	482	494	483	974	974
	-								
45-64 years	32%	32%	32%	32%	32%	32%	32%	33%	31%
	1949	360	1589	489	482	494	483	974	974
	-								
65-74 years	10%	10%	10%	12%	11%	10%	9%	9%	12%
	635	116	519	179	165	151	140	257	379
	-								A
65+ (Net)	22%	22%	22%	22%	22%	22%	22%	20%	24%
	1338	246	1093	336	330	340	332	608	731
	-								a
75+ years	12%	12%	12%	10%	11%	12%	13%	12%	11%
	704	131	573	157	166	189	192	352	352
	-								
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB3: How old are you? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
16-24 years	100%	0%	0%	0%	0%	0%	14%	14%	10%	17%	12%	15%	14%	14%
	853	0	0	0	0	0	459	394	138	320	159	235	441	398
	B C D F				-		-	-		C e		c		
25-44 years	0%	100%	0%	0%	0%	0%	26%	39%	26%	26%	39%	38%	46%	17%
	0	1949	0	0	0	0	844	1105	346	498	512	593	1443	497
		A C D F			-		-	-			C D	C D	B	
45-64 years	0%	0%	100%	0%	0%	0%	30%	35%	29%	30%	32%	37%	36%	28%
	0	0	1949	0	0	0	960	988	385	575	414	574	1128	810
			A B D F		-		-	-				C d e	B	
65-74 years	0%	0%	0%	100%	47%	0%	14%	6%	18%	11%	7%	5%	2%	19%
	0	0	0	635	635	0	460	175	248	213	92	84	76	557
				A B C F	-		-	-	D E F	e F				A
65+ (Net)	0%	0%	0%	100%	100%	100%	30%	13%	35%	26%	17%	10%	3%	42%
	0	0	0	635	1338	703	965	374	471	494	215	158	104	1231
				A B C	-	A B C	-	-	D E F	E F	F			A
75+ years	0%	0%	0%	0%	53%	100%	16%	7%	17%	15%	10%	5%	1%	23%
	0	0	0	0	703	704	505	200	224	281	125	75	28	675
					-	A B C D	-	-	E F	E F	F			A
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB3: How old are you? by Demographics Part 3

	UK nation												Rurality				
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
16-24 years	14%	18%	13%	17%	15%	13%	19%	15%	14%	15%	5%	8%	9%	15%	12%	**	
	74	103	71	96	87	72	124	90	71	789	23	25	16	628	219		
	K	K L m	K	K l m	K l	K	K L m	K l	K	-		k	k	b			
25-44 years	30%	29%	36%	34%	37%	33%	38%	25%	30%	32%	28%	29%	36%	35%	25%	**	
	167	164	193	186	214	178	251	152	154	1659	134	90	66	1481	463		
			h		h k		H k			-				B			
45-64 years	41%	27%	29%	30%	30%	28%	28%	26%	33%	30%	42%	43%	42%	31%	33%	**	
	227	149	158	164	174	150	186	160	168	1535	207	131	76	1325	619		
	B c d e F G H i									-	B C D E F G H i	B C D E F G H i	b c d e f g H				
65-74 years	8%	11%	8%	8%	7%	10%	8%	14%	10%	9%	19%	14%	10%	9%	14%	**	
	44	64	44	46	43	52	54	84	52	483	92	42	19	377	258		
								e		-	A b C D E F G i n	e			A		
65+ (Net)	15%	26%	22%	20%	18%	25%	16%	35%	23%	22%	25%	19%	14%	19%	30%	**	
	80	145	118	108	106	134	104	214	120	1132	123	59	25	784	551		
		A e G m	a			a g m		b C D E f G i k L l	a g m	-	A e G I M	m			A		
75+ years	7%	14%	14%	11%	11%	15%	8%	21%	13%	13%	6%	6%	3%	10%	16%	**	
	36	81	75	62	64	82	51	130	69	650	31	17	6	408	294		
		a g K L M	a g K l M	k l m	k l m	A g K L M		ı b c D E G i K L N	a g k l m	-					A		
Effective Column n																	
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439		9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004		12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853		18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB3: How old are you? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
16-24 years	15%	14%	17%	14%	12%	11%	10%	21%	14%	15%	
	67	785	141	127	176	150	69	190	807	31	
			c d e					b C D E			
25-44 years	46%	31%	30%	26%	35%	37%	38%	24%	33%	16%	
	202	1747	243	241	508	482	250	224	1910	32	
	B				B F	a B F	a B F		B		
45-64 years	27%	32%	32%	31%	31%	33%	36%	31%	33%	15%	
	120	1829	263	282	451	430	238	285	1916	30	
									B		
65-74 years	6%	11%	8%	12%	11%	11%	9%	11%	10%	19%	
	24	611	63	108	155	145	60	105	597	39	
		a								A	
65+ (Net)	11%	23%	21%	29%	23%	19%	15%	24%	21%	54%	
	48	1290	171	260	337	253	97	221	1227	112	
		A	e	a c D E	E			d E		A	
75+ years	6%	12%	13%	17%	12%	8%	6%	13%	11%	36%	
	24	680	108	152	182	108	36	118	630	74	
		A	d E	c D E	d E			d E		A	
Effective Column n											
	292	4029	559	605	1042	956	477	683	4155	150	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB4 and 5: Socio-Economic Group by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
ABC1	53%	53%	53%	53%	53%	53%	53%	51%	55%
	3228	596	2632	810	799	819	800	1508	1719
	-								a
C2DE	47%	47%	47%	47%	47%	47%	47%	49%	45%
	2862	528	2334	719	708	726	709	1476	1386
	-							b	
AB	22%	24%	22%	21%	23%	22%	22%	23%	21%
	1341	266	1075	314	354	338	335	682	659
	-								
C1	31%	29%	31%	32%	30%	31%	31%	28%	34%
	1887	330	1557	497	445	481	465	827	1061
	-								A
C2	21%	23%	21%	23%	20%	21%	21%	24%	19%
	1301	256	1045	349	300	330	323	720	581
	-							B	
DE	26%	24%	26%	24%	27%	26%	26%	25%	26%
	1561	272	1289	369	408	397	387	756	805
	-								
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB4 and 5: Socio-Economic Group by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
ABC1	54%	43%	49%	72%	72%	72%	100%	0%	100%	100%	0%	0%	55%	51%
	459	844	960	460	965	505	3228	0	1341	1887	0	0	1707	1510
	B		b	A B C	-	A B C	-	-	E F	E F			b	
C2DE	46%	57%	51%	28%	28%	28%	0%	100%	0%	0%	100%	100%	45%	49%
	394	1105	988	175	374	200	0	2862	0	0	1301	1561	1410	1428
	D F	A c D F	D F		-		-	-			C D	C D		a
AB	16%	18%	20%	39%	35%	32%	42%	0%	100%	0%	0%	0%	22%	22%
	138	346	385	248	471	224	1341	0	1341	0	0	0	698	639
				A B C f	-	A B C	-	-	D E F					
C1	38%	26%	30%	33%	37%	40%	58%	0%	0%	100%	0%	0%	32%	30%
	320	498	575	213	494	281	1887	0	0	1887	0	0	1009	871
	B C		b	b	-	B C	-	-		C E F				
C2	19%	26%	21%	14%	16%	18%	0%	45%	0%	0%	100%	0%	25%	17%
	159	512	414	92	215	125	0	1301	0	0	1301	0	794	498
		A c D F	d		-		-	-			C D F		B	
DE	28%	30%	29%	13%	12%	11%	0%	55%	0%	0%	0%	100%	20%	32%
	235	593	574	84	158	75	0	1561	0	0	0	1561	616	930
	D F	D F	D F		-		-	-				C D E		A
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB4 and 5: Socio-Economic Group by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
ABC1	48%	55%	49%	46%	45%	49%	59%	60%	45%	51%	68%	61%	59%	53%	53%	**
	264	310	264	253	264	261	390	369	230	2605	330	185	107	2235	987	
		d e i					a c D E f l	a c D E f l		-	B C D E F g h i l	a c D E f l	d e i			
C2DE	52%	45%	51%	54%	55%	51%	41%	40%	55%	49%	32%	39%	41%	47%	47%	**
	284	252	275	302	317	273	276	247	285	2511	157	119	75	1984	866	
	g h K l	K	g h K l	b G H K L m	b G H K L m	g h K l	k	k	b G H K L m	-		k	k			
AB	17%	19%	17%	19%	20%	16%	30%	30%	16%	21%	33%	24%	28%	22%	22%	**
	91	108	93	103	115	83	199	183	84	1059	159	72	51	932	408	
							A b C D e F l	A b C D e F l		-	A B C D E F I l	f i	a c d f i			
C1	32%	36%	32%	27%	26%	33%	29%	30%	28%	30%	35%	37%	31%	31%	31%	**
	173	202	172	149	149	178	191	186	146	1546	171	114	57	1303	579	
										-						
C2	23%	18%	23%	24%	26%	23%	20%	21%	27%	23%	13%	14%	18%	21%	22%	**
	124	100	127	134	153	124	132	129	140	1163	63	43	33	895	400	
	k l		K l	K l	b K L	K l	k	k	b K L	-						
DE	29%	27%	28%	30%	28%	28%	22%	19%	28%	26%	19%	25%	23%	26%	25%	**
	160	152	149	168	163	149	143	119	145	1348	94	76	43	1089	466	
	h k	h k	h k	g h K	h k	h k			h k	-						
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB4 and 5: Socio-Economic Group by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
ABC1	45%	54%	30%	44%	51%	63%	78%	54%	54%	34%	
	197	3030	248	399	744	833	510	494	3156	70	
		a		A	A b	A B C F	A B C D F	A B	B		
C2DE	55%	46%	70%	56%	49%	37%	22%	46%	46%	66%	
	241	2622	570	510	729	483	143	427	2703	137	
	b		B C D E F	c D E F	D E	E		D E		A	
AB	21%	22%	4%	11%	15%	29%	57%	24%	22%	16%	
	94	1247	34	103	220	388	371	226	1307	33	
				A	A b	A B C f	A B C D F	A B C			
C1	24%	32%	26%	33%	36%	34%	21%	29%	32%	18%	
	103	1784	214	296	524	445	139	268	1849	37	
		a		a E	A E f	a E		e	B		
C2	22%	21%	9%	17%	27%	26%	18%	22%	21%	23%	
	97	1204	76	157	404	343	119	203	1239	48	
				A	A B E f	A B e	A	A			
DE	33%	25%	60%	39%	22%	11%	4%	24%	25%	43%	
	144	1417	494	353	325	141	24	224	1464	88	
	b		B C D E F	C D E F	D E	E		D E		A	
Effective Column n											
	292	4029	559	605	1042	956	477	683	4155	150	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206	
Columns	A B	A B	A B	C	D	E	F	A B			

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB4: What best describes the occupation of the main income earner in your household? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
High managerial, administrative or professional (A)	4%	6%	4%	4%	6%	3%	4%	5%	4%
	260	66	194	59	84	51	67	136	125
	-	b							
Intermediate managerial, administrative or professional (B)	11%	16%	10%	11%	11%	11%	12%	11%	12%
	692	176	516	167	173	176	176	326	366
	-	B							
Supervisor, clerical, junior managerial, administrative or professional (C1)	22%	26%	21%	24%	20%	23%	21%	20%	24%
	1348	288	1061	364	308	356	320	591	757
	-	b							A
Skilled manual worker (C2)	18%	20%	18%	19%	17%	18%	18%	20%	16%
	1105	227	878	296	256	277	276	600	506
	-							b	
Semi-skilled or unskilled manual worker (D)	13%	13%	14%	13%	14%	13%	14%	14%	13%
	820	144	676	192	214	205	209	419	401
	-								
Housewife / househusband (E)	3%	3%	3%	3%	4%	2%	3%	2%	4%
	170	35	135	46	53	33	38	45	124
	-								A
Unemployed (E)	7%	5%	7%	6%	7%	7%	6%	7%	6%
	398	52	346	96	108	101	93	214	184
	-		a						
Student (C1)	2%	1%	2%	1%	2%	2%	2%	1%	2%
	99	14	84	21	26	24	28	44	54
	-								
Retired	20%	11%	22%	19%	19%	21%	20%	20%	19%
	1199	122	1076	288	285	323	303	609	589
	-		A						
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB4: What best describes the occupation of the main income earner in your household? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
High managerial, administrative or professional (A)	6%	5%	4%	3%	2%	2%	8%	0%	19%	0%	0%	0%	6%	3%
	54	90	82	21	33	12	260	0	260	0	0	0	182	78
	F	f	f		-		-	-	D E F				B	
Intermediate managerial, administrative or professional (B)	10%	13%	13%	10%	8%	6%	21%	0%	52%	0%	0%	0%	16%	6%
	84	251	250	63	107	44	692	0	692	0	0	0	510	179
		F	F		-		-	-	D E F				B	
Supervisor, clerical, junior managerial, administrative or professional (C1)	27%	25%	25%	11%	10%	9%	42%	0%	0%	71%	0%	0%	32%	12%
	232	484	494	73	139	66	1348	0	0	1348	0	0	985	358
	D F	D F	D F		-		-	-		C E F			B	
Skilled manual worker (C2)	19%	26%	19%	4%	5%	6%	0%	39%	0%	0%	85%	0%	25%	10%
	159	507	376	24	64	40	0	1105	0	0	1105	0	794	302
	D F	A C D F	D F		-		-	-			C D F		B	
Semi-skilled or unskilled manual worker (D)	18%	19%	14%	3%	2%	2%	0%	29%	0%	0%	0%	53%	19%	8%
	151	367	269	22	33	11	0	820	0	0	0	820	595	222
	c D F	C D F	D F		-		-	-				C D E	B	
Housewife / househusband (E)	3%	4%	3%	1%	1%	1%	0%	6%	0%	0%	0%	11%	0%	5%
	21	70	65	5	13	8	0	170	0	0	0	170	12	153
		d f	d f		-		-	-				C D E		A
Unemployed (E)	7%	7%	10%	1%	0%	0%	0%	14%	0%	0%	0%	25%	0%	13%
	61	145	185	5	6	1	0	398	0	0	0	398	5	386
	D F	D F	D F		-		-	-				C D E		A
Student (C1)	10%	1%	0%	0%	0%	0%	3%	0%	0%	5%	0%	0%	1%	3%
	87	11	0	0	0	0	99	0	0	99	0	0	19	78
	B C D F	c			-		-	-		C E F				A
Retired	0%	1%	12%	66%	70%	74%	26%	13%	29%	23%	15%	11%	0%	40%
	3	23	228	422	943	523	829	370	388	441	196	174	14	1182
			A B	A B C	-	A B C d	-	-	d E F	E F	f			A
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB4: What best describes the occupation of the main income earner in your household? by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
High managerial, administrative or professional (A)	2%	4%	3%	5%	6%	2%	6%	6%	2%	4%	5%	4%	7%	5%	3%	**
	13	20	14	28	35	13	42	39	9	212	24	11	13	198	62	
							i	i		-			i l			
Intermediate managerial, administrative or professional (B)	9%	11%	10%	9%	7%	8%	18%	13%	8%	10%	18%	15%	16%	12%	10%	**
	48	60	52	49	39	45	120	78	41	533	86	45	28	515	178	
							A b c D E F I	e		-	A b c D E F I	a d e f i	e f i	b		
Supervisor, clerical, junior managerial, administrative or professional (C1)	25%	26%	20%	18%	18%	21%	22%	21%	18%	21%	27%	28%	28%	23%	20%	**
	140	144	109	98	107	112	148	129	93	1081	130	86	51	972	376	
										-	d e i	d e i				
Skilled manual worker (C2)	20%	14%	21%	21%	24%	19%	18%	16%	23%	19%	10%	11%	16%	18%	17%	**
	111	80	111	115	139	100	121	97	120	994	48	34	29	779	320	
	K l		K l	K l	b h K L	K l	k l	k	b h K L	-			k l			
Semi-skilled or unskilled manual worker (D)	16%	13%	16%	17%	14%	16%	12%	11%	16%	14%	9%	11%	10%	14%	12%	**
	87	72	84	92	78	87	77	65	82	724	44	32	19	601	216	
										-						
Housewife / househusband (E)	5%	3%	3%	3%	3%	3%	2%	1%	3%	3%	1%	3%	4%	3%	3%	**
	26	20	16	14	20	15	12	9	16	146	7	9	8	111	59	
										-						
Unemployed (E)	7%	7%	8%	10%	7%	5%	5%	4%	6%	6%	7%	7%	7%	6%	7%	**
	38	42	41	54	42	27	31	26	31	333	32	21	12	263	132	
										-						
Student (C1)	1%	2%	1%	1%	3%	2%	3%	1%	1%	2%	1%	2%	1%	2%	1%	**
	6	11	6	8	16	10	17	4	5	83	7	7	2	69	26	
										-						
Retired	15%	20%	20%	17%	18%	24%	15%	27%	23%	20%	23%	20%	11%	17%	26%	**
	80	114	107	97	105	126	97	168	117	1009	110	60	20	712	484	
		m				a g m		A d e G M	a g m	-	a g M	M			A	
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB4: What best describes the occupation of the main income earner in your household? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
High managerial, administrative or professional (A)	9%	4%	1%	1%	1%	5%	17%	5%	4%	5%
	38	223	9	12	17	62	110	50	250	10
	B					A B C	A B C D F	A B C		
Intermediate managerial, administrative or professional (B)	10%	12%	1%	5%	7%	15%	31%	14%	11%	10%
	42	650	10	42	104	203	205	128	670	22
				A	A b	A B C	A B C D F	A B C		
Supervisor, clerical, junior managerial, administrative or professional (C1)	18%	22%	10%	16%	26%	30%	20%	23%	22%	14%
	78	1270	84	150	381	395	128	209	1318	28
				a	A B e	A B c E f	A	A b	b	
Skilled manual worker (C2)	20%	18%	6%	12%	23%	25%	18%	19%	18%	19%
	88	1018	47	112	332	325	116	174	1053	39
				A	A B e	A B e f	A b	A b		
Semi-skilled or unskilled manual worker (D)	11%	14%	20%	19%	16%	9%	3%	11%	13%	18%
	50	769	164	177	233	120	21	105	777	36
			c D E F	D E F	D E f	E		E		
Housewife / househusband (E)	3%	3%	7%	6%	1%	1%	0%	3%	3%	5%
	14	156	56	54	21	8	1	30	160	9
			C D E f	C D E f	e			c D E		
Unemployed (E)	15%	6%	27%	8%	3%	1%	0%	5%	7%	5%
	68	330	222	77	40	7	2	50	385	10
	B		B C D E F	C D E f	D e			c D E		
Student (C1)	2%	2%	5%	2%	1%	0%	1%	2%	2%	1%
	10	89	45	15	10	2	3	23	97	2
			B C D E f	D				c D e		
Retired	12%	20%	22%	30%	23%	15%	10%	17%	20%	24%
	51	1148	181	270	334	194	67	152	1149	49
		A	D E f	a c D E F	D E f	e		e		
Effective Column n										
	292	4029	559	605	1042	956	477	683	4155	150
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB5: Which one of the following best describes their occupation before they retired? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
High managerial, administrative or professional (A)	7%	6%	7%	5%	7%	9%	6%	10%	4%
	82	7	75	15	19	30	17	59	23
	-							B	
Intermediate managerial, administrative or professional (B)	26%	14%	27%	25%	27%	25%	25%	26%	25%
	307	17	289	73	78	81	75	161	145
	-		a						
Supervisor, clerical, junior managerial, administrative or professional (C1)	37%	23%	38%	39%	39%	31%	39%	31%	42%
	441	28	413	111	111	101	117	191	249
	-		a						A
Skilled manual worker (C2)	16%	24%	16%	18%	15%	16%	15%	20%	13%
	196	29	167	53	44	53	46	121	76
	-							b	
Semi-skilled or unskilled manual worker (D)	12%	28%	10%	10%	8%	16%	12%	11%	12%
	139	34	105	28	23	50	37	66	73
	-	B							
Housewife / househusband (E)	1%	3%	1%	1%	2%	1%	1%	0%	2%
	16	4	12	4	6	2	4	3	13
	-								a
Unemployed (E)	2%	3%	1%	1%	1%	2%	2%	1%	2%
	19	3	15	3	3	6	6	9	10
	-								
Student (C1)	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	857	94	763	216	214	214	212	528	329
Unweighted base	1123	123	1000	283	281	281	278	692	431
Weighted base	1199	122	1076	288	285	323	303	609	589
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; **Base:** All retired respondents

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB5: Which one of the following best describes their occupation before they retired? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
High managerial, administrative or professional (A)	**	**	5%	6%	7%	8%	10%	0%	21%	0%	0%	0%	**	7%
			12	25	69	44	82	0	82	0	0	0		81
					-		-	-	D E F					
Intermediate managerial, administrative or professional (B)	**	**	18%	33%	28%	24%	37%	0%	79%	0%	0%	0%	**	25%
			41	138	261	123	307	0	307	0	0	0		301
				c f	-		-	-	D E F					
Supervisor, clerical, junior managerial, administrative or professional (C1)	**	**	36%	33%	38%	41%	53%	0%	0%	100%	0%	0%	**	37%
			81	140	355	215	441	0	0	441	0	0		435
					-		-	-		C E F				
Skilled manual worker (C2)	**	**	17%	16%	16%	16%	0%	53%	0%	0%	100%	0%	**	17%
			39	67	151	85	0	196	0	0	196	0		196
					-		-	-			C D F			
Semi-skilled or unskilled manual worker (D)	**	**	18%	10%	9%	8%	0%	38%	0%	0%	0%	80%	**	11%
			41	44	88	44	0	139	0	0	0	139		136
			d f		-		-	-				C D E		
Housewife / househusband (E)	**	**	3%	1%	1%	1%	0%	4%	0%	0%	0%	9%	**	1%
			7	4	9	5	0	16	0	0	0	16		16
					-		-	-				C D E		
Unemployed (E)	**	**	3%	1%	1%	1%	0%	5%	0%	0%	0%	11%	**	1%
			8	3	9	6	0	19	0	0	0	19		17
					-		-	-				C D E		
Student (C1)	**	**	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%
			0	0	0	0	0	0	0	0	0	0		0
			-	-	-	-	-	-	-	-	-	-		-
Effective Column n														
	2	16	169	338	668	331	579	278	295	284	153	125	8	846
Unweighted base	3	21	222	443	875	434	759	364	387	372	200	164	11	1109
Weighted base	3	23	228	422	943	523	829	370	388	441	196	174	14	1182
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All retired respondents

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB5: Which one of the following best describes their occupation before they retired? by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
High managerial, administrative or professional (A)	4%	10%	6%	7%	9%	3%	13%	6%	2%	7%	10%	6%	5%	6%	7% **	
	3	12	7	7	10	4	12	10	2	66	11	4	1	46	35	
										-						
Intermediate managerial, administrative or professional (B)	34%	13%	18%	20%	30%	17%	26%	33%	27%	24%	36%	21%	39%	24%	27% **	
	27	15	20	19	32	22	25	56	31	247	39	13	8	174	133	
										-	b					
Supervisor, clerical, junior managerial, administrative or professional (C1)	34%	42%	53%	45%	25%	44%	26%	31%	42%	38%	31%	34%	22%	37%	36% **	
	27	48	56	43	26	55	25	53	49	382	34	20	4	262	176	
			e g k							-						
Skilled manual worker (C2)	16%	18%	15%	20%	13%	19%	11%	19%	17%	17%	13%	16%	18%	16%	17% **	
	13	20	16	19	14	24	11	32	20	169	15	9	4	116	80	
										-						
Semi-skilled or unskilled manual worker (D)	11%	12%	8%	7%	20%	12%	11%	10%	13%	11%	10%	19%	6%	13%	10% **	
	9	13	8	7	21	16	11	16	15	115	11	11	1	92	47	
										-						
Housewife / househusband (E)	0%	2%	0%	2%	1%	2%	5%	0%	0%	1%	0%	3%	4%	1%	1% **	
	0	2	0	2	1	3	5	0	0	13	0	2	1	9	6	
										-						
Unemployed (E)	1%	3%	0%	0%	1%	2%	8%	1%	0%	2%	0%	1%	6%	2%	1% **	
	1	4	0	0	1	2	7	2	0	17	0	1	1	13	6	
										-						
Student (C1)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% **	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n																
	45	63	59	55	54	68	59	90	66	559	131	111	56	488	367	2
Unweighted base	59	83	77	72	71	89	77	118	87	733	171	145	74	640	481	2
Weighted base	80	114	107	97	105	126	97	168	117	1009	110	60	20	712	484	3
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All retired respondents

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB5: Which one of the following best describes their occupation before they retired? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**		**NET: Internet user**	**NET: Internet non-user**	
High managerial, administrative or professional (A)	**	7%	1%	1%	4%	11%	45%	9%		7%	3%	
		79	1	2	13	22	30	14		80	2	
						A B c	A B C D F	a B				
Intermediate managerial, administrative or professional (B)	**	26%	7%	17%	26%	52%	38%	22%		27%	0%	
		294	13	47	86	101	26	34		307	0	
				a	A b	A B C F	A b f	a		B		
Supervisor, clerical, junior managerial, administrative or professional (C1)	**	37%	47%	48%	40%	24%	11%	24%		38%	12%	
		425	85	131	133	48	8	36		434	6	
			D E F	D E F	d E f					b		
Skilled manual worker (C2)	**	16%	16%	17%	21%	9%	5%	19%		16%	19%	
		187	29	45	72	18	3	29		187	9	
					d							
Semi-skilled or unskilled manual worker (D)	**	11%	26%	15%	8%	2%	0%	16%		10%	57%	
		131	46	40	26	3	0	24		111	28	
			b C D E	c D e	d			c D e			A	
Housewife / househusband (E)	**	1%	0%	1%	1%	1%	0%	5%		1%	8%	
		16	0	2	3	3	0	7		12	4	
											A	
Unemployed (E)	**	1%	3%	1%	0%	0%	0%	5%		2%	0%	
		15	6	3	2	0	0	8		19	0	
								c d				
Student (C1)	**	0%	0%	0%	0%	0%	0%	0%		0%	0%	
		0	0	0	0	0	0	0		0	0	
		-	-	-	-	-	-	-		-	-	
Effective Column n												
	36	821	124	179	242	150	55	108		818	39	
Unweighted base	47	1076	162	234	317	196	72	142		1072	51	
Weighted base	51	1148	181	270	334	194	67	152		1149	49	
Columns	A	B	A	B	C	D	E	F		A	B	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All retired respondents

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB6: Where do you live? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
North East	9%	9%	9%	9%	9%	8%	10%	9%	9%
	548	96	453	131	140	131	146	276	272
	-								
North West	9%	9%	9%	9%	9%	9%	10%	9%	9%
	562	106	456	139	140	137	146	268	294
	-								
Yorkshire/Humberside	9%	8%	9%	10%	8%	8%	9%	10%	8%
	540	91	448	151	128	124	137	288	251
	-								
East Midlands	9%	10%	9%	9%	9%	9%	9%	10%	8%
	554	114	440	138	141	133	143	297	257
	-								
West Midlands	10%	10%	9%	10%	10%	10%	8%	9%	10%
	581	112	469	157	148	150	125	268	313
	-								
East Anglia/East of England	9%	9%	9%	9%	8%	9%	9%	9%	8%
	534	98	436	138	123	137	136	275	260
	-								
London/Greater London	11%	11%	11%	10%	11%	12%	11%	12%	10%
	665	125	540	155	163	179	168	352	314
	-								
South East	10%	10%	10%	9%	11%	11%	9%	9%	11%
	616	110	507	140	165	170	141	279	337
	-								
South West	8%	8%	9%	9%	8%	9%	8%	9%	8%
	515	92	423	135	118	136	125	265	250
	-								
Highlands & Isles of Scotland	0%	1%	0%	0%	0%	0%	0%	0%	0%
	16	16	0	3	7	0	6	11	5
	-	B							
Rest of Scotland	8%	7%	8%	8%	8%	8%	8%	7%	9%
	471	74	397	120	113	124	114	195	276
	-								a
Wales	5%	5%	5%	5%	5%	5%	5%	5%	5%
	305	56	248	76	75	77	75	134	170
	-								
Northern Ireland	3%	3%	3%	3%	3%	3%	3%	3%	3%
	183	34	149	46	45	46	45	77	106
	-								
NET: England	84%	84%	84%	84%	84%	84%	84%	86%	82%
	5116	944	4171	1284	1266	1298	1268	2567	2548
	-							B	
NET: Scotland	8%	8%	8%	8%	8%	8%	8%	7%	9%
	487	90	397	122	121	124	121	206	282
	-								a
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB6: Where do you live? by Demographics Part 2

	Age					SEG						Working status	
Column %													
Weighted counts													
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
North East	9%	9%	12%	7%	6%	5%	8%	10%	7%	9%	10%	10%	10%	8%
	74	167	227	44	80	36	264	284	91	173	124	160	306	239
		f	b d F		-		-	-				c		
North West	12%	8%	8%	10%	11%	12%	10%	9%	8%	11%	8%	10%	9%	10%
	103	164	149	64	145	81	310	252	108	202	100	152	268	289
	b c				-	c	-	-						
Yorkshire/Humberside	8%	10%	8%	7%	9%	11%	8%	10%	7%	9%	10%	10%	9%	9%
	71	193	158	44	118	75	264	275	93	172	127	149	283	257
					-		-	-						
East Midlands	11%	10%	8%	7%	8%	9%	8%	11%	8%	8%	10%	11%	8%	10%
	96	186	164	46	108	62	253	302	103	149	134	168	264	284
					-		-	-				c d		
West Midlands	10%	11%	9%	7%	8%	9%	8%	11%	9%	8%	12%	10%	9%	10%
	87	214	174	43	106	64	264	317	115	149	153	163	296	280
					-		-	-			d			
East Anglia/East of England	8%	9%	8%	8%	10%	12%	8%	10%	6%	9%	10%	10%	9%	9%
	72	178	150	52	134	82	261	273	83	178	124	149	275	258
					-		-	-		c	c	c		
London/Greater London	15%	13%	10%	8%	8%	7%	12%	10%	15%	10%	10%	9%	13%	9%
	124	251	186	54	104	51	390	276	199	191	132	143	399	264
	c d F	c d F			-		-	-	d e F				B	
South East	11%	8%	8%	13%	16%	19%	11%	9%	14%	10%	10%	8%	9%	11%
	90	152	160	84	214	130	369	247	183	186	129	119	287	324
				B c	-	A B C d	-	-	d e F					a
South West	8%	8%	9%	8%	9%	10%	7%	10%	6%	8%	11%	9%	8%	9%
	71	154	168	52	120	69	230	285	84	146	140	145	238	276
					-		-	-			C d	c		a
Highlands & Isles of Scotland	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	1	8	5	7	2	10	6	3	7	3	3	7	9
					-		-	-						
Rest of Scotland	3%	7%	10%	14%	9%	4%	10%	5%	12%	9%	5%	6%	7%	8%
	22	133	199	87	116	29	320	151	156	164	60	91	224	245
		A f	A b F	A B c F	-		-	-	d E F	E f				
Wales	3%	5%	7%	7%	4%	2%	6%	4%	5%	6%	3%	5%	5%	5%
	25	90	131	42	59	17	185	119	72	114	43	76	161	143
		f	a b F	a f	-		-	-		e				
Northern Ireland	2%	3%	4%	3%	2%	1%	3%	3%	4%	3%	3%	3%	3%	2%
	16	66	76	19	25	6	107	75	51	57	33	43	109	72
		f	f		-		-	-					b	
NET: England	92%	85%	79%	76%	85%	92%	81%	88%	79%	82%	89%	86%	84%	84%
	789	1659	1535	483	1132	650	2605	2511	1059	1546	1163	1348	2616	2469
	B C D	C D			-	B C D	-	-			C D	C d		
NET: Scotland	3%	7%	11%	14%	9%	4%	10%	5%	12%	9%	5%	6%	7%	9%
	23	134	207	92	123	31	330	157	159	171	63	94	231	254
		A	A B F	A B c F	-		-	-	d E F	E f				
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB6: Where do you live? by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
North East	100%	0%	0%	0%	0%	0%	0%	0%	0%	11%	0%	0%	0%	9%	9%	**	
	548	0	0	0	0	0	0	0	0	548	0	0	0	368	174		
	B C D E F G H I K L									-							
North West	0%	100%	0%	0%	0%	0%	0%	0%	0%	11%	0%	0%	0%	10%	8%	**	
	0	562	0	0	0	0	0	0	0	562	0	0	0	420	142		
		C D E F G H I K L								-							
Yorkshire/Humberside	0%	0%	100%	0%	0%	0%	0%	0%	0%	11%	0%	0%	0%	9%	9%	**	
	0	0	540	0	0	0	0	0	0	540	0	0	0	369	168		
		A B D E F G H I K L M								-							
East Midlands	0%	0%	0%	100%	0%	0%	0%	0%	0%	11%	0%	0%	0%	9%	10%	**	
	0	0	0	554	0	0	0	0	0	554	0	0	0	367	186		
			A B C E F G H I K L M							-							
West Midlands	0%	0%	0%	0%	100%	0%	0%	0%	0%	11%	0%	0%	0%	11%	5%	**	
	0	0	0	0	581	0	0	0	0	581	0	0	0	480	101		
			A B C D F G H I K L M							-				B			
East Anglia/East of England	0%	0%	0%	0%	0%	100%	0%	0%	0%	10%	0%	0%	0%	8%	11%	**	
	0	0	0	0	0	534	0	0	0	534	0	0	0	320	213		
					A B C D E G H I K L M					-					A		
London/Greater London	0%	0%	0%	0%	0%	0%	100%	0%	0%	13%	0%	0%	0%	15%	2%	**	
	0	0	0	0	0	0	665	0	0	665	0	0	0	617	44		
							A B C D E F H I K L M			-				B			
South East	0%	0%	0%	0%	0%	0%	0%	100%	0%	12%	0%	0%	0%	10%	11%	**	
	0	0	0	0	0	0	0	616	0	616	0	0	0	405	209		
								B C D E F G I K L		-							
South West	0%	0%	0%	0%	0%	0%	0%	0%	100%	10%	0%	0%	0%	7%	11%	**	
	0	0	0	0	0	0	0	0	515	515	0	0	0	309	204		
									B C D E F G H K L	-					A		
Highlands & Isles of Scotland	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0	0	16	0	0	15	1		
										-	B C D E F G H I L						
Rest of Scotland	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	97%	0%	0%	7%	10%	**	
	0	0	0	0	0	0	0	0	0	0	471	0	0	289	182		
										-	B C D E F G H I L				a		
Wales	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	4%	8%	**	
	0	0	0	0	0	0	0	0	0	0	0	305	0	151	153		
										-	B C D E F G H I K				A		
Northern Ireland	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	3%	4%	**	
	0	0	0	0	0	0	0	0	0	0	0	0	183	108	75		
										-			B C D E F G H I K		a		
NET: England	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%	87%	78%	**	
	548	562	540	554	581	534	665	616	515	5116	0	0	0	3656	1442		
	K L M	K L M	K L M	K L M	K L M	K L M	K L M	K L M	K L M	-				B			
NET: Scotland	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	7%	10%	**	
	0	0	0	0	0	0	0	0	0	0	487	0	0	304	183		
										-	B C D E F G H I L				a		
Effective Column n																	
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB6: Where do you live? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
North East	6%	9%	10%	10%	10%	9%	5%	10%	9%	10%	
	28	520	78	94	141	112	32	91	528	20	
			e	e	e	e		e			
North West	8%	9%	10%	10%	9%	9%	8%	8%	9%	12%	
	33	529	86	89	138	123	52	75	534	24	
Yorkshire/Humberside	9%	9%	8%	9%	10%	9%	7%	8%	9%	8%	
	39	501	65	80	150	120	46	78	521	17	
East Midlands	10%	9%	10%	12%	10%	8%	7%	7%	9%	14%	
	42	512	81	107	145	112	45	65	520	28	
West Midlands	11%	9%	10%	10%	9%	8%	10%	11%	10%	11%	
	49	532	84	89	135	110	65	98	558	22	
East Anglia/East of England	9%	9%	10%	9%	8%	10%	7%	7%	9%	4%	
	41	493	86	86	123	127	47	66	525	9	
London/Greater London	20%	10%	8%	9%	9%	12%	18%	12%	11%	7%	
	88	577	64	81	137	157	118	108	649	14	
	B					a	A B C d f				
South East	7%	10%	7%	9%	9%	10%	15%	12%	10%	10%	
	32	585	54	85	138	131	99	109	592	21	
							A b c d	a			
South West	8%	9%	12%	10%	9%	8%	4%	7%	9%	5%	
	33	482	95	87	135	104	26	68	501	10	
			d E f	e	E	e		e			
Highlands & Isles of Scotland	0%	0%	0%	0%	0%	0%	0%	1%	0%	2%	
	0	16	4	2	3	1	0	5	13	4	
										A	
Rest of Scotland	5%	8%	8%	5%	7%	9%	10%	7%	8%	10%	
	23	448	62	49	106	116	69	69	451	20	
							b				
Wales	4%	5%	5%	5%	5%	5%	5%	6%	5%	6%	
	19	286	42	42	74	61	33	52	291	12	
Northern Ireland	3%	3%	2%	2%	3%	3%	3%	4%	3%	3%	
	11	171	17	20	44	42	21	37	176	6	
NET: England	88%	84%	85%	88%	84%	83%	81%	82%	84%	80%	
	385	4731	692	796	1244	1095	530	758	4928	165	
				e							
NET: Scotland	5%	8%	8%	6%	7%	9%	11%	8%	8%	11%	
	23	464	66	51	110	117	69	74	464	23	
							b				
Effective Column n											
	292	4029	559	605	1042	956	477	683	4155	150	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB6B: Which of the following best describes where you live? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Large City (population: more than 500,000)	21% **	21%	20%	22%	21%	20%	23%	19%	
	1036	1036	249	275	262	249	554	482	
	-	-					b		
Smaller City or Large town (population: 100,000 – 500,000)	20% **	20%	21%	20%	20%	20%	21%	19%	
	1003	1003	262	243	251	247	518	484	
	-	-							
Medium town (population: 15,000 – 99,999)	26% **	26%	26%	24%	27%	27%	26%	26%	
	1288	1288	319	296	342	331	624	665	
	-	-							
Small town (population: 2,000 – 14,999)	20% **	20%	20%	21%	20%	19%	18%	22%	
	1002	1002	247	260	256	239	449	552	
	-	-						a	
Rural area (population: less than 2,000)	12% **	12%	12%	12%	12%	13%	12%	13%	
	618	618	155	154	149	160	280	338	
	-	-							
Prefer not to say	0% **	0%	1%	1%	0%	0%	0%	0%	
	20	20	9	8	2	2	8	12	
	-	-							
Effective Column n									
	3617	3617	909	905	915	887	1715	1901	
Unweighted base	4908	4908	1234	1228	1242	1204	2328	2580	
Weighted base	4966	4966	1241	1235	1262	1228	2433	2533	
Columns	A	A B	A	B C	D	A	B		

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All online respondents

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB6B: Which of the following best describes where you live? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Large City (population: more than 500,000)	26%	27%	18%	14%	13%	12%	21%	20%	24%	19%	20%	21%	25%	17%
	183	424	289	74	140	66	561	474	261	300	204	270	610	416
	C D F	C D F	f		-		-	-	d				B	
Smaller City or Large town (population: 100,000 – 500,000)	23%	23%	20%	15%	15%	15%	20%	20%	18%	21%	18%	22%	22%	19%
	162	365	310	77	165	88	528	475	196	332	193	281	539	459
	d f	d f			-		-	-					b	
Medium town (population: 15,000 – 99,999)	22%	25%	28%	28%	27%	26%	25%	27%	25%	25%	29%	25%	26%	26%
	156	401	438	143	293	149	656	632	265	391	307	325	642	634
					-		-	-						
Small town (population: 2,000 – 14,999)	18%	17%	20%	26%	26%	26%	20%	20%	18%	22%	20%	20%	17%	23%
	127	266	324	134	284	150	535	466	196	339	212	254	430	566
			b	a B c	-	a B c	-	-						A
Rural area (population: less than 2,000)	9%	8%	14%	17%	19%	21%	13%	12%	15%	12%	12%	12%	10%	15%
	62	127	223	89	207	118	345	273	156	188	121	153	239	379
			a B	A B	-	A B c	-	-						A
Prefer not to say	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%
	6	6	5	1	3	2	7	14	0	7	7	6	5	15
					-		-	-						a
Effective Column n														
	501	1207	1164	405	744	340	1989	1628	856	1133	721	907	1824	1769
Unweighted base	680	1638	1580	549	1010	461	2699	2209	1162	1537	978	1231	2475	2401
Weighted base	695	1589	1589	519	1093	573	2632	2334	1075	1557	1045	1289	2464	2469
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight; **Base:** All online respondents

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB6B: Which of the following best describes where you live? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Large City (population: more than 500,000)	13%	23%	21%	15%	29%	6%	64%	6%	11%	22%	22%	7%	12%	31%	0%	**	
	58	105	95	68	135	27	345	30	48	911	88	18	18	1036	0		
	f h	a d F H I L m	a F H i L m	F H l	A c D F H I L M		A B C D E F H I K L M		f h	-	a d F H I L M		f h l	B c			
Smaller City or Large town (population: 100,000 – 500,000)	18%	22%	24%	24%	22%	24%	14%	19%	23%	21%	13%	21%	19%	30%	0%	**	
	84	101	107	104	105	103	74	97	98	871	51	52	28	1003	0		
		g k	g K	g K	g k	g K			g k	-		k		B c			
Medium town (population: 15,000 – 99,999)	32%	28%	20%	24%	29%	26%	14%	40%	25%	26%	25%	19%	25%	39%	0%	**	
	145	127	91	108	136	112	73	204	107	1102	101	47	38	1288	0		
	c G l	G l		G	c G l	G		› C D e F G I K L r	G	-	G l		g l	B c			
Small town (population: 2,000 – 14,999)	21%	21%	22%	22%	15%	23%	7%	22%	22%	19%	25%	31%	24%	0%	62%	**	
	96	94	97	96	69	98	36	111	92	789	100	76	36	0	1002		
	G	G	G	G	g	e G		e G	G	-	E G	a b c d E G h i	e G		A C		
Rural area (population: less than 2,000)	14%	6%	13%	15%	5%	22%	1%	12%	18%	12%	14%	21%	19%	0%	38%	**	
	64	29	56	64	24	94	8	63	78	480	57	53	28	0	618		
	b E G	g	b e G	b E G	g	a B c d E G h k		b e G	B E G	-	B E G	a B c d E G h k	B E G		A c		
Prefer not to say	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	6	0	2	1	0	1	4	2	1	18	1	1	0	0	2		
										-							
Effective Column n																	
	227	254	242	245	265	237	313	277	229	2290	446	445	436	2332	1276	9	
Unweighted base	308	345	329	333	359	322	425	376	311	3108	605	604	591	3164	1732	12	
Weighted base	453	456	448	440	469	436	540	507	423	4171	397	248	149	3326	1622	18	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All online respondents

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB6B: Which of the following best describes where you live? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage	
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Large City (population: more than 500,000)	36%	20%	18%	18%	21%	21%	27%	20%	21%	21%
	145	890	131	142	277	257	144	84	1017	15
	B						a b			
Smaller City or Large town (population: 100,000 – 500,000)	20%	20%	22%	21%	19%	21%	21%	17%	20%	30%
	79	924	159	165	249	248	112	71	974	22
Medium town (population: 15,000 – 99,999)	20%	26%	25%	27%	26%	26%	24%	26%	26%	31%
	82	1207	181	212	350	307	126	111	1260	23
		a								
Small town (population: 2,000 – 14,999)	16%	21%	21%	19%	21%	20%	17%	23%	20%	15%
	66	936	151	148	274	240	91	97	986	11
Rural area (population: less than 2,000)	7%	13%	12%	14%	13%	12%	11%	13%	13%	3%
	30	588	84	110	167	143	60	53	614	2
		a							b	
Prefer not to say	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%
	2	18	7	4	3	0	0	6	20	0
			d					d		
Effective Column n										
	278	3339	505	535	964	892	414	307	3553	49
Unweighted base	377	4531	685	726	1308	1211	562	416	4822	67
Weighted base	403	4563	714	781	1321	1195	533	422	4871	73
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight; **Base:** All online respondents

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Rurality by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Urban	69%	79%	67%	69%	67%	72%	70%	71%	67%
	4219	893	3326	1048	1016	1105	1051	2133	2087
	-	B						b	
Rural	30%	21%	33%	31%	32%	28%	30%	28%	32%
	1853	231	1622	472	484	440	456	844	1009
	-		A						a
Unknown	0%	0%	0%	1%	0%	0%	0%	0%	0%
	18	0	18	9	7	0	2	7	10
	-								
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Rurality by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Urban	74%	76%	68%	59%	59%	58%	69%	69%	70%	69%	69%	70%	74%	64%
	628	1481	1325	377	784	408	2235	1984	932	1303	895	1089	2320	1870
	c D F	C D F	D F		-		-	-					B	
Rural	26%	24%	32%	41%	41%	42%	31%	30%	30%	31%	31%	30%	25%	36%
	219	463	619	258	551	294	987	866	408	579	400	466	792	1055
			a B	A B C	-	A B C	-	-						A
Unknown	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	6	4	5	1	3	2	6	12	0	6	6	6	4	13
					-		-	-						
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Rurality by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Urban	67%	75%	68%	66%	83%	60%	93%	66%	60%	71%	62%	50%	59%	100%	0%	**
	368	420	369	367	480	320	617	405	309	3656	304	151	108	4219	0	
	L	a d F h I K L M	f i L	L	A b C D F H I K L M	I	A B C D E F H I K L M	L	I	-	L		I	B C		
Rural	32%	25%	31%	34%	17%	40%	7%	34%	40%	28%	38%	50%	41%	0%	100%	**
	174	142	168	186	101	213	44	209	204	1442	183	153	75	0	1853	
	E G	e G	E G	b E G	G	a B c E G		b E G	B c E G	-	B E G	B C D E f G H i K	B E G		A C	
Unknown	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**
	6	0	2	1	0	1	4	2	1	18	0	0	0	0	0	
										-						
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Rurality by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Urban	76%	69%	68%	67%	68%	69%	74%	72%	69%	76%
	332	3887	555	614	999	905	481	666	4045	156
	b									
Rural	24%	31%	31%	32%	32%	31%	26%	27%	31%	24%
	104	1749	257	292	470	411	172	251	1797	50
		a								
Unknown	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
	2	16	7	4	3	0	0	5	18	0
Effective Column n										
	292	4029	559	605	1042	956	477	683	4155	150
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB7: Are you unable to leave your home without help, due to illness or disability? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes – I am housebound	7%	3%	8%	7%	7%	8%	6%	7%	8%
	438	34	403	111	110	125	92	198	240
	-		A						
No – I am not housebound	93%	97%	92%	93%	93%	92%	94%	93%	92%
	5652	1090	4563	1418	1397	1420	1417	2786	2866
	-	B							
I prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB7: Are you unable to leave your home without help, due to illness or disability? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes – I am housebound	8%	10%	6%	4%	4%	3%	6%	8%	7%	5%	7%	9%	7%	8%
	67	202	120	24	48	24	197	241	94	103	97	144	212	222
	d f	C D F	f		-		-	-				d		
No – I am not housebound	92%	90%	94%	96%	96%	97%	94%	92%	93%	95%	93%	91%	93%	92%
	785	1747	1829	611	1290	680	3030	2622	1247	1784	1204	1417	2905	2716
			B	a B	-	a B c	-	-		f				
I prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB7: Are you unable to leave your home without help, due to illness or disability? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Yes – I am housebound	5%	6%	7%	8%	8%	8%	13%	5%	6%	8%	5%	6%	6%	8%	6%	**	
	28	33	39	42	49	41	88	32	33	385	23	19	11	332	104		
							a b H i K l			-				b			
No – I am not housebound	95%	94%	93%	92%	92%	92%	87%	95%	94%	92%	95%	94%	94%	92%	94%	**	
	520	529	501	512	532	493	577	585	482	4731	464	286	171	3887	1749		
	g	g						G	g	-	G	g			a		
I prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Effective Column n																	
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB7: Are you unable to leave your home without help, due to illness or disability? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Yes – I am housebound	100%	0%	10%	10%	6%	7%	6%	4%	7%	13%	
	438	0	84	94	93	93	41	33	408	27	
	B		c d e F	c d e F	f	f				a	
No – I am not housebound	0%	100%	90%	90%	94%	93%	94%	96%	93%	87%	
	0	5652	734	815	1380	1223	612	888	5452	179	
		A			a b	a b	a b	A B c d	b		
I prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	
Effective Column n											
	292	4029	559	605	1042	956	477	683	4155	150	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your bank/ building society? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	56%	49%	60%	56%	53%	55%	61%	53%	58%
	1704	563	1141	568	266	559	310	797	906
	-		A						a
Phone call	23%	19%	25%	23%	25%	22%	24%	24%	22%
	699	222	477	232	126	219	122	354	346
	-		a						
Text message	25%	15%	30%	26%	21%	27%	21%	24%	25%
	748	179	569	264	107	272	105	362	386
	-		A						
Email/ online portal	60%	46%	69%	62%	59%	60%	58%	62%	59%
	1839	535	1303	632	300	613	294	920	919
	-		A						
Other	2%	3%	2%	2%	4%	2%	3%	2%	2%
	70	36	34	17	18	19	15	35	35
	-								
No preference	4%	4%	5%	5%	4%	4%	4%	5%	4%
	130	44	86	50	20	40	21	74	56
	-								
Don't know	1%	0%	1%	1%	1%	0%	1%	1%	0%
	18	4	15	10	3	1	4	11	8
	-								
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your bank/ building society? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	44%	51%	58%	69%	68%	68%	56%	55%	53%	58%	54%	56%	51%	61%
	188	496	564	224	454	232	910	794	354	556	354	440	815	885
			A b	A B c	-	A B c	-	-						A
Phone call	23%	24%	23%	21%	21%	23%	23%	23%	22%	23%	25%	22%	23%	23%
	100	233	222	67	143	77	367	332	148	219	162	170	365	330
					-		-	-						
Text message	35%	30%	24%	14%	11%	9%	23%	26%	21%	25%	26%	26%	26%	22%
	149	291	232	46	76	30	373	376	137	236	170	206	423	321
	c D F	c D F	d F		-		-	-					b	
Email/ online portal	61%	67%	62%	48%	48%	48%	64%	56%	67%	62%	56%	57%	64%	57%
	260	650	605	158	324	166	1030	809	444	586	365	445	1018	817
	d f	D F	D F		-		-	-	e f				b	
Other	2%	2%	3%	2%	2%	3%	2%	3%	1%	3%	2%	3%	3%	2%
	7	21	27	6	15	9	34	36	8	27	12	24	43	26
					-		-	-						
No preference	4%	4%	5%	3%	4%	5%	4%	5%	3%	4%	5%	5%	4%	5%
	19	37	47	10	28	18	61	69	22	39	31	38	57	71
					-		-	-						
Don't know	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%
	3	11	3	1	1	0	6	13	1	5	2	10	13	5
					-		-	-						
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your bank/ building society? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Post	55%	49%	61%	55%	56%	62%	54%	56%	60%	56%	55%	52%	54%	53%	64%	**	
	135	140	174	143	172	152	184	177	163	1441	134	80	49	1190	508		
										-					A		
Phone call	21%	27%	24%	23%	20%	23%	26%	20%	24%	23%	21%	25%	18%	24%	20%	**	
	51	79	68	61	62	57	89	63	66	595	51	38	16	536	162		
										-							
Text message	22%	22%	30%	27%	31%	23%	27%	22%	21%	25%	21%	18%	25%	25%	23%	**	
	55	63	85	70	96	57	94	69	57	646	52	28	23	563	183		
										-							
Email/ online portal	47%	64%	62%	62%	53%	61%	63%	64%	67%	61%	60%	60%	55%	58%	66%	**	
	117	185	176	162	161	149	216	201	182	1549	147	92	51	1312	525		
										-					a		
Other	3%	5%	4%	1%	2%	4%	1%	0%	0%	2%	2%	4%	3%	3%	2%	**	
	7	13	12	3	5	10	4	1	1	57	5	6	3	57	12		
										-							
No preference	6%	2%	3%	3%	8%	3%	5%	4%	5%	4%	3%	1%	7%	4%	4%	**	
	15	7	7	8	25	7	19	14	14	115	6	2	6	99	31		
										-							
Don't know	1%	2%	0%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%	1%	**	
	3	6	1	1	0	0	2	4	1	17	1	1	0	12	6		
										-							
Effective Column n																	
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600		3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972		5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794		6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your bank/ building society? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Post	50%	56%	58%	61%	61%	50%	61%	49%	55%	72%
	98	1606	216	268	401	291	197	330	1582	118
				d f	d f		d f			A
Phone call	28%	23%	26%	21%	23%	22%	28%	21%	23%	27%
	54	645	95	91	154	127	91	141	655	45
Text message	21%	25%	23%	23%	26%	27%	32%	20%	26%	5%
	42	707	84	101	173	153	102	136	738	9
									B	
Email/ online portal	44%	61%	53%	54%	65%	70%	74%	49%	63%	11%
	87	1752	196	237	430	407	238	331	1816	18
		A			a b F	A B F	A B c F		B	
Other	2%	2%	5%	2%	2%	2%	3%	2%	2%	2%
	5	65	17	9	12	10	8	14	67	3
No preference	8%	4%	6%	3%	5%	4%	4%	4%	4%	3%
	15	115	22	12	34	21	12	29	123	6
Don't know	1%	1%	0%	2%	0%	0%	0%	1%	1%	1%
	2	16	1	9	2	1	0	6	17	1
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your gas/ electricity provider? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	51%	43%	56%	50%	49%	53%	52%	50%	52%
	1556	495	1061	504	249	539	264	742	813
	-		A						
Phone call	19%	18%	20%	18%	26%	18%	18%	19%	19%
	585	205	380	185	131	179	91	283	302
	-				a c d				
Text message	17%	8%	22%	19%	14%	17%	14%	17%	16%
	508	96	411	192	72	171	73	252	255
	-		A						
Email/ online portal	62%	47%	71%	63%	59%	62%	61%	63%	61%
	1883	545	1338	641	299	634	309	943	940
	-		A						
Other	1%	0%	1%	1%	1%	0%	1%	1%	0%
	18	0	18	6	6	4	3	11	7
	-		a						
No preference	5%	7%	5%	6%	4%	4%	7%	6%	5%
	166	78	88	65	23	44	34	94	72
	-								
Don't know	1%	1%	1%	1%	1%	1%	1%	1%	1%
	34	10	24	13	4	10	7	14	20
	-								
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your gas/ electricity provider? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	43%	49%	52%	59%	57%	55%	49%	53%	44%	53%	52%	54%	48%	55%
	182	483	508	194	381	190	791	764	291	500	340	425	759	792
			a	a b	-	a	-	-		c	c	c		a
Phone call	21%	22%	16%	16%	18%	21%	18%	20%	19%	18%	19%	21%	19%	20%
	90	218	154	52	121	71	294	291	125	169	125	167	296	287
		c			-		-	-						
Text message	22%	20%	16%	11%	10%	9%	16%	18%	16%	16%	17%	18%	17%	16%
	93	191	158	35	66	31	257	251	104	153	109	142	276	227
	d F	d F	f		-		-	-						
Email/ online portal	51%	65%	68%	56%	55%	54%	66%	57%	69%	64%	60%	56%	65%	58%
	219	636	661	183	368	185	1062	822	456	605	389	433	1038	838
		A d f	A d F		-		-	-	e F	f			b	
Other	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%
	5	8	2	2	4	2	9	10	3	5	2	7	9	9
					-		-	-						
No preference	10%	5%	5%	3%	4%	5%	5%	6%	5%	4%	6%	6%	5%	6%
	44	47	47	11	28	17	76	89	34	43	40	49	77	87
	b c d				-		-	-						
Don't know	4%	1%	0%	0%	0%	1%	1%	2%	0%	1%	1%	2%	1%	1%
	16	11	4	1	3	2	11	24	3	8	9	14	19	14
	b C d				-		-	-						
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your gas/ electricity provider? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	46%	57%	53%	49%	50%	53%	50%	50%	54%	51%	49%	52%	49%	49%	58%	**
	113	164	150	127	152	131	171	158	148	1313	119	79	45	1091	461	
										-					A	
Phone call	28%	25%	18%	24%	17%	21%	14%	14%	16%	19%	19%	22%	13%	20%	17%	**
	69	72	51	63	51	52	48	43	45	494	46	34	12	445	138	
										-						
Text message	16%	13%	19%	19%	20%	18%	18%	14%	18%	17%	14%	12%	16%	16%	17%	**
	40	36	55	50	61	43	62	44	49	440	35	18	15	367	138	
										-						
Email/ online portal	56%	60%	65%	65%	56%	67%	64%	63%	65%	62%	63%	59%	49%	59%	69%	**
	138	174	185	170	170	164	218	199	177	1595	154	90	45	1330	549	
										-					A	
Other	2%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	**
	4	3	2	2	1	1	3	3	0	17	1	0	0	16	3	
										-						
No preference	9%	2%	3%	3%	9%	4%	8%	4%	8%	6%	4%	2%	12%	6%	5%	**
	21	6	8	8	28	9	26	13	22	141	10	3	11	129	37	
										-			b d k L			
Don't know	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	**
	3	5	2	2	2	2	3	8	3	29	2	2	2	24	10	
										-						
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your gas/ electricity provider? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Post	46%	51%	53%	56%	55%	50%	53%	44%	50%	69%
	91	1465	196	245	364	287	169	295	1439	113
				f	f					A
Phone call	29%	19%	27%	19%	19%	16%	20%	17%	19%	28%
	58	528	101	85	127	90	65	117	539	46
	b		d							a
Text message	18%	17%	17%	19%	18%	16%	20%	13%	17%	2%
	35	472	62	84	117	92	63	90	499	4
									B	
Email/ online portal	43%	63%	56%	59%	66%	72%	73%	48%	65%	11%
	84	1799	206	259	440	417	235	326	1860	18
		A		f	a F	A B F	A b F		B	
Other	2%	0%	1%	2%	0%	1%	0%	0%	1%	1%
	4	14	4	8	1	4	1	1	16	2
	b									
No preference	7%	5%	5%	4%	6%	4%	4%	8%	6%	3%
	13	153	19	17	37	26	12	54	160	5
Don't know	2%	1%	2%	2%	1%	0%	1%	2%	1%	1%
	4	31	6	8	5	1	2	13	33	1
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your local council or tax office? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	61%	53%	66%	62%	58%	59%	65%	59%	63%
	1855	614	1241	629	295	603	328	876	979
	-		A						
Phone call	18%	19%	18%	18%	22%	17%	18%	19%	18%
	557	221	336	179	111	176	91	282	275
	-								
Text message	14%	8%	17%	15%	13%	13%	11%	14%	13%
	414	90	323	154	66	137	57	208	206
	-		A						
Email/ online portal	50%	37%	57%	49%	49%	50%	49%	52%	48%
	1510	434	1077	501	248	513	249	771	739
	-		A						
Other	1%	0%	1%	1%	0%	1%	0%	1%	0%
	15	4	11	5	1	8	1	9	6
	-								
No preference	6%	6%	5%	7%	4%	5%	5%	7%	5%
	171	70	101	71	21	53	26	97	74
	-								
Don't know	1%	1%	1%	2%	0%	1%	1%	1%	1%
	34	8	26	16	2	11	4	12	22
	-								
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your local council or tax office? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	51%	57%	62%	72%	71%	70%	61%	61%	59%	62%	64%	58%	57%	65%
	217	554	608	236	475	241	980	875	390	590	419	455	905	944
			a	A B c	-	A b	-	-						A
Phone call	17%	20%	17%	17%	18%	19%	18%	19%	19%	16%	17%	20%	18%	19%
	71	195	169	55	120	67	285	272	128	156	114	159	286	269
					-		-	-						
Text message	17%	18%	13%	8%	7%	5%	13%	14%	14%	12%	13%	16%	14%	12%
	71	172	126	26	44	18	207	207	92	115	82	125	231	179
	d F	c d F	f		-		-	-						
Email/ online portal	50%	52%	54%	39%	39%	38%	54%	45%	56%	53%	44%	45%	53%	46%
	215	507	530	126	259	132	869	641	369	501	290	351	848	660
	d f	d f	D F		-		-	-	e f	e f			b	
Other	0%	1%	0%	1%	1%	1%	1%	0%	1%	0%	0%	1%	0%	1%
	1	6	2	3	6	3	8	7	5	4	3	4	5	10
					-		-	-						
No preference	8%	5%	5%	4%	5%	6%	5%	6%	5%	6%	5%	6%	5%	7%
	36	49	50	15	35	20	89	82	36	53	33	49	75	95
					-		-	-						
Don't know	2%	1%	1%	0%	1%	2%	1%	1%	0%	1%	1%	1%	1%	1%
	10	12	5	1	7	6	14	20	2	12	9	11	15	18
					-		-	-						
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your local council or tax office? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	59%	56%	69%	56%	56%	67%	62%	64%	65%	61%	58%	60%	57%	58%	69%	**
	146	160	197	145	170	165	211	200	177	1571	141	91	52	1307	545	
										-					A	
Phone call	21%	27%	18%	25%	9%	16%	19%	11%	19%	18%	19%	24%	10%	19%	17%	**
	52	77	51	66	29	39	64	35	52	465	45	37	10	422	134	
	e	E h		e h						-		e h M				
Text message	14%	13%	13%	17%	16%	15%	12%	10%	14%	14%	13%	11%	14%	14%	14%	**
	34	37	38	46	49	37	39	33	38	352	32	16	13	304	109	
										-						
Email/ online portal	42%	50%	48%	52%	51%	53%	52%	50%	49%	50%	50%	50%	40%	48%	54%	**
	103	145	137	136	156	129	178	157	134	1275	122	76	37	1082	425	
										-						
Other	1%	1%	0%	1%	0%	2%	0%	0%	0%	0%	0%	2%	0%	0%	1%	**
	2	3	0	2	1	4	0	0	0	12	0	2	0	11	5	
										-						
No preference	8%	5%	4%	2%	11%	3%	5%	6%	7%	6%	5%	2%	10%	6%	5%	**
	19	14	11	6	32	9	18	20	19	148	11	3	9	128	43	
										-			I			
Don't know	1%	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	2%	1%	1%	**
	2	5	4	3	4	2	3	5	1	28	3	1	2	25	7	
										-						
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your local council or tax office? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Post	55%	61%	59%	65%	65%	63%	66%	51%	60%	75%
	108	1747	219	285	430	363	211	347	1730	122
				f	F	f	f			a
Phone call	24%	18%	20%	19%	20%	14%	20%	18%	18%	25%
	46	511	75	85	131	82	65	120	516	41
Text message	17%	13%	13%	14%	16%	14%	14%	10%	14%	2%
	34	380	50	62	108	81	44	69	409	3
									B	
Email/ online portal	40%	50%	44%	43%	53%	59%	63%	40%	52%	7%
	79	1432	163	187	348	339	202	270	1497	11
		a			a b f	A B F	A B c F		B	
Other	1%	0%	1%	1%	1%	0%	0%	0%	1%	0%
	1	14	4	3	4	1	1	2	15	0
No preference	7%	5%	7%	4%	5%	5%	5%	7%	6%	3%
	15	157	27	18	30	30	15	51	165	5
Don't know	2%	1%	1%	2%	1%	1%	0%	2%	1%	2%
	4	29	5	7	8	3	0	11	30	3
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your GP/medical or healthcare professional? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	47%	40%	52%	48%	44%	48%	48%	45%	49%
	1441	459	983	490	221	488	242	674	767
	-		A						
Phone call	54%	48%	58%	53%	59%	53%	54%	53%	56%
	1658	556	1103	542	298	544	274	790	869
	-		A						
Text message	34%	26%	39%	37%	29%	36%	30%	32%	36%
	1037	304	733	374	145	368	150	479	558
	-		A						
Email/ online portal	41%	28%	49%	44%	40%	39%	40%	44%	38%
	1256	326	930	449	203	401	203	663	593
	-		A					b	
Other	2%	2%	2%	1%	2%	1%	3%	2%	2%
	48	19	29	10	11	12	16	24	24
	-								
No preference	6%	5%	7%	6%	5%	5%	7%	7%	5%
	177	54	123	61	26	55	35	98	79
	-								
Don't know	1%	1%	1%	0%	1%	1%	0%	1%	1%
	23	10	14	5	7	9	2	15	8
	-								
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your GP/medical or healthcare professional? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	38%	48%	48%	54%	51%	49%	47%	47%	47%	48%	45%	49%	46%	49%
	162	464	471	176	343	169	767	674	315	452	293	381	730	706
		a	a	a	-	a	-	-						
Phone call	47%	53%	55%	58%	61%	64%	56%	53%	56%	55%	53%	53%	51%	58%
	199	514	534	191	410	221	899	759	375	525	345	414	810	843
				a	-	A b c	-	-						A
Text message	38%	40%	35%	28%	23%	18%	33%	36%	33%	33%	36%	35%	36%	32%
	160	388	337	91	152	60	528	509	217	311	236	273	577	455
	F	d F	F	f	-		-	-					b	
Email/ online portal	43%	46%	43%	32%	31%	30%	43%	39%	48%	40%	39%	39%	44%	38%
	183	445	420	106	208	102	699	557	319	380	252	305	699	551
	d f	d F	d f		-		-	-	d e f				b	
Other	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%
	7	14	18	3	10	7	29	19	12	17	7	12	26	22
					-		-	-						
No preference	5%	5%	7%	4%	5%	7%	6%	6%	5%	6%	6%	6%	5%	6%
	19	52	70	13	35	23	90	87	31	59	42	45	85	91
					-		-	-						
Don't know	1%	1%	1%	0%	0%	0%	1%	1%	0%	1%	1%	1%	1%	1%
	3	11	9	1	1	0	10	13	2	8	5	8	16	7
					-		-	-						
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your GP/medical or healthcare professional? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	45%	47%	53%	48%	48%	51%	45%	43%	48%	47%	47%	47%	49%	44%	55%	**
	110	135	150	125	145	126	152	136	131	1210	115	72	45	998	438	
										-					A	
Phone call	52%	53%	52%	64%	48%	54%	52%	50%	57%	53%	64%	62%	54%	53%	58%	**
	128	153	147	166	145	132	178	156	156	1360	155	94	49	1197	457	
										-						
Text message	31%	31%	41%	34%	37%	33%	44%	32%	33%	35%	28%	25%	25%	34%	33%	**
	77	90	116	89	112	80	151	100	90	906	69	39	23	773	260	
							k l			-						
Email/ online portal	36%	41%	42%	38%	37%	47%	46%	46%	45%	42%	38%	36%	31%	40%	46%	**
	89	118	120	98	112	116	159	145	122	1079	93	56	28	890	363	
										-						
Other	3%	5%	1%	0%	1%	1%	1%	2%	0%	2%	1%	2%	1%	2%	2%	**
	8	13	2	1	3	3	5	5	1	40	3	3	1	35	13	
										-						
No preference	10%	4%	4%	6%	10%	2%	8%	5%	8%	6%	4%	3%	6%	6%	6%	**
	25	10	10	14	29	5	27	15	22	158	9	5	5	132	46	
										-						
Don't know	2%	2%	1%	0%	0%	0%	0%	1%	0%	1%	0%	1%	1%	1%	1%	**
	5	6	3	1	0	1	1	4	0	21	1	1	1	17	6	
										-						
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your GP/medical or healthcare professional? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Post	38%	48%	48%	52%	48%	48%	53%	39%	47%	58%	
	75	1366	177	230	321	280	171	262	1344	94	
		a		f	f	f	f			a	
Phone call	55%	54%	56%	55%	58%	56%	56%	47%	54%	65%	
	109	1550	208	242	385	322	180	320	1549	105	
										a	
Text message	30%	34%	33%	32%	34%	37%	47%	27%	36%	7%	
	59	978	122	140	228	212	150	186	1022	11	
						f	a b c d F		B		
Email/ online portal	35%	42%	39%	32%	43%	50%	52%	33%	43%	5%	
	69	1187	145	142	286	291	167	225	1242	9	
					b f	a B F	a B F		B		
Other	3%	1%	3%	2%	1%	1%	2%	1%	2%	0%	
	5	43	12	10	8	4	7	7	48	0	
No preference	7%	6%	7%	5%	6%	6%	7%	4%	6%	1%	
	13	164	27	24	39	36	23	28	174	2	
Don't know	1%	1%	2%	1%	0%	1%	0%	1%	1%	1%	
	3	20	6	4	3	3	0	7	22	1	
Effective Column n											
	130	1730	250	265	442	404	202	295	1791	65	
Unweighted base	210	2805	406	430	717	655	328	479	2903	105	
Weighted base	196	2852	371	440	663	578	321	676	2879	163	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Organisations you have a membership with? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	38%	33%	41%	37%	36%	37%	41%	38%	38%
	1151	380	771	378	185	381	207	567	584
	-		A						
Phone call	16%	16%	16%	14%	19%	16%	16%	18%	14%
	490	187	303	145	97	168	80	274	216
	-							b	
Text message	20%	13%	24%	23%	17%	20%	16%	21%	19%
	608	152	456	233	85	207	83	311	297
	-		A						
Email/ online portal	59%	49%	66%	60%	58%	59%	61%	59%	59%
	1810	571	1239	605	293	605	307	885	925
	-		A						
Other	1%	0%	1%	1%	0%	1%	0%	1%	1%
	24	4	20	10	1	11	2	12	12
	-								
No preference	10%	9%	10%	11%	7%	10%	9%	10%	9%
	290	100	189	107	37	98	47	151	139
	-								
Don't know	5%	5%	5%	5%	7%	5%	4%	4%	6%
	155	55	100	46	36	52	21	64	91
	-								
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Organisations you have a membership with? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	28%	35%	39%	43%	46%	49%	37%	38%	37%	37%	37%	40%	36%	40%
	118	343	381	139	308	170	600	552	245	354	240	312	567	579
		a	a	a	-	A B c	-	-						a
Phone call	16%	17%	14%	17%	17%	17%	18%	14%	18%	17%	15%	14%	17%	15%
	69	170	137	54	112	60	284	206	122	162	100	106	275	214
					-		-	-						
Text message	27%	23%	20%	11%	10%	8%	20%	19%	22%	20%	19%	19%	22%	18%
	117	226	199	37	66	29	331	277	145	186	126	151	348	256
	c D F	D F	d F		-		-	-					b	
Email/ online portal	69%	63%	61%	48%	46%	43%	65%	53%	70%	61%	55%	51%	64%	55%
	293	613	598	157	306	149	1052	758	467	585	361	397	1019	788
	D F	D F	d F		-		-	-	d E F	F			B	
Other	0%	1%	1%	2%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%
	1	9	6	7	8	2	13	11	2	11	6	5	9	15
					-		-	-						
No preference	6%	9%	11%	9%	11%	13%	7%	12%	6%	8%	11%	13%	7%	12%
	26	85	105	28	74	45	117	172	39	78	75	98	114	174
					-		-	-			c	c d		A
Don't know	3%	4%	5%	10%	9%	8%	4%	7%	2%	5%	6%	8%	4%	7%
	11	40	46	31	58	26	61	95	15	45	36	59	57	98
				a b c	-	a	-	-				c		a
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Organisations you have a membership with? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	33%	35%	43%	38%	37%	45%	36%	35%	44%	38%	36%	35%	32%	35%	45%	**
	81	101	122	99	113	110	124	111	121	981	87	54	29	789	360	
										-					A	
Phone call	18%	14%	20%	20%	12%	17%	15%	12%	17%	16%	16%	19%	11%	17%	14%	**
	45	40	57	53	37	42	53	38	47	413	39	28	10	378	110	
										-						
Text message	23%	15%	21%	20%	23%	20%	22%	14%	19%	20%	19%	21%	30%	20%	20%	**
	56	44	61	53	70	48	74	44	53	503	46	32	27	444	162	
										-						
Email/ online portal	49%	55%	62%	57%	53%	66%	66%	66%	64%	60%	61%	53%	48%	58%	63%	**
	120	159	177	150	160	162	224	208	176	1536	150	80	44	1305	503	
										-						
Other	2%	0%	1%	1%	0%	1%	0%	1%	0%	1%	1%	1%	1%	1%	0%	**
	4	1	4	3	0	3	1	2	1	20	2	2	1	21	4	
										-						
No preference	14%	8%	6%	7%	14%	7%	9%	8%	14%	10%	9%	7%	15%	9%	10%	**
	34	22	18	18	41	18	30	26	37	244	21	11	14	211	79	
										-						
Don't know	8%	12%	3%	3%	2%	3%	3%	8%	3%	5%	3%	9%	8%	5%	4%	**
	21	34	8	7	7	8	10	26	7	128	7	13	7	120	34	
		c d e f g i k								-		k				
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Organisations you have a membership with? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Post	41%	38%	38%	41%	39%	37%	41%	33%	36%	60%
	81	1070	142	180	261	213	131	222	1050	98
										A
Phone call	27%	15%	16%	16%	15%	16%	17%	17%	15%	29%
	52	437	59	69	102	91	55	114	442	48
	B									A
Text message	22%	20%	17%	19%	21%	23%	25%	17%	21%	2%
	43	565	63	84	138	131	79	113	603	4
									B	
Email/ online portal	47%	60%	50%	49%	62%	73%	75%	48%	62%	6%
	92	1718	187	217	413	425	241	327	1795	10
		a			a B F	A B C F	A B c F		B	
Other	0%	1%	2%	2%	1%	1%	0%	0%	1%	1%
	0	24	6	7	6	3	1	1	23	1
No preference	9%	10%	15%	9%	10%	7%	6%	10%	10%	9%
	17	272	54	38	69	42	19	67	274	15
			d e							
Don't know	5%	5%	8%	6%	6%	2%	1%	7%	5%	11%
	10	145	28	26	41	11	2	46	137	17
			D E	d e	d e			d e		a
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your mobile phone provider by Demographics Part 1

		Methodology		Quarter					Gender	
Column %										
Weighted counts										
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**	
Post	27%	16%	35%	28%	25%	**	**	27%	28%	
	386	95	290	268	118			189	197	
	-		A							
Phone call	25%	22%	27%	23%	29%	**	**	28%	22%	
	355	129	225	221	134			200	155	
	-							b		
Text message	42%	30%	51%	44%	39%	**	**	40%	45%	
	601	175	425	420	181			281	320	
	-		A							
Email/ online portal	55%	40%	66%	57%	52%	**	**	58%	52%	
	785	231	554	540	245			412	373	
	-		A							
Other	1%	2%	1%	1%	3%	**	**	1%	2%	
	19	11	8	7	12			7	12	
	-				a					
No preference	6%	8%	5%	6%	6%	**	**	7%	6%	
	87	46	41	59	28			47	40	
	-									
Don't know	2%	4%	1%	2%	3%	**	**	3%	2%	
	35	23	12	21	14			19	16	
	-	b								
Effective Column n										
	839	164	675	560	279	0	0	402	437	
Unweighted base	1426	279	1147	952	474	0	0	683	743	
Weighted base	1420	579	841	952	467	0	0	706	714	
Columns A		A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your mobile phone provider by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	19%	28%	30%	34%	28%	21%	24%	31%	21%	26%	28%	33%	25%	30%
	38	120	135	61	92	31	175	211	63	112	87	123	176	209
					-		-	-						
Phone call	32%	27%	20%	21%	25%	29%	24%	26%	22%	25%	27%	26%	25%	25%
	65	115	94	39	82	42	174	181	65	109	82	99	176	178
					-		-	-						
Text message	44%	42%	46%	41%	36%	29%	43%	42%	42%	43%	39%	44%	41%	44%
	90	182	211	75	117	42	314	287	127	186	120	168	290	307
			f		-		-	-						
Email/ online portal	53%	61%	58%	46%	45%	43%	60%	51%	62%	58%	58%	45%	59%	51%
	108	263	268	83	146	63	438	347	188	251	179	168	425	358
		d f	f		-		-	-	F	f	f		b	
Other	0%	1%	1%	2%	2%	3%	2%	1%	0%	3%	1%	1%	1%	1%
	0	6	5	4	7	4	13	6	1	12	3	2	10	9
					-		-	-						
No preference	8%	4%	6%	4%	9%	14%	5%	7%	5%	6%	6%	8%	5%	7%
	15	17	26	8	29	21	39	48	14	24	19	29	39	48
					-	b c d	-	-						
Don't know	1%	2%	2%	2%	4%	7%	1%	4%	2%	1%	2%	5%	1%	3%
	2	7	11	4	12	10	11	24	6	5	7	17	11	24
					-		-	-						
Effective Column n														
	111	258	274	112	195	84	445	394	186	259	175	219	412	423
Unweighted base	189	439	465	191	332	142	756	670	316	440	297	373	700	719
Weighted base	203	430	458	183	326	146	734	686	301	433	309	377	716	700
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your mobile phone provider by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	25%	22%	26%	30%	38%	27%	29%	19%	30%	27%	25%	30%	24%	23%	37%	**
	31	29	36	36	53	32	39	26	40	321	31	23	11	241	142	
										-					A	
Phone call	39%	31%	23%	23%	16%	27%	23%	23%	19%	25%	28%	31%	17%	26%	23%	**
	47	40	32	27	23	31	31	31	26	289	34	23	8	265	87	
										-						
Text message	48%	40%	53%	42%	42%	37%	37%	40%	42%	42%	44%	36%	49%	40%	48%	**
	58	53	74	50	59	42	50	55	57	498	53	27	22	414	185	
										-						
Email/ online portal	45%	51%	53%	56%	51%	67%	64%	53%	61%	55%	57%	50%	55%	53%	61%	**
	54	67	75	66	72	78	85	72	83	652	69	38	25	547	235	
										-						
Other	7%	0%	1%	1%	1%	2%	0%	0%	1%	1%	0%	2%	1%	1%	1%	**
	8	0	2	2	1	3	0	0	1	16	0	2	0	14	5	
										-						
No preference	7%	4%	5%	7%	12%	3%	13%	4%	4%	7%	3%	3%	7%	7%	3%	**
	9	6	6	8	17	3	17	6	5	77	4	2	3	74	13	
										-						
Don't know	2%	4%	2%	1%	0%	0%	1%	6%	5%	2%	2%	7%	1%	3%	1%	**
	3	5	3	1	0	0	1	8	6	27	2	5	0	29	5	
										-						
Effective Column n																
	53	57	58	54	57	54	56	58	58	505	113	112	109	556	281	2
Unweighted base	90	97	98	92	97	91	96	99	98	858	192	190	186	945	477	4
Weighted base	121	132	141	119	141	116	133	137	135	1176	122	76	46	1029	386	5
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your mobile phone provider by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Post	29%	27%	29%	40%	27%	31%	25%	17%	27%	31%
	22	364	50	79	87	80	36	55	359	27
				F		f				
Phone call	37%	24%	31%	26%	22%	28%	27%	22%	25%	32%
	28	327	53	50	70	71	38	72	328	27
Text message	38%	43%	44%	47%	50%	44%	43%	29%	44%	21%
	29	572	76	92	162	113	63	95	579	18
				f	F	f			b	
Email/ online portal	41%	56%	44%	52%	55%	68%	75%	45%	58%	9%
	31	754	75	101	178	172	108	150	777	8
		a				A b c F	A B c F		B	
Other	1%	1%	3%	1%	1%	0%	0%	2%	1%	0%
	1	18	5	2	4	1	0	6	19	0
No preference	11%	6%	9%	4%	6%	5%	4%	9%	6%	11%
	8	78	15	7	19	12	6	28	77	9
Don't know	4%	2%	6%	2%	1%	1%	0%	4%	2%	15%
	3	31	11	4	4	2	0	14	22	12
										A
Effective Column n										
	51	788	114	120	208	172	91	135	805	32
Unweighted base	86	1340	193	204	353	292	154	230	1368	55
Weighted base	76	1344	171	196	323	254	144	331	1330	85
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your landline phone provider by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	38%	28%	44%	38%	38% **	**		36%	40%
	535	165	370	359	176			252	284
	-		A						
Phone call	28%	27%	29%	27%	30% **	**		29%	27%
	396	155	241	258	139			202	194
	-								
Text message	17%	9%	23%	17%	17% **	**		17%	18%
	246	50	195	166	79			121	125
	-		A						
Email/ online portal	57%	43%	66%	57%	56% **	**		58%	56%
	806	250	556	543	263			406	399
	-		A						
Other	0%	0%	0%	0%	0% **	**		0%	0%
	3	0	3	2	1			2	1
	-								
No preference	9%	11%	8%	10%	7% **	**		11%	7%
	125	61	64	92	33			77	48
	-							b	
Don't know	4%	4%	3%	4%	3% **	**		3%	4%
	51	23	27	36	15			23	28
	-								
Effective Column n									
	839	164	675	560	279	0	0	402	437
Unweighted base	1426	279	1147	952	474	0	0	683	743
Weighted base	1420	579	841	952	467	0	0	706	714
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your landline phone provider by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	31%	34%	41%	43%	41%	38%	34%	42%	27%	38%	38%	45%	34%	42%
	63	148	189	79	133	56	248	287	82	166	116	171	242	292
					-		-	-				c		a
Phone call	27%	26%	26%	31%	34%	38%	29%	26%	29%	30%	26%	26%	25%	31%
	54	112	119	56	110	56	215	181	87	128	82	100	176	219
					-		-	-						a
Text message	19%	17%	20%	14%	13%	10%	17%	18%	16%	17%	15%	20%	17%	18%
	38	74	92	26	41	15	122	124	48	74	47	77	120	125
					-		-	-						
Email/ online portal	48%	57%	63%	54%	53%	52%	62%	51%	70%	56%	56%	48%	58%	55%
	98	247	287	98	174	76	454	352	211	243	172	180	418	385
					-		-	-	d e F					
Other	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%
	0	1	0	0	2	1	1	2	0	1	2	0	1	2
					-		-	-						
No preference	16%	11%	7%	5%	5%	5%	8%	10%	8%	8%	9%	10%	10%	7%
	32	46	32	9	15	7	60	65	24	36	29	36	73	52
	c d f				-		-	-						
Don't know	6%	5%	2%	2%	2%	2%	2%	5%	1%	3%	3%	6%	2%	5%
	12	23	9	4	6	3	16	34	3	13	11	24	18	33
					-		-	-						
Effective Column n														
	111	258	274	112	195	84	445	394	186	259	175	219	412	423
Unweighted base	189	439	465	191	332	142	756	670	316	440	297	373	700	719
Weighted base	203	430	458	183	326	146	734	686	301	433	309	377	716	700
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your landline phone provider by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	25%	35%	46%	45%	47%	39%	38%	30%	36%	38%	36%	41%	30%	34%	48%	**
	30	46	64	54	67	45	51	40	49	446	44	31	14	347	186	
										-					A	
Phone call	45%	29%	22%	23%	21%	26%	30%	25%	27%	27%	31%	34%	23%	29%	26%	**
	54	38	31	28	30	30	40	34	36	322	38	26	10	294	100	
										-						
Text message	19%	11%	17%	11%	26%	17%	18%	13%	20%	17%	20%	16%	19%	17%	19%	**
	23	15	24	13	37	19	24	18	27	201	24	12	9	173	71	
										-						
Email/ online portal	40%	55%	64%	51%	44%	66%	70%	55%	66%	57%	60%	56%	48%	54%	63%	**
	48	73	90	61	62	77	93	75	89	668	73	43	22	559	243	
						a	a e		a	-						
Other	1%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**
	1	1	1	0	0	0	0	0	0	2	0	0	0	2	1	
										-						
No preference	15%	7%	6%	7%	14%	7%	8%	11%	7%	9%	6%	3%	16%	10%	6%	**
	18	9	9	9	19	8	10	16	10	108	7	2	8	101	24	
										-			I			
Don't know	4%	10%	1%	2%	4%	3%	1%	4%	5%	4%	1%	3%	3%	4%	2%	**
	5	14	2	2	5	3	2	6	6	45	1	3	1	41	10	
										-						
Effective Column n																
	53	57	58	54	57	54	56	58	58	505	113	112	109	556	281	2
Unweighted base	90	97	98	92	97	91	96	99	98	858	192	190	186	945	477	4
Weighted base	121	132	141	119	141	116	133	137	135	1176	122	76	46	1029	386	5
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your landline phone provider by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Post	37%	38%	39%	46%	40%	38%	45%	27%	36%	61%	
	28	507	67	90	129	96	65	89	483	52	
				f	f		f			A	
Phone call	35%	28%	31%	28%	28%	29%	24%	27%	28%	29%	
	26	370	53	55	89	73	34	91	368	25	
Text message	27%	17%	21%	16%	19%	20%	18%	12%	18%	3%	
	20	225	36	32	60	51	26	41	243	2	
									b		
Email/ online portal	49%	57%	49%	50%	57%	71%	77%	45%	60%	10%	
	37	769	83	99	183	180	111	149	797	8	
						A B c F	A B c F		B		
Other	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	
	0	3	1	1	1	0	0	0	3	0	
No preference	5%	9%	7%	7%	11%	7%	5%	12%	9%	2%	
	4	122	11	15	37	17	7	38	124	1	
Don't know	6%	3%	10%	4%	2%	1%	1%	4%	3%	5%	
	4	46	17	8	7	2	1	15	46	4	
			c d e								
Effective Column n											
	51	788	114	120	208	172	91	135	805	32	
Unweighted base	86	1340	193	204	353	292	154	230	1368	55	
Weighted base	76	1344	171	196	323	254	144	331	1330	85	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your paid TV provider by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	36%	26%	42%	36%	35% **	**		34%	37%
	506	151	355	340	166			239	267
	-		A						
Phone call	17%	15%	18%	15%	20% **	**		19%	15%
	242	89	153	147	95			137	105
	-								
Text message	16%	8%	22%	17%	16% **	**		16%	17%
	233	46	187	159	74			111	122
	-		A						
Email/ online portal	54%	42%	62%	54%	54% **	**		55%	53%
	767	245	522	515	252			391	376
	-		A						
Other	1%	0%	2%	1%	1% **	**		1%	1%
	13	0	13	8	5			9	4
	-		a						
No preference	10%	12%	8%	11%	8% **	**		12%	8%
	143	72	71	104	39			84	59
	-								
Don't know	8%	7%	9%	9%	7% **	**		7%	9%
	117	40	77	83	34			51	65
	-								
Effective Column n									
	839	164	675	560	279	0	0	402	437
Unweighted base	1426	279	1147	952	474	0	0	683	743
Weighted base	1420	579	841	952	467	0	0	706	714
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your paid TV provider by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	33%	35%	37%	42%	35%	28%	33%	39%	31%	34%	36%	41%	33%	39%
	66	152	170	77	116	41	239	267	94	145	112	155	233	271
					-		-	-						
Phone call	22%	18%	13%	15%	18%	23%	18%	16%	17%	19%	16%	16%	17%	17%
	44	77	59	28	59	34	131	111	51	80	51	61	124	118
					-		-	-						
Text message	16%	19%	19%	14%	10%	6%	17%	16%	16%	17%	14%	18%	17%	16%
	32	80	88	25	34	9	123	110	48	75	44	67	123	109
		f	f		-		-	-						
Email/ online portal	49%	63%	59%	37%	38%	39%	58%	50%	63%	54%	58%	44%	62%	46%
	100	272	270	67	125	57	423	344	190	233	180	164	445	320
		a D F	D f		-		-	-	F	f	f		B	
Other	0%	1%	1%	1%	2%	3%	1%	1%	1%	1%	1%	1%	1%	1%
	0	4	4	2	6	4	8	5	3	6	2	3	5	8
					-		-	-						
No preference	15%	8%	8%	10%	13%	16%	10%	10%	7%	11%	9%	11%	7%	13%
	30	34	38	17	41	23	72	71	22	49	28	43	51	91
					-		-	-						a
Don't know	5%	5%	7%	14%	16%	17%	6%	10%	5%	7%	8%	12%	4%	12%
	10	23	33	26	51	25	46	71	16	30	24	47	30	86
				a b	-	a b c	-	-						A
Effective Column n														
	111	258	274	112	195	84	445	394	186	259	175	219	412	423
Unweighted base	189	439	465	191	332	142	756	670	316	440	297	373	700	719
Weighted base	203	430	458	183	326	146	734	686	301	433	309	377	716	700
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your paid TV provider by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	29%	33%	34%	40%	39%	39%	37%	31%	40%	36%	35%	38%	30%	32%	45%	**
	36	43	47	48	56	46	50	43	54	421	42	29	14	331	172	
										-					a	
Phone call	27%	26%	15%	12%	13%	14%	18%	14%	11%	17%	21%	20%	16%	19%	11%	**
	33	34	22	14	18	16	24	20	15	194	26	15	7	201	41	
										-				b		
Text message	19%	13%	17%	12%	19%	18%	20%	12%	16%	16%	16%	15%	20%	17%	15%	**
	23	18	24	15	27	21	27	17	22	192	20	11	9	172	58	
										-						
Email/ online portal	44%	52%	49%	58%	50%	65%	64%	50%	58%	54%	55%	52%	54%	53%	57%	**
	53	68	68	69	70	76	85	69	78	636	67	40	25	546	219	
										-						
Other	1%	1%	0%	2%	0%	1%	1%	2%	1%	1%	0%	2%	1%	1%	2%	**
	1	2	0	2	0	1	2	3	1	11	0	1	0	6	7	
										-						
No preference	16%	7%	10%	4%	15%	11%	13%	10%	6%	10%	10%	7%	14%	11%	9%	**
	19	9	14	5	21	13	18	13	8	119	12	5	6	109	33	
										-						
Don't know	6%	11%	12%	7%	3%	6%	3%	11%	12%	8%	7%	13%	7%	7%	11%	**
	7	15	17	8	4	7	3	16	17	95	9	10	3	73	42	
										-						
Effective Column n																
	53	57	58	54	57	54	56	58	58	505	113	112	109	556	281	2
Unweighted base	90	97	98	92	97	91	96	99	98	858	192	190	186	945	477	4
Weighted base	121	132	141	119	141	116	133	137	135	1176	122	76	46	1029	386	5
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your paid TV provider by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Post	31%	36%	35%	44%	41%	38%	40%	23%	35%	46%
	24	482	60	85	133	96	58	75	463	40
				f	F	f	f			
Phone call	32%	16%	17%	14%	17%	18%	17%	18%	17%	19%
	24	218	29	28	55	45	25	60	226	17
	b									
Text message	22%	16%	17%	14%	18%	21%	21%	10%	17%	5%
	17	216	28	28	59	53	30	34	229	4
									b	
Email/ online portal	49%	54%	42%	44%	58%	68%	66%	46%	57%	8%
	37	730	72	86	187	174	95	154	760	7
					a b	A B F	a b f		B	
Other	4%	1%	2%	2%	0%	1%	0%	1%	1%	0%
	3	10	3	4	1	3	0	2	13	0
No preference	12%	10%	13%	10%	9%	7%	10%	11%	10%	10%
	9	133	23	20	30	19	14	37	134	9
Don't know	8%	8%	16%	14%	7%	2%	3%	8%	8%	18%
	6	110	28	28	24	5	5	28	101	16
			c D e	D e	d			d		a
Effective Column n										
	51	788	114	120	208	172	91	135	805	32
Unweighted base	86	1340	193	204	353	292	154	230	1368	55
Weighted base	76	1344	171	196	323	254	144	331	1330	85
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your broadband provider by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	34%	19%	45%	34%	34% **	**		34%	35%
	484	110	374	324	160			237	248
	-		A						
Phone call	21%	18%	23%	21%	23% **	**		23%	19%
	303	106	197	196	107			166	138
	-								
Text message	20%	11%	27%	20%	21% **	**		20%	20%
	291	63	228	194	97			144	146
	-		A						
Email/ online portal	67%	53%	77%	68%	65% **	**		70%	65%
	955	310	646	651	304			494	461
	-		A						
Other	0%	0%	1%	0%	0% **	**		1%	0%
	6	0	6	4	2			4	2
	-								
No preference	6%	7%	5%	7%	5% **	**		7%	5%
	88	43	45	65	23			52	36
	-								
Don't know	4%	7%	2%	4%	4% **	**		3%	5%
	55	40	15	35	21			22	33
	-	B							
Effective Column n									
	839	164	675	560	279	0	0	402	437
Unweighted base	1426	279	1147	952	474	0	0	683	743
Weighted base	1420	579	841	952	467	0	0	706	714
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your broadband provider by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	32%	34%	36%	34%	33%	31%	30%	38%	25%	34%	36%	40%	32%	37%
	66	148	164	62	107	45	223	261	74	149	111	149	226	256
					-		-	-				c		
Phone call	25%	23%	19%	18%	20%	23%	21%	22%	19%	23%	21%	22%	21%	22%
	51	97	88	32	67	34	155	148	56	99	64	84	149	153
					-		-	-						
Text message	18%	23%	23%	17%	15%	11%	19%	22%	17%	21%	18%	24%	21%	20%
	37	100	106	32	48	16	143	148	52	91	57	91	148	141
					-		-	-						
Email/ online portal	58%	70%	72%	62%	63%	63%	74%	60%	80%	69%	67%	55%	71%	64%
	117	301	332	114	205	91	542	414	241	301	208	206	506	448
			a		-		-	-	d e F	F	f		b	
Other	1%	0%	0%	0%	1%	2%	0%	0%	0%	1%	0%	1%	0%	1%
	2	1	0	0	3	3	3	3	1	2	1	2	2	4
					-		-	-						
No preference	12%	4%	5%	6%	7%	9%	6%	7%	5%	6%	8%	6%	5%	7%
	25	19	21	11	23	13	41	47	16	25	24	23	38	50
	b c				-		-	-						
Don't know	2%	4%	3%	7%	6%	6%	2%	6%	2%	2%	3%	9%	2%	6%
	4	18	12	13	20	8	13	43	5	8	10	32	13	41
					-		-	-				c d		a
Effective Column n														
	111	258	274	112	195	84	445	394	186	259	175	219	412	423
Unweighted base	189	439	465	191	332	142	756	670	316	440	297	373	700	719
Weighted base	203	430	458	183	326	146	734	686	301	433	309	377	716	700
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your broadband provider by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	25%	34%	31%	34%	41%	43%	34%	28%	40%	34%	29%	38%	33%	31%	42%	**
	31	45	44	40	57	49	45	38	55	405	35	29	15	320	163	
										-					a	
Phone call	36%	30%	17%	20%	15%	23%	20%	14%	16%	21%	19%	30%	22%	22%	19%	**
	44	40	24	24	22	26	27	19	22	247	23	23	10	229	72	
										-						
Text message	24%	16%	24%	12%	28%	19%	21%	17%	22%	20%	22%	19%	21%	19%	23%	**
	29	21	34	14	39	21	28	23	29	240	27	15	10	198	90	
										-						
Email/ online portal	56%	63%	61%	72%	51%	78%	80%	63%	82%	67%	70%	66%	64%	63%	80%	**
	68	83	86	86	72	90	106	87	112	790	86	50	29	645	308	
						e	a e		a e	-					A	
Other	1%	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	**
	1	1	3	0	0	0	0	0	0	5	0	0	0	5	1	
										-						
No preference	13%	1%	8%	4%	13%	4%	8%	7%	2%	7%	4%	1%	5%	7%	5%	**
	16	2	11	5	18	5	10	10	3	79	5	1	3	67	21	
										-						
Don't know	3%	7%	4%	1%	1%	1%	1%	10%	6%	4%	6%	5%	3%	4%	3%	**
	4	9	5	1	2	1	1	14	8	44	7	4	1	45	10	
										-						
Effective Column n																
	53	57	58	54	57	54	56	58	58	505	113	112	109	556	281	2
Unweighted base	90	97	98	92	97	91	96	99	98	858	192	190	186	945	477	4
Weighted base	121	132	141	119	141	116	133	137	135	1176	122	76	46	1029	386	5
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC1. Please think about communication from organisations that you have a relationship with. Which types of communication would you be happy to receive from: Your broadband provider by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Post	33%	34%	37%	40%	39%	40%	34%	20%	35%	24%
	25	459	64	79	125	101	49	67	460	21
			f	f	F	F				
Phone call	34%	21%	25%	20%	20%	25%	19%	20%	22%	16%
	26	277	43	39	64	64	27	67	286	13
	b									
Text message	25%	20%	22%	28%	20%	23%	19%	14%	21%	7%
	19	272	38	55	66	58	27	48	284	6
									b	
Email/ online portal	60%	68%	56%	68%	69%	78%	85%	55%	71%	15%
	45	910	96	132	222	198	123	184	939	13
					a f	A F	A b c F		B	
Other	0%	0%	1%	1%	1%	0%	0%	0%	0%	2%
	0	6	2	1	2	0	1	0	4	2
No preference	8%	6%	9%	3%	8%	3%	4%	8%	6%	12%
	6	82	15	6	27	9	6	26	78	10
Don't know	6%	4%	9%	5%	3%	0%	1%	6%	2%	30%
	5	51	15	10	10	1	1	19	30	25
			D e	d				d		A
Effective Column n										
	51	788	114	120	208	172	91	135	805	32
Unweighted base	86	1340	193	204	353	292	154	230	1368	55
Weighted base	76	1344	171	196	323	254	144	331	1330	85
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your bank/ building society? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	40%	46%	39%	40%	36%	40%	46%	39%	41%
	551	138	414	193	75	174	109	264	287
	-	b							
Phone	5%	5%	6%	6%	5%	5%	5%	6%	5%
	75	15	60	29	10	23	12	42	33
	-								
Text	9%	11%	8%	9%	8%	10%	7%	7%	11%
	119	32	87	42	16	45	16	45	74
	-								a
Email	45%	35%	47%	44%	50%	44%	42%	47%	43%
	609	103	506	210	105	194	101	315	294
	-		A						
Other	1%	3%	0%	1%	1%	1%	1%	1%	1%
	13	9	3	5	3	3	1	9	4
	-	B							
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	1009	89	920	350	175	310	175	487	522
Unweighted base	1525	134	1391	529	264	468	264	736	789
Weighted base	1366	296	1070	479	208	439	239	675	692
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your bank/ building society? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	38%	35%	42%	42%	48%	56%	38%	43%	35%	40%	48%	38%	38%	43%
	73	166	189	51	121	72	276	275	94	182	137	137	275	276
					-	a b	-	-			c			
Phone	10%	6%	3%	2%	5%	7%	5%	6%	4%	5%	7%	5%	6%	4%
	18	30	15	2	12	10	35	40	10	25	21	19	45	28
					-		-	-						
Text	13%	12%	7%	5%	3%	1%	6%	12%	7%	6%	9%	14%	9%	8%
	26	55	30	6	8	2	44	74	18	27	25	50	66	52
	c f	f			-		-	-				c d		
Email	39%	46%	47%	52%	43%	33%	50%	39%	53%	47%	35%	42%	46%	43%
	75	214	213	63	107	43	358	251	142	215	98	153	329	277
					-		-	-	E f	e				
Other	0%	1%	1%	0%	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%
	1	4	5	0	3	3	8	5	3	5	3	2	5	8
					-		-	-						
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n														
	147	340	341	105	180	76	545	464	218	327	203	261	529	474
Unweighted base	222	514	516	158	272	115	824	701	330	494	307	394	800	716
Weighted base	193	469	453	122	250	130	722	645	268	454	284	360	720	640
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your bank/ building society? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	35%	38%	46%	29%	42%	50%	39%	40%	47%	41%	38%	39%	35%	39%	43%	**
	32	51	63	35	56	58	66	54	62	478	36	25	12	373	178	
										-						
Phone	4%	8%	2%	8%	7%	4%	7%	6%	4%	6%	3%	5%	5%	6%	3%	**
	3	11	2	10	9	5	12	8	5	67	3	3	2	61	14	
										-						
Text	13%	7%	7%	10%	10%	7%	7%	6%	13%	9%	9%	7%	12%	10%	5%	**
	12	10	10	12	14	8	12	8	17	102	8	5	4	97	20	
										-				b		
Email	48%	44%	40%	52%	41%	39%	47%	48%	36%	44%	50%	48%	47%	43%	47%	**
	44	60	54	63	55	46	79	65	48	513	48	31	17	415	192	
										-						
Other	0%	3%	5%	1%	0%	0%	0%	0%	0%	1%	0%	1%	1%	1%	1%	**
	0	4	7	1	0	0	0	0	0	11	0	1	0	8	4	
										-						
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n																
	55	73	72	68	79	72	87	79	69	654	118	120	116	663	344	1
Unweighted base	83	111	109	103	119	109	132	119	104	989	178	182	176	1003	520	2
Weighted base	91	136	136	120	134	117	170	135	133	1171	96	63	36	955	408	2
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your bank/ building society? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Post	39%	40%	37%	37%	46%	39%	34%	44%	40%	**	
	28	523	64	71	153	108	65	89	529		
Phone	20%	5%	3%	5%	7%	7%	4%	6%	5%	**	
	15	60	5	10	23	18	7	12	67		
	B										
Text	12%	9%	8%	13%	8%	7%	7%	10%	9%	**	
	8	110	15	25	25	20	13	21	118		
Email	29%	45%	50%	43%	40%	46%	56%	38%	45%	**	
	21	588	85	83	133	125	107	76	604		
		a					c		b		
Other	0%	1%	1%	1%	0%	1%	0%	2%	1%	**	
	0	12	2	3	0	3	0	5	12		
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-		
Effective Column n											
	60	949	134	137	262	233	134	109	993	13	
Unweighted base	90	1435	202	207	396	352	203	165	1502	20	
Weighted base	72	1294	171	191	335	274	192	203	1330	32	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your gas/ electricity provider? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	37%	37%	37%	37%	34%	40%	35%	38%	36%
	436	77	359	152	66	152	67	228	208
	-								
Phone call	5%	4%	6%	5%	8%	6%	4%	5%	6%
	62	7	55	19	15	22	8	30	33
	-								
Text message	5%	9%	4%	6%	3%	6%	3%	5%	4%
	56	18	38	24	5	21	5	32	23
	-	b							
Email/ online portal	53%	50%	53%	53%	56%	49%	58%	51%	54%
	619	105	515	216	109	184	111	303	316
	-								
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	902	61	841	312	161	283	146	441	462
Unweighted base	1325	90	1235	458	236	416	215	647	678
Weighted base	1174	207	967	410	195	379	190	594	580
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your gas/ electricity provider? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	44%	37%	35%	31%	36%	42%	34%	41%	33%	35%	42%	39%	35%	40%
	62	157	132	35	82	50	211	225	76	135	105	121	214	220
					-		-	-						
Phone call	11%	5%	4%	2%	4%	7%	5%	6%	5%	4%	6%	6%	5%	5%
	16	21	16	2	10	8	29	33	12	17	15	19	33	28
	c d				-		-	-						
Text message	8%	7%	4%	2%	1%	0%	4%	5%	5%	4%	5%	5%	6%	3%
	11	28	15	2	2	0	27	29	11	16	12	16	38	17
					-		-	-					b	
Email/ online portal	37%	51%	57%	65%	59%	51%	57%	48%	57%	56%	47%	50%	54%	52%
	52	216	219	73	133	60	351	269	133	218	115	154	329	289
		a	A	A	-		-	-						
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n														
	111	316	302	100	173	74	484	419	198	285	183	236	461	436
Unweighted base	163	464	443	147	254	108	710	615	291	419	269	346	677	640
Weighted base	141	423	381	111	227	117	618	556	232	386	247	309	614	554
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your gas/ electricity provider? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	30%	50%	33%	36%	38%	37%	33%	30%	44%	37%	30%	50%	47%	37%	37%	**
	29	60	39	41	40	39	45	33	47	373	25	26	12	296	138	
										-						
Phone call	8%	5%	5%	10%	4%	6%	5%	5%	2%	6%	4%	4%	5%	6%	5%	**
	8	6	6	11	4	7	7	5	2	56	3	2	1	44	18	
										-						
Text message	5%	3%	4%	6%	7%	0%	8%	4%	6%	5%	4%	3%	7%	6%	2%	**
	5	4	4	7	8	0	11	4	6	49	4	1	2	49	6	
										-				b		
Email/ online portal	56%	41%	59%	48%	50%	56%	55%	62%	48%	53%	62%	43%	41%	51%	57%	**
	54	49	70	55	53	58	76	67	52	533	52	23	11	406	213	
										-						
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n																
	57	68	68	67	63	67	77	68	62	597	108	105	93	588	313	2
Unweighted base	83	100	100	99	92	98	113	100	91	876	158	154	137	863	459	3
Weighted base	96	119	120	114	105	103	138	109	107	1010	84	53	27	795	375	4
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your gas/ electricity provider? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Post	51%	36%	39%	31%	44%	37%	29%	37%	36%	**	
	32	405	59	55	132	88	43	58	412		
	b										
Phone call	9%	5%	5%	6%	4%	8%	4%	5%	5%	**	
	5	57	8	10	13	19	6	7	62		
Text message	3%	5%	3%	8%	5%	2%	4%	5%	5%	**	
	2	54	5	15	16	6	6	8	56		
Email/ online portal	38%	54%	53%	55%	46%	53%	63%	53%	54%	**	
	24	595	81	97	140	126	94	82	614		
		a							B		
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-		
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-		
Effective Column n											
	52	851	123	133	242	204	112	88	889		11
Unweighted base	76	1249	180	196	355	300	165	129	1306		16
Weighted base	63	1111	153	177	301	238	149	156	1143		26
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your local council or tax office? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	57%	52%	58%	58%	55%	55%	57%	57%	56%
	595	105	490	220	89	184	102	301	294
	-								
Phone call	6%	3%	6%	5%	7%	7%	3%	7%	4%
	58	6	52	18	11	23	6	35	23
	-								
Text message	4%	7%	3%	5%	2%	4%	2%	5%	2%
	40	15	25	19	4	14	4	29	11
	-	b						b	
Email/ online portal	34%	38%	33%	32%	35%	34%	38%	31%	37%
	359	77	282	119	57	116	67	166	193
	-								
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	808	62	746	297	138	236	137	396	412
Unweighted base	1189	91	1098	437	203	347	202	583	606
Weighted base	1052	202	850	377	161	336	179	531	521
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your local council or tax office? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	50%	47%	60%	74%	72%	71%	54%	60%	52%	55%	57%	63%	50%	64%
	64	169	215	73	145	74	309	286	121	187	124	162	277	318
			b	a B c	-	a B	-	-						A
Phone call	8%	8%	2%	3%	5%	8%	6%	5%	6%	5%	6%	5%	7%	4%
	10	28	9	3	11	8	32	26	14	18	14	12	36	21
		c			-		-	-						
Text message	7%	5%	3%	0%	0%	0%	2%	6%	2%	2%	6%	6%	5%	3%
	9	20	11	0	0	0	12	28	5	7	13	15	26	14
					-		-	-						
Email/ online portal	34%	40%	35%	23%	22%	22%	39%	29%	40%	38%	31%	27%	39%	29%
	43	143	127	23	45	23	222	137	92	129	68	69	216	141
		d f			-		-	-	f	f			b	
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n														
	105	272	283	85	148	64	442	366	185	257	164	202	424	381
Unweighted base	154	400	416	125	218	94	650	539	272	378	241	298	624	560
Weighted base	127	360	362	99	201	104	574	478	232	342	219	259	554	495
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your local council or tax office? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	45%	56%	65%	53%	55%	57%	55%	54%	66%	57%	58%	57%	50%	55%	60%	**
	36	62	70	52	53	54	67	50	64	509	44	31	11	401	194	
										-						
Phone call	10%	8%	5%	6%	6%	5%	7%	4%	4%	6%	2%	3%	4%	6%	5%	**
	8	8	5	6	6	5	9	3	4	54	2	1	1	41	16	
										-						
Text message	7%	2%	3%	4%	7%	1%	4%	2%	5%	4%	3%	3%	7%	5%	2%	**
	6	2	3	4	7	1	4	2	5	35	2	2	2	33	7	
										-						
Email/ online portal	39%	35%	27%	37%	32%	37%	34%	40%	25%	34%	37%	37%	39%	35%	33%	**
	31	38	29	36	31	34	41	37	24	302	28	20	9	251	108	
										-						
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n																
	48	61	62	58	61	60	67	59	55	531	97	102	77	531	276	1
Unweighted base	71	90	91	85	90	88	99	87	81	782	143	150	114	782	406	1
Weighted base	81	111	109	98	96	94	121	92	97	900	76	54	22	727	325	1
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your local council or tax office? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Post	63%	56%	61%	57%	61%	55%	48%	55%	56%	**	
	42	553	76	79	170	124	72	75	574		
Phone call	11%	5%	4%	7%	6%	6%	5%	6%	6%	**	
	7	51	5	10	16	12	8	7	57		
Text message	1%	4%	4%	9%	4%	3%	1%	3%	4%	**	
	1	39	5	12	11	7	2	4	40		
Email/ online portal	25%	35%	31%	27%	30%	36%	46%	36%	35%	**	
	17	343	38	38	83	82	69	49	357		
							b c		b		
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-		
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-		
Effective Column n											
	53	755	103	109	222	186	108	80	797		10
Unweighted base	78	1111	152	160	326	274	159	118	1173		14
Weighted base	67	985	124	138	279	225	150	135	1028		22
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your GP/medical or healthcare professional? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	30%	30%	30%	29%	27%	30%	34%	31%	29%
	445	112	333	145	64	153	83	224	221
	-								
Phone call	33%	36%	33%	36%	35%	30%	35%	32%	35%
	496	135	361	181	80	152	83	229	267
	-								
Text message	17%	18%	17%	18%	14%	21%	11%	15%	19%
	252	68	184	88	33	105	26	108	144
	-					d			
Email/ online portal	18%	14%	20%	17%	22%	18%	19%	21%	16%
	272	54	218	84	50	93	45	151	120
	-		a					b	
Other	1%	2%	1%	0%	2%	1%	2%	1%	1%
	17	7	10	2	5	6	5	11	6
	-								
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	1029	103	926	352	175	332	170	479	549
Unweighted base	1607	161	1446	550	273	519	265	749	858
Weighted base	1482	376	1106	500	232	508	241	723	759
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your GP/medical or healthcare professional? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	22%	28%	32%	35%	36%	38%	29%	31%	27%	31%	32%	30%	28%	32%
	41	144	152	51	106	56	234	211	92	142	99	111	217	227
					-		-	-						
Phone call	35%	31%	32%	39%	40%	40%	33%	34%	36%	30%	37%	32%	33%	34%
	64	159	156	58	117	60	262	235	122	140	115	119	255	239
					-		-	-						
Text message	20%	21%	16%	12%	10%	8%	16%	18%	14%	17%	17%	20%	18%	16%
	37	110	75	18	30	12	125	127	48	77	52	75	140	111
		f			-		-	-						
Email/ online portal	23%	19%	19%	13%	12%	11%	20%	16%	21%	20%	13%	18%	20%	16%
	43	99	94	20	35	16	163	109	71	92	40	69	157	113
					-		-	-						
Other	0%	1%	1%	1%	2%	3%	2%	1%	2%	2%	1%	1%	1%	1%
	1	7	4	1	5	4	13	4	5	8	2	3	8	9
					-		-	-						
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n														
	138	358	344	108	188	80	561	467	241	321	207	260	536	486
Unweighted base	215	560	538	169	293	125	877	730	376	501	324	406	838	760
Weighted base	186	519	481	148	294	148	796	685	338	459	308	377	776	699
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your GP/medical or healthcare professional? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Post	28%	36%	26%	33%	27%	30%	24%	21%	37%	29%	37%	35%	32%	30%	29%	**
	33	51	37	45	39	37	45	29	52	368	43	24	11	313	130	
										-						
Phone call	33%	23%	31%	30%	39%	45%	32%	38%	33%	34%	33%	30%	38%	31%	38%	**
	39	32	44	41	55	55	60	53	46	425	38	20	13	324	170	
										-						
Text message	17%	14%	21%	19%	16%	11%	23%	20%	18%	18%	13%	11%	10%	18%	15%	**
	19	20	29	25	22	14	44	29	25	226	15	7	4	183	68	
										-						
Email/ online portal	18%	24%	22%	17%	17%	13%	20%	19%	12%	18%	17%	23%	20%	19%	16%	**
	21	33	31	24	24	16	38	27	16	231	19	15	7	198	74	
										-						
Other	4%	3%	1%	1%	1%	1%	0%	1%	0%	1%	0%	2%	0%	1%	2%	**
	4	5	1	1	2	1	0	2	0	16	1	1	0	10	7	
										-						
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n																
	61	70	74	75	77	73	88	78	69	666	129	125	109	670	357	2
Unweighted base	96	110	115	117	121	114	137	122	108	1040	201	196	170	1047	557	3
Weighted base	116	141	143	135	141	123	187	140	139	1265	115	68	34	1028	450	4
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Your GP/medical or healthcare professional? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Post	36%	30%	26%	38%	36%	24%	23%	32%	29%	**	
	29	416	51	78	128	73	45	70	406		
				d e	d e						
Phone call	33%	34%	32%	33%	36%	33%	31%	33%	34%	**	
	26	470	62	68	130	102	61	73	482		
Text message	17%	17%	20%	13%	13%	21%	16%	20%	17%	**	
	14	238	38	27	46	65	32	43	248		
Email/ online portal	12%	19%	19%	13%	14%	22%	29%	15%	19%	**	
	10	262	36	28	50	69	57	32	270		
							b c f		b		
Other	3%	1%	3%	3%	1%	0%	0%	0%	1%	**	
	2	15	6	6	3	1	1	0	17		
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-		
Effective Column n											
	60	968	139	140	270	238	131	110	1009		18
Unweighted base	94	1513	217	219	422	372	205	172	1576		28
Weighted base	81	1401	193	207	358	309	197	218	1424		53
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Organisations you have a membership with? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Post	26%	29%	25%	25%	31%	27%	24%	28%	24%
	260	60	200	83	49	88	40	144	116
	-								
Phone call	6%	10%	5%	5%	3%	9%	3%	6%	5%
	57	20	37	17	4	31	5	33	25
	-	b							
Text message	13%	15%	12%	15%	13%	11%	12%	9%	16%
	126	31	95	50	21	36	20	48	78
	-								a
Email/ online portal	55%	46%	58%	55%	53%	53%	61%	56%	55%
	549	95	454	186	84	177	103	283	266
	-		a						
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	0	1	1	0	0	0	1	1
	-								
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	748	62	686	258	134	229	126	370	378
Unweighted base	1134	94	1040	392	204	347	191	561	573
Weighted base	994	206	788	338	157	331	168	508	485
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Organisations you have a membership with? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Post	13%	20%	30%	42%	39%	38%	24%	29%	27%	22%	26%	32%	22%	31%
	18	68	99	37	74	38	134	126	65	70	51	75	121	138
			a b	A B	-	A b	-	-						a
Phone call	10%	6%	2%	6%	9%	12%	7%	4%	6%	7%	6%	3%	6%	6%
	13	20	7	5	17	12	38	19	15	23	12	7	30	27
	c				-	c	-	-						
Text message	27%	12%	13%	5%	4%	3%	11%	14%	10%	12%	13%	15%	14%	11%
	36	40	42	4	8	3	64	61	24	40	27	35	78	48
	B c D F		f		-		-	-						
Email/ online portal	50%	62%	55%	48%	47%	46%	58%	52%	57%	59%	55%	49%	57%	53%
	67	211	182	43	89	46	326	223	138	188	109	114	309	238
					-		-	-						
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	1	0	0	0	1	1	0	0	0	1	1	0
					-		-	-						
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n														
	108	260	248	75	131	57	425	323	185	239	151	172	405	340
Unweighted base	164	394	376	114	199	86	644	490	281	363	229	261	614	515
Weighted base	134	340	330	89	187	100	563	431	243	321	199	231	539	451
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Organisations you have a membership with? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Post	30%	29%	22%	21%	24%	38%	23%	20%	33%	26%	27%	32%	11%	26%	26%	**	
	21	21	23	18	21	35	27	20	35	222	20	15	3	178	82		
										-							
Phone call	2%	4%	3%	9%	7%	3%	10%	4%	5%	5%	5%	10%	8%	7%	3%	**	
	2	3	4	8	7	2	12	4	5	46	4	5	2	48	9		
										-				b			
Text message	21%	8%	12%	11%	14%	10%	13%	13%	9%	12%	12%	13%	27%	14%	10%	**	
	15	6	13	9	12	10	15	13	10	104	9	6	7	93	31		
										-							
Email/ online portal	47%	59%	63%	59%	55%	49%	53%	64%	53%	56%	55%	45%	53%	53%	61%	**	
	34	43	66	52	50	46	62	64	57	473	40	21	15	357	192		
										-					a		
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	**	
	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0		
										-							
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Effective Column n																	
	41	43	56	51	55	56	61	60	56	479	92	89	88	489	257		1
Unweighted base	62	65	85	77	84	85	92	91	85	726	139	135	134	742	390		2
Weighted base	72	73	105	87	90	94	116	101	108	846	72	48	28	677	315		2
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC2. And which type of communication would you most like to receive from... Organisations you have a membership with? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Post	24%	26%	36%	28%	29%	25%	14%	26%	25%	**	
	16	244	42	32	69	59	19	39	243		
			e		e						
Phone call	17%	5%	3%	2%	7%	5%	3%	12%	5%	**	
	11	46	3	2	17	13	4	18	47		
	B										
Text message	9%	13%	9%	12%	12%	13%	14%	15%	13%	**	
	6	120	10	13	29	31	18	23	126		
Email/ online portal	49%	56%	52%	58%	52%	56%	69%	47%	56%	**	
	33	517	61	67	127	132	93	70	542		
							c f		B		
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	1	0	0	1	0	0	0	1		
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-		
Effective Column n											
	49	699	92	88	190	194	102	83	736		10
Unweighted base	74	1060	139	133	288	294	154	126	1116		15
Weighted base	66	927	116	115	243	235	134	150	959		30
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I value the option to be able to use the postal service by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	55%	60%	52%	56%	56%	55%	53%	52%	59%
	1683	696	987	571	285	561	266	771	912
	-	B							a
Slightly agree	31%	29%	33%	32%	28%	31%	33%	33%	29%
	954	330	624	330	144	315	165	496	458
	-		a						
Neither agree nor disagree	10%	8%	11%	10%	11%	10%	11%	11%	9%
	307	92	216	97	58	97	55	169	138
	-		a						
Slightly disagree	2%	2%	2%	1%	2%	3%	2%	3%	1%
	60	22	38	10	10	29	11	39	21
	-								
Strongly disagree	1%	1%	1%	0%	2%	1%	1%	1%	1%
	33	13	20	5	11	12	6	13	20
	-								
I don't know	0%	0%	0%	0%	0%	0%	1%	0%	0%
	10	4	6	4	0	3	3	6	4
	-								
NET: Agree	87%	89%	85%	89%	85%	86%	85%	85%	88%
	2637	1027	1610	900	429	877	431	1266	1371
	-	b							a
NET: Disagree	3%	3%	3%	1%	4%	4%	3%	3%	3%
	93	36	57	15	20	41	17	52	41
	-				a	a			
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I value the option to be able to use the postal service by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	33%	46%	62%	73%	73%	73%	58%	53%	57%	58%	54%	51%	50%	61%
	143	447	605	237	488	251	931	753	380	551	356	397	801	879
		A	A B	A B c	-	A B c	-	-						A
Slightly agree	38%	38%	28%	23%	22%	21%	32%	31%	33%	31%	29%	32%	35%	27%
	162	370	274	75	148	73	512	442	217	295	192	250	565	389
	c d F	C D F			-		-	-					B	
Neither agree nor disagree	21%	12%	8%	3%	3%	3%	8%	13%	7%	9%	11%	13%	11%	8%
	90	120	78	8	19	11	128	179	45	83	75	105	180	121
	b C D F	c D F	d f		-		-	-			c	c d	b	
Slightly disagree	5%	3%	1%	0%	0%	0%	2%	2%	2%	1%	3%	2%	2%	2%
	23	25	11	1	1	0	27	33	13	13	19	14	30	28
	C d f	f			-		-	-						
Strongly disagree	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	2%
	5	9	6	5	11	8	16	17	8	8	7	10	10	23
					-		-	-						
I don't know	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%
	4	5	1	0	1	1	2	9	0	2	5	3	7	4
					-		-	-						
NET: Agree	71%	84%	90%	96%	95%	94%	89%	83%	90%	89%	84%	83%	86%	88%
	305	817	879	312	636	324	1443	1194	597	846	547	647	1367	1268
		A	A b	A B c	-	A B	-	-	e f	e f				
NET: Disagree	7%	3%	2%	2%	2%	2%	3%	3%	3%	2%	4%	3%	3%	4%
	28	34	17	6	12	8	43	50	22	21	26	24	40	51
	c				-		-	-						
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I value the option to be able to use the postal service by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Strongly agree	52%	48%	59%	54%	50%	53%	47%	62%	68%	55%	58%	61%	56%	53%	61%	**
	128	138	169	139	152	130	160	196	185	1399	141	93	51	1192	488	
								g	b e g	-					a	
Slightly agree	31%	36%	29%	28%	31%	31%	42%	26%	22%	31%	35%	28%	36%	32%	28%	**
	76	103	83	74	93	77	145	83	60	794	84	42	33	726	226	
							h i			-						
Neither agree nor disagree	16%	12%	8%	10%	15%	12%	9%	8%	8%	11%	5%	8%	7%	11%	8%	**
	38	33	23	26	47	29	31	26	22	275	13	13	6	246	61	
										-						
Slightly disagree	1%	2%	3%	4%	4%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%	**
	2	7	8	10	11	5	2	6	2	54	2	3	1	50	10	
										-						
Strongly disagree	1%	2%	0%	3%	0%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	**
	2	5	1	8	1	2	3	4	4	29	3	1	0	27	6	
										-						
I don't know	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	**
	0	1	1	2	1	3	1	0	0	9	0	1	0	7	3	
										-						
NET: Agree	83%	84%	88%	82%	80%	84%	89%	89%	90%	86%	92%	89%	92%	85%	90%	**
	205	241	252	213	245	207	305	279	246	2193	225	135	84	1917	714	
										-					a	
NET: Disagree	2%	4%	3%	7%	4%	3%	2%	3%	2%	3%	2%	2%	1%	3%	2%	**
	4	12	9	18	12	7	5	10	6	83	5	4	1	77	16	
										-						
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I value the option to be able to use the postal service by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Strongly agree	57%	55%	54%	59%	54%	53%	54%	57%	54%	72%	
	111	1572	198	261	358	304	174	388	1563	117	
										A	
Slightly agree	25%	32%	28%	27%	33%	35%	35%	29%	32%	18%	
	48	906	105	119	222	201	111	197	925	29	
									b		
Neither agree nor disagree	12%	10%	14%	10%	10%	9%	8%	11%	10%	7%	
	23	284	50	44	64	52	26	72	294	11	
Slightly disagree	5%	2%	2%	2%	2%	3%	2%	1%	2%	1%	
	10	50	6	11	10	18	8	7	59	1	
	b										
Strongly disagree	2%	1%	3%	1%	1%	0%	1%	1%	1%	2%	
	3	30	10	5	7	2	3	6	30	3	
I don't know	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	
	0	10	1	0	2	1	0	6	8	2	
NET: Agree	81%	87%	82%	86%	88%	87%	89%	87%	86%	90%	
	159	2478	303	380	580	505	285	585	2487	146	
NET: Disagree	7%	3%	4%	4%	3%	3%	3%	2%	3%	2%	
	13	80	16	16	17	20	11	13	89	4	
	b										
Effective Column n											
	130	1730	250	265	442	404	202	295	1791	65	
Unweighted base	210	2805	406	430	717	655	328	479	2903	105	
Weighted base	196	2852	371	440	663	578	321	676	2879	163	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send emails rather than letters whenever possible by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	31%	35%	29%	31%	33%	31%	28%	32%	30%
	945	400	545	317	169	319	140	473	472
	-	b							
Slightly agree	31%	24%	36%	31%	31%	29%	36%	33%	30%
	951	276	675	318	156	294	183	491	460
	-		A						
Neither agree nor disagree	18%	11%	22%	19%	16%	19%	16%	19%	17%
	545	125	420	190	80	193	81	283	261
	-		A						
Slightly disagree	9%	9%	8%	8%	7%	9%	9%	8%	9%
	260	105	155	82	37	93	47	114	145
	-								
Strongly disagree	11%	21%	5%	11%	12%	11%	10%	8%	13%
	332	246	87	107	58	115	51	125	207
	-	B							A
I don't know	0%	0%	0%	0%	1%	0%	1%	0%	1%
	15	6	9	3	6	3	3	7	8
	-								
NET: Agree	62%	58%	65%	62%	64%	60%	64%	65%	60%
	1896	677	1219	634	325	613	323	964	932
	-		a					b	
NET: Disagree	19%	30%	13%	19%	19%	20%	20%	16%	23%
	592	351	241	189	96	208	99	239	353
	-	B							A
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send emails rather than letters whenever possible by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	47%	36%	29%	18%	16%	16%	33%	29%	34%	32%	32%	27%	36%	26%
	202	351	280	58	110	54	526	419	222	304	209	210	567	375
	b C D F	c D F	d F		-		-	-					B	
Slightly agree	32%	35%	29%	27%	29%	30%	33%	30%	33%	32%	32%	28%	32%	30%
	138	337	285	89	191	102	527	424	218	309	207	217	514	436
					-		-	-						
Neither agree nor disagree	12%	18%	20%	19%	18%	17%	18%	18%	16%	19%	17%	19%	19%	16%
	50	177	198	63	120	57	286	259	109	177	108	151	304	236
			a		-		-	-						
Slightly disagree	4%	7%	10%	13%	11%	8%	8%	9%	9%	7%	9%	9%	7%	10%
	19	68	101	42	71	29	130	130	61	69	56	74	114	146
			a	a b	-		-	-						a
Strongly disagree	3%	4%	11%	22%	26%	30%	9%	13%	8%	9%	11%	15%	6%	17%
	13	40	107	70	172	102	139	193	51	88	73	120	92	240
			A B	A B C	-	A B C	-	-				c d		A
I don't know	1%	0%	0%	1%	1%	0%	0%	1%	0%	1%	0%	1%	0%	1%
	4	3	4	3	4	1	8	7	2	5	0	7	3	11
					-		-	-						
NET: Agree	80%	71%	58%	45%	45%	45%	65%	59%	66%	64%	64%	55%	68%	56%
	340	688	565	148	301	156	1053	843	440	613	416	427	1081	811
	b C D F	C D F	d f		-		-	-	F	f	f		B	
NET: Disagree	8%	11%	21%	35%	36%	38%	17%	23%	17%	16%	20%	25%	13%	27%
	32	108	208	113	243	131	269	323	112	157	129	194	206	385
			A B	A B C	-	A B C	-	-				c d		A
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send emails rather than letters whenever possible by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Strongly agree	25%	34%	34%	33%	32%	31%	31%	37%	30%	32%	24%	28%	28%	32%	28%	**
	63	97	96	85	98	75	105	115	83	818	60	42	26	716	224	
										-						
Slightly agree	31%	26%	27%	32%	30%	33%	39%	28%	32%	31%	35%	31%	28%	31%	32%	**
	78	75	77	83	91	80	133	88	89	794	84	47	25	698	252	
										-						
Neither agree nor disagree	21%	19%	16%	18%	16%	21%	17%	15%	19%	18%	16%	19%	19%	17%	20%	**
	52	56	45	47	49	52	59	47	53	459	40	28	17	385	160	
										-						
Slightly disagree	7%	8%	12%	11%	10%	5%	6%	10%	8%	8%	10%	7%	12%	8%	10%	**
	16	23	33	28	31	11	20	30	22	215	23	11	11	183	77	
										-						
Strongly disagree	13%	13%	12%	6%	12%	10%	7%	11%	9%	10%	15%	16%	12%	11%	10%	**
	32	37	34	15	36	25	23	33	24	260	37	24	11	257	76	
										-						
I don't know	2%	0%	0%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%	**
	6	0	0	2	0	2	2	0	3	14	0	0	1	10	5	
										-						
NET: Agree	57%	60%	61%	65%	62%	63%	70%	65%	63%	63%	59%	59%	56%	63%	60%	**
	141	172	173	168	189	155	238	203	172	1611	144	89	51	1414	476	
										-						
NET: Disagree	20%	21%	24%	17%	22%	15%	12%	20%	17%	19%	25%	23%	24%	20%	19%	**
	48	60	67	43	67	37	43	63	46	475	60	35	22	439	153	
										-						
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send emails rather than letters whenever possible by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		**QJ6: Annual household income**							**QJ2: Internet usage**		
Column %												
Weighted counts												
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**		**NET: Internet user**	**NET: Internet non-user**	
Strongly agree	30%	31%	27%	25%	26%	35%	41%	33%		33%	5%	
	59	886	102	112	174	203	132	222		936	8	
						b c	a B C			B		
Slightly agree	26%	32%	29%	30%	35%	36%	35%	24%		33%	8%	
	51	900	106	133	232	208	112	160		938	13	
					f	f				B		
Neither agree nor disagree	21%	18%	22%	19%	22%	17%	12%	15%		18%	5%	
	41	504	80	83	146	99	38	99		532	8	
					e					B		
Slightly disagree	5%	9%	8%	9%	9%	8%	5%	11%		9%	8%	
	10	249	29	37	56	47	16	74		246	13	
Strongly disagree	16%	11%	12%	17%	8%	3%	7%	18%		8%	70%	
	32	300	43	74	54	19	23	119		219	113	
	b		D	C D e	d			C D e			A	
I don't know	1%	0%	3%	0%	0%	0%	0%	0%		0%	4%	
	2	13	10	1	0	2	0	2		8	7	
			b c d f								A	
NET: Agree	57%	63%	56%	56%	61%	71%	76%	57%		65%	13%	
	111	1785	208	245	406	411	244	382		1874	22	
						A B c F	A B C F			B		
NET: Disagree	22%	19%	20%	25%	17%	11%	12%	29%		16%	78%	
	42	550	73	112	110	66	38	193		464	127	
			d e	c D E	d			a C D E			A	
Effective Column n												
	130	1730	250	265	442	404	202	295		1791	65	
Unweighted base	210	2805	406	430	717	655	328	479		2903	105	
Weighted base	196	2852	371	440	663	578	321	676		2879	163	
Columns	A	B	A	B	C	D	E	F		A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	34%	33%	34%	37%	33%	32%	30%	29%	38%
	1025	381	644	379	166	329	151	438	587
	-								A
Slightly agree	33%	29%	35%	33%	34%	31%	32%	34%	32%
	994	332	663	340	174	319	162	504	490
	-		a						
Neither agree nor disagree	18%	17%	18%	17%	17%	18%	20%	20%	15%
	538	200	338	168	84	186	100	299	239
	-							b	
Slightly disagree	8%	9%	7%	6%	6%	9%	11%	8%	8%
	242	103	139	65	33	88	57	123	119
	-								
Strongly disagree	8%	12%	5%	6%	9%	9%	7%	8%	7%
	232	139	93	61	48	88	35	121	111
	-	B							
I don't know	1%	0%	1%	0%	0%	1%	0%	1%	1%
	17	4	13	4	2	8	2	8	9
	-								
NET: Agree	66%	62%	69%	71%	67%	64%	62%	63%	69%
	2020	712	1307	719	341	648	313	943	1077
	-		A	c d					a
NET: Disagree	16%	21%	12%	12%	16%	17%	18%	16%	15%
	474	242	232	126	80	176	91	244	230
	-	B							
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	29%	32%	36%	35%	35%	35%	35%	32%	36%	35%	32%	31%	32%	35%
	122	313	355	115	234	119	571	454	242	329	209	245	517	506
					-		-	-						
Slightly agree	30%	33%	35%	32%	30%	29%	35%	30%	37%	34%	32%	29%	36%	29%
	128	320	344	104	200	99	564	430	243	321	207	223	574	418
					-		-	-					b	
Neither agree nor disagree	23%	16%	15%	17%	21%	23%	17%	19%	16%	17%	17%	20%	16%	19%
	99	157	145	57	137	81	267	270	105	162	113	157	254	280
	b c				-	b c	-	-						a
Slightly disagree	8%	10%	7%	6%	6%	6%	7%	9%	6%	8%	9%	9%	9%	7%
	34	98	73	18	37	19	114	127	41	73	60	68	137	104
					-		-	-						
Strongly disagree	10%	8%	6%	9%	8%	7%	6%	9%	5%	7%	9%	10%	7%	9%
	42	81	54	29	55	25	96	136	31	66	59	77	105	125
					-		-	-			c	c		
I don't know	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	1%	1%	0%	1%
	3	6	4	3	4	1	3	14	2	1	5	10	7	10
					-		-	-						
NET: Agree	58%	65%	72%	67%	65%	63%	70%	62%	73%	68%	64%	60%	68%	64%
	249	634	700	219	435	218	1135	885	485	650	417	468	1091	924
			a		-		-	-	e F	f			b	
NET: Disagree	18%	18%	13%	15%	14%	13%	13%	18%	11%	15%	18%	19%	15%	16%
	76	179	127	47	92	45	211	263	72	139	118	145	242	230
					-		-	-			c	c		
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Strongly agree	31%	41%	35%	34%	27%	36%	30%	34%	37%	34%	33%	34%	32%	33%	35%	**
	77	117	99	88	81	88	104	107	102	863	81	53	29	748	277	
										-						
Slightly agree	38%	26%	28%	38%	38%	33%	34%	35%	24%	33%	30%	32%	38%	32%	33%	**
	93	74	81	100	116	82	117	111	65	838	74	48	34	730	261	
										-						
Neither agree nor disagree	15%	20%	19%	16%	24%	13%	21%	14%	21%	18%	14%	16%	17%	18%	17%	**
	36	57	53	41	72	31	71	45	56	464	35	24	15	402	135	
										-						
Slightly disagree	8%	8%	10%	5%	7%	8%	9%	5%	10%	8%	10%	6%	8%	8%	9%	**
	19	24	27	14	22	20	31	17	27	201	25	9	7	170	71	
										-						
Strongly disagree	7%	5%	9%	6%	4%	9%	5%	10%	8%	7%	12%	12%	6%	8%	6%	**
	18	13	25	16	12	23	17	33	22	178	29	19	6	188	44	
										-						
I don't know	2%	1%	0%	0%	0%	1%	1%	1%	1%	1%	0%	0%	0%	0%	1%	**
	4	3	0	1	1	2	2	3	2	16	1	0	0	11	6	
										-						
NET: Agree	69%	66%	63%	72%	65%	69%	65%	69%	61%	66%	63%	66%	70%	66%	68%	**
	170	190	180	188	197	170	221	217	167	1701	154	101	64	1478	538	
										-						
NET: Disagree	15%	13%	18%	12%	11%	17%	14%	16%	18%	15%	22%	18%	14%	16%	15%	**
	37	37	53	30	34	43	48	49	49	379	54	28	13	357	115	
										-						
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		**QJ6: Annual household income**						**QJ2: Internet usage**		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Strongly agree	36%	33%	33%	35%	32%	33%	37%		34%	34%	29%
	70	955	124	154	209	193	120		227	978	48
Slightly agree	33%	33%	29%	28%	33%	36%	38%		32%	33%	18%
	65	930	109	124	221	206	122		213	964	30
										b	
Neither agree nor disagree	19%	18%	22%	20%	17%	17%	14%		17%	17%	26%
	38	500	81	90	112	97	45		112	489	43
											a
Slightly disagree	5%	8%	7%	8%	8%	10%	6%		7%	8%	5%
	10	232	27	35	56	58	18		47	233	8
Strongly disagree	7%	8%	7%	7%	9%	4%	5%		11%	7%	19%
	13	219	26	33	60	25	16		72	201	30
					d			d			A
I don't know	0%	1%	1%	1%	1%	0%	0%		1%	0%	2%
	1	16	3	5	5	0	0		5	14	3
											a
NET: Agree	69%	66%	63%	63%	65%	69%	75%		65%	67%	48%
	135	1885	233	277	430	398	241		440	1942	77
							a b c			B	
NET: Disagree	12%	16%	14%	15%	17%	14%	11%		18%	15%	24%
	23	451	54	68	116	83	34		119	434	39
											a
Effective Column n											
	130	1730	250	265	442	404	202		295	1791	65
Unweighted base	210	2805	406	430	717	655	328		479	2903	105
Weighted base	196	2852	371	440	663	578	321		676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	15%	15%	15%	16%	16%	16%	12%	16%	15%
	464	177	287	164	82	158	59	238	226
	-								
Slightly agree	24%	22%	25%	23%	28%	22%	25%	25%	23%
	725	252	473	235	140	221	128	374	351
	-								
Neither agree nor disagree	19%	12%	23%	20%	17%	18%	20%	18%	20%
	574	141	433	204	88	183	99	269	305
	-		A						
Slightly disagree	21%	20%	22%	22%	20%	21%	20%	20%	21%
	635	227	408	219	101	215	100	304	331
	-								
Strongly disagree	21%	31%	15%	19%	18%	23%	23%	20%	21%
	632	354	278	189	94	231	118	299	332
	-	B							
I don't know	1%	1%	1%	1%	0%	1%	0%	1%	1%
	18	8	10	6	2	9	1	9	9
	-								
NET: Agree	39%	37%	40%	39%	44%	37%	37%	41%	37%
	1189	429	760	399	222	379	188	612	577
	-								
NET: Disagree	42%	50%	36%	40%	38%	44%	43%	40%	43%
	1267	580	687	408	195	446	218	603	664
	-	B							
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	23%	19%	13%	12%	8%	5%	14%	17%	15%	14%	18%	16%	17%	13%
	96	182	130	38	56	17	226	238	98	129	115	123	269	195
	C d F	c d F	f	f	-		-	-					b	
Slightly agree	32%	29%	20%	16%	16%	16%	24%	24%	26%	22%	25%	22%	27%	21%
	138	281	197	52	109	56	384	341	173	211	166	175	423	297
	C D F	C D F			-		-	-					b	
Neither agree nor disagree	18%	19%	19%	17%	19%	20%	18%	19%	16%	20%	16%	22%	18%	19%
	76	185	188	56	124	69	298	276	103	195	106	170	291	280
					-		-	-						
Slightly disagree	16%	20%	22%	25%	23%	22%	22%	20%	19%	23%	18%	21%	20%	22%
	68	195	217	80	153	75	352	283	129	223	119	164	313	321
					-		-	-						
Strongly disagree	10%	13%	25%	31%	33%	36%	22%	20%	24%	20%	22%	18%	18%	24%
	41	127	240	100	224	124	349	283	157	192	141	143	291	340
			A B	A B	-	A B c	-	-						a
I don't know	2%	0%	0%	0%	1%	1%	0%	1%	0%	0%	1%	1%	1%	1%
	7	5	3	0	4	3	6	12	3	3	6	6	9	9
					-		-	-						
NET: Agree	55%	47%	34%	28%	25%	21%	38%	40%	41%	36%	43%	38%	43%	34%
	235	463	327	91	164	74	610	579	271	339	281	298	691	492
	C D F	C D F	f		-		-	-					B	
NET: Disagree	25%	33%	47%	55%	56%	58%	43%	40%	43%	44%	40%	39%	38%	46%
	109	323	457	180	376	198	701	566	286	415	260	307	604	662
		a	A B	A B c	-	A B c	-	-						A
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Strongly agree	12%	16%	21%	15%	12%	16%	17%	19%	10%	15%	12%	17%	16%	16%	12%	**
	30	47	60	40	37	39	57	58	29	395	28	26	15	368	96	
										-						
Slightly agree	20%	24%	21%	19%	30%	21%	28%	26%	23%	24%	25%	18%	24%	24%	22%	**
	50	70	60	50	91	52	95	82	63	614	61	28	22	545	177	
										-						
Neither agree nor disagree	21%	18%	14%	19%	17%	23%	23%	20%	21%	19%	13%	19%	16%	19%	19%	**
	53	52	39	49	53	56	78	62	56	498	32	29	15	417	154	
										-						
Slightly disagree	25%	21%	21%	22%	22%	21%	18%	17%	21%	21%	24%	19%	21%	20%	24%	**
	61	61	61	57	66	52	61	52	57	528	59	29	19	447	187	
										-						
Strongly disagree	21%	20%	23%	24%	18%	17%	14%	19%	24%	20%	26%	26%	22%	20%	22%	**
	53	57	66	63	55	43	48	60	65	509	63	39	20	460	171	
										-						
I don't know	0%	0%	0%	1%	1%	2%	1%	0%	1%	1%	0%	0%	0%	0%	1%	**
	1	1	0	2	2	4	4	0	3	16	1	1	0	10	8	
										-						
NET: Agree	32%	41%	42%	35%	42%	37%	44%	45%	33%	39%	37%	36%	40%	41%	34%	**
	79	117	119	90	128	91	152	140	91	1009	89	54	37	913	273	
										-				b		
NET: Disagree	46%	41%	45%	46%	40%	39%	32%	36%	45%	41%	50%	45%	43%	40%	45%	**
	114	118	127	120	121	95	108	112	122	1038	122	68	39	908	359	
										-	g					
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Strongly agree	21%	15%	14%	13%	14%	16%	17%	17%	16%	8%	
	40	424	52	59	90	92	54	117	450	14	
Slightly agree	22%	24%	25%	23%	23%	27%	32%	18%	24%	14%	
	42	683	91	102	154	154	102	122	703	22	
							f		b		
Neither agree nor disagree	21%	19%	27%	18%	19%	19%	18%	15%	19%	8%	
	42	532	99	81	129	108	58	99	558	14	
			f						b		
Slightly disagree	17%	21%	17%	22%	24%	23%	15%	21%	21%	16%	
	34	602	63	96	159	131	47	139	605	26	
Strongly disagree	19%	21%	18%	23%	19%	16%	19%	28%	19%	52%	
	36	595	66	100	124	90	60	192	547	85	
								a c D		A	
I don't know	1%	1%	0%	1%	1%	0%	0%	1%	1%	1%	
	1	17	1	2	6	2	0	7	16	2	
NET: Agree	42%	39%	38%	36%	37%	43%	49%	35%	40%	22%	
	83	1106	143	161	244	246	156	239	1153	36	
							b c f		B		
NET: Disagree	36%	42%	35%	45%	43%	38%	33%	49%	40%	68%	
	70	1197	128	196	284	221	107	330	1152	111	
								a d e		A	
Effective Column n											
	130	1730	250	265	442	404	202	295	1791	65	
Unweighted base	210	2805	406	430	717	655	328	479	2903	105	
Weighted base	196	2852	371	440	663	578	321	676	2879	163	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would feel cut off from society if I couldn't send or receive post by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	33%	38%	30%	35%	32%	32%	33%	29%	37%
	1009	440	570	356	161	325	167	437	572
	-	B							A
Slightly agree	30%	21%	35%	29%	30%	31%	28%	31%	28%
	905	247	657	292	152	321	140	462	443
	-		A						
Neither agree nor disagree	16%	12%	19%	16%	19%	16%	16%	15%	17%
	497	136	361	159	98	161	80	229	268
	-		A						
Slightly disagree	11%	13%	10%	11%	9%	11%	15%	12%	10%
	338	154	184	107	47	110	74	186	151
	-	b							
Strongly disagree	9%	14%	5%	9%	8%	9%	8%	10%	7%
	266	167	99	93	43	92	38	156	110
	-	B						b	
I don't know	1%	1%	1%	1%	1%	1%	1%	2%	1%
	33	15	18	11	6	10	7	23	11
	-								
NET: Agree	63%	59%	65%	64%	62%	63%	61%	60%	65%
	1914	687	1227	648	313	646	307	899	1015
	-		a						a
NET: Disagree	20%	28%	15%	20%	18%	20%	22%	23%	17%
	604	321	283	200	90	202	112	342	261
	-	B						B	
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would feel cut off from society if I couldn't send or receive post by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	14%	24%	38%	50%	52%	53%	34%	32%	36%	32%	31%	33%	28%	39%
	58	232	370	165	347	184	548	461	241	307	204	257	439	568
		A	A B	A B c	-	A B C	-	-						A
Slightly agree	28%	31%	29%	28%	30%	31%	30%	29%	31%	30%	31%	27%	30%	30%
	121	300	287	92	197	106	488	416	207	282	203	213	474	427
					-		-	-						
Neither agree nor disagree	22%	20%	14%	10%	10%	10%	16%	17%	14%	17%	13%	20%	18%	14%
	96	198	137	33	67	34	257	240	96	161	83	157	290	204
	c d F	c d F			-		-	-				e	b	
Slightly disagree	18%	14%	9%	7%	5%	3%	11%	11%	9%	13%	12%	9%	14%	8%
	75	140	91	22	32	10	186	152	62	123	80	72	223	114
	C D F	c d F	f		-		-	-					B	
Strongly disagree	15%	10%	8%	4%	4%	3%	7%	10%	7%	8%	12%	9%	10%	8%
	66	93	82	14	25	11	119	147	47	72	76	72	152	114
	b c D F	d f	f		-		-	-						
I don't know	3%	1%	1%	0%	0%	0%	1%	1%	2%	1%	1%	1%	1%	1%
	11	12	9	1	1	0	18	15	10	8	7	9	17	16
					-		-	-						
NET: Agree	42%	55%	67%	79%	81%	84%	64%	61%	68%	62%	62%	60%	57%	69%
	179	533	657	257	544	289	1036	878	448	589	407	470	913	996
		A	A B	A B c	-	A B C	-	-						A
NET: Disagree	33%	24%	18%	11%	8%	6%	19%	21%	16%	20%	24%	18%	24%	16%
	141	233	173	36	57	21	304	299	109	195	156	144	375	227
	b C D F	c D F	d F		-		-	-					B	
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would feel cut off from society if I couldn't send or receive post by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Strongly agree	35%	27%	39%	30%	31%	36%	31%	31%	42%	33%	31%	37%	23%	32%	36%	**
	86	77	111	79	96	87	107	98	114	855	77	57	21	724	283	
										-		m				
Slightly agree	23%	28%	26%	31%	30%	32%	33%	32%	28%	29%	37%	30%	27%	29%	32%	**
	56	79	73	81	91	78	111	101	76	745	89	45	25	653	250	
										-						
Neither agree nor disagree	16%	16%	18%	17%	18%	17%	18%	16%	14%	17%	13%	13%	20%	17%	15%	**
	39	47	51	44	54	41	60	51	39	426	33	21	18	376	120	
										-						
Slightly disagree	14%	17%	10%	13%	13%	10%	11%	9%	9%	11%	8%	9%	11%	11%	10%	**
	35	48	29	33	38	24	36	28	24	294	20	14	10	256	80	
										-						
Strongly disagree	10%	11%	8%	8%	6%	5%	6%	11%	8%	8%	10%	11%	19%	10%	6%	**
	25	31	21	22	19	13	22	33	21	208	25	16	17	214	51	
										-						
I don't know	2%	2%	0%	0%	2%	1%	2%	1%	0%	1%	0%	0%	1%	1%	1%	**
	6	6	0	1	7	2	6	4	0	32	1	0	1	24	9	
										-						
NET: Agree	58%	54%	65%	61%	61%	67%	64%	63%	69%	63%	68%	67%	50%	61%	67%	**
	142	156	184	160	186	165	218	199	190	1601	166	102	46	1377	533	
										-	m	m				
NET: Disagree	24%	27%	18%	21%	19%	15%	17%	19%	16%	20%	18%	20%	30%	21%	17%	**
	59	78	50	55	58	37	58	61	45	502	45	30	27	470	132	
										-						
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would feel cut off from society if I couldn't send or receive post by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Strongly agree	44%	32%	34%	34%	32%	27%	36%	37%	31%	64%
	86	924	127	149	213	155	116	250	902	104
	b									A
Slightly agree	26%	30%	26%	29%	34%	31%	30%	27%	30%	22%
	50	855	97	130	224	178	96	180	868	36
Neither agree nor disagree	16%	16%	19%	18%	18%	18%	12%	12%	17%	7%
	31	466	71	81	117	106	40	82	483	12
									b	
Slightly disagree	10%	11%	9%	10%	9%	15%	12%	12%	12%	1%
	20	318	34	43	57	86	40	78	335	2
						c			b	
Strongly disagree	4%	9%	10%	8%	7%	7%	9%	11%	9%	4%
	7	259	38	36	49	42	28	73	259	7
		a								
I don't know	1%	1%	1%	0%	0%	2%	0%	2%	1%	1%
	2	31	5	2	1	11	2	13	32	1
NET: Agree	69%	62%	60%	63%	66%	58%	66%	64%	61%	86%
	136	1778	224	278	438	333	212	430	1770	140
										A
NET: Disagree	14%	20%	19%	18%	16%	22%	21%	22%	21%	6%
	27	577	72	79	106	128	67	151	594	9
									B	
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post to send greetings cards by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	13%	16%	10%	13%	13%	11%	14%	11%	14%
	384	187	197	136	65	111	72	159	225
	-	B							a
Slightly agree	21%	19%	22%	21%	26%	17%	20%	19%	22%
	628	215	413	214	133	178	104	291	338
	-				c				
Neither agree nor disagree	18%	13%	21%	19%	20%	16%	17%	19%	17%
	548	151	397	193	101	167	86	285	263
	-		A						
Slightly disagree	22%	19%	23%	21%	21%	24%	20%	22%	21%
	666	222	444	214	107	243	102	332	333
	-		a						
Strongly disagree	26%	33%	23%	25%	20%	31%	28%	28%	25%
	802	377	426	250	101	312	140	417	385
	-	B				b			
I don't know	1%	0%	1%	1%	0%	1%	0%	1%	1%
	19	6	13	9	0	8	2	10	9
	-								
NET: Agree	33%	35%	32%	34%	39%	28%	35%	30%	36%
	1013	402	610	350	198	288	176	449	563
	-				c				a
NET: Disagree	48%	52%	46%	46%	41%	54%	48%	50%	46%
	1468	599	869	465	208	555	241	749	719
	-	b				a B			
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post to send greetings cards by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	11%	12%	14%	11%	12%	14%	13%	12%	13%	12%	13%	12%	13%	12%
	46	121	133	37	82	47	206	179	89	116	88	91	215	169
					-		-	-						
Slightly agree	20%	22%	18%	26%	22%	18%	21%	21%	22%	20%	21%	20%	21%	20%
	86	218	178	85	147	62	334	294	144	190	135	159	330	296
					-		-	-						
Neither agree nor disagree	22%	21%	16%	14%	13%	13%	17%	20%	14%	18%	20%	19%	20%	16%
	94	204	161	46	90	43	268	280	93	175	129	151	317	228
	f	f			-		-	-					b	
Slightly disagree	26%	21%	22%	19%	21%	23%	22%	22%	21%	23%	21%	22%	20%	23%
	111	204	212	62	140	78	356	310	140	216	134	175	327	337
					-		-	-						
Strongly disagree	20%	23%	29%	29%	31%	33%	28%	25%	30%	26%	25%	25%	25%	28%
	86	222	286	95	208	113	447	355	196	251	163	192	396	403
			a b		-	a b	-	-						
I don't know	1%	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%	1%	1%	1%
	4	7	5	1	2	1	4	15	1	4	4	11	9	10
					-		-	-						
NET: Agree	31%	35%	32%	37%	34%	32%	33%	33%	35%	32%	34%	32%	34%	32%
	132	338	311	122	229	109	540	473	234	306	223	250	545	464
					-		-	-						
NET: Disagree	46%	44%	51%	48%	52%	55%	50%	46%	51%	49%	46%	47%	45%	51%
	197	426	498	157	348	191	803	665	336	468	298	367	723	741
					-	b	-	-						a
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post to send greetings cards by Demographics Part 3

	UK nation												Rurality				
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Strongly agree	14%	10%	19%	16%	9%	14%	11%	18%	9%	13%	8%	9%	11%	13%	12%	**	
	34	30	54	42	28	36	38	55	24	340	21	14	10	287	95		
										-							
Slightly agree	20%	23%	21%	22%	25%	17%	20%	19%	17%	20%	23%	24%	16%	21%	19%	**	
	50	67	59	56	78	41	68	59	46	522	56	36	15	480	147		
										-							
Neither agree nor disagree	14%	18%	19%	17%	21%	20%	19%	18%	17%	18%	16%	16%	15%	18%	19%	**	
	34	52	55	45	65	49	66	57	48	471	40	24	13	395	151		
										-							
Slightly disagree	30%	19%	13%	19%	27%	16%	28%	21%	22%	22%	21%	22%	22%	23%	20%	**	
	74	55	39	50	83	40	95	65	61	562	50	34	20	507	158		
	c									-							
Strongly disagree	22%	28%	28%	25%	17%	31%	22%	25%	33%	25%	32%	29%	36%	25%	30%	**	
	55	81	79	64	51	75	75	78	91	649	77	44	33	567	235		
									e	-	e		e				
I don't know	0%	1%	0%	1%	0%	2%	0%	0%	1%	1%	0%	1%	0%	0%	1%	**	
	0	3	0	3	1	5	1	1	4	17	1	1	0	11	8		
										-							
NET: Agree	34%	34%	39%	38%	35%	31%	31%	36%	25%	34%	31%	33%	27%	34%	30%	**	
	83	96	112	98	105	77	106	114	69	862	76	50	25	767	242		
										-							
NET: Disagree	52%	47%	41%	44%	44%	47%	50%	45%	56%	47%	52%	51%	58%	48%	49%	**	
	129	136	118	114	134	115	169	143	153	1211	127	77	53	1075	392		
										-							
Effective Column n																	
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600		3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972		5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794		6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post to send greetings cards by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Strongly agree	17%	12%	13%	11%	10%	14%	15%	13%	12%	21%
	34	350	49	48	69	80	47	91	350	34
										a
Slightly agree	24%	20%	19%	21%	21%	23%	20%	19%	21%	22%
	48	581	72	94	136	135	66	127	593	35
Neither agree nor disagree	22%	18%	21%	17%	19%	18%	17%	16%	18%	14%
	43	505	80	77	124	104	53	111	521	22
Slightly disagree	11%	23%	21%	21%	24%	22%	20%	22%	23%	9%
	22	644	76	91	162	125	64	148	650	15
		a							b	
Strongly disagree	25%	26%	25%	29%	25%	23%	29%	28%	26%	34%
	48	754	92	125	169	134	92	190	747	55
I don't know	0%	1%	1%	1%	0%	0%	0%	1%	1%	1%
	1	18	3	4	3	1	0	9	18	1
NET: Agree	42%	33%	33%	32%	31%	37%	35%	32%	33%	43%
	82	931	121	142	205	215	112	218	943	69
	b									a
NET: Disagree	36%	49%	45%	49%	50%	45%	49%	50%	49%	43%
	70	1398	168	217	331	259	156	338	1397	70
		a								
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I send fewer letters by post now due to the cost by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	17%	11%	21%	18%	18%	17%	14%	15%	19%
	523	131	392	182	93	176	72	227	296
	-		A						a
Slightly agree	29%	17%	37%	29%	30%	28%	32%	27%	32%
	894	195	699	298	150	285	160	402	492
	-		A						a
Neither agree nor disagree	21%	17%	23%	21%	20%	21%	21%	22%	19%
	632	195	438	214	101	211	105	332	301
	-		a						
Slightly disagree	14%	18%	12%	14%	13%	15%	15%	16%	13%
	436	206	230	143	68	148	77	234	202
	-	B							
Strongly disagree	17%	36%	6%	16%	18%	18%	17%	19%	16%
	532	418	114	167	93	185	87	281	251
	-	B							
I don't know	1%	1%	1%	1%	0%	1%	1%	1%	1%
	31	13	17	13	1	12	5	18	12
	-								
NET: Agree	46%	28%	58%	47%	48%	45%	46%	42%	51%
	1417	326	1091	480	244	461	232	629	788
	-		A						A
NET: Disagree	32%	54%	18%	30%	32%	33%	32%	34%	29%
	968	624	344	310	161	333	164	515	454
	-	B						b	
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I send fewer letters by post now due to the cost by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	15%	15%	19%	21%	20%	19%	17%	17%	15%	19%	14%	20%	16%	19%
	65	144	181	67	133	66	274	249	98	177	94	154	249	272
					-		-	-						
Slightly agree	25%	29%	30%	32%	32%	32%	32%	26%	32%	32%	27%	26%	28%	30%
	105	286	290	103	213	109	515	379	212	303	179	200	452	438
					-		-	-						
Neither agree nor disagree	26%	22%	19%	15%	17%	19%	20%	22%	20%	19%	19%	24%	23%	19%
	109	219	189	50	116	66	316	316	133	183	127	189	361	268
					-		-	-					b	
Slightly disagree	12%	16%	15%	15%	13%	10%	13%	16%	13%	13%	20%	13%	15%	14%
	49	156	146	49	84	35	208	227	85	123	129	98	238	196
					-		-	-			c d f			
Strongly disagree	19%	17%	17%	18%	18%	19%	18%	17%	20%	17%	17%	17%	18%	17%
	80	164	165	58	122	66	292	240	131	161	112	129	281	251
					-		-	-						
I don't know	4%	1%	0%	0%	0%	0%	1%	1%	1%	1%	2%	1%	1%	1%
	18	7	5	0	2	2	10	21	5	5	11	9	13	18
	B C d f				-		-	-						
NET: Agree	40%	44%	48%	52%	52%	51%	49%	44%	47%	50%	42%	45%	44%	49%
	170	430	471	170	346	175	789	628	309	480	273	354	701	710
					-		-	-						a
NET: Disagree	30%	33%	32%	33%	31%	29%	31%	33%	33%	30%	37%	29%	33%	31%
	130	320	311	106	206	101	500	468	216	284	241	227	519	447
					-		-	-						
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I send fewer letters by post now due to the cost by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Strongly agree	12%	16%	16%	15%	19%	18%	18%	18%	22%	17%	18%	17%	13%	17%	19%	**
	30	47	46	39	57	44	60	56	61	441	44	26	11	372	151	
										-						
Slightly agree	34%	30%	33%	30%	26%	33%	27%	27%	25%	29%	32%	24%	34%	28%	32%	**
	84	86	94	77	80	82	93	84	69	748	78	36	31	632	257	
										-						
Neither agree nor disagree	22%	18%	21%	14%	17%	20%	17%	27%	26%	20%	22%	25%	17%	21%	21%	**
	55	53	61	36	53	49	58	86	72	524	55	39	15	465	165	
										-						
Slightly disagree	13%	11%	15%	22%	14%	11%	15%	15%	15%	15%	13%	12%	15%	14%	14%	**
	32	32	44	57	43	27	50	46	42	372	32	19	13	325	111	
										-						
Strongly disagree	18%	23%	13%	19%	22%	14%	23%	13%	10%	17%	14%	20%	21%	19%	12%	**
	45	66	37	49	68	35	77	42	29	448	34	31	19	434	99	
										-				b		
I don't know	0%	2%	1%	1%	1%	4%	1%	0%	0%	1%	0%	1%	2%	1%	1%	**
	0	5	3	2	5	9	4	1	0	28	0	1	1	20	10	
										-						
NET: Agree	46%	46%	49%	45%	45%	51%	45%	45%	48%	46%	50%	41%	46%	45%	51%	**
	115	132	140	116	136	126	153	140	131	1189	122	63	42	1004	409	
										-					a	
NET: Disagree	31%	34%	28%	41%	36%	25%	37%	28%	26%	32%	27%	33%	35%	34%	26%	**
	77	97	81	106	111	62	127	88	71	820	66	50	32	758	210	
										-				b		
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I send fewer letters by post now due to the cost by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Strongly agree	25%	17%	24%	17%	17%	17%	17%	15%	18%	11%
	49	474	90	75	110	96	54	99	505	18
	b									
Slightly agree	33%	29%	32%	29%	34%	33%	32%	19%	30%	20%
	64	830	118	129	227	188	101	131	861	33
			f	f	F	F	f		b	
Neither agree nor disagree	19%	21%	25%	22%	21%	21%	20%	17%	21%	20%
	37	595	93	97	140	121	63	118	595	32
Slightly disagree	8%	15%	9%	12%	18%	17%	11%	15%	14%	19%
	15	421	32	53	117	98	37	100	404	31
		a			a	a				
Strongly disagree	15%	18%	9%	19%	10%	12%	20%	32%	17%	29%
	29	503	33	82	69	71	64	215	485	47
				a c d			a c d	A B C D e		a
I don't know	1%	1%	1%	1%	0%	1%	1%	2%	1%	1%
	2	29	5	4	1	5	2	13	28	2
NET: Agree	57%	46%	56%	46%	51%	49%	48%	34%	47%	31%
	113	1304	208	203	336	284	155	230	1366	50
	b		F	f	F	F	f		b	
NET: Disagree	23%	32%	17%	31%	28%	29%	31%	47%	31%	48%
	44	924	65	135	185	168	100	315	890	78
		a		A	a	A	A	A B C D e		A
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I trust second class post to get there in a reasonable timeframe by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	30%	30%	30%	27%	32%	31%	29%	26%	33%
	902	344	558	279	163	316	145	394	508
	-								a
Slightly agree	44%	43%	46%	44%	43%	44%	48%	46%	43%
	1356	493	862	447	219	447	242	691	665
	-								
Neither agree nor disagree	14%	12%	14%	15%	16%	11%	13%	14%	13%
	412	143	269	151	80	117	64	211	201
	-								
Slightly disagree	7%	6%	7%	7%	4%	8%	6%	6%	7%
	204	65	140	67	20	86	32	94	110
	-								
Strongly disagree	4%	6%	3%	4%	4%	3%	4%	4%	4%
	114	64	50	44	18	33	18	57	57
	-	b							
I don't know	2%	4%	1%	3%	1%	2%	1%	3%	1%
	60	49	11	29	8	19	4	46	13
	-	B						B	
NET: Agree	74%	72%	75%	71%	75%	75%	76%	73%	75%
	2258	838	1420	726	381	763	387	1085	1173
	-								
NET: Disagree	10%	11%	10%	11%	8%	12%	10%	10%	11%
	318	129	190	110	38	119	51	151	167
	-								
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I trust second class post to get there in a reasonable timeframe by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	20%	25%	35%	31%	35%	38%	31%	27%	32%	31%	29%	26%	29%	30%
	86	246	337	102	233	131	509	393	214	295	188	206	466	435
			A B	a	-	A B	-	-						
Slightly agree	48%	47%	41%	44%	44%	46%	45%	44%	43%	46%	47%	42%	45%	44%
	205	454	398	143	297	157	723	633	285	438	304	329	722	631
					-		-	-						
Neither agree nor disagree	18%	16%	12%	9%	10%	9%	13%	15%	15%	11%	10%	19%	14%	13%
	75	156	117	31	64	33	202	209	97	105	62	147	221	186
					-		-	-				D E		
Slightly disagree	6%	6%	8%	7%	6%	5%	6%	7%	6%	6%	7%	7%	6%	7%
	26	62	75	24	41	17	100	104	41	59	47	57	98	105
					-		-	-						
Strongly disagree	3%	4%	4%	7%	4%	2%	4%	4%	2%	5%	3%	4%	3%	4%
	11	41	34	21	27	6	62	52	15	46	22	30	56	58
					-		-	-						
I don't know	6%	2%	1%	2%	1%	0%	1%	3%	2%	1%	5%	1%	2%	2%
	24	16	13	6	7	1	19	41	11	8	30	11	31	29
	b c f				-		-	-			c D f			
NET: Agree	68%	72%	75%	75%	79%	84%	76%	72%	75%	77%	75%	69%	75%	74%
	291	700	736	244	530	288	1232	1026	499	732	492	535	1188	1065
					-	A b c	-	-		f				
NET: Disagree	9%	11%	11%	14%	10%	7%	10%	11%	9%	11%	11%	11%	10%	11%
	37	104	110	45	68	23	162	156	56	106	69	87	154	163
					-		-	-						
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I trust second class post to get there in a reasonable timeframe by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Strongly agree	37%	27%	35%	23%	24%	25%	29%	34%	32%	29%	30%	30%	33%	29%	31%	**
	92	79	100	60	72	60	98	106	88	754	73	46	30	656	243	
										-						
Slightly agree	49%	40%	43%	48%	44%	44%	47%	41%	41%	44%	47%	44%	49%	45%	43%	**
	120	115	124	124	136	107	160	129	113	1128	115	67	45	1009	344	
										-						
Neither agree nor disagree	9%	14%	14%	13%	23%	12%	14%	13%	12%	14%	9%	14%	9%	14%	13%	**
	22	39	40	34	70	31	48	42	34	360	22	22	8	309	102	
					a k					-						
Slightly disagree	3%	9%	4%	10%	4%	8%	7%	7%	8%	7%	8%	5%	4%	7%	7%	**
	8	27	12	26	14	19	25	21	21	173	19	8	4	152	52	
										-						
Strongly disagree	2%	8%	2%	3%	2%	8%	1%	3%	3%	4%	6%	6%	2%	3%	5%	**
	5	24	6	8	6	21	4	9	7	90	13	9	2	77	37	
										-						
I don't know	0%	1%	1%	3%	2%	3%	2%	2%	4%	2%	1%	1%	3%	2%	2%	**
	0	4	3	8	7	7	7	8	11	54	1	1	3	44	16	
										-						
NET: Agree	86%	67%	78%	71%	68%	68%	75%	75%	73%	74%	77%	74%	82%	74%	74%	**
	212	194	223	184	208	168	258	235	201	1882	188	113	75	1665	587	
	b d e f									-						
NET: Disagree	5%	18%	7%	13%	6%	16%	8%	10%	10%	10%	13%	11%	6%	10%	11%	**
	13	50	19	35	19	40	29	30	28	263	32	17	6	230	89	
										-						
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I trust second class post to get there in a reasonable timeframe by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Strongly agree	39%	29%	26%	34%	27%	31%	33%	29%	29%	38%	
	76	826	97	151	176	177	107	193	841	61	
	b										
Slightly agree	32%	45%	40%	45%	48%	45%	45%	43%	45%	41%	
	62	1293	147	197	317	257	144	293	1288	67	
		a									
Neither agree nor disagree	13%	14%	18%	10%	13%	12%	13%	15%	14%	10%	
	26	386	67	44	87	72	42	100	390	16	
Slightly disagree	11%	6%	10%	6%	8%	7%	5%	6%	7%	2%	
	21	184	36	24	53	38	16	38	201	3	
									b		
Strongly disagree	3%	4%	5%	3%	3%	4%	2%	5%	4%	5%	
	7	107	19	12	19	25	6	34	105	9	
I don't know	2%	2%	1%	3%	2%	1%	2%	3%	2%	4%	
	4	56	5	11	11	9	6	18	54	6	
NET: Agree	71%	74%	66%	79%	74%	75%	78%	72%	74%	79%	
	138	2120	244	349	493	435	251	487	2129	129	
				a	a	a	a				
NET: Disagree	14%	10%	15%	8%	11%	11%	7%	11%	11%	7%	
	27	291	55	36	71	63	21	72	306	12	
Effective Column n											
	130	1730	250	265	442	404	202	295	1791	65	
Unweighted base	210	2805	406	430	717	655	328	479	2903	105	
Weighted base	196	2852	371	440	663	578	321	676	2879	163	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I nearly always send digital greetings cards now, instead of sending them by post by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	6%	7%	6%	7%	8%	5%	5%	6%	6%
	188	78	109	67	43	54	24	91	97
	-								
Slightly agree	11%	10%	11%	11%	11%	10%	13%	13%	9%
	331	119	212	108	55	104	65	191	140
	-							b	
Neither agree nor disagree	14%	9%	17%	13%	16%	14%	14%	16%	12%
	430	104	326	137	82	141	70	242	189
	-		A					b	
Slightly disagree	15%	11%	17%	15%	11%	16%	16%	15%	14%
	449	133	316	149	56	165	79	227	222
	-		a						
Strongly disagree	53%	62%	47%	53%	53%	53%	52%	49%	57%
	1613	717	896	542	270	538	264	726	888
	-	B							A
I don't know	1%	1%	2%	1%	0%	2%	1%	1%	1%
	37	7	30	14	2	17	4	18	19
	-								
NET: Agree	17%	17%	17%	17%	19%	15%	18%	19%	15%
	519	197	321	175	97	157	89	282	237
	-							b	
NET: Disagree	68%	73%	64%	68%	64%	69%	68%	64%	71%
	2062	850	1212	691	325	703	343	953	1110
	-	B							A
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I nearly always send digital greetings cards now, instead of sending them by post by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	13%	7%	5%	3%	2%	2%	6%	6%	7%	5%	6%	7%	7%	6%
	57	69	46	11	17	5	96	92	47	48	41	51	107	81
	b C D F	f			-		-	-						
Slightly agree	18%	15%	6%	6%	6%	7%	11%	11%	13%	9%	11%	11%	13%	9%
	77	150	61	20	43	22	170	160	84	86	74	86	205	124
	C D F	C d f			-		-	-					b	
Neither agree nor disagree	23%	18%	12%	5%	6%	7%	12%	16%	11%	13%	16%	17%	17%	11%
	98	178	115	16	39	23	198	232	74	124	103	129	271	154
	C D F	c D F	d f		-		-	-					B	
Slightly disagree	16%	16%	14%	15%	14%	13%	14%	15%	12%	16%	16%	15%	15%	14%
	67	154	135	50	93	43	229	220	79	150	107	113	244	203
					-		-	-						
Strongly disagree	28%	42%	62%	70%	71%	72%	56%	49%	57%	56%	49%	49%	47%	60%
	118	410	608	229	475	248	910	703	376	535	321	382	753	859
		A	A B	A B	-	A B c	-	-						A
I don't know	2%	2%	1%	0%	0%	1%	1%	2%	1%	1%	1%	2%	1%	2%
	8	15	11	0	3	3	12	25	4	8	7	18	15	22
					-		-	-						
NET: Agree	32%	22%	11%	10%	9%	8%	16%	18%	20%	14%	18%	18%	20%	14%
	135	219	106	32	59	28	266	253	132	134	115	137	312	205
	b C D F	C D F			-		-	-					b	
NET: Disagree	43%	58%	76%	85%	85%	85%	71%	64%	68%	72%	66%	64%	63%	74%
	186	563	744	278	567	291	1139	923	454	685	428	495	997	1062
		A	A B	A B c	-	A B c	-	-		f				A
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I nearly always send digital greetings cards now, instead of sending them by post by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Strongly agree	4%	9%	5%	1%	5%	3%	11%	6%	10%	6%	6%	5%	4%	7%	4%	**
	9	27	14	4	15	8	39	18	29	163	14	7	3	154	34	
		d					d		d	-						
Slightly agree	10%	14%	7%	12%	13%	10%	17%	8%	8%	11%	8%	9%	12%	12%	8%	**
	26	39	19	31	41	24	58	26	22	287	19	14	11	264	66	
										-						
Neither agree nor disagree	14%	14%	19%	10%	18%	9%	20%	14%	10%	14%	13%	12%	11%	15%	12%	**
	35	39	54	27	54	22	67	44	27	369	33	18	10	329	97	
										-						
Slightly disagree	15%	17%	13%	17%	16%	12%	17%	13%	14%	15%	12%	16%	16%	14%	16%	**
	37	48	36	43	49	30	57	41	39	382	29	25	14	325	124	
										-						
Strongly disagree	56%	45%	56%	58%	46%	65%	34%	58%	55%	52%	61%	57%	57%	51%	59%	**
	138	128	161	150	141	161	115	182	151	1325	150	86	52	1147	465	
	G		G	G		b e G		G	G	-	b e G	G	g		a	
I don't know	1%	2%	0%	2%	2%	0%	1%	1%	2%	1%	0%	1%	1%	1%	1%	**
	2	6	1	5	5	1	5	3	6	34	0	2	1	30	7	
										-						
NET: Agree	14%	23%	12%	13%	18%	13%	28%	14%	19%	18%	14%	14%	15%	19%	13%	**
	35	67	33	35	56	32	97	44	51	450	33	21	14	418	100	
							a c d f h k l			-				b		
NET: Disagree	71%	61%	69%	74%	62%	78%	50%	71%	69%	67%	73%	73%	73%	65%	74%	**
	175	176	197	193	190	191	173	222	189	1707	178	111	66	1472	589	
	g		g	G		b e G		G	g	-	G	G	g	c	A c	
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC3: Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I nearly always send digital greetings cards now, instead of sending them by post by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Strongly agree	13%	6%	7%	4%	5%	8%	6%	7%	6%	2%
	26	162	24	18	32	46	21	46	185	3
	B									
Slightly agree	20%	10%	11%	9%	11%	12%	10%	11%	11%	6%
	39	291	41	41	74	71	32	71	321	10
	B									
Neither agree nor disagree	17%	14%	16%	13%	15%	15%	15%	12%	15%	6%
	32	398	59	56	101	86	47	81	418	10
									b	
Slightly disagree	6%	15%	12%	13%	21%	15%	12%	12%	15%	3%
	12	437	43	59	136	89	40	82	443	5
		a			a f				B	
Strongly disagree	41%	54%	52%	60%	47%	48%	56%	57%	51%	83%
	79	1534	193	263	314	278	181	385	1475	135
		a		c d				c		A
I don't know	3%	1%	3%	1%	1%	1%	0%	2%	1%	1%
	6	31	11	3	5	7	1	10	36	1
NET: Agree	34%	16%	18%	14%	16%	20%	16%	17%	18%	8%
	66	453	66	60	106	117	52	118	506	12
	B								b	
NET: Disagree	47%	69%	63%	73%	68%	64%	69%	69%	67%	86%
	92	1971	235	322	450	367	220	467	1919	139
		A								A
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication?

Column Comparisons									
Weighted counts	**Post**	**Mobile phone calls**	**Landline calls**	**Text messages**	**Email**	**Social media**	**Video calling**	**Instant messaging**	**Other ways of communicating over the internet**
Essential	29%	54%	30%	48%	38%	25%	17%	36%	13%
	f G I	A C D E F G H I	f G I	A C E F G H I	A C F G I	G I	I	A C F G I	
	871	1651	901	1462	1149	772	512	1090	391
Fairly important	40%	35%	33%	37%	40%	31%	28%	31%	37%
	B C F G H	f G h	G	c F G H	B C F G H	g		g	c F G H
	1210	1053	1012	1129	1211	951	857	958	1139
Not very important	26%	8%	25%	10%	17%	23%	31%	15%	28%
	B D E H		B D E H	b	B D	B D E H	A B C D E F H i	B D	B c D E F H
	794	253	773	318	508	714	949	465	863
Irrelevant	6%	3%	12%	5%	6%	20%	24%	18%	22%
	B		A B D E	B	B d	A B C D E h	A B C D E F H i	A B C D E	A B C D E H
	174	91	362	139	180	612	730	536	656
NET: Important	68%	89%	63%	85%	77%	57%	45%	67%	50%
	C F G I	A C D E F G H I	F G I	A C E F G H I	A C F G H I	G I		c F G I	G
	2081	2704	1913	2591	2360	1722	1369	2048	1530
NET: Unimportant	32%	11%	37%	15%	23%	43%	55%	33%	50%
	B D E		A B D E h	B	B D	A B C D E H	A B C D E F H I	B D E	A B C D E F H
	967	344	1135	457	688	1326	1679	1000	1518
Effective Column n									
	1860	1860	1860	1860	1860	1860	1860	1860	1860
Unweighted base	3015	3015	3015	3015	3015	3015	3015	3015	3015
Weighted base	3048	3048	3048	3048	3048	3048	3048	3048	3048
Columns	A	B	C	D	E	F	G	H	I

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Post by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Essential	29%	36%	24%	30%	27%	27%	30%	27%	31%
	871	419	452	304	137	278	152	397	474
	-	B							
Fairly important	40%	32%	44%	40%	39%	40%	38%	40%	39%
	1210	370	840	410	199	408	193	601	608
	-		A						
Not very important	26%	26%	26%	25%	30%	25%	26%	27%	25%
	794	300	494	256	151	255	132	400	393
	-								
Irrelevant	6%	6%	6%	5%	4%	8%	6%	6%	5%
	174	69	104	47	20	77	30	95	79
	-								
NET: Important	68%	68%	68%	70%	66%	67%	68%	67%	70%
	2081	789	1292	714	336	687	344	998	1083
	-								
NET: Unimportant	32%	32%	32%	30%	34%	33%	32%	33%	30%
	967	369	598	303	171	331	162	496	472
	-								
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Post by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Essential	11%	23%	33%	39%	42%	43%	28%	29%	32%	26%	29%	29%	26%	31%
	49	222	322	128	278	150	457	414	211	246	191	223	421	447
		A	A B	A B	-	A B c	-	-						a
Fairly important	40%	41%	40%	39%	37%	36%	40%	40%	39%	40%	38%	41%	40%	39%
	173	402	386	126	250	124	640	570	262	378	250	319	643	563
					-		-	-						
Not very important	38%	29%	23%	21%	19%	17%	27%	25%	24%	29%	26%	24%	28%	24%
	160	280	225	69	128	59	440	354	159	280	169	185	439	351
	b C D F	c f			-		-	-						
Irrelevant	11%	7%	4%	1%	2%	3%	5%	7%	5%	5%	7%	7%	6%	6%
	45	72	42	3	12	12	79	95	31	48	42	52	92	82
	C D f	c D	d		-		-	-						
NET: Important	52%	64%	73%	78%	79%	79%	68%	69%	71%	66%	68%	70%	67%	70%
	221	624	708	255	528	273	1097	984	473	624	441	543	1064	1010
		a	A b	A B	-	A B	-	-						
NET: Unimportant	48%	36%	27%	22%	21%	21%	32%	31%	29%	34%	32%	30%	33%	30%
	205	352	267	72	141	71	519	449	191	328	212	237	531	433
	b C D F	c D F			-		-	-						
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Post by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Essential	28%	24%	28%	35%	34%	30%	21%	24%	38%	29%	26%	31%	26%	28%	31%	**
	69	70	78	92	102	73	73	74	104	736	64	47	24	621	250	
										-						
Fairly important	35%	37%	41%	36%	42%	42%	49%	39%	32%	40%	40%	38%	45%	39%	41%	**
	86	106	118	93	127	104	166	124	88	1012	97	59	42	881	326	
										-						
Not very important	31%	28%	29%	23%	20%	23%	23%	32%	24%	26%	29%	26%	23%	27%	23%	**
	76	80	83	59	62	57	79	102	65	663	70	39	21	612	180	
										-						
Irrelevant	6%	11%	2%	6%	5%	5%	7%	4%	6%	6%	5%	5%	6%	6%	5%	**
	16	31	5	16	14	12	24	14	16	148	12	8	5	134	39	
										-						
NET: Important	63%	61%	69%	71%	75%	72%	70%	63%	70%	68%	66%	69%	71%	67%	72%	**
	155	177	197	186	229	176	239	198	192	1749	161	106	65	1502	576	
										-						
NET: Unimportant	37%	39%	31%	29%	25%	28%	30%	37%	30%	32%	34%	31%	29%	33%	28%	**
	92	111	89	75	76	69	103	116	82	812	83	47	26	746	218	
										-						
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Post by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Essential	37%	28%	30%	30%	25%	21%	28%	37%	27%	59%
	73	798	112	133	163	123	90	249	772	95
	b		d	d				c D		A
Fairly important	38%	40%	40%	39%	43%	44%	39%	33%	41%	25%
	75	1135	150	171	288	254	126	221	1168	40
					f	f			b	
Not very important	17%	27%	23%	27%	25%	31%	28%	24%	27%	14%
	34	759	87	117	162	177	91	159	771	22
		a							b	
Irrelevant	7%	6%	6%	4%	7%	4%	4%	7%	6%	3%
	13	160	22	18	49	23	14	47	168	5
NET: Important	76%	68%	71%	69%	68%	65%	67%	70%	67%	83%
	148	1933	262	305	451	378	216	470	1940	135
										A
NET: Unimportant	24%	32%	29%	31%	32%	35%	33%	30%	33%	17%
	48	920	109	135	212	201	105	206	939	27
									B	
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Mobile phone calls by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Essential	54%	68%	46%	58%	53%	51%	53%	52%	56%
	1651	784	867	590	269	523	269	778	873
	-	B							
Fairly important	35%	24%	41%	33%	31%	37%	37%	37%	32%
	1053	273	780	332	160	372	189	551	502
	-		A					b	
Not very important	8%	5%	10%	7%	11%	9%	8%	7%	9%
	253	61	192	68	55	89	41	111	142
	-		A						
Irrelevant	3%	3%	3%	3%	4%	3%	1%	4%	2%
	91	40	50	28	23	33	7	52	38
	-								
NET: Important	89%	91%	87%	91%	85%	88%	91%	89%	88%
	2704	1056	1648	922	429	895	458	1330	1374
	-	b		b					
NET: Unimportant	11%	9%	13%	9%	15%	12%	9%	11%	12%
	344	102	242	95	78	123	48	164	180
	-		a		a				
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Mobile phone calls by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Essential	63%	60%	58%	39%	35%	31%	56%	52%	57%	55%	56%	50%	60%	47%
	271	585	562	127	233	107	901	750	381	520	363	387	962	685
	D F	D F	D F		-		-	-					B	
Fairly important	32%	33%	33%	42%	40%	39%	34%	36%	31%	36%	34%	37%	33%	36%
	135	325	324	136	270	133	543	510	203	340	223	287	533	516
					-		-	-						
Not very important	5%	5%	8%	16%	16%	17%	8%	9%	8%	8%	8%	10%	5%	12%
	19	50	74	52	110	58	129	124	56	73	50	74	85	166
				A B c	-	A B C	-	-						A
Irrelevant	0%	2%	2%	4%	8%	13%	3%	3%	4%	2%	3%	4%	1%	5%
	2	16	16	12	56	46	43	48	23	20	17	31	15	76
				a	-	A B C D	-	-						A
NET: Important	95%	93%	91%	81%	75%	70%	89%	88%	88%	90%	90%	86%	94%	83%
	406	909	886	263	503	240	1444	1260	584	859	586	674	1495	1201
	c D F	D F	D F	f	-		-	-					B	
NET: Unimportant	5%	7%	9%	19%	25%	30%	11%	12%	12%	10%	10%	14%	6%	17%
	21	66	90	63	165	104	172	172	79	93	66	106	100	242
			a	A B C	-	A B C d	-	-						A
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Mobile phone calls by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Essential	54%	60%	58%	54%	55%	56%	52%	48%	60%	55%	45%	51%	58%	57%	46%	**
	132	174	166	140	168	137	178	152	163	1410	110	78	53	1279	367	
										-				B		
Fairly important	39%	27%	33%	31%	37%	31%	41%	37%	30%	34%	38%	32%	37%	33%	39%	**
	95	77	96	81	113	76	141	116	82	877	93	49	34	739	313	
										-					a	
Not very important	6%	11%	3%	12%	6%	10%	6%	10%	6%	8%	14%	13%	4%	8%	10%	**
	16	31	9	30	19	23	19	32	17	196	33	20	3	171	82	
										-	c m	c m				
Irrelevant	2%	2%	5%	4%	2%	4%	1%	4%	4%	3%	3%	3%	1%	3%	4%	**
	4	5	15	10	5	9	3	14	11	76	8	5	1	59	32	
										-						
NET: Important	92%	87%	92%	85%	92%	87%	93%	85%	90%	89%	83%	84%	95%	90%	86%	**
	227	251	262	220	281	213	320	268	245	2287	202	127	87	2018	680	
							k			-			k l	b		
NET: Unimportant	8%	13%	8%	15%	8%	13%	7%	15%	10%	11%	17%	16%	5%	10%	14%	**
	20	36	23	40	24	33	22	46	28	273	42	25	5	230	114	
										-	g m	m			a	
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Mobile phone calls by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Essential	47%	55%	46%	48%	50%	53%	65%	62%	56%	27%
	93	1558	170	212	334	305	208	422	1607	43
							A B C d	A b c d	B	
Fairly important	38%	34%	36%	40%	35%	37%	30%	30%	34%	38%
	74	979	133	174	234	211	97	203	986	61
Not very important	6%	8%	12%	10%	11%	8%	4%	5%	8%	18%
	12	241	44	42	72	47	13	35	223	29
			e f		e f					A
Irrelevant	9%	3%	7%	3%	3%	3%	1%	2%	2%	18%
	17	74	24	12	22	15	2	17	62	29
	B		e							A
NET: Important	85%	89%	82%	88%	86%	89%	95%	92%	90%	64%
	167	2537	303	386	568	516	305	625	2594	105
						a	A b C d	A c	B	
NET: Unimportant	15%	11%	18%	12%	14%	11%	5%	8%	10%	36%
	29	315	68	54	94	62	15	51	285	58
			d E F	e	E f	e				A
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Landline calls by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Essential		30%	30%	29%	27%	29%	30%	34%	28%	31%
		901	348	553	278	146	305	172	414	486
		-								
Fairly important		33%	26%	38%	34%	31%	34%	33%	35%	31%
		1012	298	714	348	158	341	165	530	483
		-		A					b	
Not very important		25%	28%	24%	26%	27%	25%	24%	27%	24%
		773	323	450	263	136	251	122	397	376
		-								
Irrelevant		12%	16%	9%	13%	13%	12%	9%	10%	13%
		362	190	172	127	67	120	47	153	209
		-	B							a
NET: Important		63%	56%	67%	62%	60%	63%	66%	63%	62%
		1913	646	1267	626	304	646	336	944	969
		-		A						
NET: Unimportant		37%	44%	33%	38%	40%	37%	34%	37%	38%
		1135	513	623	391	203	372	170	550	586
		-	B							
Effective Column n										
		1860	343	1517	625	311	617	307	891	969
Unweighted base		3015	556	2459	1013	504	1000	498	1444	1571
Weighted base		3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Landline calls by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Essential	12%	17%	30%	51%	57%	64%	32%	26%	33%	32%	25%	28%	23%	37%
	53	168	294	167	384	219	524	377	221	303	161	216	361	538
			A B	A B C	-	A B C d	-	-	e	e				A
Fairly important	31%	34%	36%	32%	29%	27%	31%	36%	31%	31%	37%	34%	35%	31%
	133	327	356	103	196	93	501	512	208	292	243	268	555	451
					-		-	-						
Not very important	37%	32%	24%	13%	10%	7%	26%	24%	25%	27%	26%	23%	30%	20%
	158	314	233	44	68	24	424	349	163	261	172	178	476	295
	C D F	c D F	d F	f	-		-	-					B	
Irrelevant	19%	17%	10%	4%	3%	2%	10%	14%	11%	10%	12%	15%	13%	11%
	83	166	93	12	20	8	167	195	72	95	77	118	202	159
	C D F	C D F	d F		-		-	-						
NET: Important	44%	51%	67%	83%	87%	91%	63%	62%	65%	63%	62%	62%	57%	68%
	187	495	649	270	580	312	1024	888	429	595	405	484	916	988
			A B	A B C	-	A B C d	-	-						A
NET: Unimportant	56%	49%	33%	17%	13%	9%	37%	38%	35%	37%	38%	38%	43%	32%
	240	481	326	56	89	32	591	544	235	357	248	296	678	455
	C D F	C D F	D F	f	-		-	-					B	
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Landline calls by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column																	
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Essential	27%	26%	31%	27%	31%	32%	23%	33%	35%	29%	33%	33%	20%	28%	35%	**	
	68	74	87	71	95	80	78	104	96	752	79	51	18	619	279		
										-					a		
Fairly important	32%	31%	33%	31%	39%	32%	36%	37%	26%	33%	31%	33%	39%	33%	34%	**	
	79	89	94	80	120	78	122	116	72	851	74	51	36	742	269		
										-							
Not very important	24%	32%	24%	25%	26%	25%	29%	19%	27%	26%	24%	20%	30%	27%	22%	**	
	59	92	68	64	78	60	100	59	75	655	59	31	27	597	174		
										-							
Irrelevant	17%	11%	12%	17%	4%	11%	12%	11%	11%	12%	13%	13%	10%	13%	9%	**	
	41	33	35	45	12	28	42	35	31	302	31	20	10	290	72		
	e			e						-	e	e					
NET: Important	60%	57%	64%	58%	71%	64%	58%	70%	61%	63%	63%	67%	60%	61%	69%	**	
	147	163	182	151	215	158	200	220	167	1603	154	102	54	1361	548		
										-					a		
NET: Unimportant	40%	43%	36%	42%	29%	36%	42%	30%	39%	37%	37%	33%	40%	39%	31%	**	
	100	124	104	109	90	88	142	94	106	958	90	51	37	887	246		
										-				b			
Effective Column n																	
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600		3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972		5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794		6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Landline calls by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Essential	42%	29%	35%	34%	28%	24%	25%	32%	27%	67%
	83	818	130	149	186	137	79	220	791	109
	b		d	d						A
Fairly important	36%	33%	31%	34%	35%	33%	34%	31%	34%	17%
	71	941	113	150	234	192	111	212	979	27
									B	
Not very important	14%	26%	21%	20%	25%	31%	29%	25%	26%	10%
	27	746	79	87	167	182	92	166	757	16
		a				a b			B	
Irrelevant	8%	12%	13%	12%	11%	12%	12%	12%	12%	7%
	15	347	48	54	76	67	39	79	351	11
NET: Important	79%	62%	66%	68%	63%	57%	59%	64%	62%	84%
	154	1759	244	299	420	329	190	432	1771	136
	B			d						A
NET: Unimportant	21%	38%	34%	32%	37%	43%	41%	36%	38%	16%
	42	1094	127	141	243	249	131	244	1108	26
		A				b			B	
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Text messages by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Essential		48%	57%	42%	52%	45%	46%	47%	42%	53%
		1462	665	796	531	230	465	237	633	828
		-	B							A
Fairly important		37%	27%	43%	37%	37%	38%	35%	40%	34%
		1129	312	817	372	189	391	178	603	526
		-		A					b	
Not very important		10%	10%	11%	8%	12%	10%	13%	12%	9%
		318	114	204	86	63	103	66	178	140
		-							b	
Irrelevant		5%	6%	4%	3%	5%	6%	5%	5%	4%
		139	67	73	29	26	60	25	80	60
		-					a			
NET: Important		85%	84%	85%	89%	82%	84%	82%	83%	87%
		2591	978	1613	902	418	855	415	1236	1355
		-			b c d					a
NET: Unimportant		15%	16%	15%	11%	18%	16%	18%	17%	13%
		457	181	277	115	89	163	91	257	200
		-				a	a	a	b	
Effective Column n										
		1860	343	1517	625	311	617	307	891	969
Unweighted base		3015	556	2459	1013	504	1000	498	1444	1571
Weighted base		3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Text messages by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Essential	65%	57%	47%	33%	25%	17%	48%	48%	47%	49%	49%	47%	54%	41%
	277	559	460	109	167	57	776	685	313	464	322	364	865	594
	b C D F	C D F	D F	F	-		-	-					B	
Fairly important	31%	36%	41%	40%	38%	35%	37%	38%	34%	38%	39%	37%	38%	36%
	134	347	396	132	252	120	591	538	227	363	253	285	608	516
					-		-	-						
Not very important	3%	6%	9%	19%	23%	26%	11%	10%	14%	9%	8%	11%	7%	15%
	13	63	88	63	154	91	181	137	96	85	52	86	104	213
			a	A B C	-	A B C	-	-	d e					A
Irrelevant	1%	1%	3%	7%	14%	22%	4%	5%	4%	4%	4%	6%	1%	8%
	3	6	32	23	97	76	68	71	28	40	26	45	18	121
			a b	A B c	-	A B C D	-	-						A
NET: Important	96%	93%	88%	74%	63%	52%	85%	85%	81%	87%	88%	83%	92%	77%
	411	906	856	241	418	177	1367	1224	540	827	575	649	1473	1110
	C D F	c D F	D F	F	-		-	-					B	
NET: Unimportant	4%	7%	12%	26%	37%	48%	15%	15%	19%	13%	12%	17%	8%	23%
	16	70	120	85	250	167	248	209	124	125	78	131	121	333
			A b	A B C	-	A B C D	-	-						A
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Text messages by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Essential	52%	53%	57%	52%	48%	50%	46%	40%	43%	49%	42%	43%	51%	49%	44%	**
	127	152	163	134	146	123	156	127	119	1249	102	65	47	1110	347	
										-						
Fairly important	37%	31%	31%	34%	39%	30%	44%	38%	44%	37%	37%	37%	42%	37%	38%	**
	92	89	90	88	119	74	152	120	121	943	91	57	38	828	299	
										-						
Not very important	8%	12%	5%	10%	11%	14%	10%	15%	8%	10%	13%	12%	5%	10%	12%	**
	20	34	13	27	32	34	33	49	22	264	32	18	4	220	98	
										-						
Irrelevant	3%	4%	7%	4%	2%	6%	1%	6%	5%	4%	8%	8%	2%	4%	6%	**
	8	12	19	11	7	15	2	19	13	105	19	13	2	89	50	
			g			g		g		-	G	G m				
NET: Important	89%	84%	89%	85%	87%	80%	90%	78%	87%	86%	79%	80%	93%	86%	81%	**
	220	241	253	222	265	197	307	247	239	2191	193	122	85	1938	646	
							h k			-			k L	b		
NET: Unimportant	11%	16%	11%	15%	13%	20%	10%	22%	13%	14%	21%	20%	7%	14%	19%	**
	27	46	32	38	40	49	35	68	34	369	51	31	6	310	148	
								g		-	g m	M			a	
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Text messages by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Essential	41%	48%	45%	41%	47%	47%	53%	53%	50%	14%
	81	1381	167	182	315	269	172	357	1438	23
									B	
Fairly important	37%	37%	35%	38%	38%	42%	36%	32%	38%	23%
	73	1056	131	168	252	245	116	218	1086	38
									b	
Not very important	10%	10%	11%	15%	10%	9%	8%	11%	9%	28%
	21	297	40	64	65	50	27	72	272	45
										A
Irrelevant	11%	4%	9%	6%	5%	2%	2%	4%	3%	35%
	22	118	33	26	30	14	6	29	82	57
	B		d e							A
NET: Important	78%	85%	80%	80%	86%	89%	90%	85%	88%	37%
	153	2437	298	350	567	514	287	575	2524	61
		a				a b	a b		B	
NET: Unimportant	22%	15%	20%	20%	14%	11%	10%	15%	12%	63%
	42	415	73	90	96	64	33	101	355	102
	b		d e	d e						A
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Email by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Essential	38%	41%	36%	43%	37%	32%	38%	39%	37%
	1149	475	674	440	189	329	191	576	574
	-	b		C					
Fairly important	40%	30%	46%	35%	43%	42%	43%	42%	38%
	1211	350	861	354	216	425	216	623	589
	-		A		a	a	a		
Not very important	17%	17%	16%	18%	13%	19%	13%	15%	19%
	508	200	308	188	67	190	64	218	290
	-								a
Irrelevant	6%	11%	2%	3%	7%	7%	7%	5%	7%
	180	133	47	35	34	74	36	77	102
	-	B			a	a	a		
NET: Important	77%	71%	81%	78%	80%	74%	80%	80%	75%
	2360	825	1535	794	406	754	407	1198	1162
	-		A					b	
NET: Unimportant	23%	29%	19%	22%	20%	26%	20%	20%	25%
	688	333	355	223	101	264	99	295	392
	-	B							a
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Email by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Essential	36%	41%	39%	38%	32%	27%	42%	32%	48%	39%	33%	32%	41%	34%
	153	399	381	125	217	92	686	463	315	370	213	251	650	498
		F	f	f	-		-	-	d E F	f			b	
Fairly important	41%	41%	39%	33%	38%	42%	39%	40%	37%	41%	45%	36%	41%	38%
	173	403	382	108	252	144	633	578	245	388	294	283	660	544
					-		-	-			f			
Not very important	19%	15%	18%	17%	16%	15%	14%	19%	13%	15%	18%	21%	15%	19%
	81	149	174	54	104	50	232	276	85	147	116	160	237	269
					-		-	-				c		a
Irrelevant	5%	2%	4%	12%	14%	17%	4%	8%	3%	5%	5%	11%	3%	9%
	20	24	39	40	95	57	65	115	18	46	30	86	47	133
				a B C	-	A B C	-	-				C D E		A
NET: Important	76%	82%	78%	71%	70%	69%	82%	73%	85%	80%	78%	68%	82%	72%
	326	802	763	233	469	236	1319	1041	561	759	507	534	1310	1041
		d F	f		-		-	-	e F	F	f		B	
NET: Unimportant	24%	18%	22%	29%	30%	31%	18%	27%	15%	20%	22%	32%	18%	28%
	100	173	213	94	199	108	296	392	103	193	146	246	284	402
				b	-	B c	-	-			c	C D e		A
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Email by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Essential	29%	38%	41%	46%	34%	43%	40%	38%	38%	38%	36%	35%	29%	38%	38%	**
	71	109	116	120	103	106	136	119	103	983	87	53	26	844	302	
										-						
Fairly important	48%	35%	39%	35%	39%	40%	36%	44%	43%	40%	41%	36%	43%	39%	42%	**
	119	101	111	92	119	98	122	137	118	1016	100	56	39	878	331	
										-						
Not very important	17%	19%	15%	15%	22%	13%	21%	12%	16%	17%	12%	18%	19%	17%	15%	**
	43	54	42	40	67	33	72	39	43	434	29	28	17	385	122	
										-						
Irrelevant	5%	8%	6%	3%	5%	3%	4%	6%	3%	5%	12%	10%	9%	6%	5%	**
	13	23	17	9	16	8	13	19	9	127	28	16	9	140	39	
										-	d f g i					
NET: Important	77%	73%	79%	81%	73%	83%	75%	82%	81%	78%	77%	71%	72%	77%	80%	**
	191	210	227	211	221	204	258	256	221	1999	187	109	66	1722	633	
										-						
NET: Unimportant	23%	27%	21%	19%	27%	17%	25%	18%	19%	22%	23%	29%	28%	23%	20%	**
	56	77	59	49	83	41	84	58	53	561	57	44	26	526	161	
										-						
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Email by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Essential	40%	38%	33%	34%	35%	39%	52%	38%	39%	8%
	79	1070	124	149	231	223	168	255	1136	13
							A B C d f		B	
Fairly important	32%	40%	40%	40%	42%	44%	37%	35%	41%	9%
	62	1149	147	176	279	254	118	236	1190	15
									B	
Not very important	18%	17%	16%	17%	19%	15%	10%	19%	16%	23%
	36	472	59	77	124	86	33	129	470	38
Irrelevant	10%	6%	11%	9%	4%	3%	0%	8%	3%	59%
	19	161	41	39	29	14	1	56	83	96
			c D E	c D E	e			c d E		A
NET: Important	72%	78%	73%	74%	77%	83%	89%	73%	81%	18%
	141	2220	271	324	510	478	286	491	2326	29
						a b f	A B C F		B	
NET: Unimportant	28%	22%	27%	26%	23%	17%	11%	27%	19%	82%
	55	633	100	115	152	101	35	185	553	134
			d E	d E	E			d E		A
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Social media by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Essential	25%	31%	22%	29%	24%	24%	23%	25%	26%
	772	356	416	293	121	240	118	367	405
	-	B							
Fairly important	31%	27%	34%	29%	30%	33%	33%	28%	34%
	951	313	637	300	153	334	165	417	534
	-		a						a
Not very important	23%	23%	24%	24%	24%	23%	23%	26%	21%
	714	265	449	243	123	230	117	385	328
	-							b	
Irrelevant	20%	19%	21%	18%	22%	21%	21%	22%	18%
	612	224	388	181	111	214	106	325	287
	-								
NET: Important	57%	58%	56%	58%	54%	56%	56%	52%	60%
	1722	669	1053	593	273	574	282	783	939
	-								A
NET: Unimportant	43%	42%	44%	42%	46%	44%	44%	48%	40%
	1326	489	836	424	234	444	224	710	615
	-							B	
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Social media by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Essential	59%	33%	15%	9%	7%	5%	26%	24%	25%	27%	24%	25%	29%	21%
	250	326	147	31	49	18	422	350	167	255	154	196	468	301
	B C D F	C D F	d F		-		-	-					B	
Fairly important	28%	38%	34%	20%	20%	20%	30%	33%	28%	31%	33%	33%	35%	27%
	120	366	330	65	134	69	482	469	183	299	213	256	561	384
		a D F	D F		-		-	-					B	
Not very important	12%	22%	29%	28%	25%	23%	24%	23%	24%	24%	25%	21%	24%	23%
	50	216	278	91	170	79	388	326	162	226	161	164	383	330
		A	A b	A	-	a	-	-						
Irrelevant	2%	7%	23%	43%	47%	52%	20%	20%	23%	18%	19%	21%	11%	30%
	6	68	220	140	316	178	324	288	152	172	124	164	183	428
		a	A B	A B C	-	A B C	-	-						A
NET: Important	87%	71%	49%	29%	27%	25%	56%	57%	53%	58%	56%	58%	65%	47%
	370	692	477	96	183	87	904	819	350	553	367	452	1029	685
	B C D F	C D F	D F		-		-	-					B	
NET: Unimportant	13%	29%	51%	71%	73%	75%	44%	43%	47%	42%	44%	42%	35%	53%
	56	283	498	231	486	257	712	614	313	398	286	328	565	758
		A	A B	A B C	-	A B C	-	-						A
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Social media by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Essential	30%	30%	27%	26%	22%	28%	26%	24%	20%	26%	22%	20%	29%	27%	19%	**	
	74	87	77	69	66	68	90	76	54	661	53	31	26	615	154		
										-				b			
Fairly important	30%	29%	31%	30%	28%	31%	38%	26%	39%	31%	29%	33%	34%	32%	30%	**	
	74	84	87	78	84	75	128	81	106	798	71	50	31	712	236		
										-							
Not very important	21%	21%	21%	29%	30%	18%	21%	22%	27%	23%	22%	26%	22%	22%	26%	**	
	52	60	59	76	93	45	73	70	73	601	54	39	20	505	209		
										-							
Irrelevant	19%	20%	21%	14%	20%	23%	15%	28%	15%	20%	27%	21%	15%	18%	25%	**	
	47	57	61	37	62	57	50	87	42	500	66	32	14	416	195		
								d g		-	d g				a		
NET: Important	60%	59%	58%	57%	49%	58%	64%	50%	58%	57%	51%	53%	63%	59%	49%	**	
	148	170	165	147	150	143	219	157	159	1459	124	81	58	1327	390		
										-				B			
NET: Unimportant	40%	41%	42%	43%	51%	42%	36%	50%	42%	43%	49%	47%	37%	41%	51%	**	
	99	117	120	113	155	102	123	157	114	1101	120	71	34	921	404		
										-					A		
Effective Column n																	
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600		3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972		5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794		6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Social media by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Essential	29%	25%	23%	20%	24%	26%	25%	31%	27%	5%
	57	714	86	89	156	151	80	210	764	8
									B	
Fairly important	33%	31%	34%	31%	35%	32%	30%	26%	33%	7%
	65	886	125	138	233	184	95	177	938	11
									B	
Not very important	11%	24%	17%	27%	22%	26%	27%	21%	24%	15%
	22	692	64	118	148	152	88	144	686	24
		A		a		a	a		b	
Irrelevant	26%	20%	26%	22%	19%	16%	18%	21%	17%	74%
	52	560	97	95	126	92	57	145	492	120
			d							A
NET: Important	63%	56%	57%	52%	59%	58%	55%	57%	59%	11%
	122	1600	210	227	389	334	176	387	1702	19
									B	
NET: Unimportant	37%	44%	43%	48%	41%	42%	45%	43%	41%	89%
	73	1252	161	213	274	244	145	289	1177	144
										A
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Video calling by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Essential	17%	18%	16%	20%	18%	15%	14%	16%	18%
	512	208	304	205	89	149	69	235	276
	-			c d					
Fairly important	28%	25%	30%	29%	25%	28%	28%	28%	29%
	857	295	562	299	129	289	141	414	443
	-		a						
Not very important	31%	32%	31%	30%	33%	30%	34%	31%	31%
	949	369	579	309	167	303	170	466	483
	-								
Irrelevant	24%	25%	23%	20%	24%	27%	25%	25%	23%
	730	286	444	204	122	277	126	378	352
	-					a			
NET: Important	45%	43%	46%	50%	43%	43%	42%	43%	46%
	1369	503	866	504	218	437	210	650	720
	-								
NET: Unimportant	55%	57%	54%	50%	57%	57%	58%	57%	54%
	1679	655	1024	513	289	581	296	844	835
	-								
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Video calling by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Essential	29%	22%	13%	10%	7%	4%	19%	14%	21%	17%	14%	15%	20%	13%
	125	213	128	32	45	13	304	207	138	166	94	113	318	192
	b C D F	C D F	F	f	-		-	-					B	
Fairly important	38%	34%	26%	16%	16%	15%	30%	27%	30%	29%	27%	26%	33%	23%
	164	335	253	54	106	52	478	380	197	280	178	202	526	326
	C D F	c D F	d f		-		-	-					B	
Not very important	26%	32%	34%	31%	29%	27%	30%	33%	29%	30%	35%	31%	33%	29%
	110	309	336	102	193	91	478	471	193	284	231	240	523	425
					-		-	-						
Irrelevant	6%	12%	27%	43%	48%	54%	22%	26%	20%	23%	23%	29%	14%	35%
	27	118	259	139	324	187	356	374	135	221	150	224	228	500
		a	A B	A B C	-	A B C d	-	-				c		A
NET: Important	68%	56%	39%	26%	23%	19%	48%	41%	51%	47%	42%	40%	53%	36%
	289	548	381	86	151	65	782	587	335	447	272	315	844	518
	b C D F	C D F	d F		-		-	-	e f				B	
NET: Unimportant	32%	44%	61%	74%	77%	81%	52%	59%	49%	53%	58%	60%	47%	64%
	137	427	595	241	517	279	833	845	328	505	381	464	751	925
		a	A B	A B c	-	A B C	-	-			c	c		A
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Video calling by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Essential	16%	15%	18%	18%	15%	19%	21%	17%	13%	17%	16%	14%	16%	19%	11%	**
	39	43	52	46	47	47	72	55	37	438	39	21	15	419	91	
										-				B		
Fairly important	29%	26%	27%	27%	33%	23%	35%	27%	29%	29%	24%	25%	33%	28%	28%	**
	71	74	77	70	99	57	119	84	79	731	58	37	30	631	225	
										-						
Not very important	38%	34%	29%	32%	29%	32%	25%	30%	34%	31%	29%	31%	30%	31%	31%	**
	94	99	84	83	90	79	86	96	93	804	71	47	28	698	248	
										-						
Irrelevant	17%	25%	26%	23%	23%	25%	19%	25%	24%	23%	31%	31%	20%	22%	29%	**
	43	71	73	61	69	62	65	79	64	588	76	48	18	500	230	
										-					a	
NET: Important	45%	41%	45%	45%	48%	43%	56%	44%	42%	46%	40%	38%	50%	47%	40%	**
	110	117	129	117	146	105	191	139	116	1169	97	58	45	1050	316	
										-				b		
NET: Unimportant	55%	59%	55%	55%	52%	57%	44%	56%	58%	54%	60%	62%	50%	53%	60%	**
	137	170	157	144	159	141	151	175	158	1391	147	94	46	1198	478	
										-					a	
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Video calling by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Essential	24%	16%	14%	9%	17%	17%	26%	19%	17%	5%
	48	464	53	39	110	100	84	126	504	8
	b				b	b	a B c d	b	B	
Fairly important	33%	28%	22%	28%	27%	34%	32%	26%	29%	10%
	65	792	80	125	180	196	104	173	836	16
						a			B	
Not very important	19%	32%	28%	35%	30%	32%	25%	33%	32%	15%
	37	911	105	154	202	186	82	221	923	25
		a							B	
Irrelevant	23%	24%	36%	28%	26%	17%	16%	23%	21%	70%
	45	685	133	122	170	97	51	157	616	114
			c D E f	D e	d e					A
NET: Important	58%	44%	36%	37%	44%	51%	59%	44%	47%	15%
	113	1256	133	164	290	296	188	299	1340	24
	b					A B	A B C f		B	
NET: Unimportant	42%	56%	64%	63%	56%	49%	41%	56%	53%	85%
	83	1596	238	276	372	283	132	377	1539	139
		a	D E	D E	E			e		A
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Instant messaging by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Essential	36%	37%	35%	42%	36%	33%	29%	31%	41%
	1090	429	661	424	183	336	147	459	631
	-			c D					A
Fairly important	31%	28%	33%	30%	27%	32%	36%	33%	30%
	958	325	633	309	138	328	182	492	466
	-		a						
Not very important	15%	18%	14%	14%	16%	16%	16%	18%	13%
	465	207	257	141	79	161	83	268	197
	-	b						b	
Irrelevant	18%	17%	18%	14%	21%	19%	19%	18%	17%
	536	197	338	143	106	193	94	274	261
	-				a				
NET: Important	67%	65%	68%	72%	63%	65%	65%	64%	71%
	2048	754	1294	733	322	664	329	951	1097
	-			b c					a
NET: Unimportant	33%	35%	32%	28%	37%	35%	35%	36%	29%
	1000	404	596	284	185	354	177	542	458
	-				a	a		b	
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Instant messaging by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Essential	61%	48%	28%	19%	14%	8%	38%	33%	38%	38%	34%	32%	42%	28%
	262	468	270	63	90	27	620	470	254	366	223	247	677	411
	B C D F	C D F	d F	F	-		-	-					B	
Fairly important	30%	37%	33%	21%	22%	22%	30%	33%	29%	31%	34%	33%	35%	27%
	129	362	322	69	144	74	482	475	191	291	220	255	565	388
		D F	d f		-		-	-					B	
Not very important	7%	10%	20%	20%	21%	23%	15%	16%	16%	14%	16%	16%	14%	17%
	30	99	193	64	142	78	236	229	104	132	105	124	218	244
			A B	A B	-	A B	-	-						
Irrelevant	1%	5%	19%	40%	44%	48%	17%	18%	17%	17%	16%	20%	8%	28%
	6	46	190	129	292	165	277	258	115	163	105	154	133	400
		a	A B	A B C	-	A B C	-	-						A
NET: Important	92%	85%	61%	41%	35%	30%	68%	66%	67%	69%	68%	64%	78%	55%
	391	830	593	133	234	102	1102	945	445	657	443	502	1243	799
	b C D F	C D F	D F	f	-		-	-					B	
NET: Unimportant	8%	15%	39%	59%	65%	70%	32%	34%	33%	31%	32%	36%	22%	45%
	36	145	383	194	434	242	513	487	218	295	210	278	352	644
		a	A B	A B C	-	A B C d	-	-						A
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Instant messaging by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Essential	37%	43%	38%	29%	33%	37%	48%	34%	26%	36%	30%	31%	43%	38%	29%	**
	91	124	108	75	100	90	165	108	70	931	73	47	39	854	232	
		i					d e l k l			-			l	b		
Fairly important	30%	28%	28%	37%	26%	27%	34%	36%	40%	32%	29%	28%	32%	32%	31%	**
	75	80	80	96	80	66	118	112	109	815	71	42	29	711	245	
										-						
Not very important	15%	13%	14%	16%	27%	15%	10%	9%	20%	15%	13%	18%	12%	15%	16%	**
	38	37	41	40	83	38	35	27	55	394	32	27	11	340	125	
					b G H k				h	-						
Irrelevant	17%	16%	20%	19%	14%	21%	7%	22%	15%	16%	28%	24%	13%	15%	24%	**
	43	46	56	49	42	52	25	68	40	420	67	37	12	343	192	
	g		g	g		g		G		-	b e G i m	G m			A	
NET: Important	67%	71%	66%	66%	59%	63%	83%	70%	65%	68%	59%	59%	75%	70%	60%	**
	166	204	188	171	179	156	283	219	179	1746	144	89	68	1565	477	
							a c d E F h i K L			-			k L	B		
NET: Unimportant	33%	29%	34%	34%	41%	37%	17%	30%	35%	32%	41%	41%	25%	30%	40%	**
	81	83	97	89	125	90	59	95	95	814	100	63	23	683	317	
	g		g	g	G	G		g	g	-	G m	G M			A	
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Instant messaging by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Essential	35%	36%	29%	24%	36%	39%	41%	42%	37%	8%
	69	1021	107	106	238	224	132	282	1077	13
					b	a B	a B	a B	B	
Fairly important	31%	31%	30%	34%	32%	36%	33%	25%	33%	7%
	62	896	112	151	211	205	107	170	941	11
						f			B	
Not very important	12%	15%	16%	16%	15%	13%	13%	18%	15%	18%
	23	442	61	69	100	75	41	118	434	30
Irrelevant	22%	17%	24%	26%	17%	13%	12%	15%	15%	67%
	42	493	91	114	113	73	40	105	426	110
			c D e f	c D E f						A
NET: Important	67%	67%	59%	59%	68%	74%	75%	67%	70%	14%
	131	1917	219	257	449	430	239	453	2019	23
					b	A B	a B		B	
NET: Unimportant	33%	33%	41%	41%	32%	26%	25%	33%	30%	86%
	65	935	151	182	213	149	81	223	860	139
			D e	c D E						A
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Other ways of communicating over the internet by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Essential	13%	13%	13%	16%	11%	13%	9%	13%	13%
	391	150	241	159	56	133	43	193	198
	-			d					
Fairly important	37%	31%	41%	38%	39%	35%	39%	39%	36%
	1139	365	774	384	199	358	198	587	552
	-		A						
Not very important	28%	25%	30%	28%	29%	28%	28%	29%	28%
	863	295	568	282	149	289	143	428	434
	-		a						
Irrelevant	22%	30%	16%	19%	20%	23%	24%	19%	24%
	656	348	307	193	102	238	123	286	370
	-	B							a
NET: Important	50%	44%	54%	53%	50%	48%	48%	52%	48%
	1530	515	1015	543	256	491	241	779	750
	-		A						
NET: Unimportant	50%	56%	46%	47%	50%	52%	52%	48%	52%
	1518	643	875	474	251	527	265	714	804
	-	B							
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Other ways of communicating over the internet by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Essential	24%	16%	11%	5%	4%	2%	13%	12%	15%	12%	12%	13%	15%	10%
	102	155	109	18	26	8	213	178	101	112	76	102	242	147
	b C D F	c D F	d F		-		-	-					b	
Fairly important	48%	46%	33%	26%	25%	24%	36%	39%	38%	35%	39%	38%	43%	31%
	204	450	318	83	167	84	586	552	249	337	253	299	685	449
	C D F	C D F	f		-		-	-					B	
Not very important	19%	24%	34%	29%	32%	34%	29%	27%	27%	31%	29%	25%	27%	29%
	80	239	332	95	211	117	473	390	178	295	191	198	436	425
			A B	a	-	A b	-	-						
Irrelevant	10%	14%	22%	40%	39%	39%	21%	22%	20%	22%	20%	23%	15%	29%
	41	132	217	131	264	135	343	312	135	208	132	181	232	422
			A B	A B C	-	A B C	-	-						A
NET: Important	72%	62%	44%	31%	29%	27%	49%	51%	53%	47%	51%	51%	58%	41%
	305	604	427	101	193	92	799	731	350	449	330	401	927	596
	b C D F	C D F	d F		-		-	-					B	
NET: Unimportant	28%	38%	56%	69%	71%	73%	51%	49%	47%	53%	49%	49%	42%	59%
	122	371	548	225	475	252	816	702	313	503	323	379	668	847
		a	A B	A B c	-	A B C	-	-						A
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Other ways of communicating over the internet by Demographics Part 3

	UK nation												Rurality		
Column %															
Weighted counts															
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Essential	17%	8%	10%	12%	9%	19%	20%	11%	12%	13%	9%	12%	18%	13%	11%	**
	42	24	28	30	28	46	69	34	33	334	21	19	16	303	87	
										-						
Fairly important	40%	37%	39%	36%	39%	35%	42%	41%	34%	38%	31%	32%	36%	37%	37%	**
	100	108	111	94	118	85	144	129	92	980	76	49	33	842	296	
										-						
Not very important	29%	27%	32%	23%	29%	23%	27%	28%	39%	29%	26%	26%	28%	27%	31%	**
	72	78	91	61	88	56	92	89	106	733	64	40	25	614	245	
										-						
Irrelevant	14%	27%	20%	29%	23%	24%	11%	20%	16%	20%	33%	30%	18%	22%	21%	**
	34	77	56	75	70	58	37	62	42	512	82	45	17	489	167	
		a G		a G i	g	g				-	A c G h l m	a G i m				
NET: Important	57%	46%	49%	48%	48%	54%	62%	52%	46%	51%	40%	45%	54%	51%	48%	**
	142	131	138	125	146	132	213	163	125	1315	98	68	49	1145	382	
	k						b i K l			-						
NET: Unimportant	43%	54%	51%	52%	52%	46%	38%	48%	54%	49%	60%	55%	46%	49%	52%	**
	105	156	147	136	159	114	129	151	149	1246	146	85	42	1103	412	
		g							g	-	a G	g				
Effective Column n																
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QC4: Thinking about how you communicate with friends and family, how important to you are each of these channels of communication? Other ways of communicating over the internet by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Essential	22%	12%	12%	9%	11%	13%	16%	16%	13%	3%
	44	347	44	41	71	75	51	110	385	5
	b								b	
Fairly important	38%	37%	34%	36%	42%	43%	33%	34%	39%	16%
	75	1064	126	157	276	247	105	229	1111	26
									B	
Not very important	22%	29%	29%	31%	26%	29%	35%	24%	29%	10%
	44	819	109	134	175	170	112	163	841	17
									B	
Irrelevant	17%	22%	25%	24%	21%	15%	17%	26%	19%	71%
	34	622	92	107	141	87	53	174	541	115
			d	d				d		A
NET: Important	60%	49%	46%	45%	52%	56%	49%	50%	52%	19%
	118	1411	170	198	346	322	156	338	1497	31
	b								B	
NET: Unimportant	40%	51%	54%	55%	48%	44%	51%	50%	48%	81%
	77	1441	201	242	316	257	165	338	1382	132
		a								A
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost) All Letters

Column Comparisons				
Weighted counts	**Invitations/ greetings cards/ postcards**	**Personal letters**	**Formal letters to organisations or individuals**	**Payments for bills/ invoices/ statements**
None	52%	72%	64%	78%
		A C	A	A B C
	3167	4394	3902	4775
1 or 2	28%	22%	26%	16%
	B D	D	B D	
	1683	1316	1611	950
3 or 4	9%	3%	5%	3%
	B C D		B D	
	536	207	309	202
5 to 10	7%	2%	3%	2%
	B C D		B D	
	453	134	212	136
11 to 20	2%	0%	1%	0%
	B C D		d	
	126	20	36	16
21+	2%	0%	0%	0%
	B C D			
	124	19	20	10
Net: Any Sent	48%	28%	36%	22%
	B C D	D	B D	
	2923	1696	2188	1314
Effective Column n				
	3712	3712	3712	3712
Average	2.6	0.7	1.0	0.7
Columns	A	B	C	D

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Invitations/ greetings cards/ postcards by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	52%	58%	48%	51%	51%	50%	56%	58%	46%
	3167	1344	1823	772	767	779	849	1741	1427
	-	B					a b c	B	
1 or 2	28%	22%	31%	32%	24%	26%	28%	24%	31%
	1683	513	1171	496	358	407	423	729	954
	-		A	B c					A
3 or 4	9%	8%	9%	9%	8%	9%	9%	7%	10%
	536	183	353	143	125	140	129	223	314
	-								a
5 to 10	7%	8%	7%	6%	9%	8%	6%	6%	9%
	453	183	271	89	139	127	98	187	266
	-				a				a
11 to 20	2%	2%	2%	1%	4%	3%	0%	2%	2%
	126	45	81	18	58	47	4	58	68
	-			d	A D	a D			
21+	2%	2%	2%	1%	4%	3%	0%	2%	2%
	124	47	78	12	60	45	6	47	77
	-				A D	A D			a
Net: Any Sent	48%	42%	52%	49%	49%	50%	44%	42%	54%
	2920	970	1950	755	739	766	660	1241	1678
	-		A	d	d	d			A
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.6	2.4	2.7	2.1	3.8	3.1	1.3	2.2	2.9
Standard Deviation	11.6	9.4	12.7	15.8	12.7	10.7	2.7	12.5	10.6
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Invitations/ greetings cards/ postcards by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	68%	58%	51%	34%	33%	34%	46%	59%	41%	50%	57%	60%	55%	48%
	577	1137	1003	219	448	231	1490	1677	572	918	752	925	1771	1376
	B C D F	C D F	D F		-		-	-		C	C d	C D	B	
1 or 2	23%	27%	26%	36%	34%	31%	30%	25%	29%	30%	25%	25%	28%	28%
	198	531	503	236	450	214	959	724	400	559	336	388	892	786
				A b C	-	a	-	-						
3 or 4	4%	6%	10%	13%	14%	15%	10%	7%	12%	9%	8%	6%	7%	11%
	35	117	194	84	190	106	328	208	172	157	110	98	224	310
			A B	A B	-	A B c	-	-	d e F					A
5 to 10	4%	6%	7%	12%	12%	12%	8%	7%	10%	7%	6%	7%	7%	9%
	33	121	138	76	161	85	266	187	139	127	83	104	209	244
			a	A B c	-	A B c	-	-	d e f					a
11 to 20	1%	1%	3%	2%	3%	3%	3%	1%	4%	2%	2%	1%	2%	2%
	7	26	56	15	37	22	89	37	50	39	24	13	71	55
			a b		-	a b	-	-	F					
21+	0%	1%	3%	3%	4%	4%	3%	1%	4%	2%	1%	1%	1%	3%
	2	17	54	22	51	29	95	29	53	42	14	15	43	80
			a B	A B	-	A B	-	-	E F	f				a
Net: Any Sent	32%	42%	49%	66%	66%	66%	54%	41%	58%	50%	43%	40%	45%	52%
	276	810	945	433	889	455	1734	1185	810	924	568	618	1437	1474
		A	A B	A B C	-	A B C	-	-	D E F	e F				A
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	0.9	2.1	2.9	3.3	3.8	4.4	3.3	1.7	4.3	2.6	1.8	1.7	2.2	3.0
Standard Deviation	2.4	15.7	10.3	6.7	9.4	11.4	14.4	7.0	18.8	9.9	4.5	8.6	12.0	11.0
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Invitations/ greetings cards/ postcards by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	51%	55%	48%	56%	53%	51%	56%	44%	48%	51%	53%	53%	64%	54%	46% **	
	268	317	252	320	306	265	381	271	250	2630	258	162	117	2377	783	
		h		h			h			-			c H i k l	B		
1 or 2	27%	29%	30%	29%	31%	28%	26%	30%	26%	28%	24%	25%	22%	26%	31% **	
	141	165	159	167	180	146	175	185	134	1452	115	75	41	1162	516	
										-					a	
3 or 4	7%	9%	9%	6%	8%	10%	7%	11%	11%	9%	9%	12%	6%	8%	10% **	
	40	53	49	37	44	54	45	67	59	446	44	36	11	359	177	
										-						
5 to 10	12%	4%	8%	6%	4%	6%	8%	11%	8%	7%	8%	8%	5%	7%	8% **	
	64	24	44	32	24	32	54	65	42	381	38	25	9	323	129	
	b e							b e		-						
11 to 20	1%	2%	3%	1%	3%	2%	2%	2%	3%	2%	4%	1%	1%	2%	2% **	
	7	9	15	3	18	11	12	13	14	103	17	4	2	86	40	
										-						
21+	2%	1%	2%	1%	1%	3%	2%	3%	4%	2%	3%	1%	2%	2%	3% **	
	9	8	10	8	7	15	12	16	18	104	15	3	3	81	43	
										-						
Net: Any Sent	49%	45%	52%	44%	47%	49%	44%	56%	52%	49%	47%	47%	36%	46%	53% **	
	261	259	277	247	273	258	296	345	268	2483	229	142	66	2010	904	
			m					b d g M	m	-	m	m			A	
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	2.4	1.9	3.4	2.0	1.8	2.7	3.0	3.2	2.9	2.6	3.1	1.9	1.6	2.3	3.3	1.1
Standard Deviation	6.2	6.4	16.0	12.5	4.3	7.4	23.6	9.8	6.7	12.2	8.6	5.1	5.6	7.9	17.9	1.8
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Invitations/ greetings cards/ postcards by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	38%	53%	59%	52%	53%	45%	49%	55%	52%	45%
	142	3025	435	438	700	530	318	747	3003	150
		A	b c D e	d	d			D	b	
1 or 2	41%	27%	25%	28%	28%	32%	29%	24%	28%	29%
	155	1528	181	240	368	376	187	331	1580	98
	B					a f				
3 or 4	10%	9%	8%	10%	9%	8%	9%	8%	9%	8%
	38	498	61	82	126	96	56	114	504	28
5 to 10	7%	7%	6%	6%	7%	8%	8%	9%	7%	14%
	27	426	43	55	95	89	53	118	408	45
										A
11 to 20	2%	2%	1%	2%	2%	3%	3%	2%	2%	2%
	8	118	8	15	20	41	19	23	121	5
21+	2%	2%	1%	2%	1%	3%	3%	2%	2%	2%
	7	117	9	17	20	40	17	22	117	7
Net: Any Sent	62%	47%	41%	48%	47%	55%	51%	45%	48%	55%
	234	2686	300	409	629	642	332	608	2727	183
	B			a	a	A b c F	a			a
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	4.9	2.4	2.5	2.4	2.0	3.8	2.8	2.2	2.6	2.9
Standard Deviation	34.3	8.1	22.5	11.0	5.5	13.5	7.1	6.2	11.7	8.7
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Personal letters by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	72%	79%	68%	74%	66%	75%	73%	71%	73%
	4394	1824	2570	1136	998	1152	1108	2120	2274
	-	B		B		B	b		
1 or 2	22%	16%	25%	19%	26%	20%	21%	22%	21%
	1316	372	944	297	397	308	314	659	657
	-		A		A c d				
3 or 4	3%	3%	4%	4%	4%	3%	3%	4%	3%
	207	64	143	58	55	44	50	111	96
	-								
5 to 10	2%	2%	2%	2%	3%	2%	2%	2%	2%
	134	44	89	26	44	36	28	67	66
	-								
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%
	20	4	17	6	7	2	5	15	6
	-								
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%
	19	6	13	7	6	2	4	13	6
	-								
Net: Any Sent	28%	21%	32%	26%	34%	25%	27%	29%	27%
	1695	490	1204	392	509	393	401	863	832
	-		A		A C d				
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	0.7	0.5	0.8	0.7	0.9	0.6	0.6	0.8	0.6
Standard Deviation	2.3	1.9	2.5	2.9	2.6	1.7	1.9	2.6	2.0
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Personal letters by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	73%	73%	73%	68%	68%	67%	70%	75%	64%	75%	71%	77%	71%	73%
	623	1432	1431	444	904	463	2257	2136	882	1375	943	1193	2289	2085
					-		-	-		C	c	C e		
1 or 2	22%	20%	21%	25%	26%	26%	23%	20%	26%	20%	23%	18%	22%	21%
	185	389	401	165	342	177	730	586	364	366	309	278	708	602
					-		-	-	d F		f			
3 or 4	3%	4%	3%	4%	4%	4%	4%	3%	5%	3%	3%	3%	4%	3%
	22	70	63	24	52	27	126	81	66	60	39	42	115	91
					-		-	-						
5 to 10	2%	2%	2%	2%	2%	2%	3%	2%	4%	2%	2%	2%	2%	2%
	16	46	40	16	32	17	89	44	55	35	20	24	75	56
					-		-	-	d e f					
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%
	2	9	6	2	4	2	12	8	10	2	7	1	13	7
					-		-	-						
21+	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
	5	4	7	1	3	2	13	6	8	4	2	4	10	9
					-		-	-						
Net: Any Sent	27%	27%	27%	32%	32%	33%	30%	25%	36%	25%	29%	23%	29%	27%
	228	516	517	209	433	224	969	726	502	467	377	349	921	764
					-		-	-	D e F		f			
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	0.7	0.7	0.7	0.7	0.8	0.8	0.8	0.6	1.1	0.6	0.6	0.5	0.7	0.7
Standard Deviation	2.9	2.3	2.1	2.0	2.2	2.3	2.5	2.0	3.3	1.7	2.1	2.0	2.3	2.4
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Personal letters by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	74%	72%	75%	71%	72%	72%	67%	69%	72%	71%	75%	74%	81%	73%	71%	**
	393	415	397	401	417	378	457	426	371	3656	365	225	148	3183	1203	
										-						
1 or 2	21%	23%	20%	22%	23%	23%	23%	24%	23%	23%	16%	19%	15%	21%	23%	**
	111	132	108	123	132	122	154	148	121	1152	80	57	28	931	382	
										-						
3 or 4	3%	2%	2%	5%	4%	2%	5%	4%	2%	3%	4%	4%	2%	3%	3%	**
	14	12	13	27	20	13	34	26	10	170	20	12	4	152	53	
										-						
5 to 10	2%	3%	1%	2%	1%	1%	4%	2%	2%	2%	3%	3%	1%	2%	2%	**
	9	17	7	12	5	6	26	15	10	106	17	8	2	95	38	
										-						
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	**
	1	1	3	2	3	1	1	0	1	14	5	0	1	13	7	
										-						
21+	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	**
	1	0	1	1	1	1	6	1	4	18	0	0	0	14	5	
										-						
Net: Any Sent	26%	28%	25%	29%	28%	27%	33%	31%	28%	29%	25%	26%	19%	27%	29%	**
	137	161	132	165	161	143	221	190	147	1458	122	79	35	1204	486	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	0.7	0.6	0.6	0.7	0.6	0.7	1.0	0.7	0.8	0.7	0.8	0.7	0.5	0.7	0.7	0.8
Standard Deviation	2.7	1.4	2.3	1.8	1.9	3.0	2.8	1.6	3.0	2.4	2.1	2.4	1.8	2.3	2.4	1.4
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Personal letters by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	49%	74%	73%	69%	73%	69%	67%	78%	72%	72%
	185	4209	539	588	965	804	437	1061	4137	239
		A						b c D E		
1 or 2	34%	21%	20%	25%	22%	24%	24%	17%	22%	23%
	128	1188	150	212	291	283	155	225	1235	77
	B			f	f	f	f			
3 or 4	9%	3%	3%	4%	3%	3%	5%	3%	3%	2%
	32	175	26	30	38	38	31	45	199	8
	B									
5 to 10	6%	2%	2%	2%	2%	3%	4%	1%	2%	2%
	22	112	18	15	29	30	24	17	124	8
	B									
11 to 20	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	5	16	1	2	5	10	1	1	20	0
	b									
21+	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%
	5	14	4	1	1	6	2	6	18	1
	b									
Net: Any Sent	51%	26%	27%	31%	27%	31%	33%	22%	28%	28%
	191	1504	198	260	364	366	213	294	1595	95
	B			f	f	F	F			
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	1.7	0.6	0.7	0.6	0.6	0.9	0.8	0.5	0.7	0.6
Standard Deviation	4.5	2.1	2.5	1.7	1.7	3.3	2.2	2.0	2.3	2.0
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Formal letters to organisations or individuals by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None		64%	70%	60%	62%	63%	67%	64%	64%
		3902	1624	2279	951	952	1039	960	1905	1998
		-	B						
1 or 2		26%	20%	30%	29%	28%	23%	26%	26%	26%
		1611	469	1142	442	421	362	387	789	822
		-		A	c				
3 or 4		5%	5%	5%	4%	5%	4%	7%	5%	5%
		309	121	188	66	74	66	103	145	164
		-							
5 to 10		3%	4%	3%	4%	3%	4%	3%	4%	3%
		212	90	123	57	47	62	47	109	103
		-							
11 to 20		1%	0%	1%	0%	1%	1%	0%	1%	0%
		36	10	26	6	9	14	7	25	11
		-							
21+		0%	0%	1%	0%	0%	0%	0%	0%	0%
		20	1	19	8	4	2	6	12	8
		-		a					
Net: Any Sent		36%	30%	40%	38%	37%	33%	36%	36%	36%
		2184	690	1494	577	553	506	549	1077	1107
		-		A					
Effective Column n									
		3712	685	3027	939	923	937	914	1773	1939
Average		1.0	0.8	1.2	1.2	1.0	0.9	1.1	1.1	1.0
Standard Deviation		4.3	2.0	5.3	6.0	3.4	2.4	4.7	4.7	4.0
Unweighted base		6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base		6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Formal letters to organisations or individuals by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	69%	63%	63%	63%	63%	64%	60%	68%	57%	63%	66%	70%	62%	66%
	589	1237	1228	411	845	437	1952	1950	795	1157	875	1075	1998	1888
					-		-	-		c	C	C d		a
1 or 2	25%	27%	26%	26%	27%	28%	28%	24%	30%	27%	26%	23%	27%	26%
	212	526	510	170	362	192	910	700	416	494	346	354	872	727
					-		-	-	f					
3 or 4	2%	5%	6%	6%	6%	6%	6%	4%	6%	6%	4%	4%	5%	5%
	21	97	113	39	79	40	191	118	77	115	58	60	175	134
		a	a	a	-	a	-	-						
5 to 10	3%	3%	4%	4%	3%	2%	4%	3%	5%	4%	2%	3%	4%	3%
	25	63	82	28	42	14	136	76	71	65	32	45	126	85
					-		-	-	e f					
11 to 20	0%	1%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%
	2	14	14	3	6	3	24	12	18	6	5	7	24	11
					-		-	-						
21+	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
	4	12	2	1	2	1	15	5	9	6	4	1	15	5
					-		-	-						
Net: Any Sent	31%	37%	37%	37%	37%	36%	39%	32%	42%	37%	34%	30%	38%	34%
	262	712	721	240	490	249	1272	912	587	686	445	467	1212	959
					-		-	-	d E F	f			b	
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	0.9	1.1	1.1	1.0	0.9	0.8	1.2	0.8	1.4	1.1	1.0	0.7	1.2	0.8
Standard Deviation	4.7	4.4	5.1	2.4	2.1	1.7	4.3	4.4	4.1	4.4	6.0	2.3	5.5	2.3
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Formal letters to organisations or individuals by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	64%	71%	61%	63%	67%	64%	57%	62%	68%	64%	65%	63%	68%	64%	64% **	
	337	409	323	357	385	336	389	383	350	3269	316	193	124	2806	1087	
		g								-						
1 or 2	24%	24%	29%	30%	27%	24%	31%	27%	23%	27%	24%	27%	25%	26%	27% **	
	126	137	152	171	155	127	212	165	121	1367	117	81	45	1159	449	
										-						
3 or 4	8%	2%	5%	3%	4%	7%	4%	6%	4%	5%	7%	6%	5%	5%	6% **	
	42	14	27	16	26	34	29	36	22	246	36	19	9	215	94	
										-						
5 to 10	4%	3%	4%	3%	2%	3%	5%	4%	5%	4%	3%	3%	2%	4%	3% **	
	19	15	23	17	11	18	34	27	24	187	13	9	3	166	45	
										-						
11 to 20	1%	0%	1%	0%	0%	1%	1%	0%	0%	1%	1%	1%	0%	1%	1% **	
	3	2	4	3	2	5	8	2	1	28	5	2	1	27	9	
										-						
21+	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0% **	
	2	0	0	3	1	3	7	3	0	18	0	1	0	15	5	
										-						
Net: Any Sent	36%	29%	39%	37%	33%	35%	43%	37%	32%	36%	35%	37%	32%	36%	36% **	
	192	167	206	210	194	185	290	231	168	1843	171	112	59	1579	602	
							b			-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	1.1	0.6	1.0	1.2	0.8	1.3	1.5	1.1	0.8	1.1	0.9	1.0	0.8	1.0	1.0	0.8
Standard Deviation	3.4	1.7	2.0	8.7	3.9	6.6	5.0	2.8	1.8	4.6	2.1	2.6	3.7	4.4	4.2	1.7
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Formal letters to organisations or individuals by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	52%	65%	67%	66%	62%	58%	58%	72%	63%	75%
	195	3707	494	558	822	679	376	974	3636	252
		A	d e	d e				C D E		A
1 or 2	35%	26%	25%	26%	28%	32%	29%	20%	27%	17%
	131	1480	183	220	376	373	190	270	1547	56
	b			f	F	a b F	f		b	
3 or 4	8%	5%	5%	5%	6%	5%	6%	4%	5%	5%
	30	280	35	38	83	56	38	60	291	18
	b									
5 to 10	4%	3%	3%	3%	3%	4%	6%	3%	4%	2%
	16	196	21	22	36	48	38	47	204	8
11 to 20	1%	1%	0%	1%	1%	1%	1%	0%	1%	0%
	4	31	3	9	7	9	5	3	35	1
21+	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%
	2	18	1	0	6	7	4	1	20	0
Net: Any Sent	48%	35%	33%	34%	38%	42%	42%	28%	37%	25%
	181	2003	243	290	506	490	274	381	2094	82
	B				F	a b F	a b F		B	
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	1.4	1.0	0.8	0.9	1.0	1.3	1.6	0.8	1.1	0.6
Standard Deviation	4.0	4.4	2.0	2.7	4.3	3.8	8.9	2.9	4.5	1.3
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Payments for bills/ invoices/ statements by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	78%	80%	77%	77%	78%	80%	79%	76%	80%
	4775	1853	2922	1184	1170	1237	1185	2276	2499
	-								a
1 or 2	16%	15%	16%	18%	16%	13%	15%	17%	14%
	950	342	608	278	235	205	232	510	440
	-			c				b	
3 or 4	3%	3%	3%	2%	4%	4%	3%	4%	3%
	202	76	126	35	58	60	49	105	97
	-								
5 to 10	2%	2%	3%	2%	3%	2%	2%	3%	2%
	136	38	98	24	42	38	32	75	61
	-								
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%
	16	1	15	5	1	6	5	11	5
	-								
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%
	10	3	7	3	1	0	5	6	4
	-								
Net: Any Sent	22%	20%	23%	22%	22%	20%	21%	24%	20%
	1311	461	850	344	335	308	324	705	607
	-							b	
Effective Column n									
	3712	685	3027	939	922	937	914	1773	1939
Average	0.7	0.5	0.8	0.9	0.6	0.5	0.6	0.7	0.6
Standard Deviation	6.7	1.5	8.4	13.0	1.7	1.6	2.1	2.8	8.9
Unweighted base	6018	1111	4907	1522	1495	1519	1482	2874	3144
Weighted base	6090	2314	3775	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Payments for bills/ invoices/ statements by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	81%	75%	80%	80%	79%	78%	78%	79%	75%	80%	77%	80%	75%	83%
	690	1457	1567	525	1059	536	2514	2262	1034	1480	1021	1241	2401	2353
	b		b		-		-	-		c		c		A
1 or 2	13%	18%	14%	15%	16%	16%	16%	15%	17%	16%	16%	14%	18%	13%
	111	346	282	100	210	111	530	420	239	291	209	211	575	369
					-		-	-					B	
3 or 4	3%	3%	3%	2%	3%	4%	3%	4%	5%	2%	4%	3%	4%	3%
	26	66	65	15	46	30	100	101	63	38	48	54	120	81
					-		-	-	d					
5 to 10	3%	3%	1%	2%	2%	1%	2%	3%	3%	1%	3%	2%	3%	1%
	22	67	25	13	22	9	64	72	37	27	39	33	95	40
		c			-		-	-					b	
11 to 20	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
	2	10	4	0	0	0	10	6	8	2	2	4	11	5
					-		-	-						
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	4	5	0	0	0	9	1	6	4	1	0	8	2
					-		-	-						
Net: Any Sent	19%	25%	20%	20%	21%	22%	22%	21%	25%	20%	23%	20%	25%	17%
	161	491	381	128	278	151	711	600	349	362	299	301	807	496
		a c			-		-	-	d f				B	
Effective Column n														
	514	1221	1200	418	776	360	2024	1688	873	1151	751	936	1918	1773
Average	0.6	1.0	0.5	0.4	0.5	0.5	0.7	0.5	1.1	0.4	0.6	0.5	0.7	0.6
Standard Deviation	2.7	11.3	2.8	1.2	1.2	1.2	8.9	2.3	13.5	1.6	3.1	1.4	2.7	9.3
Unweighted base	833	1979	1946	677	1258	583	3282	2736	1416	1866	1218	1518	3109	2874
Weighted base	853	1949	1948	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Payments for bills/ invoices/ statements by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	82%	84%	82%	76%	72%	77%	73%	80%	81%	78%	82%	78%	71%	79%	78%	**
	435	483	436	430	417	401	494	491	419	4005	401	239	130	3447	1317	
	e g	e g m	e g m							-	e g M					
1 or 2	12%	14%	10%	21%	20%	17%	17%	15%	15%	16%	12%	15%	22%	15%	17%	**
	64	81	54	119	116	89	118	90	76	806	56	47	41	668	283	
				a c k	c k					-			a c K l			
3 or 4	3%	0%	5%	2%	5%	3%	5%	3%	3%	3%	4%	4%	4%	3%	3%	**
	16	2	27	10	27	17	35	16	14	164	19	11	7	150	50	
			b		b		b			-	b	b	b			
5 to 10	2%	1%	2%	1%	3%	2%	4%	3%	2%	2%	2%	3%	2%	2%	2%	**
	11	7	12	7	17	11	26	18	8	116	8	8	3	101	35	
										-						
11 to 20	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**
	4	0	1	0	1	3	4	1	0	14	2	0	0	13	3	
										-						
21+	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	3	0	1	1	1	2	1	0	10	0	0	0	9	1	
										-						
Net: Any Sent	18%	16%	18%	24%	28%	23%	27%	20%	19%	22%	18%	22%	29%	21%	22%	**
	95	93	93	137	162	120	183	126	98	1108	85	66	52	938	372	
					a b c k		a b c k			-			b k			
Effective Column n																
	233	262	243	255	265	242	313	279	235	2327	474	459	452	2469	1235	7
Average	0.5	0.4	0.5	0.6	1.5	0.7	0.9	0.6	0.4	0.7	0.5	0.5	0.7	0.7	0.5	0.5
Standard Deviation	1.8	2.0	1.5	4.3	20.4	3.2	2.5	1.7	1.0	7.3	1.6	1.3	1.9	7.8	1.4	1.3
Unweighted base	377	425	394	413	429	392	508	453	381	3772	769	744	733	4003	2003	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Payments for bills/ invoices/ statements by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	63%	79%	80%	79%	80%	76%	74%	80%	79%	74%
	236	4539	590	672	1057	896	482	1079	4511	246
		A								
1 or 2	28%	15%	13%	16%	16%	16%	19%	15%	16%	16%
	104	846	97	135	213	187	121	198	891	55
	B									
3 or 4	6%	3%	4%	3%	3%	3%	3%	4%	3%	8%
	22	180	30	25	37	38	21	51	176	26
	b									A
5 to 10	2%	2%	2%	2%	2%	4%	3%	2%	2%	2%
	8	128	15	13	21	41	21	25	129	7
11 to 20	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%
	4	12	4	3	1	6	1	1	16	0
	b									
21+	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	3	7	1	0	0	4	6	0	10	0
	b									
Net: Any Sent	37%	21%	20%	21%	20%	23%	26%	20%	21%	26%
	138	1173	146	175	272	273	169	276	1219	88
	B									
Effective Column n										
	250	3461	480	519	895	822	410	587	3569	129
Average	1.2	0.6	1.2	0.5	0.4	0.8	0.9	0.5	0.7	0.6
Standard Deviation	4.3	6.8	18.1	1.3	1.1	2.9	4.7	1.3	6.9	1.4
Unweighted base	406	5612	778	842	1451	1332	664	951	5787	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Smaller parcels - that will fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	62%	71%	57%	62%	60%	64%	63%	64%	60%
	3783	1635	2148	942	898	987	957	1914	1870
	-	B						b	
1 or 2	27%	21%	31%	28%	28%	25%	28%	26%	29%
	1656	476	1179	422	426	390	417	770	886
	-		A						
3 or 4	5%	5%	6%	5%	6%	6%	4%	5%	6%
	327	107	220	78	93	90	66	142	185
	-								
5 to 10	4%	3%	5%	4%	5%	4%	4%	4%	4%
	259	77	182	65	77	61	57	127	133
	-		a						
11 to 20	1%	1%	1%	1%	1%	1%	1%	1%	1%
	48	15	33	16	11	14	8	27	22
	-								
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%
	17	4	14	7	2	4	4	6	11
	-								
Net: Any Sent	38%	29%	43%	38%	40%	36%	37%	36%	40%
	2306	679	1627	587	609	558	552	1070	1236
	-		A						a
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	1.1	0.8	1.2	1.2	1.1	1.1	0.9	1.0	1.1
Standard Deviation	3.8	2.6	4.3	5.4	2.4	3.9	2.5	4.0	3.5
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Smaller parcels - that will fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	59%	55%	63%	68%	73%	77%	60%	64%	56%	63%	63%	66%	56%	69%
	503	1073	1234	447	971	527	1939	1844	783	1156	826	1019	1801	1963
			B	a B	-	A B C d	-	-		c	c	C		A
1 or 2	31%	32%	25%	25%	22%	19%	29%	25%	31%	28%	25%	25%	30%	24%
	261	621	483	161	290	129	943	713	435	508	331	382	960	688
	c F	C d F	f		-		-	-	e f				B	
3 or 4	5%	6%	7%	4%	3%	3%	6%	5%	6%	6%	5%	5%	7%	4%
	41	107	133	25	46	20	188	138	85	103	68	70	215	111
			f		-		-	-					B	
5 to 10	5%	5%	4%	2%	2%	1%	4%	5%	4%	3%	6%	4%	6%	3%
	41	106	88	16	25	9	119	140	56	64	81	59	184	74
	f	d F	f		-		-	-			d		B	
11 to 20	1%	1%	0%	1%	0%	0%	1%	1%	1%	0%	1%	1%	1%	0%
	4	29	9	4	6	2	26	22	19	7	11	11	36	12
					-		-	-					b	
21+	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
	3	12	2	0	0	0	12	5	8	5	3	2	15	2
					-		-	-					b	
Net: Any Sent	41%	45%	37%	32%	27%	23%	40%	36%	44%	37%	37%	34%	44%	31%
	350	876	714	206	366	160	1288	1018	603	685	494	524	1409	887
	d F	C D F	F	f	-		-	-	d e F				B	
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	1.1	1.5	1.0	0.7	0.6	0.5	1.1	1.0	1.4	0.9	1.2	0.9	1.4	0.7
Standard Deviation	4.3	4.1	4.2	1.8	1.6	1.2	4.5	2.7	6.3	2.3	3.2	2.2	4.8	2.1
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Smaller parcels - that will fit through a letterbox by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	63%	63%	62%	63%	57%	68%	62%	62%	62%	62%	62%	58%	65%	62%	63% **	
	336	361	327	355	328	354	419	380	324	3184	303	177	119	2709	1064	
										-						
1 or 2	25%	28%	26%	27%	31%	21%	28%	29%	28%	27%	26%	28%	27%	27%	27% **	
	133	162	138	153	182	111	189	179	146	1392	128	86	50	1200	453	
										-						
3 or 4	5%	4%	7%	5%	4%	6%	6%	4%	7%	5%	6%	7%	3%	6%	5% **	
	29	23	36	30	25	33	38	24	34	272	28	21	6	248	79	
										-						
5 to 10	6%	4%	4%	4%	7%	3%	4%	3%	2%	4%	4%	5%	3%	4%	5% **	
	30	25	21	25	38	18	25	21	12	215	22	16	6	180	79	
										-						
11 to 20	0%	1%	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	1%	1%	1% **	
	1	4	5	3	5	4	4	11	2	39	4	4	1	38	10	
										-						
21+	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0% **	
	1	1	2	0	1	3	3	1	0	13	2	1	0	13	4	
										-						
Net: Any Sent	37%	37%	38%	37%	43%	32%	38%	38%	38%	38%	38%	42%	35%	38%	37% **	
	194	215	202	212	251	169	259	236	194	1932	183	127	64	1679	624	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	1.1	0.9	1.2	0.9	1.2	1.1	1.2	1.1	0.8	1.1	1.1	1.3	1.2	1.1	1.1	0.4
Standard Deviation	2.4	2.2	4.0	1.8	2.7	3.8	4.8	3.0	1.7	3.1	2.9	4.4	11.8	3.1	5.0	0.8
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Smaller parcels - that will fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	49%	63%	66%	62%	61%	55%	51%	73%	61%	79%
	186	3597	484	521	812	644	333	989	3503	264
		A	D E	d e	d E			a B C D E		A
1 or 2	34%	27%	24%	28%	28%	33%	35%	19%	28%	17%
	129	1526	178	241	367	384	227	259	1594	57
	b		F	F	a c F	A c F			B	
3 or 4	10%	5%	5%	5%	6%	6%	8%	4%	6%	2%
	37	290	34	42	76	73	49	53	320	7
	b								b	
5 to 10	4%	4%	4%	4%	5%	4%	5%	3%	4%	2%
	16	243	32	36	63	48	33	47	251	6
11 to 20	1%	1%	1%	1%	0%	1%	1%	0%	1%	0%
	4	44	7	6	6	16	8	5	48	0
21+	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	4	13	3	1	4	7	1	2	17	0
	b									
Net: Any Sent	51%	37%	34%	38%	39%	45%	49%	27%	39%	21%
	191	2115	253	326	517	528	318	365	2229	70
	B		f	F	F	A b c F	A b C F		B	
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	1.8	1.0	1.0	1.0	1.1	1.4	1.3	0.8	1.1	0.4
Standard Deviation	6.6	3.5	2.6	2.2	3.2	4.9	2.8	4.7	3.9	1.1
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Larger parcels - that will not fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	70%	80%	64%	71%	68%	71%	70%	72%	68%
	4267	1860	2407	1089	1023	1099	1056	2160	2107
	-	B						b	
1 or 2	22%	14%	26%	21%	24%	20%	21%	20%	23%
	1313	321	992	316	360	312	324	609	704
	-		A						
3 or 4	4%	3%	5%	4%	3%	4%	5%	3%	5%
	241	62	178	56	52	60	73	94	147
	-		a						a
5 to 10	4%	3%	4%	3%	4%	4%	3%	3%	4%
	215	58	157	51	61	59	44	98	117
	-		a						
11 to 20	1%	0%	1%	0%	1%	1%	0%	0%	1%
	35	8	27	7	10	12	7	15	20
	-								
21+	0%	0%	0%	1%	0%	0%	0%	0%	0%
	19	5	13	10	1	3	4	8	11
	-								
Net: Any Sent	30%	20%	36%	28%	32%	29%	30%	28%	32%
	1818	452	1366	436	483	446	453	822	996
	-		A						a
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	0.9	0.6	1.1	1.0	0.8	0.8	0.9	0.8	1.0
Standard Deviation	4.8	3.0	5.6	6.7	2.2	2.4	6.0	5.9	3.4
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Larger parcels - that will not fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	67%	65%	71%	78%	78%	79%	68%	72%	65%	70%	69%	75%	65%	75%
	574	1265	1382	506	1044	541	2192	2075	904	1288	913	1161	2099	2151
			b	a B c	-	A B c	-	-		c		C d e		A
1 or 2	25%	25%	21%	18%	16%	14%	23%	20%	24%	22%	22%	19%	24%	19%
	209	480	410	117	214	98	729	584	327	403	291	293	776	528
	d F	d F	f		-		-	-					B	
3 or 4	3%	4%	4%	3%	4%	5%	5%	3%	5%	5%	4%	2%	4%	3%
	23	87	77	17	54	38	158	83	69	88	46	36	142	98
					-		-	-	f	f				
5 to 10	5%	4%	3%	1%	1%	2%	4%	3%	5%	3%	4%	3%	5%	2%
	43	85	68	9	20	10	116	99	66	50	57	42	149	63
	d f	d f			-		-	-					B	
11 to 20	0%	1%	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%	1%	0%
	2	18	12	4	4	0	20	15	11	9	7	9	27	9
					-		-	-					b	
21+	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%
	2	15	1	0	0	0	12	7	9	3	5	1	17	1
					-		-	-					b	
Net: Any Sent	32%	35%	29%	22%	22%	21%	32%	28%	34%	30%	31%	25%	35%	24%
	277	681	567	147	293	146	1031	788	477	553	407	381	1108	698
	d F	c D F	d f		-		-	-	F	f	f		B	
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	0.9	1.3	0.8	0.5	0.5	0.5	1.0	0.8	1.4	0.7	0.9	0.6	1.2	0.6
Standard Deviation	2.8	6.4	5.0	1.5	1.4	1.3	6.0	2.8	8.8	2.2	3.2	2.4	6.3	1.8
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Larger parcels - that will not fit through a letterbox by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	71%	69%	68%	77%	66%	69%	68%	73%	74%	70%	69%	65%	74%	70%	70% **	
	375	398	360	435	382	359	460	447	384	3600	334	197	136	3075	1183	
				I						-			I			
1 or 2	19%	25%	20%	16%	27%	23%	23%	19%	20%	21%	23%	23%	20%	22%	20% **	
	101	143	108	89	155	120	153	118	105	1093	113	71	36	965	346	
					d					-						
3 or 4	4%	4%	6%	4%	3%	3%	3%	4%	4%	4%	4%	6%	3%	4%	5% **	
	24	25	31	23	15	15	23	23	18	197	19	20	5	155	84	
										-						
5 to 10	5%	2%	4%	3%	3%	4%	5%	4%	2%	4%	3%	4%	2%	3%	4% **	
	25	9	24	17	18	23	35	23	9	182	16	14	4	150	65	
										-						
11 to 20	1%	0%	0%	1%	1%	1%	1%	0%	0%	1%	1%	1%	0%	1%	0% **	
	4	1	2	3	7	3	4	1	2	27	4	3	0	28	7	
										-						
21+	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0% **	
	1	0	6	0	2	2	2	3	0	17	1	0	1	15	4	
										-						
Net: Any Sent	29%	31%	32%	23%	34%	31%	32%	27%	26%	30%	31%	35%	25%	30%	30% **	
	155	178	169	132	197	162	218	166	134	1511	153	108	46	1308	506	
										-		d m				
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	0.9	0.6	1.2	0.6	0.9	0.9	1.0	1.2	0.6	0.9	0.9	1.0	1.1	0.9	1.0	0.7
Standard Deviation	2.5	1.3	4.5	1.8	2.5	3.1	3.0	9.5	1.6	4.2	3.5	3.1	15.1	3.1	7.5	1.4
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Larger parcels - that will not fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	56%	71%	74%	72%	68%	63%	61%	79%	69%	90%
	209	4058	544	613	904	744	396	1066	3948	300
		A	c D E	D E	e			b C D E		A
1 or 2	32%	21%	20%	21%	23%	26%	28%	14%	22%	7%
	121	1192	148	180	305	306	181	193	1288	24
	B		f	f	F	a F	a b F		B	
3 or 4	6%	4%	3%	3%	4%	5%	7%	3%	4%	1%
	21	220	19	26	59	53	43	40	236	4
							a b f		b	
5 to 10	5%	3%	3%	3%	3%	4%	4%	4%	4%	2%
	20	195	22	25	45	50	25	49	207	5
11 to 20	1%	1%	0%	0%	1%	1%	1%	0%	1%	0%
	3	32	3	3	10	10	4	6	35	0
21+	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	3	16	2	0	6	8	2	1	19	0
Net: Any Sent	44%	29%	26%	28%	32%	36%	39%	21%	31%	10%
	166	1652	193	234	425	423	254	289	1780	34
	B			f	a F	A b F	A B c F		B	
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	1.4	0.9	0.7	0.6	1.0	1.2	1.3	0.7	0.9	0.2
Standard Deviation	4.1	4.8	3.2	1.6	3.3	4.1	8.6	5.8	4.9	1.0
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Net: Small and Large Parcels by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	52%	63%	46%	52%	50%	55%	52%	55%	50%
	3190	1469	1721	798	749	854	789	1651	1539
	-	B						B	
1 or 2	28%	22%	31%	29%	29%	25%	29%	27%	28%
	1691	505	1186	441	437	379	434	810	881
	-		A						
3 or 4	9%	7%	11%	9%	10%	9%	9%	8%	11%
	572	168	405	133	156	144	139	240	333
	-		A						a
5 to 10	7%	5%	8%	7%	8%	7%	6%	6%	8%
	431	116	315	107	113	116	95	184	247
	-		A						a
11 to 20	3%	2%	3%	2%	3%	3%	3%	3%	2%
	153	47	106	31	39	40	43	77	75
	-								
21+	1%	0%	1%	1%	1%	1%	1%	1%	1%
	54	10	43	18	13	13	10	22	32
	-		a						
Net: Any Sent	48%	37%	54%	48%	50%	45%	48%	45%	50%
	2897	845	2052	728	758	691	720	1331	1566
	-		A						A
Effective Column n									
	3712	685	3027	938	923	937	914	1773	1939
Average	2.0	1.4	2.3	2.2	1.9	1.9	1.9	1.8	2.1
Standard Deviation	6.3	5.1	6.8	7.3	4.2	5.4	7.6	6.4	6.1
Unweighted base	6018	1111	4907	1521	1496	1519	1482	2874	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Net: Small and Large Parcels by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	50%	46%	53%	59%	63%	66%	50%	56%	46%	52%	53%	58%	46%	59%
	423	894	1030	387	840	455	1599	1590	644	956	699	891	1492	1682
			B	a B c	-	A B C	-	-		c	c	C d e		A
1 or 2	30%	31%	26%	28%	25%	22%	29%	26%	30%	29%	26%	26%	29%	26%
	252	597	510	181	331	150	940	751	410	530	349	401	931	751
	f	f			-		-	-						
3 or 4	10%	10%	10%	7%	6%	6%	11%	8%	11%	11%	9%	7%	11%	8%
	83	200	205	43	85	42	344	228	150	194	118	111	354	216
		f	f		-		-	-	f	f			B	
5 to 10	9%	8%	7%	5%	5%	5%	8%	6%	9%	7%	7%	6%	9%	5%
	73	151	141	30	67	36	245	186	124	121	93	93	279	151
					-		-	-					B	
11 to 20	2%	4%	3%	1%	1%	0%	2%	3%	3%	2%	4%	2%	3%	1%
	17	71	53	8	12	3	65	87	36	29	50	38	108	43
		d f	f		-		-	-			d		B	
21+	1%	2%	1%	0%	0%	0%	1%	1%	2%	1%	1%	1%	1%	0%
	5	36	10	3	3	0	33	20	21	12	12	8	46	8
		c f			-		-	-					B	
Net: Any Sent	50%	54%	47%	41%	37%	34%	50%	44%	53%	48%	47%	42%	53%	41%
	429	1054	918	265	497	232	1626	1271	740	886	622	650	1717	1166
	d F	C D F	d F		-		-	-	d e F	f	f		B	
Effective Column n														
	514	1221	1200	418	776	360	2024	1688	873	1151	752	936	1917	1773
Average	2.0	2.8	1.7	1.2	1.1	0.9	2.1	1.8	2.7	1.7	2.1	1.5	2.6	1.3
Standard Deviation	6.3	9.3	3.6	2.9	2.6	2.2	7.2	5.0	9.9	4.0	6.1	3.9	7.9	3.5
Unweighted base	833	1979	1946	677	1258	583	3281	2737	1415	1866	1219	1518	3108	2875
Weighted base	853	1949	1949	653	1337	687	3227	2862	1385	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Net: Small and Large Parcels by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	54%	52%	52%	57%	47%	56%	52%	52%	54%	53%	50%	48%	57%	52%	53%	**
	286	298	274	323	274	294	351	319	278	2698	242	145	105	2292	890	
										-						
1 or 2	24%	30%	27%	26%	31%	25%	27%	30%	29%	28%	29%	26%	27%	28%	28%	**
	126	174	141	148	180	131	185	185	150	1419	142	79	50	1220	468	
										-						
3 or 4	11%	9%	10%	7%	11%	7%	9%	8%	10%	9%	10%	13%	7%	10%	9%	**
	58	54	52	41	61	39	64	49	51	470	51	38	13	424	146	
										-						
5 to 10	6%	6%	7%	7%	7%	9%	8%	7%	6%	7%	7%	9%	6%	7%	7%	**
	34	36	35	39	42	44	52	42	30	356	36	28	11	307	124	
										-						
11 to 20	4%	2%	4%	2%	3%	1%	3%	2%	1%	3%	2%	3%	1%	2%	3%	**
	21	12	19	14	17	7	17	15	7	129	12	9	3	104	48	
										-						
21+	1%	0%	2%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	**
	5	2	9	2	5	7	9	6	1	44	4	4	1	41	12	
										-						
Net: Any Sent	46%	48%	48%	43%	53%	43%	48%	48%	46%	47%	50%	52%	43%	48%	47%	**
	244	278	255	244	305	226	328	297	240	2416	244	159	78	2094	798	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2327	475	459	452	2469	1236	7
Average	2.0	1.6	2.5	1.6	2.0	2.0	2.2	2.3	1.4	2.0	2.0	2.4	1.4	2.0	2.0	1.1
Standard Deviation	4.5	3.0	8.2	3.3	4.6	6.6	6.8	11.5	2.7	6.4	5.4	6.4	3.4	5.7	7.5	1.6
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	732	4003	2003	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	182	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Net: Small and Large Parcels by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
None	39%	53%	57%	53%	51%	44%	40%	65%	51%	76%	
	147	3042	417	446	673	513	259	883	2921	253	
		A	c D E	d E	d E			a B C D E		A	
1 or 2	31%	28%	26%	30%	28%	33%	34%	20%	28%	18%	
	118	1572	194	250	369	382	221	275	1627	59	
			f	F	f	a c F	a c F		B		
3 or 4	14%	9%	7%	10%	11%	11%	12%	6%	10%	4%	
	52	520	51	81	144	132	81	84	559	13	
	b				a f	a f	a f		b		
5 to 10	10%	7%	7%	6%	7%	8%	10%	6%	7%	1%	
	38	393	49	49	98	96	64	76	426	4	
									B		
11 to 20	4%	2%	3%	2%	2%	2%	3%	2%	3%	1%	
	14	139	21	19	33	28	20	33	147	4	
21+	2%	1%	1%	0%	1%	2%	1%	0%	1%	0%	
	8	46	6	4	13	21	6	4	54	0	
Net: Any Sent	60%	47%	43%	47%	49%	56%	60%	35%	49%	24%	
	228	2670	319	401	656	658	391	472	2809	80	
	B		f	F	a F	A b c F	A B C F		B		
Effective Column n											
	251	3461	481	519	895	822	410	586	3570	129	
Average	3.3	1.9	1.7	1.6	2.1	2.6	2.6	1.3	2.0	0.6	
Standard Deviation	9.6	6.0	5.1	3.4	6.1	7.9	10.4	3.4	6.4	1.8	
Unweighted base	407	5611	779	842	1451	1332	664	950	5787	209	
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Items requiring a signature by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None		76%	84%	71%	76%	74%	78%	78%	75%	77%
		4640	1942	2698	1158	1108	1201	1172	2235	2405
		-	B							
1 or 2		18%	12%	22%	20%	21%	17%	16%	19%	18%
		1124	286	838	300	315	260	248	578	545
		-		A						
3 or 4		3%	2%	3%	2%	3%	3%	3%	3%	3%
		163	48	115	26	47	49	41	84	79
		-								
5 to 10		2%	1%	3%	2%	2%	2%	2%	2%	2%
		121	26	95	30	28	25	38	56	65
		-		a						
11 to 20		0%	0%	1%	1%	0%	0%	0%	1%	0%
		29	6	23	9	6	8	7	25	4
		-							b	
21+		0%	0%	0%	0%	0%	0%	0%	0%	0%
		13	7	6	4	3	3	3	5	8
		-								
Net: Any Sent		24%	16%	29%	24%	26%	22%	22%	25%	22%
		1446	370	1076	367	398	344	337	748	698
		-		A						
Effective Column n										
		3711	685	3026	938	923	937	914	1772	1939
Average		0.6	0.5	0.7	0.7	0.6	0.5	0.6	0.6	0.6
Standard Deviation		2.8	3.7	2.2	4.4	2.1	1.9	2.1	2.1	3.4
Unweighted base		6018	1111	4907	1521	1496	1519	1482	2874	3144
Weighted base		6089	2314	3774	1528	1507	1545	1509	2983	3106
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Items requiring a signature by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	74%	70%	77%	81%	86%	90%	75%	78%	71%	77%	75%	80%	71%	82%
	631	1355	1505	528	1146	621	2408	2232	988	1420	995	1237	2282	2337
			B	a B	-	A B C D	-	-		c		C e		A
1 or 2	20%	22%	18%	16%	12%	8%	20%	17%	22%	18%	18%	16%	21%	15%
	170	437	351	108	165	57	647	477	308	338	236	241	689	428
	F	c d F	F	F	-		-	-	f				B	
3 or 4	2%	4%	3%	1%	1%	1%	3%	3%	3%	2%	3%	2%	4%	2%
	20	70	57	9	16	7	90	73	44	45	37	36	112	49
		f			-		-	-					B	
5 to 10	3%	3%	1%	1%	1%	0%	2%	2%	2%	1%	3%	2%	3%	1%
	25	61	25	8	9	2	58	63	33	25	40	23	90	29
	c f	c f			-		-	-					B	
11 to 20	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%
	5	18	5	0	1	1	16	13	9	7	9	4	25	4
					-		-	-					b	
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	7	5	0	0	0	8	4	2	6	3	1	11	2
					-		-	-						
Net: Any Sent	26%	30%	23%	19%	14%	10%	25%	22%	29%	23%	24%	20%	29%	18%
	220	591	443	125	192	67	818	628	396	422	322	305	925	511
	d F	C D F	F	F	-		-	-	d F		f		B	
Effective Column n														
	513	1220	1201	418	776	360	2023	1688	873	1151	752	936	1917	1772
Average	0.6	0.9	0.5	0.3	0.3	0.2	0.6	0.6	0.7	0.5	0.8	0.4	0.8	0.3
Standard Deviation	2.0	4.3	1.9	0.9	1.1	1.3	2.2	3.4	2.2	2.2	4.7	1.5	3.7	1.3
Unweighted base	832	1979	1947	677	1258	583	3281	2737	1415	1866	1219	1518	3109	2874
Weighted base	851	1949	1949	653	1337	687	3226	2862	1384	1842	1320	1542	3210	2849
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Items requiring a signature by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	74%	78%	73%	80%	75%	77%	70%	77%	83%	76%	77%	74%	77%	76%	77% **	
	391	451	388	452	432	403	475	474	430	3896	377	226	141	3335	1296	
									g	-						
1 or 2	20%	18%	21%	15%	20%	17%	21%	18%	15%	18%	18%	19%	19%	18%	19% **	
	103	106	111	86	115	91	141	111	77	943	88	59	34	806	315	
										-						
3 or 4	3%	2%	2%	2%	3%	3%	4%	3%	2%	3%	3%	3%	2%	3%	3% **	
	14	10	11	10	16	14	28	21	9	134	15	10	4	119	44	
										-						
5 to 10	2%	2%	3%	3%	2%	2%	3%	1%	0%	2%	1%	3%	2%	2%	2% **	
	13	9	13	16	14	10	20	9	1	105	5	9	3	92	27	
										-						
11 to 20	1%	0%	1%	0%	0%	0%	2%	0%	0%	1%	0%	0%	0%	1%	0% **	
	7	1	3	0	1	3	11	0	1	27	1	1	1	23	6	
										-						
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% **	
	1	0	2	2	0	0	3	1	0	10	1	1	1	10	2	
										-						
Net: Any Sent	26%	22%	26%	20%	25%	23%	30%	23%	17%	24%	23%	26%	23%	24%	23% **	
	139	126	139	115	147	118	204	142	88	1216	110	78	42	1049	393	
							i			-						
Effective Column n																
	233	262	243	255	265	241	313	279	235	2326	475	459	452	2468	1236	7
Average	0.8	0.4	1.0	0.5	0.5	0.5	1.0	0.5	0.3	0.6	0.5	0.7	0.6	0.6	0.5	1.2
Standard Deviation	2.4	1.3	7.0	1.8	1.4	1.4	3.1	1.6	0.8	2.9	1.8	2.8	3.1	3.1	1.8	3.1
Unweighted base	377	425	394	413	429	391	508	453	381	3771	770	744	733	4002	2004	12
Weighted base	530	576	529	567	579	521	679	616	518	5114	487	305	183	4386	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Items requiring a signature by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	59%	77%	80%	77%	75%	71%	66%	85%	75%	93%
	222	4418	590	650	997	831	427	1145	4313	309
		A	c D E	d E	E			b C D E		A
1 or 2	29%	18%	15%	18%	20%	22%	27%	11%	19%	6%
	108	1015	112	149	271	263	176	153	1101	19
	B			f	a F	a b F	A B c F		B	
3 or 4	7%	2%	3%	3%	2%	3%	3%	3%	3%	1%
	26	137	21	25	29	35	18	35	159	3
	B									
5 to 10	3%	2%	1%	2%	2%	3%	3%	1%	2%	1%
	13	108	7	17	24	35	21	16	117	3
11 to 20	2%	0%	0%	1%	0%	1%	1%	0%	1%	0%
	6	23	3	7	1	7	7	4	29	0
	b									
21+	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
	1	11	2	0	7	0	1	2	13	0
Net: Any Sent	41%	23%	20%	23%	25%	29%	34%	15%	25%	7%
	154	1292	146	197	329	340	223	209	1416	25
	B			f	a F	A b F	A B C F		B	
Effective Column n										
	250	3461	480	519	895	821	409	586	3569	129
Average	1.1	0.6	0.5	0.5	0.8	0.7	0.8	0.4	0.6	0.1
Standard Deviation	2.8	2.8	2.2	1.7	4.8	1.8	2.3	1.8	2.9	0.6
Unweighted base	406	5612	779	842	1451	1331	664	951	5787	209
Weighted base	376	5713	736	847	1329	1170	651	1355	5732	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Other important items which involve postal or delivery services by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	90%	96%	86%	89%	90%	91%	91%	89%	91%
	5489	2226	3263	1357	1351	1411	1370	2663	2827
	-	B							
1 or 2	8%	3%	11%	9%	8%	6%	7%	8%	7%
	474	67	407	142	122	100	110	247	227
	-		A						
3 or 4	1%	0%	1%	1%	1%	1%	1%	1%	1%
	55	10	45	12	14	16	13	27	28
	-		a						
5 to 10	1%	1%	1%	1%	1%	1%	1%	1%	1%
	58	12	46	17	15	15	10	38	20
	-		a						
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%
	7	0	7	1	1	2	3	4	3
	-								
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%
	7	0	7	0	4	1	2	5	1
	-								
Net: Any Sent	10%	4%	14%	11%	10%	9%	9%	11%	9%
	598	88	510	172	153	134	139	319	279
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	0.3	0.1	0.4	0.2	0.4	0.2	0.4	0.4	0.2
Standard Deviation	3.5	0.6	4.4	1.0	3.5	1.2	5.8	4.7	1.5
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Other important items which involve postal or delivery services by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	91%	88%	91%	92%	92%	92%	89%	91%	87%	91%	90%	92%	88%	92%
	773	1706	1776	600	1231	633	2884	2605	1202	1683	1191	1414	2835	2630
			b	b	-	b	-	-		c		c		A
1 or 2	7%	10%	7%	7%	7%	7%	8%	8%	9%	7%	8%	7%	9%	7%
	57	189	135	45	93	48	257	217	124	134	106	110	280	189
					-		-	-					b	
3 or 4	1%	1%	1%	1%	1%	1%	1%	0%	2%	1%	1%	0%	1%	1%
	13	20	16	3	7	4	42	14	25	16	8	6	39	16
					-		-	-	f				b	
5 to 10	1%	1%	1%	0%	0%	0%	1%	1%	2%	0%	1%	1%	1%	0%
	8	27	19	3	4	2	35	23	29	5	14	10	45	13
					-		-	-	D f				b	
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	2	2	1	1	2	1	5	2	4	1	1	1	5	2
					-		-	-						
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	5	1	1	1	0	5	2	2	2	1	1	6	1
					-		-	-						
Net: Any Sent	9%	12%	9%	8%	8%	8%	11%	9%	13%	9%	10%	8%	12%	8%
	79	240	172	52	107	54	341	257	184	157	129	128	372	220
					-		-	-	d f				B	
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	0.2	0.5	0.3	0.2	0.2	0.2	0.4	0.2	0.6	0.2	0.2	0.2	0.4	0.2
Standard Deviation	1.2	5.4	2.6	1.2	1.0	0.8	4.3	2.2	6.1	1.9	1.2	2.8	4.7	0.9
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Other important items which involve postal or delivery services by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	91%	92%	91%	91%	89%	91%	89%	88%	90%	90%	91%	89%	91%	90%	90% **	
	479	530	481	515	516	477	602	543	465	4610	445	270	166	3963	1518	
										-				c	c	
1 or 2	7%	7%	8%	7%	8%	7%	8%	10%	9%	8%	6%	8%	8%	8%	8% **	
	39	41	41	38	49	36	55	60	45	404	30	25	14	330	140	
										-						
3 or 4	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1% **	
	2	2	4	7	5	5	10	3	4	42	6	5	2	36	19	
										-						
5 to 10	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1% **	
	5	1	3	6	7	4	9	9	4	48	5	4	1	48	9	
										-						
11 to 20	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% **	
	4	0	0	0	1	0	1	0	0	6	1	0	0	6	1	
										-						
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% **	
	0	2	0	0	0	1	1	1	0	5	1	0	0	5	2	
										-						
Net: Any Sent	9%	8%	9%	9%	11%	9%	11%	12%	10%	10%	9%	11%	9%	10%	10% **	
	50	44	48	51	63	45	77	73	52	504	42	35	17	422	171	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	0.3	0.3	0.2	0.2	0.2	0.4	0.4	0.6	0.2	0.3	0.2	0.3	0.3	0.3	0.3	1.3
Standard Deviation	1.5	2.7	0.9	0.9	1.0	4.6	2.4	8.7	0.9	3.7	1.5	1.2	3.3	2.3	5.3	3.1
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Other important items which involve postal or delivery services by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	75%	91%	89%	90%	91%	87%	86%	95%	90%	94%
	282	5208	652	761	1207	1021	559	1290	5155	312
		A			d e			A b c D E		
1 or 2	19%	7%	9%	9%	7%	9%	12%	4%	8%	5%
	72	402	67	76	94	110	78	49	456	17
	B		F	F	f	F	c F			
3 or 4	3%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	11	44	7	8	15	15	3	7	53	2
	b									
5 to 10	3%	1%	1%	0%	1%	2%	1%	1%	1%	1%
	10	48	6	2	10	21	9	9	56	2
	b									
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	6	1	0	2	4	0	0	7	0
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	5	2	0	1	2	1	0	7	0
Net: Any Sent	25%	9%	11%	10%	9%	13%	14%	5%	10%	6%
	95	503	84	87	121	149	92	65	576	21
	B		F	f	f	c F	c F			
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	0.7	0.3	0.5	0.2	0.2	0.4	0.6	0.1	0.3	0.1
Standard Deviation	3.2	3.5	4.4	0.9	1.6	2.3	8.5	0.8	3.6	0.6
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Net: All Letters by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	27%	32%	24%	26%	26%	29%	27%	30%	24%
	1643	737	907	399	391	449	404	895	748
	-	B						B	
1 or 2	30%	29%	31%	33%	27%	27%	34%	29%	32%
	1843	669	1174	503	408	414	517	856	987
	-			b c			b C		a
3 or 4	16%	15%	17%	17%	16%	15%	16%	16%	16%
	985	352	633	266	237	239	243	488	497
	-								
5 to 10	17%	15%	18%	17%	18%	17%	17%	16%	18%
	1050	354	696	257	269	265	259	484	566
	-		a						
11 to 20	5%	5%	5%	4%	6%	7%	3%	5%	6%
	321	122	198	68	96	104	52	145	176
	-				d	d			
21+	4%	3%	4%	2%	7%	5%	2%	4%	4%
	247	81	167	35	105	74	33	116	131
	-				A c D	a d			
Net: Any Sent	73%	68%	76%	74%	74%	71%	73%	70%	76%
	4441	1577	2865	1127	1114	1096	1105	2086	2355
	-		A						A
Effective Column n									
	3711	685	3026	938	922	937	914	1773	1938
Average	4.9	4.2	5.3	4.5	6.3	5.1	3.5	4.7	5.0
Standard Deviation	14.1	10.7	15.8	19.4	14.7	12.0	7.2	15.6	12.5
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Net: All Letters by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	41%	32%	25%	12%	13%	14%	22%	32%	17%	26%	30%	34%	28%	26%
	347	622	496	80	176	98	723	920	236	487	397	523	905	730
	B C D F	C D F	D F		-		-	-		C	C	C D		
1 or 2	32%	30%	30%	34%	30%	26%	30%	30%	28%	32%	29%	32%	30%	31%
	273	581	586	221	402	181	975	867	387	588	381	486	958	873
					-		-	-						
3 or 4	10%	14%	17%	21%	22%	22%	17%	15%	18%	16%	16%	15%	16%	17%
	89	273	329	140	293	154	545	440	246	299	209	231	506	475
			a	A B	-	A B c	-	-						
5 to 10	11%	17%	17%	20%	23%	26%	19%	16%	21%	16%	18%	14%	17%	18%
	97	322	322	129	309	180	598	452	297	300	234	219	531	517
		a	a	A	-	A B C d	-	-	d F					
11 to 20	3%	5%	6%	8%	6%	5%	6%	4%	8%	5%	5%	3%	6%	5%
	29	90	115	54	86	32	203	118	111	92	64	54	186	133
				a b	-		-	-	d e F					
21+	2%	3%	5%	4%	5%	6%	6%	2%	8%	4%	3%	2%	4%	4%
	18	59	100	29	71	42	183	64	107	76	34	30	126	121
			a b		-	a b	-	-	d E F	f				
Net: Any Sent	59%	68%	74%	88%	87%	86%	78%	68%	83%	74%	70%	66%	72%	74%
	506	1323	1451	572	1161	590	2501	1941	1145	1355	921	1019	2302	2119
		A	A B	A B C	-	A B C	-	-	D E F	F				
Effective Column n														
	514	1220	1200	418	776	360	2024	1687	873	1151	751	936	1918	1772
Average	3.1	4.6	5.2	5.4	5.9	6.4	5.9	3.7	7.6	4.6	4.0	3.4	4.8	4.9
Standard Deviation	9.4	17.7	13.6	8.6	10.9	12.6	16.5	10.5	21.2	11.8	10.9	10.2	15.2	12.6
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Net: All Letters by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	25%	32%	26%	25%	25%	27%	26%	21%	28%	26%	31%	29%	39%	28%	24%	**
	131	183	136	141	145	142	175	132	146	1330	152	89	72	1237	401	
		h								-	h		a c d e g H I	b		
1 or 2	33%	33%	30%	35%	35%	28%	32%	30%	25%	31%	24%	25%	27%	31%	30%	**
	174	189	160	201	201	147	216	187	128	1602	115	77	48	1339	501	
				k	k					-						
3 or 4	11%	16%	15%	20%	20%	18%	13%	14%	18%	16%	17%	18%	13%	15%	18%	**
	58	91	79	115	118	92	90	88	95	825	81	55	24	679	305	
										-						
5 to 10	25%	13%	19%	12%	11%	17%	17%	23%	19%	17%	16%	19%	14%	17%	18%	**
	133	75	99	70	65	91	116	143	99	890	78	56	26	739	307	
	b D E k							b d E		-						
11 to 20	2%	4%	7%	4%	5%	5%	7%	6%	5%	5%	7%	7%	4%	5%	5%	**
	11	22	37	20	30	28	49	38	25	259	35	20	7	228	92	
										-						
21+	4%	3%	3%	4%	3%	4%	5%	5%	5%	4%	5%	2%	3%	4%	5%	**
	22	18	17	21	20	22	34	29	26	208	26	7	6	165	82	
										-						
Net: Any Sent	75%	68%	74%	75%	75%	73%	74%	79%	72%	74%	68%	71%	61%	72%	76%	**
	398	393	393	425	433	381	502	485	372	3782	333	216	111	3148	1285	
	m		m	m	m		m	b k M		-		m			a	
Effective Column n																
	233	262	243	255	264	242	313	279	235	2326	474	459	452	2468	1235	7
Average	4.7	3.5	5.4	4.5	3.9	5.4	6.4	5.4	4.9	4.9	5.3	4.1	3.6	4.6	5.5	3.2
Standard Deviation	10.9	7.8	17.3	18.6	7.3	13.3	25.0	11.4	9.3	14.8	10.5	7.2	8.0	11.7	18.9	4.4
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD1: Approximately how many of the following have you sent in the last month? (including international post and Freepost): Net: All Letters by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	21%	27%	34%	26%	26%	22%	20%	32%	27%	25%
	79	1564	248	224	347	261	131	432	1555	82
		a	b c D E	e	e			c D E		
1 or 2	19%	31%	27%	31%	31%	30%	31%	30%	31%	23%
	71	1771	200	265	416	357	202	403	1759	76
		A							b	
3 or 4	19%	16%	16%	17%	16%	16%	16%	15%	16%	22%
	73	912	120	144	216	191	104	210	905	75
										a
5 to 10	26%	17%	17%	17%	19%	18%	19%	15%	17%	24%
	98	952	123	148	247	211	121	201	968	79
	B									a
11 to 20	8%	5%	3%	4%	5%	6%	9%	5%	5%	3%
	30	291	23	38	64	71	56	69	310	10
							a b c			
21+	7%	4%	3%	3%	3%	7%	6%	3%	4%	4%
	26	221	20	29	39	81	36	41	235	12
	b					a b C f				
Net: Any Sent	79%	73%	66%	74%	74%	78%	80%	68%	73%	75%
	296	4145	485	623	980	911	519	923	4173	252
	b			a	a f	A F	A b c F			
Effective Column n										
	250	3461	479	519	895	822	410	587	3569	129
Average	9.2	4.6	4.5	4.4	4.0	6.8	6.2	3.9	4.9	4.7
Standard Deviation	36.2	11.1	23.2	12.0	7.8	17.0	15.8	8.5	14.3	9.9
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
0%	42%	61%	34%	41%	42%	44%	41%	40%	44%
	970	413	557	239	258	247	226	425	545
	-	B	-	-	-	-	-	-	-
1-10%	9%	8%	9%	10%	11%	6%	7%	9%	8%
	198	57	141	58	68	34	38	94	104
	-	-	-	-	-	-	-	-	-
11-20%	4%	2%	5%	4%	5%	4%	4%	6%	3%
	99	15	84	26	31	21	20	61	38
	-	-	a	-	-	-	-	b	-
21-30%	3%	0%	4%	3%	3%	2%	2%	3%	2%
	62	0	62	19	21	13	9	33	29
	-	-	A	-	-	-	-	-	-
31-40%	2%	1%	3%	1%	2%	3%	3%	3%	2%
	53	4	49	8	11	17	17	30	22
	-	-	a	-	-	-	-	-	-
41-50%	5%	3%	6%	5%	6%	5%	6%	6%	5%
	120	22	97	28	34	27	31	64	56
	-	-	a	-	-	-	-	-	-
51-60%	3%	3%	3%	4%	2%	3%	4%	4%	3%
	72	20	52	24	12	16	20	38	34
	-	-	-	-	-	-	-	-	-
61-70%	2%	1%	3%	2%	1%	3%	2%	2%	2%
	50	4	46	12	8	18	13	23	27
	-	-	a	-	-	-	-	-	-
71-80%	3%	1%	4%	2%	4%	3%	3%	4%	3%
	74	9	65	15	25	17	18	39	35
	-	-	a	-	-	-	-	-	-
81-90%	3%	2%	4%	3%	3%	3%	3%	3%	3%
	75	16	60	20	17	19	19	36	40
	-	-	-	-	-	-	-	-	-
91-100%	21%	16%	24%	22%	19%	21%	24%	20%	23%
	496	112	384	131	117	116	133	217	278
	-	-	a	-	-	-	-	-	-
Net: 1-50%	23%	14%	27%	24%	27%	20%	21%	26%	20%
	531	98	433	138	165	112	115	282	250
	-	-	A	-	-	-	-	b	-
Net: 51-100%	33%	24%	37%	34%	29%	33%	37%	33%	34%
	767	161	606	202	179	185	202	353	415
	-	-	A	-	-	-	-	-	-
I don't know	2%	1%	2%	1%	1%	2%	2%	1%	2%
	38	7	31	9	7	13	9	11	27
	-	-	-	-	-	-	-	-	-
Effective Column n									
	1545	196	1349	406	403	373	364	689	857
Unweighted base	2464	313	2151	647	643	594	580	1098	1366
Weighted base	2307	679	1628	587	609	558	552	1071	1236
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. (Avg) Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Average									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	34.5	23.5	39.0	34.9	31.6	34.2	37.4	34.6	34.4
	-		A						
Effective Column n		241.2	1640.9	400.5	396.5	365.1	356.1	678.5	838.5
Standard Deviation	40.0	37.7	40.0	40.2	38.9	39.9	40.8	39.2	40.7
Unweighted base	2419	310	2109	638	631	582	568	1082	1337
Weighted base	2269	672	1597	579	602	545	543	1059	1210
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column														
Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
0%	25%	29%	52%	66%	70%	74%	46%	37%	48%	45%	34%	39%	34%	54%
	89	257	370	135	255	119	597	374	287	309	170	204	485	483
			AB	ABc	-	ABC	-	-	Ef	e				A
1-10%	6%	8%	10%	11%	9%	6%	7%	10%	8%	7%	9%	11%	9%	8%
	21	71	73	22	32	10	97	101	46	51	45	57	131	67
					-		-	-						
11-20%	5%	6%	3%	2%	1%	1%	4%	5%	5%	3%	4%	5%	5%	3%
	19	52	23	3	4	1	52	47	28	24	22	25	72	27
					-		-	-					b	
21-30%	6%	3%	1%	1%	0%	0%	2%	3%	2%	3%	4%	2%	3%	2%
	21	30	9	1	1	0	30	31	13	17	19	13	44	18
	Cdf	c			-		-	-						
31-40%	4%	4%	1%	1%	1%	0%	2%	3%	2%	2%	3%	3%	3%	1%
	13	33	4	2	3	1	23	30	9	13	17	13	41	11
	c	c			-		-	-					b	
41-50%	7%	7%	3%	2%	3%	5%	6%	5%	5%	6%	5%	4%	6%	4%
	24	62	22	5	13	8	73	47	33	40	25	22	82	37
		c			-		-	-						
51-60%	3%	5%	2%	2%	2%	0%	3%	3%	3%	4%	4%	2%	4%	2%
	11	39	16	5	5	1	43	29	19	24	19	10	51	20
					-		-	-						
61-70%	4%	3%	1%	2%	1%	0%	2%	3%	2%	1%	3%	3%	3%	2%
	15	23	8	4	4	0	23	27	13	10	14	14	36	14
					-		-	-						
71-80%	4%	4%	3%	1%	1%	1%	3%	3%	4%	3%	3%	3%	4%	1%
	16	35	20	3	4	1	43	31	25	19	16	15	63	11
					-		-	-					B	
81-90%	2%	4%	3%	1%	1%	2%	3%	4%	3%	3%	4%	3%	4%	2%
	9	37	24	2	5	3	38	37	17	21	20	17	55	21
					-		-	-						
91-100%	30%	25%	19%	10%	10%	10%	20%	24%	18%	21%	25%	23%	23%	19%
	106	217	136	21	37	16	252	243	109	143	122	122	330	164
	cDF	cDf	df		-		-	-					b	
Net: 1-50%	28%	28%	18%	16%	15%	12%	21%	25%	21%	21%	26%	25%	26%	18%
	98	249	131	33	53	20	275	256	129	146	127	129	370	158
	cdf	CdF			-		-	-					B	
Net: 51-100%	45%	40%	29%	17%	15%	13%	31%	36%	30%	32%	39%	34%	38%	26%
	156	351	205	34	56	21	400	367	183	217	191	177	535	230
	CDF	CDF	df		-		-	-					B	
I don't know	2%	2%	1%	1%	1%	0%	1%	2%	1%	2%	1%	3%	1%	2%
	7	19	9	3	3	0	18	20	4	14	6	14	19	16
					-		-	-						
Effective Column n														
	240	592	479	150	234	84	887	658	415	472	320	338	938	598
Unweighted base	383	944	764	239	373	134	1414	1050	662	752	511	539	1496	954
Weighted base	350	876	715	206	366	160	1289	1018	603	686	494	524	1409	887
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. (Avg) Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Average														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	46.9	42.2	28.5	16.7	15.9	14.9	32.1	37.5	30.9	33.1	39.5	35.5	39.0	27.1
	C D F	C D F	D F		-		-	-			c		B	
Effective Column n	234.5	580.8	471.1	148.0	232.0	84.1	875.3	641.4	411.9	463.3	315.5	326.0	925.3	584.2
Standard Deviation	39.9	39.7	39.6	32.4	32.1	31.9	39.4	40.6	38.8	39.8	40.4	40.7	40.1	38.7
Unweighted base	374	925	750	236	370	134	1396	1023	657	739	503	520	1476	932
Weighted base	343	856	706	203	364	160	1271	998	599	672	488	510	1390	871
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
0%	45%	38%	40%	34%	46%	47%	33%	44%	46%	41%	52%	41%	44%	41%	44%	**
	86	83	80	71	115	79	85	104	90	794	96	52	28	695	274	
										-	d g					
1-10%	8%	9%	9%	12%	5%	7%	8%	10%	10%	9%	6%	7%	12%	9%	9%	**
	15	19	19	25	13	12	22	24	20	170	11	9	8	144	54	
										-						
11-20%	5%	5%	3%	5%	5%	2%	7%	4%	1%	4%	4%	5%	4%	5%	3%	**
	10	11	6	10	14	3	19	9	2	84	6	6	3	77	22	
										-						
21-30%	2%	3%	2%	5%	2%	1%	3%	5%	2%	3%	1%	3%	2%	3%	2%	**
	4	5	4	10	6	2	8	11	4	55	2	4	1	52	10	
										-						
31-40%	1%	3%	3%	3%	2%	2%	3%	3%	1%	2%	2%	1%	2%	3%	2%	**
	2	7	6	7	4	3	7	7	3	46	3	2	2	42	11	
										-						
41-50%	4%	4%	4%	8%	3%	6%	10%	6%	6%	6%	3%	2%	2%	5%	5%	**
	9	9	7	16	8	10	26	13	12	110	5	2	2	90	30	
										-						
51-60%	7%	4%	2%	2%	3%	2%	5%	2%	0%	3%	2%	6%	3%	4%	2%	**
	13	10	4	4	7	3	12	4	1	59	4	7	2	59	13	
										-						
61-70%	2%	3%	3%	2%	2%	2%	4%	1%	3%	2%	1%	2%	2%	2%	2%	**
	4	6	6	4	5	4	9	2	5	45	1	3	1	39	12	
										-						
71-80%	2%	3%	4%	3%	3%	6%	4%	2%	2%	3%	3%	5%	2%	3%	3%	**
	4	6	9	5	8	10	10	4	3	60	6	7	2	56	18	
										-						
81-90%	1%	3%	7%	4%	5%	3%	3%	2%	4%	3%	2%	2%	3%	3%	4%	**
	3	6	13	8	13	5	8	5	7	66	4	3	2	50	25	
										-						
91-100%	22%	23%	24%	22%	22%	19%	19%	19%	23%	21%	23%	23%	19%	21%	23%	**
	43	50	48	47	55	31	48	44	45	412	42	29	12	350	146	
										-						
Net: 1-50%	21%	24%	21%	32%	18%	18%	31%	27%	22%	24%	15%	18%	23%	24%	20%	**
	40	52	42	68	45	31	81	64	42	465	28	23	15	405	126	
				k			k			-						
Net: 51-100%	35%	36%	39%	32%	36%	32%	34%	25%	32%	33%	31%	38%	31%	33%	34%	**
	67	77	80	68	89	53	87	59	61	641	58	49	20	554	214	
										-						
I don't know	0%	2%	0%	2%	1%	3%	2%	4%	1%	2%	1%	2%	2%	1%	2%	**
	0	4	0	4	2	6	6	9	1	32	2	3	1	25	12	
										-						
Effective Column n																
	92	108	97	109	123	88	132	114	94	957	195	204	189	1020	524	2
Unweighted base	147	173	154	174	196	141	210	181	150	1526	311	326	301	1626	835	3
Weighted base	194	215	202	212	251	169	259	236	194	1932	184	127	64	1679	625	3
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. (Avg) Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox by Demographics Part 3

	UK nation												Rurality	
Average														
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**
Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	33.4	36.3	38.5	36.3	35.0	32.6	36.7	29.6	33.4	34.7	31.5	36.5	31.1	34.2
										-				
Effective Column n	92.4	106.2	96.8	106.0	121.2	86.5	127.9	109.8	93.6	1088.5	199.7	215.6	204.3	1016.1
Standard Deviation	39.9	40.3	41.5	39.4	41.0	39.9	37.8	38.3	41.1	39.8	41.1	40.7	39.5	39.5
Unweighted base	147	169	154	169	193	138	204	175	149	1498	307	320	294	1598
Weighted base	194	211	202	207	249	163	254	227	193	1900	182	125	62	1654
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Rural	Unknown
35.1	**
520.7	1.3
41.2	0.0
819	2
613	1
B	C

QD2. Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
0%	22%	44%	38%	40%	37%	41%	41%	56%	42%	60%
	42	929	96	131	192	214	131	205	926	42
		A						a b C D e		a
1-10%	1%	9%	9%	9%	9%	7%	9%	8%	9%	4%
	3	195	23	31	46	38	30	30	195	3
		a								
11-20%	6%	4%	6%	4%	5%	4%	6%	2%	4%	1%
	12	86	16	12	25	21	18	6	98	1
21-30%	6%	2%	4%	3%	4%	2%	3%	1%	3%	8%
	12	50	10	11	19	11	9	2	56	5
	b									a
31-40%	4%	2%	3%	4%	3%	3%	1%	0%	2%	5%
	8	44	7	12	16	14	4	0	49	4
41-50%	14%	4%	3%	6%	5%	5%	7%	5%	5%	2%
	28	92	8	20	28	26	22	16	117	1
	B									
51-60%	5%	3%	4%	2%	3%	4%	2%	3%	3%	6%
	9	63	11	7	16	22	6	10	67	4
61-70%	6%	2%	2%	3%	2%	2%	3%	2%	2%	3%
	12	38	5	11	9	8	11	7	48	2
	b									
71-80%	8%	3%	2%	3%	3%	5%	2%	3%	3%	2%
	15	59	5	11	16	25	7	9	72	2
	b									
81-90%	5%	3%	5%	2%	5%	3%	3%	2%	3%	1%
	10	66	13	7	24	16	9	6	74	1
91-100%	19%	22%	20%	19%	23%	24%	22%	18%	22%	5%
	37	459	51	63	120	128	69	64	491	4
									b	
Net: 1-50%	33%	22%	25%	26%	26%	21%	26%	15%	23%	20%
	63	468	64	86	134	109	82	56	516	14
	b				f					
Net: 51-100%	43%	32%	33%	31%	36%	38%	32%	26%	34%	18%
	82	685	84	99	186	199	102	97	752	12
	b								b	
I don't know	2%	2%	3%	3%	1%	1%	1%	2%	2%	2%
	4	34	8	9	5	6	2	8	36	2
Effective Column n										
	130	1415	178	213	378	391	211	176	1507	34
Unweighted base	207	2257	284	339	602	623	336	280	2403	54
Weighted base	191	2116	253	326	517	528	318	366	2230	70
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. (Avg) Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Smaller parcels - that will fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage
Average									
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**
Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	47.1	33.3	34.6	33.3	37.5	37.7	34.2	26.4	34.9
	B				f	f			b
Effective Column n	126.4	1394.6	169.9	205.0	376.4	390.8	209.5	175.1	1483.5
Standard Deviation	35.4	40.2	39.6	38.8	40.3	40.9	39.8	38.7	40.2
Unweighted base	201	2218	271	327	596	618	334	273	2360
Weighted base	187	2082	245	317	512	522	316	358	2194
Columns	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

NET: Internet non-user
18.6
32.7
29.7
52
68
B

QD2. Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
0%	40%	62%	33%	34%	43%	41%	42%	38%	42%
	732	283	449	149	206	185	192	311	421
	-	B							
1-10%	9%	7%	9%	10%	10%	6%	8%	8%	9%
	156	30	126	46	50	27	34	63	93
	-								
11-20%	4%	1%	5%	3%	3%	5%	3%	4%	4%
	68	4	64	14	15	24	15	30	38
	-		a						
21-30%	4%	1%	4%	4%	6%	2%	2%	5%	3%
	64	3	61	19	27	11	8	37	27
	-		a						
31-40%	2%	1%	3%	2%	3%	3%	2%	3%	2%
	42	3	39	7	15	14	7	23	19
	-		a						
41-50%	4%	2%	4%	4%	3%	4%	5%	4%	3%
	69	11	59	17	15	16	21	36	34
	-								
51-60%	4%	4%	4%	5%	3%	5%	3%	6%	3%
	73	20	52	21	16	21	14	46	27
	-							b	
61-70%	3%	1%	3%	2%	2%	4%	3%	3%	2%
	46	3	43	7	8	17	13	22	24
	-		a						
71-80%	2%	1%	3%	4%	2%	2%	2%	3%	2%
	45	5	40	17	8	9	11	27	18
	-								
81-90%	3%	1%	4%	2%	4%	4%	3%	3%	3%
	55	3	52	8	18	17	12	25	30
	-		a						
91-100%	24%	19%	26%	29%	21%	22%	27%	23%	25%
	444	87	358	127	100	96	121	193	252
	-		a						
Net: 1-50%	22%	11%	26%	23%	25%	20%	19%	23%	21%
	400	50	350	103	121	91	84	190	210
	-		A						
Net: 51-100%	36%	26%	40%	41%	31%	36%	38%	38%	35%
	663	118	545	180	151	161	171	312	350
	-		A						
I don't know	2%	1%	2%	2%	1%	2%	1%	1%	2%
	28	3	25	7	6	10	5	11	17
	-								
Effective Column n									
	1297	134	1163	319	343	319	316	557	741
Unweighted base	2016	209	1807	496	533	496	491	865	1151
Weighted base	1823	455	1368	440	484	446	453	824	999
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. (Avg) Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Average									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Percentage of larger parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	36.6	24.6	40.7	41.0	32.5	35.8	37.6	37.8	35.7
	-		A	b					
Effective Column n		161.5	1384.3	312.8	337.3	311.6	310.9	547.4	725.3
Standard Deviation	40.8	38.7	40.7	41.6	39.5	40.0	41.8	40.0	41.4
Unweighted base	1981	207	1774	487	525	485	484	852	1129
Weighted base	1795	452	1343	433	478	436	448	813	981
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
0%	28%	25%	52%	65%	65%	65%	44%	35%	45%	43%	32%	37%	34%	49%
	78	172	292	95	190	95	459	273	218	241	131	142	380	345
			A B	A B c	-	A B c	-	-	e	e				A
1-10%	4%	10%	9%	9%	10%	11%	8%	10%	6%	9%	10%	10%	8%	10%
	10	65	52	13	29	16	79	77	28	51	39	38	84	73
		a			-	a	-	-						
11-20%	6%	4%	2%	5%	4%	3%	3%	5%	4%	2%	3%	7%	4%	3%
	17	27	13	7	11	4	30	38	17	13	13	25	45	23
					-		-	-				d		
21-30%	6%	5%	2%	0%	1%	1%	3%	4%	3%	3%	6%	3%	4%	3%
	18	33	11	0	2	2	32	32	16	16	23	10	46	18
	c d				-		-	-						
31-40%	5%	4%	0%	0%	0%	0%	2%	3%	2%	3%	3%	2%	3%	1%
	14	27	2	0	0	0	22	20	8	15	10	9	34	7
	C d f	C			-		-	-					b	
41-50%	6%	5%	3%	3%	2%	2%	4%	3%	5%	4%	4%	3%	4%	3%
	17	31	15	4	7	2	43	26	24	19	14	12	47	21
					-		-	-						
51-60%	4%	6%	2%	3%	2%	2%	4%	4%	4%	4%	6%	3%	5%	3%
	12	41	12	4	7	3	41	32	20	20	23	10	52	19
					-		-	-						
61-70%	3%	4%	2%	1%	1%	1%	3%	2%	3%	2%	3%	1%	3%	1%
	10	25	9	1	3	2	27	19	17	10	14	5	37	9
					-		-	-					b	
71-80%	4%	4%	2%	1%	1%	0%	2%	3%	2%	2%	3%	3%	3%	1%
	10	24	9	1	2	1	20	25	11	8	13	12	36	9
					-		-	-					b	
81-90%	4%	4%	2%	1%	1%	1%	3%	2%	5%	2%	3%	2%	4%	2%
	10	30	11	2	4	2	36	19	24	12	12	7	43	11
					-		-	-					b	
91-100%	29%	29%	22%	12%	13%	13%	23%	26%	20%	25%	26%	26%	26%	22%
	81	199	127	18	37	20	237	208	98	139	107	101	290	153
	d f	c D F	d		-		-	-						
Net: 1-50%	27%	27%	17%	16%	16%	17%	20%	25%	19%	21%	24%	25%	23%	20%
	75	183	94	24	48	24	206	194	92	114	99	94	256	141
	c	c			-		-	-						
Net: 51-100%	44%	47%	30%	18%	18%	18%	35%	38%	35%	34%	42%	35%	41%	29%
	123	319	168	26	53	27	360	303	170	190	169	134	459	201
	c D F	C D F	d f		-		-	-					B	
I don't know	1%	1%	2%	1%	1%	0%	1%	2%	0%	2%	2%	3%	1%	2%
	4	9	13	2	2	0	10	18	1	9	7	11	16	12
					-		-	-				c		
Effective Column n														
	198	495	389	128	216	88	743	555	353	390	277	278	765	521
Unweighted base	307	770	604	199	335	136	1154	862	548	606	430	432	1189	810
Weighted base	279	684	567	147	293	146	1035	788	482	554	407	381	1111	699
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. (Avg) Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Average														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Percentage of larger parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	46.0	46.4	29.8	18.0	18.2	18.3	34.8	39.1	34.6	34.9	41.2	36.9	41.2	29.5
	C D F	C D F	d f		-		-	-					B	
Effective Column n	194.0	490.1	380.8	126.7	213.4	86.7	734.3	541.7	350.9	381.9	271.8	269.0	753.3	510.0
Standard Deviation	39.7	40.1	40.7	33.7	34.0	34.6	40.5	41.0	39.9	41.1	40.6	41.4	40.7	40.0
Unweighted base	302	759	588	197	332	135	1140	841	546	594	423	418	1171	793
Weighted base	275	675	554	145	291	146	1025	770	480	545	399	370	1096	687
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
0%	40%	40%	41%	32%	36%	47%	31%	45%	34%	38%	56%	41%	47%	40%	40%	**
	63	71	69	42	71	77	68	75	45	581	85	44	22	528	203	
										-	d e G i					
1-10%	9%	11%	9%	9%	8%	11%	8%	3%	12%	9%	5%	11%	10%	8%	11%	**
	15	19	16	12	15	17	17	4	17	132	8	11	5	101	56	
										-						
11-20%	4%	3%	3%	1%	4%	1%	8%	6%	4%	4%	2%	3%	4%	4%	4%	**
	6	5	5	1	8	2	18	11	5	61	2	3	2	49	19	
										-						
21-30%	3%	2%	1%	4%	8%	3%	8%	1%	1%	4%	2%	2%	3%	4%	2%	**
	5	3	3	5	17	4	18	2	2	58	2	3	1	52	12	
										-						
31-40%	1%	2%	2%	4%	2%	2%	3%	3%	1%	2%	2%	1%	2%	3%	1%	**
	2	3	4	6	5	3	7	6	2	37	4	1	1	36	6	
										-						
41-50%	4%	5%	1%	5%	4%	5%	5%	5%	1%	4%	5%	2%	2%	4%	4%	**
	6	9	2	7	8	7	10	8	2	60	7	2	1	48	22	
										-						
51-60%	5%	2%	4%	2%	6%	7%	6%	4%	1%	4%	1%	5%	5%	5%	2%	**
	7	3	6	3	11	11	13	7	1	63	2	5	2	63	10	
										-				b		
61-70%	3%	3%	2%	2%	2%	1%	5%	1%	4%	3%	1%	2%	0%	3%	1%	**
	5	6	3	3	5	2	10	2	6	42	2	2	0	41	5	
										-						
71-80%	1%	2%	2%	7%	2%	1%	4%	2%	3%	2%	2%	4%	3%	3%	2%	**
	1	3	3	9	3	1	8	3	4	37	3	5	1	36	9	
										-						
81-90%	3%	4%	2%	2%	3%	3%	5%	3%	2%	3%	2%	4%	1%	3%	2%	**
	4	8	3	3	5	5	11	6	3	46	3	5	0	42	12	
										-						
91-100%	23%	25%	31%	30%	25%	19%	16%	25%	34%	25%	22%	22%	21%	23%	28%	**
	36	45	53	39	49	31	36	42	45	376	34	24	10	299	144	
										-						
Net: 1-50%	22%	22%	17%	24%	27%	21%	32%	18%	20%	23%	15%	18%	22%	22%	23%	**
	34	39	29	31	52	34	70	31	27	347	23	20	10	285	115	
										-						
Net: 51-100%	35%	37%	40%	43%	37%	31%	36%	36%	44%	37%	29%	37%	30%	37%	36%	**
	53	65	68	57	73	50	78	60	59	565	44	40	14	481	180	
										-						
I don't know	3%	1%	2%	1%	0%	1%	1%	2%	2%	2%	1%	3%	2%	1%	2%	**
	5	3	3	2	0	2	3	3	3	23	1	3	1	19	8	
										-						
Effective Column n																
	81	97	86	77	100	86	114	86	74	799	169	180	149	849	447	2
Unweighted base	126	150	133	119	156	133	177	133	115	1242	262	280	232	1319	694	3
Weighted base	155	178	169	132	197	163	218	169	134	1516	153	108	47	1313	506	4
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. (Avg) Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox by Demographics Part 3

	UK nation													Rurality	
Average															
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	
Percentage of larger parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	35.0	37.3	39.4	44.1	37.8	30.4	36.6	36.7	43.2	37.6	29.9	35.9	30.3	36.4	
										-					
Effective Column n	78.4	94.6	84.4	75.2	100.7	84.3	111.9	84.2	72.0	901.0	172.9	187.2	162.7	850.3	
Standard Deviation	40.6	41.7	43.3	41.5	39.9	39.0	37.1	41.2	43.8	40.7	40.6	41.3	39.5	40.2	
Unweighted base	122	147	131	117	156	131	174	131	112	1221	260	272	228	1297	
Weighted base	150	176	167	130	197	161	216	166	131	1493	152	105	46	1294	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Rural	Unknown
37.1	**
447.2	1.3
42.2	67.5
682	2
498	3
B	C

QD2. Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
0%	16%	43%	40%	39%	34%	36%	41%	56%	40%	**	
	28	704	77	92	145	155	103	160	722		
		A						a b C D e			
1-10%	8%	9%	11%	11%	9%	8%	6%	8%	9%	**	
	13	144	22	25	38	35	15	22	152		
11-20%	10%	3%	6%	5%	5%	3%	3%	2%	4%	**	
	16	52	11	11	20	12	8	7	64		
	B										
21-30%	6%	3%	4%	5%	4%	5%	2%	2%	4%	**	
	9	55	8	11	15	20	4	5	64		
31-40%	5%	2%	3%	2%	3%	3%	1%	0%	2%	**	
	8	34	6	6	13	14	2	1	41		
	b										
41-50%	10%	3%	2%	4%	4%	5%	5%	2%	4%	**	
	16	53	5	9	17	20	13	5	66		
	B										
51-60%	7%	4%	5%	2%	4%	4%	4%	6%	4%	**	
	12	60	10	5	16	16	10	16	66		
	b										
61-70%	9%	2%	3%	2%	3%	3%	4%	0%	2%	**	
	15	31	6	4	12	13	10	1	44		
	B										
71-80%	6%	2%	2%	2%	3%	3%	3%	0%	2%	**	
	10	35	4	6	13	12	9	1	44		
	b										
81-90%	7%	3%	3%	2%	3%	5%	3%	1%	3%	**	
	12	43	5	6	12	19	8	4	51		
	b										
91-100%	15%	25%	18%	23%	28%	26%	29%	19%	25%	**	
	25	419	34	54	121	109	73	54	443		
		a							b		
Net: 1-50%	37%	20%	27%	26%	24%	24%	17%	14%	22%	**	
	63	338	52	62	102	101	42	41	388		
	B		f	f	f	f					
Net: 51-100%	45%	35%	31%	32%	41%	39%	43%	27%	36%	**	
	75	587	60	74	173	169	109	78	648		
	b				f	f	f				
I don't know	1%	2%	2%	3%	1%	1%	0%	3%	2%	**	
	2	26	4	6	5	4	0	10	27		
Effective Column n											
	124	1174	145	167	327	335	177	147	1270		23
Unweighted base	192	1824	225	259	508	521	275	228	1974		36
Weighted base	168	1655	193	234	425	428	254	289	1785		34
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD2. (Avg) Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage
Average Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
Percentage of larger parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	45.2	35.8	31.5	34.2	41.1	40.0	41.1	26.2	36.7
	b				a F	f	f		
Effective Column n	121.8	1154.7	139.5	161.3	326.4	333.6	176.9	144.9	1246.3
Standard Deviation	34.5	41.3	38.1	40.2	41.3	40.8	42.1	38.8	40.9
Unweighted base	189	1792	217	251	502	517	275	219	1940
Weighted base	166	1629	189	228	421	424	254	279	1758
Columns	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

NET: Internet non-user
**
22.5
34.0
35
33
B

QD2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)

Column % Column Comparisons	Smaller parcels - that will fit through a letterbox	Larger parcels - that will not fit through a letterbox
0%	42%	40%
1-10%	9%	9%
11-20%	4%	4%
21-30%	3%	4%
31-40%	2%	2%
41-50%	5%	4%
51-60%	b 3%	4%
61-70%	2%	3%
71-80%	3%	2%
81-90%	3%	3%
91-100%	21%	24%
I don't know	2%	2%
NET: 1-50%	23%	22%
NET: 51-100%	33%	36%
Effective Column n	1545%	1297%
Columns	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	21%	12%	23%	22%	21%	19%	20%	23%	19%
	326	38	288	91	86	70	79	170	156
	-		A						
No	78%	88%	75%	77%	77%	78%	79%	76%	79%
	1220	273	947	315	313	287	305	570	650
	-	B							
I don't know	1%	0%	2%	1%	2%	3%	1%	1%	2%
	23	0	23	3	7	9	4	9	14
	-		a						
Effective Column n									
	1203	101	1102	317	322	284	281	519	684
Unweighted base	1767	149	1618	465	473	417	412	763	1004
Weighted base	1570	310	1259	408	407	366	388	749	821
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels to people who bought products from them online in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	27%	25%	13%	8%	8%	7%	22%	19%	30%	16%	21%	17%	26%	10%
	81	180	53	7	11	4	182	144	109	73	81	64	270	53
	C d f	C d f			-		-	-	D e F				B	
No	71%	73%	86%	91%	90%	90%	77%	79%	69%	83%	77%	81%	73%	88%
	209	520	359	76	133	57	626	594	250	377	293	300	774	443
			A B	A b	-	a b	-	-		C	c	c		A
I don't know	2%	1%	1%	1%	2%	3%	1%	2%	1%	1%	2%	2%	1%	1%
	6	10	4	1	3	2	10	14	5	5	7	6	16	7
					-		-	-						
Effective Column n														
	231	551	312	72	110	37	647	556	288	359	281	275	798	399
Unweighted base	339	809	458	106	161	55	951	816	423	528	412	404	1172	586
Weighted base	296	711	416	83	147	64	818	752	364	454	382	370	1061	503
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels to people who bought products from them online in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	17%	22%	18%	20%	25%	18%	34%	16%	20%	22%	11%	16%	20%	23%	16%	**
	22	35	26	31	40	20	68	25	27	294	11	13	8	257	69	
							k			-				b		
No	81%	78%	81%	78%	74%	80%	65%	81%	79%	77%	87%	82%	78%	76%	82%	**
	102	125	119	118	119	86	131	122	107	1030	91	68	31	867	352	
										-	g				a	
I don't know	2%	1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	2%	2%	1%	2%	**
	2	1	2	2	3	1	3	3	1	19	2	2	1	15	9	
										-						
Effective Column n																
	75	98	84	93	99	67	115	81	78	790	126	150	137	814	388	1
Unweighted base	110	144	123	137	146	98	169	119	115	1161	185	220	201	1196	570	1
Weighted base	126	161	148	151	162	107	203	149	134	1342	105	83	40	1139	429	2
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels to people who bought products from them online in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Yes	52%	17%	26%	19%	21%	24%	21%	12%	20%	**	
	90	236	46	42	83	88	45	22	310		
	B		f			f					
No	46%	82%	73%	79%	78%	75%	78%	85%	79%	**	
	79	1141	128	171	310	276	173	161	1207		
		A							B		
I don't know	2%	1%	1%	2%	1%	2%	1%	3%	1%	**	
	3	21	2	4	2	6	3	6	20		
Effective Column n											
	130	1073	134	167	324	308	163	106	1177		22
Unweighted base	191	1576	197	245	476	453	240	156	1729		33
Weighted base	172	1398	176	217	395	370	221	189	1537		29
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels to people who bought products from them online in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD4: In total, how much would you say you've spent on postage in the last month (£), including all letters, cards and parcels? by Demographics Part 1

		Methodology		Quarter					Gender	
Column %										
Weighted counts										
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**	
Up to £1.00		21%	30%	18%	21%	17%	22%	23%	22%	19%
		1258	342	916	315	258	341	344	655	604
		-	B				b	b	b	
£1.01 to £2.00		11%	11%	12%	12%	12%	9%	13%	12%	11%
		699	125	574	188	177	143	192	360	339
		-								
£2.01 to £4.00		13%	12%	13%	13%	12%	13%	14%	12%	14%
		798	137	661	206	186	199	207	369	429
		-								
£4.01 to £6.00		11%	12%	10%	11%	10%	11%	10%	10%	11%
		642	135	507	171	152	162	157	299	343
		-								
£6.01 to £10.00		13%	10%	14%	13%	14%	12%	13%	13%	14%
		805	110	695	205	218	186	196	383	422
		-		a						
£10.01 to £20.00		12%	7%	14%	12%	13%	12%	12%	11%	13%
		751	78	673	186	191	191	183	343	408
		-		A						
£20.01 to £30.00		6%	5%	7%	6%	7%	7%	5%	6%	7%
		381	54	327	87	108	111	74	169	212
		-								
£30.01 to £40.00		2%	2%	2%	2%	3%	2%	2%	2%	2%
		137	18	119	35	40	35	27	74	63
		-								
£40.01 to £50.00		2%	1%	2%	1%	3%	1%	1%	2%	1%
		93	8	85	13	43	20	16	52	41
		-		a		a c d				
Over £50		2%	3%	2%	2%	3%	3%	2%	2%	2%
		141	29	112	27	46	40	28	74	67
		-								
I don't know		6%	7%	6%	6%	5%	7%	5%	6%	5%
		358	84	274	90	81	109	77	191	167
		-	b							
I prefer not to say		0%	0%	0%	0%	0%	1%	0%	1%	0%
		28	4	24	5	7	8	7	15	13
		-								
Effective Column n										
		4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base		6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base		6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Average spend on postage in the last month (£) by Demographics Part 1

		Methodology		Quarter				Gender	
Average									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
QD4 (Avg): Spend on postage in the last month (£)	8.98	7.17	9.38	8.27	10.50	9.27	7.89	8.97	8.99
	-		A		A c D	d			
Effective Column n		727.41	3331.38	1026.74	1011.02	1007.12	1000.83	1924.15	2121.01
Standard Deviation	11.9	11.5	11.9	10.9	13.3	12.2	10.8	12.2	11.5
Unweighted base	5630	1009	4621	1429	1407	1401	1393	2678	2952
Weighted base	5704	1036	4668	1434	1419	1428	1424	2778	2926
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD4: In total, how much would you say you've spent on postage in the last month (£), including all letters, cards and parcels? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Up to £1.00	23%	20%	21%	17%	18%	19%	19%	22%	13%	24%	19%	24%	19%	22%
	200	399	418	107	241	134	624	634	178	446	254	381	599	655
					-		-	-		C e	C	C e		a
£1.01 to £2.00	12%	8%	12%	15%	16%	17%	10%	13%	9%	11%	12%	14%	9%	14%
	106	151	233	93	210	117	331	368	119	212	151	217	278	414
	b		B	B	-	B c	-	-				c		A
£2.01 to £4.00	12%	11%	13%	17%	17%	18%	13%	13%	14%	12%	13%	13%	12%	15%
	100	208	258	108	232	124	423	375	194	229	174	201	365	428
				a B	-	a B c	-	-						a
£4.01 to £6.00	10%	10%	10%	10%	11%	12%	11%	11%	12%	10%	11%	10%	10%	11%
	88	202	199	64	152	88	339	303	156	183	140	162	326	316
					-		-	-						
£6.01 to £10.00	13%	13%	13%	15%	13%	12%	14%	12%	14%	14%	11%	13%	14%	13%
	114	263	251	93	178	84	453	352	189	263	142	210	430	374
					-		-	-						
£10.01 to £20.00	10%	14%	12%	13%	11%	9%	14%	11%	15%	13%	13%	9%	14%	10%
	86	279	240	84	147	63	443	308	197	246	165	143	444	303
		f			-		-	-	F	f	f		B	
£20.01 to £30.00	4%	8%	7%	6%	4%	3%	7%	5%	8%	7%	7%	4%	8%	5%
	34	154	133	36	60	24	236	145	109	127	85	60	243	137
		a f	a f		-		-	-	F	f	f		B	
£30.01 to £40.00	2%	3%	2%	2%	2%	2%	2%	2%	3%	2%	3%	1%	3%	2%
	14	58	39	14	26	12	80	57	44	36	38	19	86	48
					-		-	-	f		f		b	
£40.01 to £50.00	2%	2%	1%	1%	1%	1%	2%	1%	3%	1%	2%	1%	2%	1%
	13	38	23	8	18	11	55	38	40	15	22	16	63	28
					-		-	-	D f				b	
Over £50	2%	3%	2%	1%	1%	1%	3%	2%	4%	2%	3%	1%	3%	1%
	16	68	48	3	9	6	86	55	53	33	37	18	109	32
		d f	d		-		-	-	d F		f		B	
I don't know	9%	6%	5%	4%	5%	6%	5%	7%	5%	5%	6%	8%	5%	6%
	74	121	96	25	65	42	151	207	61	90	83	124	166	184
	c d				-		-	-				c d		
I prefer not to say	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	1%
	7	9	10	0	1	0	8	19	2	6	9	10	9	19
					-		-	-						
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Average spend on postage in the last month (£) by Demographics Part 2

	Age						SEG						Working status	
Average														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
QD4 (Avg): Spend on postage in the last month (£)	7.82	10.80	8.86	7.78	7.26	6.78	9.74	8.09	11.77	8.30	9.67	6.76	10.68	7.12
		A C D F	F		-		-	-	D E F	F	d F		B	
Effective Column n	544.01	1332.19	1318.86	463.50	853.67	390.46	2238.01	1806.93	971.32	1268.09	816.91	990.06	2108.77	1916.92
Standard Deviation	11.2	13.3	11.8	9.6	9.6	9.6	12.3	11.3	13.9	10.8	12.7	9.7	13.3	9.8
Unweighted base	755	1852	1835	645	1188	543	3115	2515	1351	1764	1137	1378	2935	2668
Weighted base	771	1818	1842	610	1273	662	3068	2636	1277	1791	1209	1427	2943	2735
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD4: In total, how much would you say you've spent on postage in the last month (£), including all letters, cards and parcels? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Up to £1.00	20%	24%	21%	20%	18%	25%	18%	18%	20%	20%	23%	22%	23%	21%	19%	**
	110	135	111	109	106	133	119	111	105	1040	110	66	42	888	361	
										-						
£1.01 to £2.00	13%	11%	14%	13%	13%	9%	11%	13%	11%	12%	8%	9%	10%	11%	12%	**
	71	60	74	74	76	49	71	78	58	611	41	28	19	476	223	
										-						
£2.01 to £4.00	12%	14%	10%	17%	13%	14%	11%	16%	12%	13%	13%	13%	12%	13%	14%	**
	67	80	56	92	74	74	71	98	63	674	63	39	22	536	261	
										-						
£4.01 to £6.00	10%	9%	12%	11%	9%	9%	11%	13%	11%	11%	11%	11%	10%	11%	10%	**
	56	50	64	61	53	46	72	80	55	538	51	34	19	454	188	
										-						
£6.01 to £10.00	13%	12%	13%	11%	15%	13%	15%	11%	17%	13%	13%	13%	12%	13%	14%	**
	72	69	70	63	85	68	101	65	86	678	66	40	22	536	268	
										-						
£10.01 to £20.00	11%	11%	13%	11%	13%	16%	12%	10%	12%	12%	14%	12%	15%	12%	13%	**
	62	59	70	62	76	83	82	64	62	619	69	36	27	514	235	
										-						
£20.01 to £30.00	6%	7%	5%	5%	7%	6%	7%	7%	5%	6%	6%	6%	6%	6%	6%	**
	35	42	28	30	41	32	47	42	24	321	30	18	12	270	108	
										-						
£30.01 to £40.00	2%	1%	2%	3%	3%	1%	3%	1%	4%	2%	4%	3%	2%	2%	2%	**
	10	7	12	14	15	5	17	8	18	105	19	9	4	90	46	
										-						
£40.01 to £50.00	2%	1%	1%	2%	0%	2%	1%	2%	2%	2%	2%	1%	1%	1%	2%	**
	12	8	6	8	3	10	6	15	11	79	8	4	2	60	33	
										-						
Over £50	4%	3%	3%	1%	2%	1%	4%	2%	1%	2%	3%	3%	2%	3%	2%	**
	22	15	14	6	13	7	24	13	3	116	13	9	3	110	31	
										-						
I don't know	6%	6%	6%	5%	7%	5%	7%	7%	5%	6%	3%	6%	6%	6%	5%	**
	31	36	34	30	38	26	48	43	28	314	15	19	11	263	93	
										-						
I prefer not to say	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	1%	1%	1%	0%	**
	1	1	1	6	1	2	7	1	1	21	3	2	1	21	6	
										-						
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Average spend on postage in the last month (£) by Demographics Part 3

	UK nation													Rurality		
Average																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
QD4 (Avg): Spend on postage in the last month (£)	9.88	8.66	8.72	7.96	8.99	8.22	10.03	8.81	8.43	8.88	9.80	9.48	8.63	9.07	8.79	**
Effective Column n	255.75	285.47	264.73	277.53	284.94	266.24	335.17	303.53	257.47	2928.77	554.66	530.30	535.71	2680.92	1363.03	7.19
Standard Deviation	13.6	12.0	11.8	10.7	11.4	10.6	12.8	12.0	10.6	11.8	12.6	12.7	11.1	12.1	11.4	11.6
Unweighted base	355	397	368	386	396	370	466	422	358	3518	742	690	680	3726	1894	10
Weighted base	516	524	505	519	542	506	610	572	486	4780	470	284	171	3935	1754	16
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD4: In total, how much would you say you've spent on postage in the last month (£), including all letters, cards and parcels? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Up to £1.00	13%	21%	28%	22%	20%	16%	14%	26%	21%	21%	
	58	1200	228	196	289	217	94	235	1213	43	
		A	b C D E	d e	e			c D E			
£1.01 to £2.00	8%	12%	14%	14%	12%	8%	9%	12%	11%	18%	
	36	663	118	126	182	105	59	109	659	37	
			D e	D e	d			d		a	
£2.01 to £4.00	17%	13%	13%	15%	13%	14%	10%	12%	13%	13%	
	73	725	110	138	195	184	63	108	768	28	
£4.01 to £6.00	11%	10%	9%	10%	12%	10%	13%	10%	10%	14%	
	50	593	72	88	184	127	83	89	611	29	
£6.01 to £10.00	16%	13%	13%	13%	14%	15%	12%	11%	13%	9%	
	70	735	103	115	206	201	80	100	783	19	
£10.01 to £20.00	14%	12%	9%	11%	13%	16%	16%	7%	13%	6%	
	60	691	77	100	193	212	102	67	738	12	
				f	a F	A b F	a b F		b		
£20.01 to £30.00	8%	6%	4%	5%	5%	8%	10%	6%	6%	4%	
	35	346	33	45	72	112	67	53	373	8	
						a b c	A b C f				
£30.01 to £40.00	4%	2%	1%	2%	2%	3%	4%	2%	2%	1%	
	17	119	7	18	31	41	23	16	133	2	
	b					a	a				
£40.01 to £50.00	3%	1%	1%	1%	1%	2%	3%	1%	2%	2%	
	15	78	9	11	19	31	17	6	89	4	
	b										
Over £50	2%	2%	1%	1%	2%	2%	6%	2%	2%	1%	
	10	132	11	11	30	29	41	18	140	2	
							A B C D F				
I don't know	3%	6%	6%	6%	5%	4%	4%	11%	6%	11%	
	14	344	49	58	70	50	25	105	330	22	
		a		d				a b C D E		a	
I prefer not to say	0%	0%	0%	0%	0%	0%	0%	2%	0%	1%	
	1	27	0	2	4	6	0	15	24	2	
								a b c d e			
Effective Column n											
	292	4029	559	605	1042	956	477	683	4155	150	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Average spend on postage in the last month (£) by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Average										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
QD4 (Avg): Spend on postage in the last month (£)	11.09	8.81	6.58	7.58	8.45	10.73	13.37	7.48	9.07	6.29
	b				a	A B C F	A B C d F		b	
Effective Column n	279.50	3765.64	519.62	567.61	990.94	914.19	459.84	593.67	3906.99	127.91
Standard Deviation	12.9	11.8	9.9	10.4	11.2	12.4	15.3	11.2	11.9	9.7
Unweighted base	389	5241	723	790	1379	1272	640	826	5437	178
Weighted base	423	5281	768	849	1399	1260	628	801	5506	182
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD5: Which of the following companies have you used to send parcels in the last month? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Royal Mail	91%	91%	91%	92%	92%	89%	92%	90%	92%
	2646	768	1877	671	695	617	662	1199	1447
	-								
Citipost	1%	0%	1%	2%	0%	1%	1%	1%	1%
	23	0	23	11	2	6	4	14	9
	-		a						
Collect+	5%	3%	6%	6%	5%	5%	5%	6%	5%
	155	24	132	47	37	33	38	74	81
	-		a						
DHL	8%	8%	8%	9%	8%	9%	6%	10%	6%
	232	70	162	69	58	60	45	136	96
	-							B	
FedEx	5%	2%	6%	5%	5%	5%	6%	6%	4%
	145	18	127	36	36	32	41	85	60
	-		A					b	
Hermes	18%	14%	20%	19%	18%	18%	18%	18%	18%
	524	116	408	140	133	123	128	235	289
	-		a						
Interlink	1%	1%	1%	1%	1%	1%	1%	1%	1%
	30	5	24	8	6	5	11	16	14
	-								
DPD	7%	7%	7%	7%	8%	7%	7%	9%	6%
	204	63	141	49	57	50	48	117	87
	-							b	
Parcelforce	8%	8%	8%	7%	9%	7%	7%	9%	6%
	222	67	155	53	70	50	49	125	97
	-							b	
TNT Express	2%	2%	2%	2%	2%	2%	2%	3%	2%
	63	19	43	17	14	16	16	38	25
	-								
UPS	3%	4%	3%	4%	4%	5%	2%	5%	2%
	101	31	70	27	28	32	14	62	39
	-							b	
Yodel	5%	4%	5%	6%	5%	4%	4%	5%	5%
	142	34	109	45	41	29	27	65	77
	-								
UK Mail	2%	1%	2%	2%	2%	2%	2%	2%	2%
	58	11	47	15	16	11	17	28	30
	-								
Other	1%	1%	1%	1%	1%	1%	1%	1%	1%
	27	8	19	9	4	6	7	9	17
	-								
Amazon Logistics	3%	4%	3%	2%	5%	2%	3%	3%	3%
	87	31	56	17	34	17	19	41	46
	-								
I don't know	2%	2%	1%	1%	1%	3%	1%	2%	1%
	47	19	28	11	9	20	7	26	21
	-								
Effective Column n									
	1958	245	1713	504	508	466	481	868	1090
Unweighted base	3113	390	2723	801	807	741	764	1380	1733
Weighted base	2900	845	2055	731	758	691	720	1333	1567
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD5: Which of the following companies have you used to send parcels in the last month? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Royal Mail	89%	92%	92%	93%	90%	87%	92%	91%	91%	92%	91%	91%	92%	90%
	384	973	842	246	447	201	1491	1154	675	817	563	591	1582	1051
					-		-	-						
Citipost	1%	2%	0%	0%	0%	0%	1%	1%	1%	0%	1%	1%	1%	0%
	5	18	0	0	0	0	15	8	11	4	4	4	21	2
	c	c			-		-	-					b	
Collect+	7%	7%	3%	2%	3%	5%	5%	5%	7%	4%	6%	5%	7%	3%
	30	77	32	6	16	11	90	66	51	38	36	30	116	39
	c d	c d			-		-	-					b	
DHL	10%	11%	7%	2%	2%	3%	9%	7%	10%	8%	8%	5%	11%	4%
	44	115	61	5	12	7	147	84	78	70	52	32	182	50
	D f	c D f	d		-		-	-	f				B	
FedEx	9%	8%	3%	1%	1%	0%	5%	5%	7%	4%	7%	3%	7%	1%
	37	82	23	3	3	0	86	59	49	37	41	18	127	17
	C D F	C d F			-		-	-	f		f		B	
Hermes	19%	20%	17%	13%	15%	18%	18%	19%	19%	17%	20%	17%	20%	15%
	81	211	159	33	74	41	287	237	138	148	124	113	348	171
					-		-	-					b	
Interlink	1%	2%	0%	1%	0%	0%	1%	1%	1%	0%	2%	1%	2%	0%
	4	22	3	1	1	0	12	17	10	3	12	6	26	3
		c			-		-	-					b	
DPD	9%	10%	5%	2%	2%	2%	7%	7%	8%	6%	9%	6%	8%	5%
	37	108	49	4	9	5	111	92	62	49	53	39	142	60
	d f	c D f			-		-	-					b	
Parcelforce	8%	9%	7%	5%	6%	6%	7%	8%	10%	5%	9%	7%	9%	6%
	33	93	69	13	27	15	121	101	76	45	54	47	155	67
					-		-	-	d				b	
TNT Express	3%	3%	2%	1%	0%	0%	3%	1%	3%	2%	3%	0%	3%	1%
	11	32	18	1	1	0	45	17	25	21	17	1	56	7
					-		-	-	F	f	f		B	
UPS	3%	6%	3%	1%	0%	0%	4%	3%	4%	4%	4%	2%	5%	1%
	15	59	25	2	2	0	66	35	32	34	24	11	88	13
	f	c d f			-		-	-					B	
Yodel	6%	8%	3%	2%	2%	1%	4%	6%	5%	4%	7%	4%	7%	2%
	27	81	25	6	9	3	72	70	38	34	44	27	112	29
	c f	C d f			-		-	-					B	
UK Mail	3%	3%	1%	2%	1%	1%	2%	1%	3%	2%	2%	1%	3%	1%
	13	31	9	5	7	2	41	18	24	17	10	7	46	13
					-		-	-					b	
Other	0%	0%	2%	1%	1%	2%	1%	1%	2%	1%	0%	1%	1%	1%
	2	4	14	2	7	4	18	9	12	6	2	7	16	11
					-		-	-						
Amazon Logistics	4%	4%	3%	1%	1%	1%	3%	3%	5%	2%	2%	4%	3%	3%
	19	38	26	2	4	2	50	37	36	14	14	23	56	30
					-		-	-	d					
I don't know	1%	1%	2%	3%	3%	4%	2%	1%	3%	2%	1%	1%	1%	3%
	2	8	20	7	17	10	33	14	19	14	8	6	14	33
					-	a b	-	-						A
Effective Column n														
	299	720	611	201	328	127	1118	840	511	606	408	433	1138	808
Unweighted base	476	1145	971	319	521	202	1777	1336	813	964	648	688	1809	1285
Weighted base	430	1055	919	265	497	232	1628	1272	742	886	622	651	1718	1168
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD5: Which of the following companies have you used to send parcels in the last month? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Royal Mail	94%	90%	91%	87%	91%	92%	88%	93%	95%	91%	92%	92%	93%	91%	92%	**
	230	249	233	213	278	209	287	276	227	2202	225	147	72	1906	735	
										-						
Citipost	0%	2%	0%	0%	1%	1%	2%	1%	1%	1%	0%	0%	0%	1%	0%	**
	1	6	0	1	2	2	7	2	2	22	0	1	0	21	2	
										-						
Collect+	6%	6%	5%	3%	4%	6%	8%	5%	6%	5%	3%	4%	11%	6%	4%	**
	15	18	14	8	12	13	25	15	13	133	7	6	9	120	36	
										-			k l			
DHL	5%	10%	10%	8%	10%	4%	14%	6%	10%	9%	3%	7%	6%	9%	4%	**
	12	27	25	18	30	8	45	17	24	207	8	12	5	197	34	
						f k				-				B		
FedEx	5%	5%	3%	5%	7%	2%	11%	6%	3%	6%	1%	4%	3%	6%	2%	**
	12	14	8	13	21	5	35	19	7	133	2	7	3	126	19	
					k		f K	k		-		k		b		
Hermes	21%	19%	20%	22%	16%	22%	16%	18%	16%	19%	13%	17%	12%	18%	17%	**
	52	53	52	54	50	50	53	53	38	455	32	28	10	384	139	
										-						
Interlink	0%	1%	1%	2%	1%	1%	3%	1%	1%	1%	0%	0%	0%	1%	1%	**
	0	3	1	4	3	3	9	3	2	29	0	0	0	25	4	
										-						
DPD	7%	7%	6%	7%	7%	6%	10%	8%	6%	7%	6%	7%	5%	8%	5%	**
	18	19	16	17	22	15	31	23	14	174	14	11	4	168	36	
										-				b		
Parcelforce	7%	9%	7%	7%	11%	7%	7%	8%	9%	8%	6%	8%	9%	8%	7%	**
	17	24	17	16	33	15	21	24	21	188	14	13	7	164	58	
										-						
TNT Express	3%	1%	2%	2%	3%	2%	6%	1%	4%	3%	0%	0%	0%	2%	2%	**
	6	4	4	4	8	4	18	3	10	62	0	0	0	48	15	
							k			-						
UPS	2%	3%	3%	3%	2%	3%	8%	5%	2%	4%	1%	4%	2%	4%	1%	**
	5	9	7	7	7	6	27	16	5	89	3	7	1	90	11	
										-				b		
Yodel	5%	9%	4%	5%	4%	4%	6%	7%	3%	5%	3%	5%	3%	5%	4%	**
	12	24	9	13	13	9	18	19	6	125	7	9	2	113	29	
										-						
UK Mail	3%	1%	1%	2%	1%	2%	4%	2%	2%	2%	1%	2%	1%	2%	1%	**
	7	3	4	4	4	4	14	7	5	51	2	4	1	49	9	
										-						
Other	1%	2%	1%	1%	1%	0%	2%	0%	2%	1%	1%	0%	2%	1%	1%	**
	2	4	2	1	2	0	6	1	5	23	2	0	1	22	5	
										-						
Amazon Logistics	1%	4%	0%	2%	4%	5%	6%	3%	3%	3%	1%	3%	3%	3%	3%	**
	4	10	0	6	12	11	19	10	7	77	4	4	2	66	21	
										-						
I don't know	0%	1%	1%	3%	1%	3%	2%	1%	2%	2%	3%	1%	1%	1%	3%	**
	1	4	3	6	2	8	6	4	4	39	6	1	1	25	21	
										-						
Effective Column n																
	119	143	125	128	146	118	167	142	119	1207	262	255	235	1290	665	3
Unweighted base	189	227	199	204	232	187	266	226	189	1919	416	405	373	2051	1057	5
Weighted base	244	278	255	244	305	228	328	297	240	2418	245	159	78	2096	799	5
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD5: Which of the following companies have you used to send parcels in the last month? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Royal Mail	82%	92%	91%	89%	92%	92%	93%	90%	92%	77%
	187	2458	290	356	605	605	364	426	2578	62
		A							B	
Citipost	5%	0%	1%	1%	1%	1%	1%	0%	1%	3%
	12	11	3	4	4	7	5	0	21	2
	B									
Collect+	14%	5%	5%	4%	5%	7%	6%	4%	5%	9%
	32	123	16	15	32	49	25	18	148	8
	B									
DHL	18%	7%	9%	5%	8%	10%	10%	5%	8%	13%
	41	191	28	21	51	65	41	25	221	10
	B									
FedEx	18%	4%	4%	4%	5%	8%	7%	2%	5%	8%
	42	103	12	18	31	50	25	9	138	7
	B					f				
Hermes	25%	17%	16%	18%	21%	22%	13%	14%	18%	16%
	58	466	51	74	136	143	53	67	509	13
	b									
Interlink	4%	1%	0%	1%	1%	1%	2%	1%	1%	2%
	10	20	1	4	5	7	9	4	28	2
	B									
DPD	14%	6%	5%	6%	6%	9%	9%	6%	7%	8%
	32	171	16	24	41	58	37	28	197	6
	B									
Parcelforce	10%	7%	7%	6%	6%	10%	10%	6%	8%	8%
	24	198	23	26	39	66	39	28	216	6
TNT Express	8%	2%	1%	1%	2%	4%	3%	1%	2%	4%
	19	43	2	3	14	24	13	7	60	3
	B									
UPS	7%	3%	3%	1%	4%	5%	4%	2%	3%	4%
	15	85	9	3	26	35	17	10	98	3
	b				b	b	b			
Yodel	10%	4%	5%	2%	5%	8%	5%	3%	5%	7%
	22	120	17	7	34	52	18	14	136	6
	b					b f				
UK Mail	5%	2%	2%	1%	2%	3%	2%	1%	2%	0%
	12	47	7	4	16	21	7	3	58	0
	b									
Other	0%	1%	1%	2%	1%	1%	0%	2%	1%	0%
	1	26	3	7	4	4	1	8	27	0
Amazon Logistics	4%	3%	2%	2%	2%	3%	4%	6%	3%	3%
	9	78	5	6	11	21	17	27	85	2
I don't know	1%	2%	1%	1%	1%	1%	1%	4%	1%	6%
	3	43	3	4	8	8	5	19	42	5
										a
Effective Column n										
	161	1797	225	264	486	496	260	228	1913	40
Unweighted base	256	2857	357	419	773	788	413	363	3041	63
Weighted base	230	2671	320	402	656	659	391	472	2812	80
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD6: And how did you send these parcels? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
At a Post Office, using Royal Mail or Parcelforce over the counter services	81%	78%	82%	80%	79%	81%	83%	78%	83%
	2337	659	1679	587	596	557	597	1042	1296
	-								a
Royal Mail postbox (using stamps)	26%	20%	29%	27%	27%	25%	26%	28%	25%
	768	167	601	200	207	174	187	379	389
	-		A						
Online collection and delivery services, i.e. organised pick-up from home	10%	9%	10%	11%	10%	8%	10%	11%	8%
	286	73	212	82	74	57	72	153	132
	-							b	
Non-Post Office counter services	13%	10%	15%	14%	12%	13%	14%	14%	12%
	384	81	303	103	91	90	100	191	192
	-		a						
Other method	2%	2%	1%	2%	1%	1%	2%	2%	1%
	45	20	25	14	9	7	15	21	23
	-								
I don't know	1%	1%	1%	1%	1%	1%	1%	2%	1%
	29	8	21	6	9	7	6	20	8
	-							b	
Effective Column n									
	1958	245	1713	504	508	466	481	868	1090
Unweighted base	3113	390	2723	801	807	741	764	1380	1733
Weighted base	2900	845	2055	731	758	691	720	1333	1567
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD6: And how did you send these parcels? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
At a Post Office, using Royal Mail or Parcelforce over the counter services	73%	80%	84%	82%	83%	83%	81%	80%	80%	82%	79%	81%	80%	81%
	314	840	772	219	411	192	1321	1017	591	729	490	527	1376	952
			a		-		-	-						
Royal Mail postbox (using stamps)	36%	33%	19%	21%	19%	17%	27%	26%	30%	25%	27%	24%	30%	21%
	157	345	170	56	96	40	443	325	224	219	168	157	515	249
	C D F	C d F			-		-	-					B	
Online collection and delivery services, i.e. organised pick-up from home	10%	12%	7%	8%	10%	13%	11%	9%	13%	8%	10%	7%	11%	8%
	41	129	64	21	52	31	173	113	98	75	64	48	187	96
		c			-		-	-	d f					
Non-Post Office counter services	12%	15%	13%	11%	10%	9%	13%	13%	15%	12%	16%	11%	15%	11%
	54	159	121	30	50	20	218	165	108	111	97	69	254	128
					-		-	-					b	
Other method	1%	1%	2%	0%	1%	2%	2%	1%	2%	2%	1%	2%	2%	2%
	5	11	23	1	6	5	28	16	11	17	6	11	26	18
					-		-	-						
I don't know	1%	0%	1%	3%	2%	2%	1%	1%	1%	1%	0%	1%	0%	2%
	4	5	8	8	12	4	21	8	11	10	3	5	6	22
				b	-		-	-						A
Effective Column n														
	299	720	611	201	328	127	1118	840	511	606	408	433	1138	808
Unweighted base	476	1145	971	319	521	202	1777	1336	813	964	648	688	1809	1285
Weighted base	430	1055	919	265	497	232	1628	1272	742	886	622	651	1718	1168
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD6: And how did you send these parcels? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
At a Post Office, using Royal Mail or Parcelforce over the counter services	84%	80%	86%	80%	77%	86%	68%	81%	87%	80%	85%	77%	78%	80%	82%	**
	205	221	220	194	235	197	224	240	208	1945	208	123	61	1676	658	
	g		G			g		g	G	-	G					
Royal Mail postbox (using stamps)	25%	24%	21%	20%	28%	25%	45%	24%	23%	27%	18%	31%	30%	27%	26%	**
	61	67	54	50	86	56	149	73	54	650	45	49	23	563	205	
							A B C D e F H I K I			-		k	k			
Online collection and delivery services, i.e. organised pick-up from home	7%	10%	11%	8%	8%	8%	10%	13%	11%	10%	8%	13%	11%	10%	10%	**
	17	28	27	21	25	18	34	38	27	235	21	21	9	201	83	
										-						
Non-Post Office counter services	14%	15%	11%	17%	12%	14%	17%	14%	10%	14%	9%	12%	13%	14%	12%	**
	33	41	28	41	37	32	55	40	25	332	22	18	10	286	98	
										-						
Other method	1%	2%	0%	2%	1%	0%	1%	2%	4%	2%	2%	1%	2%	2%	1%	**
	3	6	0	4	4	0	3	7	10	37	5	2	1	33	12	
										-						
I don't know	0%	1%	1%	1%	1%	1%	1%	0%	2%	1%	2%	1%	2%	1%	1%	**
	1	4	3	2	2	3	2	1	4	22	4	1	1	16	12	
										-						
Effective Column n																
	119	143	125	128	146	118	167	142	119	1207	262	255	235	1290	665	3
Unweighted base	189	227	199	204	232	187	266	226	189	1919	416	405	373	2051	1057	5
Weighted base	244	278	255	244	305	228	328	297	240	2418	245	159	78	2096	799	5
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD6: And how did you send these parcels? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
At a Post Office, using Royal Mail or Parcelforce over the counter services	68%	82%	79%	79%	83%	81%	83%	78%	81%	62%
	157	2180	252	317	542	534	325	368	2284	50
		A							B	
Royal Mail postbox (using stamps)	50%	24%	27%	21%	25%	31%	27%	25%	26%	35%
	115	652	87	84	165	205	107	119	736	28
	B					b				
Online collection and delivery services, i.e. organised pick-up from home	14%	10%	9%	9%	9%	11%	13%	8%	10%	11%
	31	254	29	35	58	73	51	39	276	9
Non-Post Office counter services	19%	13%	11%	13%	13%	16%	15%	10%	13%	11%
	43	340	35	53	86	104	57	49	373	9
	b									
Other method	0%	2%	1%	1%	2%	1%	2%	2%	1%	2%
	0	45	3	5	13	7	8	9	42	2
I don't know	0%	1%	1%	2%	1%	1%	1%	2%	1%	2%
	1	28	2	6	4	6	3	7	27	1
Effective Column n										
	161	1797	225	264	486	496	260	228	1913	40
Unweighted base	256	2857	357	419	773	788	413	363	3041	63
Weighted base	230	2671	320	402	656	659	391	472	2812	80
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lower cost of postage	37%	34%	38%	32%	34%	46%	39%	36%	38%
	243	58	185	58	55	65	65	116	127
	-								
More convenient for me to drop the parcel off	26%	24%	27%	30%	24%	19%	31%	20%	33%
	174	40	133	55	39	28	51	64	109
	-								a
More convenient for me to have the parcel collected	25%	24%	25%	22%	24%	23%	30%	27%	23%
	163	41	122	41	39	33	50	88	76
	-								
Better ability to track the delivery	21%	3%	27%	19%	24%	21%	20%	22%	20%
	136	6	130	34	38	30	33	71	65
	-		A						
Quicker delivery	17%	10%	19%	19%	17%	14%	18%	20%	14%
	111	17	94	34	27	20	30	65	46
	-		a						
More convenient for the recipient to take the delivery	15%	8%	18%	13%	17%	19%	12%	16%	14%
	100	13	87	23	28	28	21	54	46
	-		a						
Parcel less likely to get lost	14%	3%	18%	11%	12%	17%	16%	17%	11%
	91	5	87	21	19	24	27	54	37
	-		A						
Ability to set a specific date/time for delivery	10%	5%	12%	9%	11%	10%	11%	11%	9%
	67	9	58	17	17	15	19	37	30
	-		a						
Guarantee that the parcel would arrive on time	14%	6%	17%	10%	19%	19%	11%	17%	12%
	95	10	85	18	31	28	18	54	41
	-		a						
Guarantee that the parcel would arrive intact	12%	5%	14%	13%	13%	11%	10%	16%	8%
	78	9	69	25	20	16	17	53	26
	-		a					b	
Recommended by others	8%	0%	11%	7%	9%	8%	8%	10%	6%
	52	1	51	13	14	12	13	33	18
	-		A						
Ability to select an express service	11%	9%	11%	11%	13%	10%	8%	11%	10%
	70	15	55	21	21	14	14	36	34
	-								
Lower cost of insurance	9%	3%	11%	8%	5%	15%	9%	12%	7%
	59	5	54	14	9	21	15	38	22
	-		a						
Other	12%	21%	8%	13%	12%	8%	12%	12%	11%
	76	37	39	23	20	12	20	39	36
	-	B							
Effective Column n									
	452	51	401	120	118	101	114	211	241
Unweighted base	704	80	624	186	184	157	177	329	375
Weighted base	655	171	484	184	160	143	168	326	329
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lower cost of postage	24%	39%	37%	58%	44% **		33%	42%	33%	33%	45%	39%	36%	39%
	22	102	74	28	45		128	115	63	65	69	47	152	90
				a	-		-	-						
More convenient for me to drop the parcel off	26%	25%	35%	20%	15% **		24%	29%	24%	24%	35%	22%	29%	22%
	24	63	71	10	15		94	80	46	47	53	27	122	51
					-		-	-						
More convenient for me to have the parcel collected	14%	29%	22%	21%	32% **		26%	23%	30%	22%	21%	25%	27%	22%
	13	75	43	10	32		100	63	57	43	32	31	112	51
		a			-		-	-						
Better ability to track the delivery	33%	21%	17%	12%	16% **		20%	21%	22%	19%	22%	21%	21%	19%
	32	54	34	6	16		78	58	42	36	33	25	90	45
					-		-	-						
Quicker delivery	23%	23%	9%	20%	11% **		16%	18%	19%	14%	20%	15%	18%	14%
	22	59	19	10	11		62	49	36	26	31	18	78	32
	c f	c f		f	-		-	-						
More convenient for the recipient to take the delivery	20%	20%	7%	14%	16% **		15%	16%	14%	15%	16%	17%	16%	14%
	19	51	14	7	17		56	44	26	29	24	20	67	32
	c	c			-		-	-						
Parcel less likely to get lost	25%	16%	10%	7%	8% **		12%	16%	12%	12%	18%	15%	15%	12%
	23	41	19	4	8		46	45	23	24	27	18	63	28
	c				-		-	-						
Ability to set a specific date/time for delivery	11%	14%	8%	3%	5% **		9%	12%	13%	5%	12%	12%	12%	8%
	10	37	15	1	5		35	32	25	11	18	14	49	19
					-		-	-						
Guarantee that the parcel would arrive on time	14%	16%	15%	6%	10% **		15%	13%	18%	12%	14%	12%	15%	14%
	13	40	31	3	10		58	37	35	23	22	15	63	32
					-		-	-						
Guarantee that the parcel would arrive intact	20%	14%	9%	5%	5% **		13%	11%	16%	10%	11%	10%	14%	9%
	19	35	19	2	5		49	29	29	20	16	13	57	21
					-		-	-						
Recommended by others	13%	11%	4%	5%	4% **		6%	11%	7%	5%	14%	6%	10%	5%
	13	28	8	2	4		23	29	14	9	22	7	41	11
					-		-	-						
Ability to select an express service	14%	14%	9%	4%	3% **		12%	9%	12%	11%	6%	13%	12%	8%
	13	36	17	2	3		45	25	23	22	8	16	49	19
					-		-	-						
Lower cost of insurance	9%	12%	9%	5%	2% **		9%	9%	12%	7%	14%	2%	11%	5%
	8	30	19	2	2		36	23	22	14	21	2	48	11
					-		-	-	f		f		b	
Other	10%	7%	16%	14%	15% **		14%	8%	14%	15%	4%	12%	9%	16%
	9	19	32	7	15		55	21	26	29	6	14	39	37
					-		-	-	e	e				a
Effective Column n														
	68	179	136	38	69	31	269	184	136	133	100	84	283	166
Unweighted base	106	278	212	59	108	49	418	286	211	207	155	131	440	259
Weighted base	95	259	202	48	101	52	384	272	190	194	151	120	420	231
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? by Demographics Part 3

	UK nation													Rurality				
Column %																		
Weighted counts																		
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Lower cost of postage	**	37% **	**	**	42% **		32%	37% **		37%	38%	36%	33%	34%	46% **		
		25			25		25	31		205	17	15	6	160	83		
										-					a		
More convenient for me to drop the parcel off	**	40% **	**		27% **		28%	33% **		27%	25%	26%	27%	28%	24% **		
		27			16		23	28		147	12	10	5	131	43		
										-							
More convenient for me to have the parcel collected	**	28% **	**		27% **		23%	31% **		25%	18%	29%	27%	26%	22% **		
		18			16		19	26		138	8	12	5	123	40		
										-							
Better ability to track the delivery	**	16% **	**		32% **		22%	20% **		21%	20%	21%	19%	21%	20% **		
		11			19		18	17		114	9	9	3	98	37		
										-							
Quicker delivery	**	13% **	**		19% **		22%	8% **		17%	13%	15%	20%	18%	15% **		
		9			11		18	7		95	6	6	4	83	28		
										-							
More convenient for the recipient to take the delivery	**	22% **	**		12% **		26%	12% **		16%	12%	8%	14%	16%	14% **		
		15			7		21	10		88	6	3	3	75	25		
										-							
Parcel less likely to get lost	**	19% **	**		18% **		19%	10% **		14%	13%	5%	19%	14%	14% **		
		13			11		15	9		79	6	2	3	65	25		
										-							
Ability to set a specific date/time for delivery	**	13% **	**		11% **		15%	7% **		11%	5%	11%	9%	12%	4% **		
		9			6		12	6		59	2	4	2	58	8		
										-				b			
Guarantee that the parcel would arrive on time	**	15% **	**		27% **		15%	7% **		15%	10%	12%	18%	16%	9% **		
		10			16		12	6		82	5	5	3	78	16		
										-				b			
Guarantee that the parcel would arrive intact	**	7% **	**		20% **		22%	10% **		12%	8%	10%	10%	13%	7% **		
		5			12		18	9		68	4	4	2	64	13		
										-							
Recommended by others	**	5% **	**		16% **		15%	8% **		9%	1%	7%	5%	8%	6% **		
		4			9		12	7		47	1	3	1	40	11		
										-							
Ability to select an express service	**	12% **	**		13% **		15%	12% **		11%	9%	6%	8%	12%	6% **		
		8			8		12	10		62	4	2	1	58	10		
										-				b			
Lower cost of insurance	**	8% **	**		15% **		15%	13% **		10%	5%	2%	4%	10%	7% **		
		5			9		12	11		55	2	1	1	47	13		
										-							
Other	**	9% **	**		13% **		12%	3% **		12%	10%	14%	11%	11%	12% **		
		6			8		10	2		63	5	5	2	54	22		
										-							
Effective Column n																	
	25	36		24	31	33	26	43	37	29	285	53	61	53	298	154	1	
Unweighted base	39	56		38	49	51	41	67	57	45	443	83	95	83	463	240	1	
Weighted base	46	67		51	61	59	44	80	84	57	550	46	40	18	474	180	1	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lower cost of postage	32%	38%	38%	37%	39%	43%	39%	20%	37%	**	
	21	222	24	33	58	70	40	18	237		
						f					
More convenient for me to drop the parcel off	22%	27%	29%	15%	29%	31%	20%	33%	27%	**	
	14	160	18	13	43	50	20	30	171		
More convenient for me to have the parcel collected	36%	24%	23%	25%	22%	26%	27%	26%	25%	**	
	23	140	15	22	32	43	28	23	156		
Better ability to track the delivery	25%	20%	18%	24%	19%	28%	23%	6%	21%	**	
	16	120	11	22	28	46	24	5	132		
						f					
Quicker delivery	18%	17%	17%	13%	16%	21%	22%	9%	17%	**	
	12	99	11	11	24	35	23	8	108		
More convenient for the recipient to take the delivery	34%	13%	22%	16%	16%	19%	10%	7%	15%	**	
	22	78	14	14	24	30	11	7	97		
	B										
Parcel less likely to get lost	23%	13%	21%	12%	13%	17%	14%	7%	14%	**	
	15	76	13	10	20	28	14	6	87		
Ability to set a specific date/time for delivery	20%	9%	12%	5%	6%	16%	15%	6%	11%	**	
	13	54	7	4	9	25	16	6	67		
	b										
Guarantee that the parcel would arrive on time	27%	13%	16%	14%	14%	16%	16%	11%	14%	**	
	18	77	10	12	20	26	16	10	90		
	b										
Guarantee that the parcel would arrive intact	21%	11%	18%	11%	11%	15%	11%	7%	12%	**	
	13	65	11	10	16	24	11	6	78		
Recommended by others	18%	7%	5%	11%	9%	9%	11%	0%	8%	**	
	12	40	3	10	13	14	12	0	48		
	b										
Ability to select an express service	13%	10%	6%	12%	5%	16%	15%	8%	11%	**	
	8	61	4	10	7	26	15	8	68		
Lower cost of insurance	19%	8%	2%	5%	9%	12%	14%	9%	9%	**	
	13	47	1	4	13	19	15	8	55		
	b										
Other	6%	12%	13%	12%	10%	6%	14%	20%	12%	**	
	4	72	8	11	15	10	14	18	75		
Effective Column n											
	48	405	45	63	110	125	67	42	438		12
Unweighted base	74	630	70	98	171	195	105	65	682		19
Weighted base	65	590	63	90	148	163	103	90	633		19
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
I paid for the postage	89%	88%	90%	90%	88%	91%	88%	88%	90%
	2588	745	1843	659	669	626	634	1171	1417
	-								
I used a pre-paid returns label	20%	19%	20%	19%	19%	18%	22%	19%	20%
	569	158	411	141	147	125	156	252	317
	-								
I don't know	2%	2%	1%	1%	2%	1%	1%	2%	1%
	46	18	27	10	19	8	9	32	14
	-							b	
Effective Column n									
	1958	245	1713	504	508	466	481	868	1090
Unweighted base	3113	390	2723	801	807	741	764	1380	1733
Weighted base	2900	845	2055	731	758	691	720	1333	1567
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
I paid for the postage	82%	92%	90%	89%	89%	89%	90%	88%	89%	91%	88%	88%	91%	87%
	353	968	825	235	442	207	1469	1119	662	807	548	571	1559	1016
		A	a		-		-	-					b	
I used a pre-paid returns label	26%	18%	19%	17%	19%	22%	20%	19%	21%	19%	21%	18%	19%	20%
	112	188	174	44	95	51	324	245	153	172	128	117	328	238
	b				-		-	-						
I don't know	3%	1%	1%	2%	2%	3%	1%	2%	2%	1%	1%	2%	1%	3%
	11	10	13	4	11	7	24	21	12	12	9	13	15	30
					-		-	-						a
Effective Column n														
	299	720	611	201	328	127	1118	840	511	606	408	433	1138	808
Unweighted base	476	1145	971	319	521	202	1777	1336	813	964	648	688	1809	1285
Weighted base	430	1055	919	265	497	232	1628	1272	742	886	622	651	1718	1168
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
I paid for the postage	91%	87%	88%	91%	90%	91%	88%	89%	90%	89%	89%	91%	82%	89%	91%	**
	222	241	225	221	275	208	287	265	216	2160	220	145	64	1855	729	
										-						
I used a pre-paid returns label	15%	19%	18%	14%	24%	17%	23%	25%	16%	20%	18%	21%	25%	20%	19%	**
	36	53	47	35	72	40	77	75	39	472	44	34	19	418	150	
										-						
I don't know	1%	4%	3%	1%	1%	2%	1%	0%	3%	2%	2%	1%	2%	1%	2%	**
	2	10	7	3	2	4	3	1	7	39	4	1	2	29	16	
										-						
Effective Column n																
	119	143	125	128	146	118	167	142	119	1207	262	255	235	1290	665	3
Unweighted base	189	227	199	204	232	187	266	226	189	1919	416	405	373	2051	1057	5
Weighted base	244	278	255	244	305	228	328	297	240	2418	245	159	78	2096	799	5
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
I paid for the postage	89%	89%	87%	85%	92%	91%	91%	88%	89%	81%
	204	2383	279	340	601	598	356	414	2516	65
					b				b	
I used a pre-paid returns label	24%	19%	20%	20%	17%	21%	22%	20%	20%	19%
	55	514	64	80	109	136	84	97	554	15
I don't know	1%	2%	3%	2%	1%	1%	1%	2%	2%	3%
	2	44	10	8	9	6	5	8	42	2
Effective Column n										
	161	1797	225	264	486	496	260	228	1913	40
Unweighted base	256	2857	357	419	773	788	413	363	3041	63
Weighted base	230	2671	320	402	656	659	391	472	2812	80
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Royal Mail Small Parcel 1st class: Signed For	31%	27%	33%	29%	32%	30%	32%	37%	26%
	895	225	670	212	242	208	233	489	406
	-		a					B	
Royal Mail Small Parcel 1st class: Not Signed For	32%	33%	32%	33%	34%	33%	30%	30%	34%
	940	281	659	238	258	227	217	404	536
	-								
Royal Mail Small Parcel 2nd class: Signed For	17%	13%	19%	19%	17%	14%	19%	19%	16%
	500	112	388	138	126	100	136	248	252
	-		a						
Royal Mail Small Parcel 2nd class: Not Signed For	33%	21%	38%	34%	34%	32%	32%	30%	36%
	963	180	784	251	257	225	231	405	559
	-		A						a
Royal Mail Medium Parcel 1st class: Signed For	18%	16%	19%	21%	19%	16%	17%	22%	15%
	525	135	390	152	144	108	121	294	230
	-							B	
Royal Mail Medium Parcel 1st class: Not Signed For	16%	11%	18%	14%	18%	17%	16%	16%	17%
	469	97	373	105	133	115	116	210	260
	-		A						
Royal Mail Medium Parcel 2nd class: Signed For	11%	7%	13%	11%	10%	10%	12%	12%	10%
	315	58	258	82	79	70	85	163	152
	-		A						
Royal Mail Medium Parcel 2nd class: Not Signed For	19%	9%	23%	18%	21%	19%	18%	17%	21%
	554	80	475	131	162	134	128	228	326
	-		A						a
Royal Mail Special Delivery: Guaranteed next day by 9am	8%	5%	10%	8%	7%	10%	8%	10%	7%
	237	41	197	56	50	71	60	131	106
	-		A					b	
Royal Mail Special Delivery: Guaranteed next day by 1pm	11%	8%	13%	11%	11%	11%	12%	12%	10%
	323	65	258	78	86	75	84	164	159
	-		a						
Other	1%	1%	1%	1%	1%	1%	1%	1%	1%
	25	8	16	5	5	4	11	15	9
	-								
I don't remember the name of the Royal Mail product(s)	4%	3%	4%	5%	3%	4%	3%	4%	3%
	109	29	80	33	25	31	20	58	51
	-								
None of the above	7%	8%	6%	6%	7%	8%	7%	8%	6%
	196	66	130	41	53	55	48	101	95
	-								
NET: Small Parcel	80%	75%	82%	79%	81%	79%	81%	80%	81%
	2324	638	1687	581	617	544	582	1061	1264
	-		A						
NET: Medium Parcel	44%	34%	49%	44%	47%	45%	42%	45%	44%
	1290	289	1001	321	356	310	302	599	691
	-		A						
NET: 1st class	66%	66%	65%	65%	69%	65%	63%	69%	63%
	1901	559	1342	477	524	450	451	915	986
	-							b	
NET: 2nd class	52%	36%	59%	54%	51%	50%	53%	49%	54%
	1509	304	1205	398	385	347	379	657	852
	-		A						a
NET: Signed For	45%	41%	47%	47%	46%	41%	47%	52%	40%
	1318	348	970	345	352	285	336	690	628
	-		a					B	
NET: Not Signed For	61%	56%	63%	59%	64%	62%	58%	55%	66%
	1763	470	1293	433	482	429	418	732	1031
	-		a						A
NET: Special Delivery	18%	12%	21%	18%	17%	20%	19%	21%	16%
	527	98	428	128	130	135	134	275	252
	-		A					b	
Effective Column n									
	1958	245	1713	504	508	466	481	868	1090
Unweighted base	3113	390	2723	801	807	741	764	1380	1733
Weighted base	2900	845	2055	731	758	691	720	1333	1567
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Royal Mail Small Parcel 1st class: Signed For	32%	38%	30%	20%	16%	11%	31%	31%	32%	30%	34%	28%	37%	22%
	136	402	276	54	80	26	500	396	234	266	210	185	631	261
	d F	c D F	d F	f	-		-	-					B	
Royal Mail Small Parcel 1st class: Not Signed For	33%	33%	32%	35%	32%	28%	33%	32%	32%	33%	31%	33%	32%	33%
	143	347	292	91	157	66	534	406	239	295	190	217	551	386
					-		-	-						
Royal Mail Small Parcel 2nd class: Signed For	25%	22%	13%	9%	9%	9%	16%	19%	17%	15%	21%	17%	20%	13%
	109	228	119	23	45	22	264	236	128	136	128	108	347	153
	C D F	C D F			-		-	-					B	
Royal Mail Small Parcel 2nd class: Not Signed For	36%	32%	32%	29%	34%	41%	33%	33%	33%	33%	33%	34%	32%	34%
	155	342	296	76	170	95	539	424	245	294	206	219	554	403
					-		-	-						
Royal Mail Medium Parcel 1st class: Signed For	23%	22%	17%	10%	8%	6%	17%	20%	18%	16%	23%	17%	22%	13%
	99	231	157	25	38	13	271	254	133	138	145	109	375	146
	c D F	c D F	d F		-		-	-			d f		B	
Royal Mail Medium Parcel 1st class: Not Signed For	19%	16%	14%	17%	16%	16%	16%	16%	17%	15%	14%	18%	16%	16%
	82	174	132	45	82	37	263	207	128	135	88	119	273	193
					-		-	-						
Royal Mail Medium Parcel 2nd class: Signed For	16%	14%	9%	4%	3%	2%	11%	11%	12%	10%	13%	10%	13%	8%
	70	147	81	11	17	6	175	141	87	87	78	62	226	88
	c D F	c D F	f		-		-	-					B	
Royal Mail Medium Parcel 2nd class: Not Signed For	22%	20%	17%	14%	18%	23%	19%	20%	18%	19%	21%	19%	20%	18%
	95	213	155	38	91	53	303	251	134	169	129	122	337	212
					-		-	-						
Royal Mail Special Delivery: Guaranteed next day by 9am	14%	12%	5%	3%	2%	1%	9%	8%	11%	7%	8%	7%	11%	5%
	58	125	44	8	10	3	141	96	81	60	50	46	183	53
	C D F	C D F			-		-	-					B	
Royal Mail Special Delivery: Guaranteed next day by 1pm	15%	13%	11%	6%	5%	4%	11%	12%	11%	11%	13%	10%	14%	7%
	63	136	98	16	25	10	177	146	81	96	80	67	240	81
	d f	d f	f		-		-	-					B	
Other	0%	1%	1%	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	1%
	1	8	10	3	5	3	15	10	13	2	6	4	14	11
					-		-	-						
I don't remember the name of the Royal Mail product(s)	5%	3%	3%	5%	5%	4%	3%	4%	3%	4%	3%	5%	3%	5%
	24	35	27	14	23	10	56	53	19	37	20	33	50	56
					-		-	-						a
None of the above	6%	4%	9%	8%	9%	9%	6%	7%	6%	6%	7%	8%	6%	8%
	28	46	78	22	44	22	102	95	46	55	44	50	100	94
			b		-		-	-						
NET: Small Parcel	81%	84%	78%	75%	74%	73%	80%	80%	80%	80%	82%	78%	83%	77%
	350	888	718	198	368	170	1308	1016	595	713	507	510	1422	895
		c d f			-		-	-					B	
NET: Medium Parcel	50%	47%	41%	38%	39%	40%	44%	46%	44%	43%	47%	44%	47%	41%
	216	499	381	100	194	94	710	580	328	382	294	286	799	483
					-		-	-					b	
NET: 1st class	68%	72%	64%	60%	54%	47%	66%	65%	66%	66%	66%	65%	70%	60%
	291	756	585	160	269	109	1071	830	487	584	410	420	1195	698
	F	c d F	F	f	-		-	-					B	
NET: 2nd class	63%	54%	47%	40%	48%	56%	51%	53%	52%	51%	54%	51%	53%	50%
	270	574	428	106	237	130	838	671	387	451	337	334	917	585
	b C D	c D			-	d	-	-						
NET: Signed For	52%	52%	45%	31%	27%	22%	45%	46%	44%	46%	52%	41%	53%	35%
	223	551	409	82	135	52	729	589	325	404	324	265	904	410
	D F	c D F	d F		-		-	-			c f		B	
NET: Not Signed For	61%	60%	58%	66%	67%	69%	62%	59%	63%	61%	56%	62%	58%	65%
	261	634	533	175	335	160	1011	752	469	542	346	406	999	756
					-		-	-						a
NET: Special Delivery	26%	23%	15%	9%	7%	5%	18%	18%	20%	17%	20%	17%	23%	11%
	113	242	136	24	36	12	295	231	148	147	124	108	393	130
	C D F	C D F	f		-		-	-					B	
Effective Column n														
	299	720	611	201	328	127	1118	840	511	606	408	433	1138	808
Unweighted base	476	1145	971	319	521	202	1777	1336	813	964	648	688	1809	1285
Weighted base	430	1055	919	265	497	232	1628	1272	742	886	622	651	1718	1168
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Royal Mail Small Parcel 1st class: Signed For	33%	34%	35%	27%	32%	26%	42%	26%	21%	31%	26%	30%	34%	33%	26%	**	
	81	95	90	67	97	60	139	78	51	756	65	48	26	687	207		
							d f h l k			-				b			
Royal Mail Small Parcel 1st class: Not Signed For	41%	32%	35%	35%	33%	28%	23%	32%	35%	32%	34%	32%	32%	32%	33%	**	
	100	89	89	86	100	63	75	95	84	781	83	51	25	670	268		
	g									-							
Royal Mail Small Parcel 2nd class: Signed For	18%	15%	19%	17%	21%	20%	20%	16%	14%	18%	14%	15%	11%	18%	14%	**	
	45	41	49	42	65	46	66	46	35	434	35	23	9	387	113		
										-							
Royal Mail Small Parcel 2nd class: Not Signed For	33%	33%	29%	25%	32%	31%	38%	34%	42%	33%	33%	36%	32%	31%	38%	**	
	80	93	73	60	98	72	124	100	101	801	80	57	25	657	304		
										-					a		
Royal Mail Medium Parcel 1st class: Signed For	21%	18%	17%	16%	20%	19%	21%	19%	12%	18%	16%	18%	17%	19%	15%	**	
	51	51	42	40	61	43	68	57	29	443	40	29	13	407	118		
										-				b			
Royal Mail Medium Parcel 1st class: Not Signed For	17%	19%	9%	20%	17%	15%	18%	16%	15%	16%	14%	17%	13%	16%	16%	**	
	40	53	23	49	52	34	61	49	36	397	35	28	10	344	126		
										-							
Royal Mail Medium Parcel 2nd class: Signed For	16%	9%	8%	13%	17%	11%	13%	11%	6%	12%	7%	8%	8%	12%	8%	**	
	39	24	20	31	51	25	42	32	15	279	17	13	6	248	67		
										-							
Royal Mail Medium Parcel 2nd class: Not Signed For	21%	22%	13%	18%	19%	13%	25%	21%	21%	19%	16%	20%	19%	19%	19%	**	
	52	60	33	43	57	30	82	62	50	468	39	32	15	402	152		
										-							
Royal Mail Special Delivery: Guaranteed next day by 9am	13%	8%	11%	5%	8%	5%	16%	6%	5%	9%	4%	7%	8%	9%	6%	**	
	31	23	27	13	24	12	51	18	12	210	10	11	6	190	47		
	k						d f h i K			-							
Royal Mail Special Delivery: Guaranteed next day by 1pm	16%	13%	10%	13%	12%	9%	14%	12%	6%	12%	7%	8%	13%	12%	10%	**	
	38	35	26	31	36	21	46	36	15	283	18	12	10	243	80		
										-							
Other	3%	0%	1%	1%	0%	0%	1%	1%	1%	1%	1%	0%	1%	1%	1%	**	
	6	1	3	2	0	1	4	2	3	22	2	0	1	19	6		
										-							
I don't remember the name of the Royal Mail product(s)	3%	2%	3%	2%	4%	4%	3%	5%	5%	4%	6%	5%	3%	4%	3%	**	
	8	7	8	5	13	9	9	15	11	85	14	8	2	81	27		
										-							
None of the above	5%	7%	6%	10%	6%	7%	6%	7%	6%	7%	7%	7%	11%	7%	7%	**	
	12	18	15	23	18	16	20	22	15	161	17	11	8	137	58		
										-							
NET: Small Parcel	84%	81%	85%	79%	81%	76%	82%	75%	83%	80%	78%	80%	78%	80%	80%	**	
	204	224	217	192	246	173	268	223	200	1945	191	127	61	1684	637		
										-							
NET: Medium Parcel	46%	47%	34%	47%	48%	44%	49%	48%	39%	45%	39%	46%	40%	46%	41%	**	
	112	132	88	115	145	101	160	144	95	1091	95	74	31	961	329		
										-							
NET: 1st class	72%	69%	67%	67%	66%	60%	68%	63%	58%	66%	64%	65%	67%	67%	62%	**	
	175	193	170	162	201	138	223	189	138	1588	157	104	52	1405	493		
										-							
NET: 2nd class	51%	52%	49%	46%	55%	51%	60%	51%	56%	53%	49%	52%	46%	51%	54%	**	
	125	145	125	112	167	116	197	151	134	1271	120	82	36	1072	435		
										-							
NET: Signed For	48%	49%	50%	43%	47%	45%	53%	41%	35%	46%	41%	45%	45%	48%	40%	**	
	116	137	128	105	142	102	172	123	84	1110	101	72	35	997	320		
										-				b			
NET: Not Signed For	63%	60%	53%	60%	65%	59%	58%	60%	68%	61%	61%	61%	58%	59%	64%	**	
	152	167	136	146	198	135	191	180	164	1470	150	98	45	1246	514		
										-							
NET: Special Delivery	23%	20%	19%	17%	19%	14%	28%	17%	11%	19%	11%	15%	19%	19%	15%	**	
	57	56	50	41	57	31	91	51	26	461	28	23	15	404	123		
	k						f i K l			-							
Effective Column n																	
	119	143	125	128	146	118	167	142	119	1207	262	255	235	1290	665		3
Unweighted base	189	227	199	204	232	187	266	226	189	1919	416	405	373	2051	1057		5
Weighted base	244	278	255	244	305	228	328	297	240	2418	245	159	78	2096	799		5
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**		**NET: Internet user**	**NET: Internet non-user**	
Royal Mail Small Parcel 1st class: Signed For	52%	29%	24%	30%	32%	35%	34%	26%		31%	34%	
	120	775	77	119	210	231	135	124		864	27	
	B					a						
Royal Mail Small Parcel 1st class: Not Signed For	19%	34%	39%	29%	30%	31%	36%	33%		32%	33%	
	44	896	124	118	195	207	140	156		911	26	
		A										
Royal Mail Small Parcel 2nd class: Signed For	30%	16%	17%	15%	17%	19%	20%	15%		17%	11%	
	68	432	54	59	115	123	79	70		491	9	
	B											
Royal Mail Small Parcel 2nd class: Not Signed For	30%	33%	34%	33%	35%	36%	32%	27%		34%	21%	
	70	894	107	134	230	238	127	127		945	17	
										b		
Royal Mail Medium Parcel 1st class: Signed For	35%	17%	17%	16%	17%	21%	24%	14%		18%	22%	
	81	444	55	63	110	140	93	65		505	18	
	B											
Royal Mail Medium Parcel 1st class: Not Signed For	21%	16%	22%	15%	16%	16%	18%	13%		16%	12%	
	48	422	69	61	102	107	70	59		459	10	
Royal Mail Medium Parcel 2nd class: Signed For	23%	10%	10%	11%	10%	12%	13%	9%		11%	9%	
	54	261	33	42	65	81	52	43		307	7	
	B											
Royal Mail Medium Parcel 2nd class: Not Signed For	23%	19%	23%	18%	21%	22%	18%	13%		19%	14%	
	53	502	73	70	136	144	69	62		541	11	
			f		f	f						
Royal Mail Special Delivery: Guaranteed next day by 9am	23%	7%	9%	9%	7%	10%	11%	4%		8%	10%	
	54	184	29	37	46	64	42	20		229	8	
	B					f	f					
Royal Mail Special Delivery: Guaranteed next day by 1pm	17%	11%	11%	10%	10%	14%	15%	8%		11%	10%	
	39	284	37	39	64	89	58	36		313	8	
	b											
Other	2%	1%	1%	1%	1%	0%	1%	2%		1%	0%	
	6	19	2	4	6	2	3	7		25	0	
	b											
I don't remember the name of the Royal Mail product(s)	5%	4%	6%	5%	3%	2%	1%	7%		4%	2%	
	12	97	18	19	18	16	6	32		106	2	
								c d e				
None of the above	8%	7%	9%	11%	6%	5%	3%	8%		7%	9%	
	19	177	28	43	42	33	12	38		188	7	
			e	d e								
NET: Small Parcel	80%	80%	78%	77%	81%	84%	84%	76%		80%	79%	
	183	2141	248	309	528	551	329	359		2255	64	
NET: Medium Parcel	62%	43%	46%	41%	44%	50%	50%	35%		45%	39%	
	141	1148	148	164	291	327	196	164		1256	31	
	B		f		f	b F	f					
NET: 1st class	74%	65%	66%	61%	65%	67%	73%	61%		65%	76%	
	171	1730	213	243	427	442	287	289		1835	61	
	b						b f					
NET: 2nd class	62%	51%	52%	48%	55%	58%	54%	42%		53%	35%	
	142	1368	165	195	361	381	210	198		1479	28	
	b				f	b F	f			b		
NET: Signed For	63%	44%	37%	39%	48%	50%	51%	41%		45%	46%	
	144	1174	120	156	317	332	198	195		1277	37	
	B				a b	a b f	a b					
NET: Not Signed For	50%	62%	64%	62%	60%	62%	62%	56%		61%	58%	
	116	1647	205	248	392	412	243	263		1713	47	
		a										
NET: Special Delivery	38%	16%	19%	18%	16%	22%	24%	11%		18%	20%	
	88	439	61	71	106	144	94	51		508	16	
	B					F	c F					
Effective Column n												
	161	1797	225	264	486	496	260	228		1913	40	
Unweighted base	256	2857	357	419	773	788	413	363		3041	63	
Weighted base	230	2671	320	402	656	659	391	472		2812	80	
Columns	A	B	A	B	C	D	E	F		A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a. Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service

Row %

Weighted counts	**This is mandatory to me – a must have**	**This is a 'great to have' – makes a difference and can sway my decision**	**This is a 'nice to have', but I can live without it being offered**	**This is not important to me – don't mind if not offered**	**This is a negative to me**	**NET: Important (T2B)**
Guaranteed delivery to recipient's door	43%	37%	16%	3%	1%	80%
	1414	1203	520	102	17	2617
Proof of postage/dispatch	42%	38%	16%	3%	0%	80%
	1378	1232	524	112	10	2610
Proof of receipt/delivery	38%	38%	20%	3%	1%	76%
	1250	1231	647	109	18	2482
Low cost	33%	44%	20%	3%	0%	77%
	1061	1441	643	99	12	2502
Guarantee that the parcel will arrive on time	35%	41%	20%	4%	0%	76%
	1143	1332	650	115	16	2475
Same price to send to anywhere within the UK	31%	44%	19%	4%	1%	76%
	1025	1441	621	144	24	2466
Fast delivery	26%	45%	23%	5%	1%	71%
	854	1455	763	165	19	2309
Ability to track the delivery	28%	42%	23%	6%	1%	70%
	926	1368	749	190	23	2294
Convenient options for me to drop the parcel off	24%	40%	25%	9%	2%	64%
	780	1292	829	285	70	2071
Insurance against damage or loss	23%	36%	29%	10%	2%	59%
	748	1181	960	314	52	1929
Convenient options for the recipient to accept the delivery	18%	44%	29%	8%	1%	62%
	586	1432	938	268	33	2017
Ability to choose an express or next day service	18%	41%	30%	10%	1%	59%
	593	1323	986	317	37	1916
Daily collection service	26%	35%	26%	11%	2%	61%
	841	1139	844	371	60	1980
Ability to select a specific date/time for delivery	14%	35%	34%	16%	1%	49%
	442	1138	1119	509	48	1580
Convenient options for the operator pick the parcel up from me	14%	33%	30%	19%	3%	47%
	461	1069	989	624	113	1530

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	33%	34%	32%	34%	32%	33%	31%	29%	36%
	1061	318	743	284	270	260	247	435	626
	-								A
This is a 'great to have' – makes a difference and can sway my decision	44%	41%	46%	44%	42%	44%	48%	45%	44%
	1441	384	1057	362	357	341	382	679	762
	-		a						
This is a 'nice to have', but I can live without it being offered	20%	23%	19%	19%	21%	19%	20%	22%	18%
	643	214	429	157	178	151	157	331	312
	-	b						b	
This is not important to me – don't mind if not offered	3%	3%	3%	3%	4%	3%	2%	4%	2%
	99	24	75	23	36	25	15	59	40
	-							b	
This is a negative to me	0%	0%	1%	0%	0%	0%	0%	0%	0%
	12	0	12	3	4	2	3	7	5
	-								
NET: Important (T2B)	77%	75%	78%	78%	74%	77%	78%	74%	80%
	2502	702	1800	645	627	601	628	1114	1388
	-								a
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	33%	32%	34%	30%	31%	33%	33%	32%	31%	34%	31%	34%	32%	33%
	155	372	352	92	182	90	601	460	259	342	211	249	609	449
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	42%	43%	47%	44%	44%	44%	44%	44%	44%	44%	44%	45%	45%	44%
	199	499	489	136	254	117	806	635	361	446	303	332	841	594
					-		-	-						
This is a 'nice to have', but I can live without it being offered	22%	21%	17%	22%	21%	20%	20%	20%	21%	18%	22%	19%	19%	20%
	103	242	177	68	122	54	358	286	175	182	149	137	367	271
					-		-	-						
This is not important to me – don't mind if not offered	4%	3%	2%	4%	4%	3%	3%	3%	3%	3%	3%	2%	3%	3%
	17	35	26	12	20	8	59	40	28	31	21	18	62	35
					-		-	-						
This is a negative to me	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%
	0	9	3	0	0	0	5	7	2	3	5	2	10	2
					-		-	-						
NET: Important (T2B)	75%	75%	80%	74%	75%	77%	77%	77%	75%	78%	75%	79%	77%	77%
	354	871	841	228	436	207	1407	1095	620	788	514	581	1450	1043
					-		-	-						
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	33%	32%	34%	28%	31%	37%	35%	35%	32%	33%	26%	35%	30%	33%	31%	**	
	93	100	96	74	106	95	134	115	88	902	71	62	26	780	278		
										-							
This is a 'great to have' – makes a difference and can sway my decision	49%	42%	45%	51%	43%	39%	42%	41%	45%	44%	48%	44%	47%	45%	42%	**	
	137	129	127	135	147	98	161	134	123	1191	131	78	42	1054	383		
										-							
This is a 'nice to have', but I can live without it being offered	14%	23%	17%	18%	22%	22%	19%	23%	20%	20%	21%	18%	19%	18%	23%	**	
	39	72	49	48	74	55	72	75	55	538	57	31	17	431	209		
										-					a		
This is not important to me – don't mind if not offered	4%	2%	3%	3%	4%	2%	3%	1%	2%	3%	6%	3%	3%	3%	3%	**	
	11	5	10	7	13	6	12	5	6	75	16	6	3	69	30		
										-							
This is a negative to me	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**	
	0	5	1	1	1	0	2	0	1	10	1	0	1	9	2		
										-							
NET: Important (T2B)	82%	74%	79%	79%	74%	76%	77%	76%	77%	77%	73%	79%	77%	78%	73%	**	
	230	229	223	209	253	192	295	250	211	2093	201	140	68	1833	661		
										-				b			
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759		6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196		9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902		10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	29%	33%	36%	31%	31%	32%	32%	34%	33%	25%
	72	989	135	141	230	233	139	184	1038	23
This is a 'great to have' – makes a difference and can sway my decision	45%	44%	42%	48%	45%	44%	43%	44%	44%	39%
	114	1327	154	221	328	320	185	235	1402	35
This is a 'nice to have', but I can live without it being offered	21%	20%	18%	18%	20%	20%	22%	19%	19%	28%
	54	589	65	83	149	148	95	103	613	26
This is not important to me – don't mind if not offered	4%	3%	4%	3%	3%	3%	3%	3%	3%	8%
	11	88	13	16	24	20	11	15	92	7
										a
This is a negative to me	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%
	2	9	3	0	3	3	2	0	12	0
NET: Important (T2B)	74%	77%	78%	79%	76%	76%	75%	78%	77%	64%
	187	2316	289	361	558	552	323	418	2441	58
									b	
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	35%	47%	30%	35%	34%	38%	33%	33%	36%
	1143	442	701	287	291	299	266	506	637
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	41%	38%	42%	40%	40%	39%	44%	41%	41%
	1332	357	975	331	342	306	354	618	714
	-								
This is a 'nice to have', but I can live without it being offered	20%	12%	23%	22%	20%	18%	20%	21%	19%
	650	111	539	179	169	143	157	318	332
	-		A						
This is not important to me – don't mind if not offered	4%	3%	4%	3%	5%	3%	3%	4%	3%
	115	28	88	27	39	25	24	62	54
	-								
This is a negative to me	0%	0%	1%	1%	1%	1%	0%	0%	1%
	16	2	13	5	5	5	1	7	9
	-								
NET: Important (T2B)	76%	85%	72%	74%	75%	78%	77%	74%	77%
	2475	799	1676	617	632	605	621	1124	1351
	-	B							
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	39%	35%	38%	32%	27%	23%	36%	34%	35%	37%	31%	36%	38%	30%
	187	404	394	97	158	61	664	478	288	376	213	265	725	412
	F	f	F		-		-	-					B	
This is a 'great to have' – makes a difference and can sway my decision	38%	43%	42%	34%	37%	40%	40%	42%	40%	40%	44%	40%	40%	42%
	181	494	443	106	215	108	734	598	333	402	306	292	763	565
					-		-	-						
This is a 'nice to have', but I can live without it being offered	18%	19%	17%	30%	30%	29%	19%	21%	20%	19%	20%	22%	18%	23%
	84	221	174	92	171	79	351	299	162	189	139	160	338	309
				a B C	-	a b C	-	-						a
This is not important to me – don't mind if not offered	3%	3%	3%	4%	5%	7%	4%	3%	4%	3%	4%	2%	3%	4%
	16	36	33	11	31	19	69	46	37	33	28	18	54	60
					-		-	-						a
This is a negative to me	1%	0%	0%	0%	1%	1%	1%	0%	0%	1%	0%	0%	0%	0%
	7	4	2	1	4	2	10	6	4	6	3	3	9	5
					-		-	-						
NET: Important (T2B)	78%	77%	80%	66%	65%	63%	77%	75%	75%	77%	75%	75%	79%	72%
	368	897	837	204	373	169	1399	1076	621	778	519	557	1488	977
	d F	D F	D F		-		-	-					B	
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	42%	40%	33%	44%	40%	35%	30%	32%	25%	36%	27%	37%	38%	38%	29%	**	
	117	125	92	116	138	90	116	106	69	969	75	65	34	882	258		
	i k	i k		g i k	i k					-				B			
This is a 'great to have' – makes a difference and can sway my decision	39%	38%	47%	33%	40%	35%	46%	40%	44%	41%	45%	40%	41%	40%	44%	**	
	111	117	133	88	135	89	174	133	122	1101	124	71	36	928	400		
										-							
This is a 'nice to have', but I can live without it being offered	15%	17%	19%	20%	16%	23%	20%	23%	26%	20%	23%	18%	18%	19%	23%	**	
	42	53	53	52	53	59	78	76	72	537	64	33	16	440	206		
										-							
This is not important to me – don't mind if not offered	3%	4%	2%	3%	4%	6%	3%	4%	3%	4%	4%	3%	4%	3%	4%	**	
	7	12	5	9	13	15	12	13	9	96	10	6	3	82	33		
										-							
This is a negative to me	1%	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%	**	
	3	3	0	1	2	1	1	0	2	12	1	2	0	11	5		
										-							
NET: Important (T2B)	81%	78%	80%	77%	80%	71%	76%	73%	70%	76%	72%	77%	78%	77%	73%	**	
	228	242	225	204	272	179	290	240	191	2070	199	136	70	1811	658		
										-							
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759	6	
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196	9	
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902	10	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	27%	36%	35%	34%	32%	30%	38%	46%	35%	31%
	69	1074	128	156	232	219	163	245	1115	28
		a						a b C D		
This is a 'great to have' – makes a difference and can sway my decision	46%	40%	35%	41%	42%	45%	43%	35%	41%	27%
	117	1216	130	188	311	329	186	189	1305	24
						a f			b	
This is a 'nice to have', but I can live without it being offered	19%	20%	24%	22%	22%	20%	16%	15%	19%	34%
	48	602	90	102	161	144	71	80	615	31
										a
This is not important to me – don't mind if not offered	8%	3%	4%	3%	4%	3%	3%	4%	3%	8%
	19	96	17	13	26	25	12	21	107	8
	b									a
This is a negative to me	1%	0%	1%	0%	1%	1%	0%	0%	0%	0%
	2	14	4	0	4	6	0	1	15	0
NET: Important (T2B)	73%	76%	70%	75%	74%	76%	81%	81%	77%	57%
	185	2290	258	344	543	548	348	434	2420	52
							a	a	B	
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	28%	33%	27%	30%	29%	28%	28%	27%	30%
	926	312	614	245	244	215	222	411	515
	-	b							
This is a 'great to have' – makes a difference and can sway my decision	42%	42%	42%	40%	42%	44%	42%	43%	41%
	1368	394	974	334	357	339	338	644	723
	-								
This is a 'nice to have', but I can live without it being offered	23%	18%	25%	25%	22%	21%	24%	24%	23%
	749	165	584	205	188	161	195	357	393
	-		A						
This is not important to me – don't mind if not offered	6%	7%	5%	5%	6%	7%	5%	6%	6%
	190	64	126	43	49	56	43	91	99
	-								
This is a negative to me	1%	1%	1%	0%	1%	1%	1%	1%	1%
	23	5	18	4	8	7	5	9	14
	-								
NET: Important (T2B)	70%	75%	69%	70%	71%	71%	70%	70%	71%
	2294	706	1588	578	601	555	560	1055	1239
	-	b							
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	27%	30%	32%	28%	21%	14%	29%	27%	26%	32%	26%	29%	31%	25%
	129	342	331	87	124	37	537	390	215	322	179	211	590	333
	f	F	F	f	-		-	-					B	
This is a 'great to have' – makes a difference and can sway my decision	40%	42%	42%	42%	45%	47%	41%	43%	43%	39%	44%	42%	42%	42%
	189	485	436	129	257	128	755	613	358	396	305	308	790	569
					-		-	-						
This is a 'nice to have', but I can live without it being offered	24%	24%	21%	23%	25%	28%	22%	24%	23%	21%	24%	24%	22%	25%
	112	274	216	72	147	76	406	343	190	216	164	179	411	335
					-		-	-						
This is not important to me – don't mind if not offered	8%	5%	5%	6%	7%	9%	6%	5%	6%	6%	5%	5%	5%	8%
	38	53	57	17	42	24	114	76	53	61	38	39	86	104
					-		-	-						a
This is a negative to me	1%	0%	0%	1%	1%	2%	1%	0%	1%	1%	0%	0%	1%	1%
	6	3	5	3	8	5	18	5	8	10	3	2	13	10
					-		-	-						
NET: Important (T2B)	67%	71%	73%	70%	66%	61%	71%	70%	70%	71%	70%	70%	73%	67%
	318	827	768	216	381	165	1291	1003	573	718	484	519	1380	902
		f	f		-		-	-					b	
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	33%	29%	31%	29%	27%	29%	31%	29%	20%	29%	23%	30%	29%	30%	25%	**
	92	91	87	76	92	74	118	97	55	784	64	53	25	702	223	
										-				b		
This is a 'great to have' – makes a difference and can sway my decision	42%	43%	42%	41%	45%	35%	42%	39%	43%	41%	46%	43%	46%	42%	41%	**
	119	133	117	109	152	89	160	129	119	1126	126	75	41	994	369	
										-						
This is a 'nice to have', but I can live without it being offered	19%	20%	22%	22%	23%	25%	22%	26%	29%	23%	22%	21%	22%	22%	26%	**
	54	63	63	58	79	64	85	86	78	631	61	38	19	507	238	
										-						
This is not important to me – don't mind if not offered	4%	6%	5%	9%	4%	9%	4%	4%	8%	6%	8%	5%	4%	5%	7%	**
	12	20	13	23	13	23	16	15	21	155	22	9	3	128	61	
										-						
This is a negative to me	1%	1%	0%	0%	1%	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%	**
	3	3	1	0	5	3	0	3	1	19	2	2	0	12	11	
										-						
NET: Important (T2B)	75%	72%	73%	70%	72%	64%	73%	69%	63%	70%	69%	72%	74%	72%	66%	**
	211	224	205	185	244	163	279	226	173	1910	190	128	66	1696	592	
										-				b		
Effective Column n																
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759	6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196	9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902	10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	29%	28%	25%	24%	27%	29%	32%	32%	29%	20%
	74	852	91	111	199	212	139	173	908	18
This is a 'great to have' – makes a difference and can sway my decision	37%	42%	41%	43%	45%	40%	41%	42%	42%	37%
	95	1273	150	198	332	286	178	224	1329	34
This is a 'nice to have', but I can live without it being offered	24%	23%	27%	27%	22%	23%	22%	19%	23%	27%
	61	688	100	123	160	169	96	101	722	25
This is not important to me – don't mind if not offered	9%	6%	7%	6%	6%	6%	3%	7%	6%	15%
	24	166	24	26	43	46	14	37	176	14
	b									a
This is a negative to me	0%	1%	1%	0%	0%	1%	1%	0%	1%	0%
	0	23	4	2	1	10	5	1	23	0
NET: Important (T2B)	66%	71%	65%	67%	72%	69%	73%	74%	71%	58%
	169	2125	242	310	530	498	317	397	2237	52
									b	
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next day service by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	18%	26%	15%	18%	18%	22%	15%	19%	18%
	593	248	345	151	150	169	122	285	308
	-	B				d			
This is a 'great to have' – makes a difference and can sway my decision	41%	48%	37%	40%	42%	39%	42%	42%	39%
	1323	455	868	332	352	303	334	635	688
	-	B							
This is a 'nice to have', but I can live without it being offered	30%	20%	35%	30%	30%	28%	33%	28%	32%
	986	186	800	252	250	219	265	429	556
	-		A						
This is not important to me – don't mind if not offered	10%	5%	12%	11%	9%	10%	9%	10%	10%
	317	44	274	87	79	75	75	145	172
	-		A						
This is a negative to me	1%	1%	1%	1%	2%	1%	1%	1%	1%
	37	8	29	7	14	11	6	16	21
	-								
NET: Important (T2B)	59%	75%	52%	58%	59%	61%	57%	61%	57%
	1916	703	1213	483	503	473	457	920	996
	-	B							
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next day service by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	20%	20%	18%	15%	13%	10%	17%	20%	16%	18%	20%	19%	19%	17%
	95	229	193	48	76	28	314	279	136	178	135	144	366	226
	f	f	f		-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	39%	43%	43%	37%	33%	29%	42%	39%	44%	39%	39%	40%	44%	36%
	184	498	450	113	191	77	760	562	364	397	267	295	824	492
		f	f		-		-	-					B	
This is a 'nice to have', but I can live without it being offered	30%	30%	28%	33%	36%	38%	30%	31%	29%	31%	30%	32%	28%	33%
	144	342	293	103	207	104	548	438	238	309	204	234	531	449
					-		-	-						a
This is not important to me – don't mind if not offered	9%	7%	10%	13%	16%	19%	10%	9%	10%	11%	10%	8%	8%	12%
	44	77	102	41	94	52	189	128	81	108	70	58	148	168
				b	-	a B c	-	-						A
This is a negative to me	2%	1%	1%	1%	2%	3%	1%	1%	1%	1%	2%	1%	1%	1%
	8	11	7	3	11	8	17	20	5	12	13	7	19	17
					-		-	-						
NET: Important (T2B)	59%	63%	62%	52%	46%	39%	59%	59%	61%	57%	58%	59%	63%	53%
	279	727	644	161	266	106	1074	841	499	575	402	439	1191	717
	F	d F	d F	f	-		-	-					B	
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next day service by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	25%	16%	21%	13%	22%	14%	20%	16%	18%	19%	14%	20%	15%	20%	14%	**	
	71	51	59	36	74	36	77	54	48	506	39	35	13	465	128		
										-				b			
This is a 'great to have' – makes a difference and can sway my decision	34%	44%	41%	45%	47%	36%	46%	38%	32%	41%	39%	39%	47%	42%	37%	**	
	94	137	116	119	161	91	177	124	88	1106	106	69	42	984	334		
										-							
This is a 'nice to have', but I can live without it being offered	29%	28%	29%	32%	21%	33%	27%	38%	37%	30%	33%	30%	30%	29%	34%	**	
	82	86	83	84	71	84	102	124	101	817	89	53	26	674	308		
								e	e	-					a		
This is not important to me – don't mind if not offered	11%	8%	8%	10%	8%	15%	6%	7%	12%	9%	14%	10%	7%	8%	13%	**	
	30	26	23	26	29	39	25	23	34	256	38	17	6	193	121		
										-					A		
This is a negative to me	1%	3%	1%	0%	2%	1%	0%	1%	1%	1%	1%	2%	1%	1%	1%	**	
	3	10	2	1	6	2	0	4	2	31	3	3	1	27	10		
										-							
NET: Important (T2B)	59%	60%	62%	58%	69%	51%	67%	54%	50%	59%	53%	59%	62%	62%	51%	**	
	165	188	174	154	235	128	254	178	137	1612	145	104	55	1449	462		
					f h i k		f i k			-				B			
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759		6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196		9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902		10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next day service by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	17%	18%	16%	16%	16%	16%	22%	25%	18%	26%
	43	550	61	74	114	118	94	131	569	23
								c d		
This is a 'great to have' – makes a difference and can sway my decision	43%	40%	35%	39%	41%	41%	45%	42%	41%	29%
	110	1213	130	179	299	298	194	223	1294	26
This is a 'nice to have', but I can live without it being offered	26%	31%	34%	34%	30%	32%	26%	26%	30%	38%
	67	919	126	159	221	228	113	138	949	34
This is not important to me – don't mind if not offered	12%	10%	10%	10%	13%	9%	7%	8%	10%	5%
	29	288	37	47	93	68	31	41	312	4
This is a negative to me	2%	1%	4%	0%	1%	2%	0%	0%	1%	2%
	4	33	15	1	8	11	0	3	34	2
			b c e f							
NET: Important (T2B)	60%	59%	52%	55%	56%	58%	67%	66%	59%	55%
	153	1763	191	253	413	416	288	354	1862	50
							A b c d	a b c d		
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	14%	20%	11%	15%	16%	12%	11%	13%	14%
	442	187	255	121	136	96	89	202	240
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	35%	39%	33%	35%	33%	37%	34%	35%	35%
	1138	365	774	290	282	291	277	528	611
	-	b							
This is a 'nice to have', but I can live without it being offered	34%	29%	36%	36%	33%	30%	38%	34%	34%
	1119	275	845	295	281	236	307	518	601
	-		a				c		
This is not important to me – don't mind if not offered	16%	11%	18%	14%	15%	19%	15%	16%	15%
	509	103	406	113	130	145	121	241	268
	-		A						
This is a negative to me	1%	1%	2%	1%	2%	1%	1%	1%	1%
	48	11	37	10	18	11	9	22	25
	-								
NET: Important (T2B)	49%	59%	44%	50%	49%	50%	46%	48%	49%
	1580	552	1029	411	417	386	366	729	851
	-	B							
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	14%	15%	15%	9%	8%	7%	13%	14%	16%	11%	14%	14%	16%	10%
	64	178	155	27	44	18	239	203	130	109	97	106	298	140
	f	d f	d f		-		-	-					B	
This is a 'great to have' – makes a difference and can sway my decision	39%	37%	36%	27%	26%	26%	36%	33%	38%	35%	33%	33%	38%	31%
	183	428	376	82	152	69	663	475	311	352	229	246	711	423
	d f	d f	d f		-		-	-					b	
This is a 'nice to have', but I can live without it being offered	35%	34%	32%	42%	39%	35%	33%	36%	30%	36%	35%	38%	33%	37%
	165	398	331	130	225	95	603	516	246	357	239	277	621	494
					-		-	-				c		
This is not important to me – don't mind if not offered	11%	13%	16%	22%	24%	27%	16%	15%	15%	16%	17%	14%	13%	20%
	54	148	169	66	139	72	290	218	125	165	118	100	240	267
				a b	-	A B c	-	-						A
This is a negative to me	2%	1%	1%	1%	3%	6%	2%	1%	2%	2%	1%	1%	1%	2%
	9	6	15	3	18	15	33	15	13	21	5	10	19	28
					-	a B c d	-	-						a
NET: Important (T2B)	52%	52%	51%	35%	34%	32%	49%	48%	53%	46%	47%	48%	53%	42%
	247	606	532	109	196	87	902	678	441	462	326	352	1009	563
	D F	D F	D F		-		-	-					B	
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	13%	12%	17%	11%	19%	11%	20%	9%	9%	14%	11%	16%	13%	15%	10%	**	
	36	36	48	29	66	27	75	30	25	371	31	29	12	353	87		
										-				b			
This is a 'great to have' – makes a difference and can sway my decision	39%	42%	34%	36%	38%	28%	37%	33%	31%	36%	30%	34%	37%	36%	32%	**	
	109	131	96	95	130	70	140	109	84	964	81	60	33	844	292		
										-							
This is a 'nice to have', but I can live without it being offered	34%	29%	32%	38%	29%	36%	33%	44%	36%	34%	37%	32%	37%	33%	37%	**	
	97	89	90	100	97	92	124	143	97	930	101	56	33	777	338		
										-							
This is not important to me – don't mind if not offered	13%	16%	16%	14%	13%	24%	10%	13%	23%	15%	21%	15%	12%	15%	18%	**	
	35	49	46	36	43	60	39	43	62	415	57	26	11	342	165		
						g			g	-	g						
This is a negative to me	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	2%	3%	1%	1%	2%	**	
	4	5	3	5	5	4	2	3	5	36	5	6	1	28	20		
										-							
NET: Important (T2B)	52%	54%	51%	47%	57%	38%	56%	42%	40%	49%	41%	50%	50%	51%	42%	**	
	145	167	144	124	196	97	215	139	109	1336	112	88	45	1197	379		
		f k			f h i k		f h i k			-				B			
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759	6	
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196	9	
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902	10	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	15%	13%	14%	10%	11%	10%	18%	20%	14%	13%
	39	403	51	45	84	73	79	110	428	12
							b c d	b c D		
This is a 'great to have' – makes a difference and can sway my decision	34%	35%	27%	37%	33%	36%	38%	36%	35%	27%
	86	1052	101	172	243	262	165	195	1113	24
This is a 'nice to have', but I can live without it being offered	30%	35%	39%	37%	34%	35%	30%	32%	34%	48%
	76	1044	143	169	252	253	131	171	1072	43
										a
This is not important to me – don't mind if not offered	18%	15%	17%	15%	19%	18%	12%	10%	16%	8%
	45	464	65	67	142	129	52	55	501	7
					e f	f				
This is a negative to me	3%	1%	3%	1%	2%	1%	1%	1%	1%	4%
	8	39	10	7	14	6	5	6	43	4
	b									
NET: Important (T2B)	49%	48%	41%	47%	44%	46%	56%	57%	49%	40%
	125	1455	153	217	327	336	243	305	1542	36
							a c d	a c d		
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	26%	37%	22%	29%	26%	25%	25%	26%	27%
	854	352	503	241	218	197	198	390	465
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	45%	43%	45%	43%	45%	45%	46%	44%	45%
	1455	405	1050	358	383	348	366	671	784
	-								
This is a 'nice to have', but I can live without it being offered	23%	15%	27%	22%	23%	25%	23%	24%	23%
	763	138	625	180	198	196	188	369	394
	-		A						
This is not important to me – don't mind if not offered	5%	5%	5%	6%	4%	4%	6%	5%	5%
	165	46	120	47	35	32	51	72	93
	-								
This is a negative to me	1%	0%	1%	0%	1%	1%	0%	1%	1%
	19	0	19	3	11	5	0	10	9
	-		a		d				
NET: Important (T2B)	71%	80%	67%	72%	71%	70%	70%	70%	72%
	2309	757	1553	599	601	545	564	1060	1249
	-	B							
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	28%	27%	29%	22%	18%	13%	28%	24%	27%	28%	24%	25%	29%	22%
	132	315	304	69	103	34	506	348	221	285	166	183	553	299
	F	F	F	f	-		-	-					B	
This is a 'great to have' – makes a difference and can sway my decision	46%	48%	44%	35%	39%	42%	43%	47%	43%	43%	45%	48%	45%	44%
	218	550	464	108	223	115	788	667	355	432	310	357	857	591
		d			-		-	-						
This is a 'nice to have', but I can live without it being offered	20%	20%	23%	33%	34%	35%	23%	24%	22%	24%	25%	23%	21%	27%
	94	233	238	102	197	95	421	341	181	240	174	168	390	369
				A B c	-	A B c	-	-						A
This is not important to me – don't mind if not offered	5%	5%	4%	9%	9%	9%	6%	4%	7%	4%	5%	3%	4%	6%
	23	53	38	27	51	24	103	63	60	43	37	25	82	82
				c	-	c	-	-	f					
This is a negative to me	2%	0%	0%	1%	1%	1%	1%	1%	1%	0%	0%	1%	0%	1%
	8	6	2	2	3	2	11	8	7	4	2	6	7	10
	c				-		-	-						
NET: Important (T2B)	74%	75%	73%	58%	56%	55%	71%	71%	70%	71%	69%	73%	75%	66%
	350	866	768	177	326	149	1294	1016	576	717	476	540	1410	890
	D F	D F	D F		-		-	-					B	
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	25%	28%	30%	26%	33%	26%	23%	22%	23%	26%	23%	28%	30%	28%	21%	**	
	71	87	84	69	114	65	89	72	64	714	64	50	26	657	193		
										-				b			
This is a 'great to have' – makes a difference and can sway my decision	50%	41%	44%	42%	40%	41%	49%	47%	45%	45%	44%	47%	45%	45%	44%	**	
	141	126	125	111	138	103	186	156	124	1210	122	83	40	1051	401		
										-							
This is a 'nice to have', but I can live without it being offered	18%	26%	19%	26%	21%	27%	21%	27%	26%	24%	26%	20%	21%	22%	27%	**	
	52	81	55	70	72	67	82	88	72	639	70	35	18	515	245		
										-					a		
This is not important to me – don't mind if not offered	4%	5%	6%	5%	4%	7%	6%	3%	5%	5%	7%	4%	5%	5%	6%	**	
	12	15	17	13	13	17	23	11	14	136	18	8	4	110	56		
										-							
This is a negative to me	2%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	**	
	4	1	1	3	4	1	1	1	1	17	1	1	0	11	8		
										-							
NET: Important (T2B)	76%	69%	74%	68%	74%	67%	72%	69%	69%	71%	68%	75%	74%	73%	66%	**	
	212	213	209	180	252	168	275	228	188	1924	186	133	66	1708	594		
										-				b			
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759		6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196		9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902		10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	21%	27%	20%	21%	25%	24%	31%	36%	26%	25%
	54	800	75	98	182	173	132	194	832	23
							a b	A B c D		
This is a 'great to have' – makes a difference and can sway my decision	46%	45%	44%	50%	43%	46%	45%	41%	45%	30%
	117	1338	162	232	316	331	195	219	1423	27
									b	
This is a 'nice to have', but I can live without it being offered	22%	24%	29%	24%	27%	23%	22%	17%	23%	35%
	55	708	107	108	197	168	94	89	728	32
			f		f					a
This is not important to me – don't mind if not offered	8%	5%	5%	4%	5%	7%	2%	6%	5%	8%
	20	145	19	21	36	50	9	30	157	7
						e				
This is a negative to me	3%	0%	2%	0%	0%	0%	0%	1%	1%	2%
	7	12	7	0	4	2	1	4	17	1
	B									
NET: Important (T2B)	68%	71%	64%	72%	68%	70%	76%	77%	71%	55%
	172	2138	236	330	498	504	327	413	2255	50
							a c	a c	b	
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	24%	34%	20%	25%	22%	26%	23%	21%	26%
	780	319	460	207	185	201	187	321	458
	-	B							a
This is a 'great to have' – makes a difference and can sway my decision	40%	43%	38%	38%	39%	39%	43%	41%	38%
	1292	406	886	315	330	305	342	625	667
	-	b							
This is a 'nice to have', but I can live without it being offered	25%	17%	29%	25%	29%	24%	23%	27%	24%
	829	161	668	208	246	188	187	415	414
	-		A					b	
This is not important to me – don't mind if not offered	9%	5%	10%	11%	7%	8%	9%	8%	9%
	285	48	237	88	61	65	71	126	159
	-		A						
This is a negative to me	2%	1%	3%	1%	3%	2%	2%	2%	3%
	70	5	65	12	24	19	16	23	48
	-		A						a
NET: Important (T2B)	64%	77%	58%	63%	61%	65%	66%	63%	64%
	2071	725	1346	521	515	506	529	947	1125
	-	B							
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	20%	24%	27%	24%	22%	19%	24%	24%	24%	24%	23%	25%	26%	21%
	93	280	281	73	125	52	439	340	198	241	159	181	493	284
					-		-	-					b	
This is a 'great to have' – makes a difference and can sway my decision	41%	42%	40%	31%	33%	35%	41%	38%	44%	39%	38%	38%	42%	37%
	197	486	420	96	189	93	752	540	364	388	262	279	791	495
		d			-		-	-					b	
This is a 'nice to have', but I can live without it being offered	29%	26%	23%	30%	28%	25%	25%	27%	23%	26%	28%	26%	24%	27%
	137	296	236	92	160	68	449	380	188	261	191	189	460	362
					-		-	-						
This is not important to me – don't mind if not offered	8%	7%	9%	14%	14%	14%	8%	9%	7%	10%	10%	9%	6%	12%
	37	78	90	42	81	39	154	131	56	98	66	65	119	166
				a b	-	a B c	-	-						A
This is a negative to me	2%	2%	2%	2%	4%	7%	2%	2%	2%	2%	2%	3%	1%	3%
	11	18	18	5	23	18	35	35	18	17	11	25	26	45
					-	B c d	-	-						a
NET: Important (T2B)	61%	66%	67%	55%	54%	54%	65%	62%	68%	63%	61%	62%	68%	58%
	289	766	702	169	314	145	1191	881	562	629	421	460	1284	779
		d f	d f		-		-	-					B	
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	24%	29%	28%	25%	32%	22%	22%	20%	18%	24%	17%	28%	21%	26%	20%	**
	67	89	80	67	108	55	84	66	49	665	46	49	19	600	177	
		k	k		i k					-		k		b		
This is a 'great to have' – makes a difference and can sway my decision	39%	37%	35%	38%	40%	38%	41%	41%	42%	39%	43%	38%	48%	40%	39%	**
	110	115	100	102	135	96	155	136	115	1065	118	66	42	943	348	
										-						
This is a 'nice to have', but I can live without it being offered	26%	25%	24%	26%	20%	29%	29%	26%	26%	26%	25%	23%	25%	25%	27%	**
	73	79	67	70	69	73	109	86	70	696	70	41	22	578	247	
										-						
This is not important to me – don't mind if not offered	7%	7%	10%	8%	5%	10%	7%	10%	13%	8%	13%	9%	5%	8%	12%	**
	20	22	27	21	19	25	28	33	35	229	36	15	5	179	105	
										-					a	
This is a negative to me	4%	2%	3%	2%	3%	1%	1%	2%	2%	2%	2%	2%	1%	2%	3%	**
	12	5	8	5	10	4	5	8	5	61	5	4	1	44	25	
										-						
NET: Important (T2B)	63%	66%	64%	64%	71%	59%	63%	62%	60%	64%	60%	66%	69%	66%	58%	**
	176	204	180	170	243	151	239	203	164	1730	165	116	61	1543	525	
										-				b		
Effective Column n																
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759	6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196	9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902	10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	23%	24%	20%	24%	21%	21%	29%	31%	24%	30%
	58	721	75	110	154	149	127	165	750	27
							a c d	a c d		
This is a 'great to have' – makes a difference and can sway my decision	40%	40%	36%	35%	40%	43%	40%	41%	40%	27%
	100	1192	133	161	292	312	174	218	1267	24
									b	
This is a 'nice to have', but I can live without it being offered	23%	26%	28%	28%	26%	27%	23%	20%	25%	37%
	58	771	103	130	194	196	99	107	792	33
										a
This is not important to me – don't mind if not offered	10%	9%	11%	10%	10%	7%	7%	7%	9%	5%
	26	259	40	47	75	52	30	39	279	5
This is a negative to me	4%	2%	5%	2%	3%	2%	0%	1%	2%	1%
	11	60	18	11	20	13	2	7	70	1
			e							
NET: Important (T2B)	63%	64%	56%	59%	61%	64%	70%	71%	64%	57%
	159	1913	208	272	446	461	301	383	2016	52
							a b c	A b c d		
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator pick the parcel up from me by Demographics Part 1

		Methodology		Quarter					Gender	
Column %										
Weighted counts										
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**	
This is mandatory to me – a must have	14%	23%	11%	15%	17%	12%	13%	14%	14%	
	461	214	247	122	146	92	102	210	251	
	-	B								
This is a 'great to have' – makes a difference and can sway my decision	33%	36%	32%	33%	31%	33%	35%	33%	32%	
	1069	337	732	271	261	259	277	502	566	
	-									
This is a 'nice to have', but I can live without it being offered	30%	20%	35%	30%	31%	30%	30%	31%	30%	
	989	189	800	252	261	232	244	472	517	
	-		A							
This is not important to me – don't mind if not offered	19%	18%	20%	20%	18%	19%	20%	18%	20%	
	624	165	459	164	151	152	157	277	347	
	-									
This is a negative to me	3%	4%	3%	2%	3%	6%	3%	3%	4%	
	113	35	78	20	27	44	22	49	64	
	-					a				
NET: Important (T2B)	47%	59%	42%	47%	48%	45%	47%	47%	47%	
	1530	551	979	393	407	351	379	713	817	
	-	B								
Effective Column n										
	2222	280	1942	576	570	532	544	999	1222	
Unweighted base	3499	441	3058	907	898	838	856	1574	1925	
Weighted base	3256	940	2316	829	845	778	803	1511	1745	
Columns A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator pick the parcel up from me by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	13%	14%	16%	13%	13%	12%	15%	13%	17%	13%	14%	13%	15%	13%
	61	164	163	41	73	32	272	189	139	133	95	94	288	171
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	34%	38%	30%	25%	25%	25%	32%	34%	32%	32%	32%	37%	37%	27%
	164	444	314	78	147	69	580	489	263	318	218	270	694	369
		c d f			-		-	-					B	
This is a 'nice to have', but I can live without it being offered	36%	30%	29%	34%	30%	26%	31%	30%	29%	32%	28%	31%	29%	33%
	172	344	298	104	175	70	563	426	237	326	193	233	543	443
					-		-	-						a
This is not important to me – don't mind if not offered	14%	16%	23%	22%	24%	25%	19%	19%	19%	20%	22%	16%	17%	22%
	66	183	239	68	136	68	356	267	159	197	151	117	321	301
			a b	a b	-	a b	-	-						a
This is a negative to me	2%	2%	3%	5%	8%	12%	3%	4%	3%	3%	4%	3%	2%	5%
	11	23	31	16	47	31	57	56	26	31	31	25	43	68
				b	-	A B C d	-	-						A
NET: Important (T2B)	47%	53%	46%	39%	38%	37%	47%	48%	49%	45%	46%	49%	52%	40%
	224	608	477	119	220	101	852	678	402	451	314	364	982	539
		c D F			-		-	-					B	
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator pick the parcel up from me by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	14%	15%	17%	10%	19%	13%	18%	12%	10%	14%	10%	16%	15%	15%	12%	**	
	40	46	47	27	64	32	69	39	28	392	27	29	14	356	104		
										-							
This is a 'great to have' – makes a difference and can sway my decision	31%	38%	32%	31%	37%	23%	38%	28%	33%	33%	31%	31%	38%	35%	28%	**	
	87	119	91	83	127	59	145	93	90	895	86	55	33	816	251		
										-				b			
This is a 'nice to have', but I can live without it being offered	30%	27%	28%	34%	28%	30%	31%	34%	34%	30%	29%	31%	29%	29%	34%	**	
	84	84	79	90	95	76	118	111	92	828	81	55	26	674	308		
										-					a		
This is not important to me – don't mind if not offered	20%	17%	18%	20%	12%	30%	12%	23%	22%	19%	27%	17%	16%	18%	23%	**	
	57	51	52	53	40	75	45	74	59	506	74	29	14	415	209		
						b E G I		e g	g	-	b E G I m				a		
This is a negative to me	4%	3%	5%	5%	4%	5%	1%	4%	2%	4%	3%	5%	2%	4%	3%	**	
	12	10	13	12	15	12	4	12	5	95	8	8	2	82	31		
										-							
NET: Important (T2B)	45%	53%	49%	42%	56%	36%	56%	40%	43%	47%	41%	48%	53%	50%	39%	**	
	126	165	138	111	192	91	214	132	118	1286	112	84	47	1172	355		
		f k			d F h k		d F h k			-				B			
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759		6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196		9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902		10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator pick the parcel up from me by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	21%	14%	10%	11%	11%	11%	19%	24%	14%	22%
	53	409	36	51	81	82	84	127	441	20
	b						a b c d	A B C D		
This is a 'great to have' – makes a difference and can sway my decision	35%	33%	32%	35%	35%	34%	28%	30%	33%	29%
	88	981	119	163	260	246	123	158	1040	26
This is a 'nice to have', but I can live without it being offered	26%	31%	34%	33%	27%	32%	32%	26%	30%	30%
	66	923	126	153	196	235	137	141	959	27
This is not important to me – don't mind if not offered	16%	19%	19%	16%	23%	20%	18%	17%	19%	12%
	41	582	70	73	172	142	78	89	612	10
This is a negative to me	2%	4%	5%	4%	3%	2%	2%	4%	3%	8%
	6	107	19	20	26	18	10	21	106	7
NET: Important (T2B)	55%	46%	42%	46%	46%	45%	48%	53%	47%	51%
	140	1390	155	214	340	328	207	286	1480	46
	b									
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	18%	27%	14%	20%	17%	18%	17%	17%	19%
	586	250	336	162	143	143	138	251	335
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	44%	47%	43%	44%	46%	43%	44%	46%	42%
	1432	441	990	363	385	332	352	697	735
	-								
This is a 'nice to have', but I can live without it being offered	29%	18%	33%	28%	30%	27%	31%	28%	29%
	938	168	771	228	252	213	246	427	511
	-		A						
This is not important to me – don't mind if not offered	8%	8%	8%	8%	7%	10%	8%	8%	8%
	268	74	194	68	59	80	61	120	148
	-								
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	1%	1%
	33	7	26	7	8	11	7	17	16
	-								
NET: Important (T2B)	62%	74%	57%	63%	62%	61%	61%	63%	61%
	2017	691	1326	526	528	475	489	947	1070
	-	B							
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	16%	19%	21%	14%	13%	11%	18%	18%	18%	19%	17%	18%	21%	14%
	77	221	215	43	73	29	334	252	145	189	119	132	391	193
		f	f		-		-	-					B	
This is a 'great to have' – makes a difference and can sway my decision	47%	46%	43%	40%	40%	40%	45%	42%	46%	44%	42%	43%	45%	42%
	223	531	446	123	231	108	828	604	381	446	288	316	857	568
					-		-	-						
This is a 'nice to have', but I can live without it being offered	28%	28%	27%	34%	35%	36%	27%	31%	26%	27%	31%	32%	26%	32%
	132	324	280	105	202	97	492	446	217	275	211	235	496	437
					-		-	-						a
This is not important to me – don't mind if not offered	8%	6%	9%	11%	11%	10%	8%	8%	9%	8%	9%	7%	7%	10%
	40	74	92	35	62	27	153	114	75	79	64	50	131	135
					-		-	-						a
This is a negative to me	1%	1%	1%	1%	2%	3%	1%	1%	1%	2%	1%	1%	1%	1%
	3	7	13	2	10	8	22	12	6	16	6	6	14	18
					-	b	-	-						
NET: Important (T2B)	63%	65%	63%	54%	53%	51%	64%	60%	64%	63%	59%	61%	66%	56%
	300	752	661	166	304	138	1162	855	526	636	407	448	1248	761
	d f	d F	d f		-		-	-					B	
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	21%	17%	19%	19%	28%	15%	16%	17%	13%	18%	15%	18%	18%	20%	14%	**	
	57	53	52	50	95	37	59	54	37	496	41	33	16	459	124		
					g i k					-				b			
This is a 'great to have' – makes a difference and can sway my decision	42%	50%	46%	41%	43%	39%	47%	37%	49%	44%	43%	45%	47%	44%	43%	**	
	118	155	131	108	146	100	178	122	135	1193	118	79	42	1042	386		
										-							
This is a 'nice to have', but I can live without it being offered	29%	21%	28%	28%	24%	33%	30%	38%	29%	29%	29%	28%	26%	27%	32%	**	
	80	65	80	75	83	84	115	125	80	787	79	50	23	644	290		
								b		-							
This is not important to me – don't mind if not offered	8%	10%	6%	12%	4%	11%	7%	8%	7%	8%	11%	8%	8%	8%	10%	**	
	22	31	17	31	14	28	28	25	20	216	30	14	7	180	87		
										-							
This is a negative to me	1%	2%	0%	1%	1%	2%	0%	1%	1%	1%	3%	1%	1%	1%	2%	**	
	3	6	1	2	3	4	1	2	2	24	7	1	1	18	16		
										-							
NET: Important (T2B)	63%	67%	65%	60%	71%	54%	62%	54%	63%	62%	58%	63%	65%	64%	56%	**	
	175	208	184	159	241	137	237	177	171	1689	159	111	58	1501	510		
					f h					-				b			
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759		6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196		9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902		10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	20%	18%	15%	18%	17%	13%	20%	26%	18%	23%
	50	535	57	82	124	94	88	140	564	21
							d	a c D		
This is a 'great to have' – makes a difference and can sway my decision	39%	44%	39%	46%	44%	47%	47%	40%	44%	38%
	100	1332	145	210	323	338	203	212	1393	34
This is a 'nice to have', but I can live without it being offered	32%	29%	35%	30%	29%	31%	23%	24%	29%	26%
	80	858	131	138	216	228	98	127	912	23
			e f			e				
This is not important to me – don't mind if not offered	8%	8%	7%	6%	9%	8%	9%	10%	8%	12%
	20	247	27	28	65	57	38	52	257	11
This is a negative to me	1%	1%	3%	0%	1%	1%	1%	1%	1%	1%
	3	30	9	1	6	6	5	5	31	1
NET: Important (T2B)	59%	62%	55%	64%	61%	60%	67%	66%	62%	61%
	150	1867	202	292	447	432	291	352	1958	55
							a			
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	23%	25%	22%	21%	22%	26%	23%	25%	21%
	748	235	513	176	188	203	182	377	371
	-							b	
This is a 'great to have' – makes a difference and can sway my decision	36%	30%	39%	36%	36%	34%	38%	35%	38%
	1181	280	901	302	307	264	308	526	655
	-		A						
This is a 'nice to have', but I can live without it being offered	29%	28%	30%	34%	29%	27%	28%	29%	30%
	960	267	694	281	246	212	221	444	517
	-								
This is not important to me – don't mind if not offered	10%	14%	8%	7%	10%	11%	10%	10%	10%
	314	132	182	59	82	89	83	148	166
	-	B							
This is a negative to me	2%	3%	1%	1%	3%	1%	1%	1%	2%
	52	26	26	11	22	11	8	16	37
	-	b							a
NET: Important (T2B)	59%	55%	61%	58%	59%	60%	61%	60%	59%
	1929	515	1414	477	495	467	490	904	1025
	-		a						
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	25%	25%	24%	17%	16%	13%	23%	23%	21%	24%	26%	21%	26%	19%
	120	290	248	54	90	36	416	332	173	243	178	153	486	258
	f	d f	f		-		-	-					B	
This is a 'great to have' – makes a difference and can sway my decision	38%	37%	35%	38%	35%	32%	37%	36%	35%	38%	35%	37%	37%	35%
	179	431	366	118	205	88	670	511	286	384	241	270	704	471
					-		-	-						
This is a 'nice to have', but I can live without it being offered	26%	29%	30%	32%	32%	32%	29%	30%	30%	28%	28%	32%	28%	31%
	126	331	318	99	186	87	533	427	249	284	190	238	534	424
					-		-	-						
This is not important to me – don't mind if not offered	9%	8%	9%	9%	14%	19%	10%	10%	12%	8%	11%	9%	8%	13%
	43	97	95	29	79	50	174	140	98	76	75	65	142	171
					-	a B C d	-	-						A
This is a negative to me	1%	1%	2%	3%	3%	3%	2%	1%	2%	2%	1%	2%	1%	2%
	7	8	20	9	18	9	35	17	18	17	5	12	22	27
				b	-	b	-	-						
NET: Important (T2B)	63%	62%	59%	56%	51%	46%	59%	59%	56%	62%	61%	57%	63%	54%
	299	721	614	171	295	124	1086	843	459	627	419	424	1190	729
	F	F	f		-		-	-					B	
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	27%	31%	21%	21%	24%	20%	25%	22%	14%	23%	19%	26%	23%	24%	21%	**	
	77	95	59	57	81	51	96	73	39	629	52	47	21	555	191		
		i								-							
This is a 'great to have' – makes a difference and can sway my decision	36%	36%	42%	33%	40%	32%	37%	35%	35%	37%	35%	34%	37%	37%	35%	**	
	101	113	118	88	138	82	140	115	97	992	96	60	33	862	314		
										-							
This is a 'nice to have', but I can live without it being offered	27%	27%	27%	33%	28%	32%	27%	29%	36%	29%	31%	29%	30%	28%	32%	**	
	75	85	76	89	94	82	102	96	98	798	85	50	27	666	292		
										-							
This is not important to me – don't mind if not offered	9%	5%	7%	10%	7%	14%	9%	12%	12%	9%	13%	8%	9%	9%	10%	**	
	26	14	20	27	25	36	34	41	34	257	36	14	8	219	95		
										-							
This is a negative to me	1%	1%	3%	2%	1%	1%	2%	1%	2%	1%	2%	3%	1%	2%	1%	**	
	2	3	9	5	4	2	7	4	6	40	6	6	1	42	11		
										-							
NET: Important (T2B)	63%	67%	63%	55%	64%	53%	62%	57%	50%	60%	54%	60%	60%	60%	56%	**	
	178	208	177	145	219	133	237	188	136	1621	148	107	54	1417	505		
										-							
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759		6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196		9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902		10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
This is mandatory to me – a must have	25%	23%	19%	22%	23%	22%	26%	25%	23%	13%	
	64	684	70	103	169	160	111	135	735	12	
This is a 'great to have' – makes a difference and can sway my decision	36%	36%	35%	33%	38%	39%	33%	37%	36%	35%	
	92	1089	131	154	278	280	141	197	1146	32	
This is a 'nice to have', but I can live without it being offered	23%	30%	32%	34%	29%	29%	32%	24%	29%	33%	
	59	901	119	155	212	210	138	128	927	30	
This is not important to me – don't mind if not offered	13%	9%	11%	10%	9%	9%	9%	12%	9%	17%	
	34	280	39	45	63	66	37	64	298	16	
										a	
This is a negative to me	2%	2%	3%	1%	2%	1%	1%	2%	2%	1%	
	5	47	10	3	14	8	4	12	51	1	
NET: Important (T2B)	61%	59%	55%	56%	61%	61%	58%	62%	60%	49%	
	156	1773	202	257	447	439	252	332	1881	44	
Effective Column n											
	180	2041	264	306	552	545	291	264	2171	44	
Unweighted base	284	3215	415	482	870	858	459	415	3419	70	
Weighted base	254	3002	370	460	735	723	432	536	3157	91	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	31%	34%	30%	30%	29%	34%	34%	29%	33%
	1025	321	704	245	243	266	272	443	582
	-								a
This is a 'great to have' – makes a difference and can sway my decision	44%	44%	44%	46%	44%	42%	45%	45%	44%
	1441	416	1025	385	371	324	361	673	768
	-								
This is a 'nice to have', but I can live without it being offered	19%	16%	20%	20%	21%	19%	17%	20%	18%
	621	149	472	162	179	145	134	305	317
	-		a						
This is not important to me – don't mind if not offered	4%	6%	4%	4%	5%	5%	4%	5%	4%
	144	53	91	33	42	39	30	81	62
	-							b	
This is a negative to me	1%	0%	1%	0%	1%	1%	1%	1%	1%
	24	1	23	3	10	5	6	8	16
	-		a						
NET: Important (T2B)	76%	78%	75%	76%	73%	76%	79%	74%	77%
	2466	737	1729	630	614	590	633	1116	1350
	-								
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	30%	27%	35%	39%	36%	33%	33%	30%	30%	35%	29%	30%	32%	32%
	140	312	365	119	208	88	604	422	249	354	198	224	596	427
			b	b	-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	42%	48%	43%	39%	42%	45%	43%	46%	44%	42%	48%	44%	44%	45%
	197	553	451	120	240	120	786	655	364	422	328	327	826	608
					-		-	-						
This is a 'nice to have', but I can live without it being offered	22%	20%	18%	19%	17%	14%	19%	20%	20%	17%	17%	22%	20%	18%
	103	230	191	59	98	38	343	279	168	175	120	159	381	238
					-		-	-						
This is not important to me – don't mind if not offered	6%	5%	3%	2%	5%	8%	4%	4%	4%	5%	6%	3%	4%	5%
	27	54	35	7	28	20	81	62	36	45	39	24	72	70
					-		-	-						
This is a negative to me	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	7	9	4	2	5	3	15	9	7	8	5	4	14	9
					-		-	-						
NET: Important (T2B)	71%	75%	78%	78%	77%	77%	76%	75%	74%	77%	76%	75%	75%	77%
	338	865	816	239	448	208	1389	1077	613	776	526	551	1422	1035
					-		-	-						
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	36%	28%	29%	34%	31%	33%	26%	30%	33%	31%	35%	37%	32%	32%	31%	**
	100	87	81	89	107	83	99	98	89	836	97	65	28	744	280	
										-						
This is a 'great to have' – makes a difference and can sway my decision	43%	45%	49%	41%	37%	42%	49%	46%	48%	44%	44%	43%	43%	44%	45%	**
	120	140	139	108	125	107	185	150	130	1205	122	76	38	1027	408	
										-						
This is a 'nice to have', but I can live without it being offered	18%	21%	17%	20%	25%	20%	20%	21%	15%	20%	15%	16%	21%	19%	19%	**
	49	65	47	53	85	51	75	68	42	534	41	28	18	449	169	
										-						
This is not important to me – don't mind if not offered	3%	5%	5%	4%	7%	4%	5%	3%	4%	4%	4%	4%	4%	5%	4%	**
	7	15	15	12	22	11	19	10	10	121	12	7	4	106	38	
										-						
This is a negative to me	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	0%	0%	1%	1%	**
	4	3	0	3	2	1	3	3	2	20	3	1	0	17	7	
										-						
NET: Important (T2B)	79%	73%	78%	74%	68%	75%	75%	76%	80%	75%	80%	80%	75%	76%	76%	**
	220	227	221	198	232	191	284	249	219	2041	219	141	66	1772	687	
										-						
Effective Column n																
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759	6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196	9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902	10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	25%	32%	30%	35%	30%	31%	31%	33%	32%	31%
	63	963	109	161	222	225	133	175	996	28
		a								
This is a 'great to have' – makes a difference and can sway my decision	45%	44%	43%	43%	46%	41%	43%	49%	45%	31%
	113	1328	160	200	337	294	187	262	1411	28
									b	
This is a 'nice to have', but I can live without it being offered	21%	19%	23%	18%	19%	23%	19%	13%	19%	34%
	53	569	86	85	136	163	82	70	588	30
			f			f				a
This is not important to me – don't mind if not offered	8%	4%	3%	3%	5%	5%	6%	5%	4%	5%
	21	123	11	12	35	35	27	25	139	4
	b									
This is a negative to me	2%	1%	1%	1%	1%	1%	1%	1%	1%	0%
	5	20	4	3	4	6	2	5	23	0
NET: Important (T2B)	69%	76%	73%	78%	76%	72%	74%	82%	76%	62%
	176	2291	269	361	559	519	321	437	2407	56
		a						d	b	
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage/dispatch by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	42%	42%	42%	42%	41%	41%	46%	37%	47%
	1378	396	983	349	343	318	370	558	820
	-								A
This is a 'great to have' – makes a difference and can sway my decision	38%	39%	37%	39%	37%	40%	36%	40%	36%
	1232	368	863	322	309	312	288	604	628
	-								
This is a 'nice to have', but I can live without it being offered	16%	15%	17%	16%	19%	15%	15%	19%	14%
	524	137	387	129	157	115	123	284	240
	-							b	
This is not important to me – don't mind if not offered	3%	4%	3%	3%	4%	4%	3%	4%	3%
	112	37	74	26	33	32	20	60	52
	-								
This is a negative to me	0%	0%	0%	0%	1%	0%	0%	0%	0%
	10	2	8	3	5	1	1	5	5
	-								
NET: Important (T2B)	80%	81%	80%	81%	77%	81%	82%	77%	83%
	2610	764	1846	671	651	630	658	1162	1448
	-								A
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage/dispatch by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	39%	42%	46%	39%	38%	38%	43%	41%	40%	45%	43%	40%	44%	40%
	187	491	480	119	221	102	787	591	334	453	295	296	827	546
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	38%	36%	37%	41%	42%	44%	38%	38%	39%	37%	38%	37%	37%	39%
	181	415	390	127	245	118	694	537	320	374	262	276	698	528
					-		-	-						
This is a 'nice to have', but I can live without it being offered	18%	18%	13%	16%	16%	16%	15%	17%	16%	15%	15%	19%	15%	17%
	83	214	137	48	90	42	279	244	131	148	104	141	288	233
		c			-		-	-						
This is not important to me – don't mind if not offered	4%	3%	3%	4%	4%	3%	3%	4%	4%	3%	4%	3%	4%	3%
	19	35	36	14	21	8	58	53	33	26	28	26	69	42
					-		-	-						
This is a negative to me	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%
	4	3	3	0	0	0	10	1	7	3	0	1	8	2
					-		-	-						
NET: Important (T2B)	78%	78%	83%	80%	81%	82%	81%	79%	79%	82%	81%	77%	81%	79%
	368	906	870	246	466	220	1481	1129	653	828	557	572	1524	1074
					-		-	-						
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage/dispatch by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	48%	44%	43%	47%	37%	52%	35%	39%	40%	42%	40%	46%	45%	42%	44%	**	
	134	138	121	126	125	132	135	128	110	1149	109	81	40	978	395		
										-							
This is a 'great to have' – makes a difference and can sway my decision	33%	37%	38%	31%	43%	25%	44%	41%	43%	38%	39%	38%	38%	39%	36%	**	
	93	114	108	81	145	63	166	136	117	1023	108	66	33	909	320		
					f		f	f	f	-	f						
This is a 'nice to have', but I can live without it being offered	15%	18%	16%	15%	16%	17%	17%	17%	15%	16%	16%	14%	15%	16%	17%	**	
	41	55	46	40	56	43	66	56	40	443	43	25	13	365	156		
										-							
This is not important to me – don't mind if not offered	3%	1%	3%	7%	4%	5%	4%	3%	2%	3%	5%	2%	2%	3%	3%	**	
	10	3	8	19	13	12	13	8	7	94	13	3	2	82	30		
										-							
This is a negative to me	1%	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	**	
	2	0	0	0	2	3	0	1	0	8	2	1	0	9	1		
										-							
NET: Important (T2B)	81%	81%	81%	78%	79%	77%	79%	80%	83%	80%	79%	83%	83%	81%	79%	**	
	227	252	228	207	271	195	300	264	227	2172	218	147	73	1888	715		
										-							
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759		6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196		9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902		10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage/dispatch by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	38%	43%	37%	39%	43%	42%	46%	44%	43%	33%
	97	1282	136	181	317	307	200	237	1345	30
This is a 'great to have' – makes a difference and can sway my decision	39%	38%	37%	39%	38%	38%	36%	38%	38%	40%
	98	1133	138	178	280	276	156	203	1194	37
This is a 'nice to have', but I can live without it being offered	17%	16%	21%	20%	14%	15%	15%	16%	16%	17%
	43	481	77	91	101	105	64	85	506	16
This is not important to me – don't mind if not offered	6%	3%	5%	2%	5%	4%	2%	2%	3%	9%
	15	97	18	10	35	28	10	10	103	8
										a
This is a negative to me	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	1	9	1	0	1	6	2	0	10	0
NET: Important (T2B)	77%	80%	74%	78%	81%	81%	82%	82%	80%	74%
	195	2415	274	359	597	584	355	441	2539	67
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt/delivery by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	38%	43%	37%	39%	36%	39%	40%	35%	41%
	1250	401	850	321	307	300	323	530	720
	-	b							a
This is a 'great to have' – makes a difference and can sway my decision	38%	36%	38%	38%	39%	37%	36%	39%	36%
	1231	341	891	318	331	291	292	595	636
	-								
This is a 'nice to have', but I can live without it being offered	20%	17%	21%	19%	21%	20%	19%	21%	19%
	647	161	486	161	177	155	154	320	327
	-		a						
This is not important to me – don't mind if not offered	3%	4%	3%	3%	3%	4%	4%	4%	3%
	109	33	76	27	23	30	29	57	52
	-								
This is a negative to me	1%	1%	1%	0%	1%	0%	1%	1%	1%
	18	5	13	2	9	2	6	8	10
	-								
NET: Important (T2B)	76%	79%	75%	77%	75%	76%	77%	75%	78%
	2482	741	1740	639	637	591	615	1126	1356
	-								
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt/delivery by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	41%	39%	41%	36%	30%	24%	38%	39%	37%	39%	40%	39%	40%	37%
	196	453	426	110	174	64	689	561	302	387	275	286	749	495
	F	F	F	f	-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	35%	37%	38%	40%	41%	42%	39%	37%	40%	38%	39%	35%	38%	38%
	165	430	399	124	237	112	706	526	327	379	270	256	714	513
					-		-	-						
This is a 'nice to have', but I can live without it being offered	20%	20%	17%	20%	24%	29%	19%	20%	19%	20%	17%	24%	19%	21%
	94	236	178	61	140	79	355	292	155	200	116	175	357	286
					-	a b C	-	-				e		
This is not important to me – don't mind if not offered	3%	3%	4%	4%	4%	4%	4%	3%	4%	3%	3%	3%	3%	4%
	16	32	38	11	23	12	65	44	35	31	23	20	59	50
					-		-	-						
This is a negative to me	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	1%	0%	0%	1%
	3	7	4	2	4	2	13	5	6	7	4	1	9	8
					-		-	-						
NET: Important (T2B)	76%	76%	79%	76%	71%	65%	76%	76%	76%	76%	79%	73%	77%	75%
	362	883	826	234	411	177	1395	1087	629	766	545	542	1463	1008
	f	f	F		-		-	-						
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt/delivery by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	45%	43%	38%	41%	37%	45%	33%	36%	32%	39%	35%	41%	42%	40%	35%	**	
	126	133	106	108	126	114	127	118	88	1047	95	72	37	930	317		
										-							
This is a 'great to have' – makes a difference and can sway my decision	36%	34%	44%	36%	40%	30%	38%	35%	41%	37%	40%	40%	39%	37%	39%	**	
	102	106	125	96	137	76	146	117	112	1017	109	70	35	878	349		
										-							
This is a 'nice to have', but I can live without it being offered	16%	19%	14%	18%	19%	19%	26%	26%	24%	20%	18%	16%	17%	19%	21%	**	
	44	59	41	48	65	47	98	85	65	554	50	28	15	453	192		
										-							
This is not important to me – don't mind if not offered	2%	2%	4%	5%	3%	6%	2%	3%	2%	3%	6%	3%	2%	3%	4%	**	
	6	7	11	14	9	15	9	9	6	84	17	6	2	69	39		
										-							
This is a negative to me	1%	2%	0%	0%	1%	0%	0%	0%	1%	1%	1%	1%	0%	1%	1%	**	
	2	5	0	0	3	1	0	1	2	14	3	1	0	13	5		
										-							
NET: Important (T2B)	81%	77%	82%	77%	77%	75%	72%	71%	73%	76%	75%	80%	81%	77%	74%	**	
	228	239	231	204	264	191	273	235	201	2064	205	141	72	1808	667		
										-							
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759		6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196		9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902		10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt/delivery by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	31%	39%	33%	34%	38%	37%	43%	44%	39%	27%
	79	1171	123	157	280	269	184	238	1224	24
		a								
This is a 'great to have' – makes a difference and can sway my decision	39%	38%	36%	40%	40%	39%	37%	33%	38%	38%
	99	1132	134	185	295	282	160	175	1195	34
This is a 'nice to have', but I can live without it being offered	23%	20%	26%	22%	17%	20%	17%	21%	20%	29%
	59	588	95	100	127	143	72	110	617	26
			c							
This is not important to me – don't mind if not offered	6%	3%	4%	4%	4%	4%	3%	2%	3%	7%
	16	93	14	17	27	26	13	12	103	6
	b									
This is a negative to me	0%	1%	1%	0%	1%	0%	1%	0%	1%	0%
	1	17	4	1	6	3	3	1	17	0
NET: Important (T2B)	70%	77%	69%	74%	78%	76%	80%	77%	77%	65%
	178	2303	257	342	575	551	344	413	2419	59
					a		a		b	
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	43%	54%	39%	45%	45%	43%	41%	40%	46%
	1414	510	904	372	378	333	330	607	807
	-	B							a
This is a 'great to have' – makes a difference and can sway my decision	37%	34%	38%	37%	34%	38%	40%	38%	36%
	1203	317	886	303	287	294	319	577	626
	-		a						
This is a 'nice to have', but I can live without it being offered	16%	9%	19%	15%	17%	15%	17%	17%	15%
	520	87	433	128	141	118	133	261	259
	-		A						
This is not important to me – don't mind if not offered	3%	3%	3%	3%	4%	4%	2%	4%	3%
	102	26	77	22	32	30	18	54	48
	-								
This is a negative to me	1%	0%	1%	0%	1%	0%	0%	1%	0%
	17	1	16	4	7	3	3	12	5
	-								
NET: Important (T2B)	80%	88%	77%	82%	79%	81%	81%	78%	82%
	2617	827	1790	676	664	627	649	1184	1433
	-	B							a
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	46%	41%	47%	44%	40%	35%	45%	42%	42%	47%	40%	44%	45%	42%
	218	475	490	136	232	95	814	600	346	468	275	325	844	567
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	31%	39%	37%	36%	38%	41%	36%	38%	40%	33%	40%	36%	36%	38%
	145	446	391	111	221	110	661	542	333	329	274	268	682	514
					-		-	-	d		d			
This is a 'nice to have', but I can live without it being offered	19%	17%	12%	16%	18%	20%	15%	17%	13%	17%	17%	17%	16%	16%
	89	199	131	48	101	53	276	244	108	168	115	129	297	220
					-		-	-						
This is not important to me – don't mind if not offered	4%	3%	3%	3%	3%	4%	4%	3%	3%	4%	3%	2%	3%	3%
	17	34	33	9	19	10	66	36	28	38	23	14	60	41
					-		-	-						
This is a negative to me	1%	0%	0%	1%	1%	0%	1%	0%	1%	0%	0%	1%	0%	1%
	6	5	2	4	5	1	12	6	9	2	2	4	5	10
					-		-	-						
NET: Important (T2B)	76%	80%	84%	80%	78%	76%	81%	80%	82%	79%	80%	80%	81%	80%
	362	920	881	247	453	206	1475	1142	678	797	549	592	1526	1080
			a		-		-	-						
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	46%	51%	42%	51%	44%	45%	41%	41%	32%	44%	41%	45%	44%	45%	40%	**	
	130	158	117	135	151	115	156	133	88	1183	113	79	39	1048	365		
		i		i						-							
This is a 'great to have' – makes a difference and can sway my decision	31%	29%	43%	31%	38%	31%	39%	40%	45%	36%	40%	39%	38%	36%	39%	**	
	88	90	122	81	129	79	148	130	124	991	109	69	34	850	349		
										-							
This is a 'nice to have', but I can live without it being offered	18%	16%	11%	15%	15%	20%	17%	17%	18%	16%	15%	13%	15%	16%	16%	**	
	50	50	31	41	51	51	63	57	50	443	40	23	13	372	144		
										-							
This is not important to me – don't mind if not offered	3%	3%	4%	3%	2%	3%	3%	3%	4%	3%	4%	2%	3%	3%	4%	**	
	8	10	12	8	8	7	11	9	12	84	11	4	2	63	38		
										-							
This is a negative to me	2%	1%	0%	0%	1%	1%	1%	0%	0%	1%	0%	1%	0%	0%	1%	**	
	5	2	1	1	2	1	2	0	0	14	1	1	0	11	6		
										-							
NET: Important (T2B)	78%	80%	85%	81%	82%	77%	80%	80%	77%	80%	81%	84%	82%	81%	79%	**	
	217	248	239	216	280	194	304	263	211	2174	222	148	73	1898	714		
										-				c	c		
Effective Column n																	
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759	6	
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196	9	
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902	10	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	34%	44%	39%	47%	41%	40%	46%	49%	44%	35%
	86	1328	144	217	303	290	198	261	1382	31
		a								
This is a 'great to have' – makes a difference and can sway my decision	39%	37%	37%	34%	38%	38%	39%	35%	37%	46%
	100	1103	135	154	279	278	170	186	1158	41
This is a 'nice to have', but I can live without it being offered	20%	16%	20%	16%	16%	19%	11%	13%	16%	14%
	52	468	74	73	120	136	49	68	504	12
			e			e				
This is not important to me – don't mind if not offered	5%	3%	4%	3%	4%	2%	3%	3%	3%	5%
	12	90	13	15	32	13	12	17	98	5
This is a negative to me	2%	0%	1%	0%	0%	1%	1%	1%	0%	1%
	4	13	3	1	2	5	2	4	15	1
	b									
NET: Important (T2B)	73%	81%	76%	81%	79%	79%	85%	83%	80%	80%
	186	2431	279	371	581	568	368	448	2540	73
		a								
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	26%	40%	20%	25%	28%	27%	24%	24%	28%
	841	373	467	204	236	210	191	361	480
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	35%	36%	35%	35%	34%	35%	36%	36%	34%
	1139	334	806	293	284	273	289	545	594
	-								
This is a 'nice to have', but I can live without it being offered	26%	15%	30%	26%	24%	26%	27%	27%	25%
	844	142	702	215	205	206	218	403	442
	-		A						
This is not important to me – don't mind if not offered	11%	9%	13%	12%	12%	9%	12%	11%	11%
	371	81	290	100	105	69	97	173	198
	-		a						
This is a negative to me	2%	1%	2%	2%	2%	3%	1%	2%	2%
	60	9	51	17	16	20	8	29	31
	-		a						
NET: Important (T2B)	61%	75%	55%	60%	61%	62%	60%	60%	62%
	1980	707	1273	497	519	483	480	906	1074
	-	B							
Effective Column n									
	2222	280	1942	576	570	532	544	999	1222
Unweighted base	3499	441	3058	907	898	838	856	1574	1925
Weighted base	3256	940	2316	829	845	778	803	1511	1745
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	19%	25%	31%	29%	25%	21%	27%	24%	26%	27%	25%	24%	27%	24%
	91	285	319	89	145	56	493	348	217	276	169	178	516	325
			A b f	a	-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	36%	38%	34%	29%	30%	31%	35%	35%	37%	32%	35%	36%	35%	34%
	172	439	355	90	174	84	634	505	308	326	239	267	669	463
					-		-	-						
This is a 'nice to have', but I can live without it being offered	31%	26%	22%	27%	28%	29%	25%	27%	24%	26%	26%	27%	25%	27%
	148	305	231	83	160	77	464	380	200	264	177	203	468	369
	c				-		-	-						
This is not important to me – don't mind if not offered	11%	10%	12%	13%	13%	14%	12%	11%	11%	12%	13%	10%	11%	12%
	54	112	127	41	78	37	211	161	93	118	89	72	214	157
					-		-	-						
This is a negative to me	2%	1%	1%	2%	4%	6%	1%	2%	1%	2%	2%	3%	1%	3%
	8	17	13	6	22	16	27	34	7	20	15	19	21	37
					-	a B C	-	-						a
NET: Important (T2B)	56%	63%	64%	58%	55%	52%	62%	60%	64%	60%	59%	60%	63%	58%
	263	724	674	179	319	139	1127	853	525	602	408	445	1185	788
		f	a f		-		-	-					b	
Effective Column n														
	332	794	707	236	388	152	1270	952	574	696	456	496	1267	941
Unweighted base	523	1251	1114	372	611	239	2000	1499	904	1096	718	781	1996	1482
Weighted base	475	1158	1046	308	578	270	1829	1427	824	1005	689	739	1889	1352
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	29%	33%	26%	21%	38%	24%	21%	22%	21%	26%	21%	28%	22%	27%	22%	**
	82	101	73	56	130	61	80	72	57	713	58	50	19	639	199	
		k			d f G h i K					-				b		
This is a 'great to have' – makes a difference and can sway my decision	41%	27%	34%	34%	31%	30%	45%	33%	40%	35%	36%	31%	37%	35%	34%	**
	116	83	96	90	106	75	170	107	109	953	98	56	33	830	307	
							b			-						
This is a 'nice to have', but I can live without it being offered	21%	27%	21%	31%	21%	26%	25%	31%	27%	26%	28%	27%	28%	25%	27%	**
	58	85	61	83	73	66	95	101	74	695	76	49	25	594	247	
										-						
This is not important to me – don't mind if not offered	7%	12%	17%	12%	7%	17%	8%	13%	11%	11%	13%	11%	12%	11%	14%	**
	20	37	47	31	23	43	31	43	29	306	35	19	11	247	122	
										-						
This is a negative to me	1%	1%	2%	2%	3%	3%	1%	2%	2%	2%	3%	2%	1%	1%	3%	**
	3	3	6	6	9	7	4	6	4	48	8	3	1	33	27	
										-					a	
NET: Important (T2B)	71%	59%	60%	55%	69%	54%	66%	55%	61%	61%	57%	60%	59%	63%	56%	**
	198	184	169	146	236	136	251	180	167	1666	156	106	52	1469	506	
	d f h k				d f h k					-				b		
Effective Column n																
	140	158	144	143	165	133	192	162	137	1373	299	286	264	1457	759	6
Unweighted base	220	249	226	225	260	209	302	255	216	2162	471	450	416	2294	1196	9
Weighted base	280	310	282	266	341	253	380	329	274	2716	275	177	89	2343	902	10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	24%	26%	23%	22%	22%	22%	35%	33%	26%	23%
	62	779	86	102	165	160	152	177	818	20
							a B C D	a b c d		
This is a 'great to have' – makes a difference and can sway my decision	39%	35%	34%	37%	38%	34%	30%	35%	35%	51%
	100	1040	127	170	277	247	130	189	1092	47
										a
This is a 'nice to have', but I can live without it being offered	23%	26%	27%	30%	24%	28%	24%	23%	26%	20%
	59	785	100	140	174	206	104	121	823	18
This is not important to me – don't mind if not offered	10%	12%	12%	8%	14%	14%	10%	8%	12%	5%
	25	346	46	37	104	101	42	41	367	4
					b f	b f				
This is a negative to me	3%	2%	3%	2%	2%	1%	1%	2%	2%	2%
	8	53	11	11	15	10	4	9	58	1
NET: Important (T2B)	64%	61%	58%	59%	60%	56%	65%	68%	60%	74%
	161	1819	213	272	442	406	281	366	1910	67
								d		a
Effective Column n										
	180	2041	264	306	552	545	291	264	2171	44
Unweighted base	284	3215	415	482	870	858	459	415	3419	70
Weighted base	254	3002	370	460	735	723	432	536	3157	91
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service

Row %

Weighted counts	This is mandatory to me – a must have	This is a 'great to have' – makes a difference and can sway my decision	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T2B)
Guaranteed delivery to recipient's door	51%	33%	13%	3%	1%	83%
	1542	994	390	99	17	2536
Low cost	35%	43%	19%	3%	1%	78%
	1063	1298	565	100	17	2360
Same price to send to anywhere within the UK	37%	40%	17%	5%	1%	77%
	1131	1215	521	155	20	2346
Delivery within 3 days	37%	39%	19%	4%	1%	76%
	1123	1200	579	107	33	2323
Convenient to post (within mile)	37%	39%	19%	4%	1%	76%
	1125	1178	579	135	24	2304
Fast delivery	29%	44%	21%	4%	1%	74%
	888	1350	652	133	18	2238
Daily collection service	36%	35%	21%	7%	1%	71%
	1081	1072	625	228	36	2153
Next day delivery option	20%	41%	29%	9%	1%	61%
	605	1251	897	262	27	1856

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	35%	31%	38%	35%	37%	37%	32%	34%	36%
	1063	355	708	181	372	192	318	500	563
	-		a						
This is a 'great to have' – makes a difference and can sway my decision	43%	45%	41%	41%	41%	41%	46%	43%	43%
	1298	523	775	208	415	214	461	638	660
	-								
This is a 'nice to have', but I can live without it being offered	19%	20%	18%	21%	18%	19%	18%	20%	18%
	565	228	337	110	177	102	176	292	273
	-								
This is not important to me – don't mind if not offered	3%	4%	3%	2%	3%	3%	4%	4%	3%
	100	43	56	13	27	17	43	53	47
	-								
This is a negative to me	1%	1%	1%	0%	1%	0%	0%	1%	1%
	17	7	10	1	9	2	5	8	9
	-								
NET: Important (T2B)	78%	76%	79%	76%	79%	77%	78%	76%	79%
	2360	878	1483	389	787	406	779	1138	1222
	-								
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	33%	35%	34%	37%	38%	38%	34%	36%	32%	36%	36%	36%	34%	36%
	140	342	330	120	251	131	550	513	233	316	239	274	556	504
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	47%	44%	44%	38%	36%	34%	43%	43%	45%	41%	42%	44%	44%	41%
	200	431	424	124	241	117	686	612	322	364	280	332	714	577
	f	f			-		-	-						
This is a 'nice to have', but I can live without it being offered	17%	17%	18%	22%	23%	24%	20%	17%	20%	20%	18%	16%	17%	20%
	73	163	177	70	152	82	321	244	144	177	123	121	279	278
					-		-	-						
This is not important to me – don't mind if not offered	2%	3%	4%	3%	3%	3%	3%	4%	3%	3%	3%	4%	4%	3%
	11	29	38	10	22	12	47	53	21	26	23	30	57	42
					-		-	-						
This is a negative to me	1%	1%	0%	1%	0%	0%	1%	1%	0%	1%	0%	1%	1%	0%
	3	9	3	2	2	0	9	8	1	7	3	5	9	7
					-		-	-						
NET: Important (T2B)	80%	79%	78%	75%	74%	73%	77%	79%	77%	76%	78%	79%	79%	77%
	340	773	755	244	492	249	1236	1125	556	680	519	606	1271	1080
					-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	35%	30%	39%	36%	29%	37%	37%	37%	36%	35%	31%	37%	37%	35%	35%	**
	99	87	94	111	80	102	125	112	88	898	75	56	34	748	311	
										-						
This is a 'great to have' – makes a difference and can sway my decision	53%	35%	38%	43%	47%	43%	40%	39%	42%	42%	44%	46%	44%	42%	43%	**
	150	102	93	133	128	118	135	118	102	1080	107	70	40	907	387	
										-						
This is a 'nice to have', but I can live without it being offered	11%	29%	18%	18%	22%	16%	19%	19%	18%	19%	19%	16%	16%	19%	19%	**
	30	83	44	56	59	44	63	56	45	480	47	24	15	398	167	
		a								-						
This is not important to me – don't mind if not offered	0%	5%	4%	1%	2%	4%	4%	5%	4%	3%	5%	1%	2%	3%	3%	**
	1	15	9	4	5	11	13	15	10	83	13	2	2	72	27	
										-						
This is a negative to me	1%	1%	1%	1%	1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	**
	2	3	3	2	2	1	1	0	0	15	2	1	0	15	2	
										-						
NET: Important (T2B)	88%	65%	77%	80%	76%	79%	77%	76%	78%	77%	75%	83%	81%	77%	78%	**
	249	189	187	244	208	220	261	231	190	1978	182	126	74	1655	699	
	B k									-		b				
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	29%	35%	39%	35%	35%	34%	35%	34%	35%	30%
	53	1010	141	143	235	200	115	228	1004	51
This is a 'great to have' – makes a difference and can sway my decision	49%	42%	41%	38%	42%	43%	45%	46%	43%	43%
	90	1208	148	157	279	256	147	311	1221	74
This is a 'nice to have', but I can live without it being offered	17%	19%	16%	22%	19%	19%	15%	18%	18%	23%
	31	533	59	92	130	113	49	123	520	40
This is not important to me – don't mind if not offered	2%	3%	3%	4%	3%	3%	5%	2%	3%	3%
	4	96	11	15	22	20	18	14	94	4
This is a negative to me	2%	0%	1%	0%	0%	1%	0%	1%	1%	1%
	4	13	5	2	0	5	1	4	15	2
	b									
NET: Important (T2B)	78%	78%	79%	74%	77%	77%	80%	79%	78%	73%
	142	2218	290	300	514	456	263	539	2225	125
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	29%	33%	27%	31%	30%	29%	28%	27%	31%
	888	386	502	160	298	152	278	401	487
	-	b							a
This is a 'great to have' – makes a difference and can sway my decision	44%	45%	44%	44%	45%	46%	43%	44%	44%
	1350	521	829	224	455	241	430	662	689
	-								
This is a 'nice to have', but I can live without it being offered	21%	16%	25%	21%	20%	19%	24%	24%	19%
	652	183	469	109	196	102	244	358	294
	-		A					b	
This is not important to me – don't mind if not offered	4%	5%	4%	3%	5%	5%	5%	4%	5%
	133	61	72	13	46	28	45	59	74
	-								
This is a negative to me	1%	0%	1%	1%	0%	1%	1%	1%	0%
	18	4	14	5	4	4	6	11	8
	-								
NET: Important (T2B)	74%	78%	71%	75%	75%	75%	71%	71%	76%
	2238	907	1331	385	753	393	708	1062	1176
	-	B							a
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	30%	30%	30%	30%	27%	25%	29%	30%	28%	29%	31%	29%	31%	28%
	127	288	290	97	183	86	461	427	203	259	206	220	493	391
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	45%	46%	45%	38%	40%	43%	46%	42%	49%	44%	42%	42%	47%	42%
	191	449	441	123	269	147	748	603	353	395	280	323	755	588
					-		-	-					b	
This is a 'nice to have', but I can live without it being offered	21%	20%	21%	26%	25%	23%	21%	22%	20%	22%	21%	23%	19%	24%
	90	197	200	86	166	80	340	312	142	198	138	175	312	336
					-		-	-						a
This is not important to me – don't mind if not offered	3%	3%	4%	6%	7%	8%	3%	6%	3%	4%	6%	6%	3%	6%
	15	29	40	21	49	29	53	81	20	33	38	43	44	88
					-	b	-	-						A
This is a negative to me	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	0%	1%	0%
	3	11	3	0	2	2	11	8	4	6	5	2	12	5
					-		-	-						
NET: Important (T2B)	75%	76%	75%	67%	68%	68%	75%	72%	77%	73%	73%	71%	77%	70%
	318	737	731	220	452	233	1209	1029	556	654	487	543	1248	979
					-		-	-					B	
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	32%	29%	31%	26%	30%	30%	30%	28%	24%	29%	25%	34%	43%	30%	28%	**	
	89	84	74	79	83	83	102	84	58	737	61	51	39	636	249		
										-			k				
This is a 'great to have' – makes a difference and can sway my decision	50%	43%	39%	42%	46%	43%	46%	42%	46%	44%	46%	44%	40%	44%	45%	**	
	143	125	96	129	127	120	155	128	112	1136	111	67	37	940	407		
										-							
This is a 'nice to have', but I can live without it being offered	16%	23%	24%	27%	18%	21%	20%	22%	24%	22%	24%	20%	16%	22%	21%	**	
	45	67	58	82	48	59	66	67	60	551	57	30	14	461	190		
										-							
This is not important to me – don't mind if not offered	2%	3%	6%	5%	5%	5%	3%	7%	5%	5%	4%	3%	2%	4%	5%	**	
	5	9	14	14	15	15	12	21	12	117	11	4	1	91	41		
										-							
This is a negative to me	0%	1%	0%	0%	1%	0%	1%	1%	1%	1%	1%	0%	0%	0%	1%	**	
	0	4	1	1	2	0	2	2	2	15	3	0	0	10	8		
										-							
NET: Important (T2B)	82%	73%	70%	68%	76%	74%	76%	70%	70%	73%	71%	78%	83%	74%	73%	**	
	232	210	170	208	210	203	257	213	170	1873	172	118	75	1577	656		
										-							
Effective Column n																	
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636		4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032		7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895		7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	29%	29%	27%	25%	26%	26%	36%	36%	29%	27%
	52	835	98	103	173	155	118	242	835	46
							b c d	b c d		
This is a 'great to have' – makes a difference and can sway my decision	48%	44%	41%	46%	45%	47%	48%	41%	45%	35%
	86	1264	149	187	297	278	160	280	1288	60
This is a 'nice to have', but I can live without it being offered	18%	22%	25%	26%	22%	22%	14%	19%	21%	28%
	32	620	91	106	150	131	48	127	598	47
			e	e						
This is not important to me – don't mind if not offered	2%	5%	6%	2%	6%	5%	1%	4%	4%	10%
	4	129	24	10	42	27	4	27	114	18
			e		e					a
This is a negative to me	3%	0%	1%	0%	1%	0%	0%	1%	1%	0%
	6	12	5	1	5	3	1	4	18	0
	B									
NET: Important (T2B)	77%	73%	67%	71%	70%	73%	84%	77%	74%	62%
	139	2100	247	290	470	433	278	521	2123	106
							A b C d		b	
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	20%	27%	16%	19%	24%	21%	16%	20%	20%
	605	311	294	99	241	108	158	292	313
	-	B			d				
This is a 'great to have' – makes a difference and can sway my decision	41%	42%	40%	46%	38%	40%	42%	40%	42%
	1251	489	761	234	384	213	420	600	651
	-								
This is a 'nice to have', but I can live without it being offered	29%	24%	33%	28%	28%	30%	31%	30%	29%
	897	272	626	142	283	159	314	449	448
	-		A						
This is not important to me – don't mind if not offered	9%	7%	10%	7%	8%	8%	10%	9%	8%
	262	77	185	35	83	42	101	136	126
	-		a						
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	1%	1%
	27	7	20	3	9	5	10	14	13
	-								
NET: Important (T2B)	61%	69%	56%	65%	62%	61%	58%	60%	62%
	1856	800	1055	333	624	321	578	891	964
	-	B							
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	19%	21%	20%	20%	18%	16%	21%	19%	23%	19%	21%	17%	21%	18%
	81	209	197	65	118	53	339	266	169	169	138	128	347	256
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	41%	45%	43%	33%	34%	35%	42%	41%	42%	41%	41%	41%	45%	36%
	173	437	415	107	225	118	669	582	303	366	271	311	734	508
		d f			-		-	-					B	
This is a 'nice to have', but I can live without it being offered	33%	26%	27%	35%	36%	36%	29%	30%	27%	30%	27%	33%	26%	34%
	139	253	266	115	238	124	463	435	195	268	181	253	418	473
					-	b	-	-						A
This is not important to me – don't mind if not offered	7%	7%	9%	10%	11%	12%	8%	9%	7%	9%	11%	8%	7%	11%
	31	69	90	32	72	40	130	132	49	81	71	61	109	153
					-		-	-						a
This is a negative to me	0%	1%	0%	2%	2%	2%	1%	1%	1%	1%	1%	1%	0%	1%
	2	6	4	8	15	7	12	15	6	6	6	9	8	18
					-		-	-						
NET: Important (T2B)	60%	66%	63%	53%	51%	50%	63%	59%	65%	60%	61%	58%	67%	54%
	254	646	612	172	343	172	1008	848	473	535	409	439	1081	763
		d F	d f		-		-	-					B	
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	25%	20%	21%	21%	28%	14%	16%	15%	17%	19%	21%	23%	24%	20%	19%	**
	70	59	51	63	77	38	55	45	40	497	51	36	22	438	166	
										-						
This is a 'great to have' – makes a difference and can sway my decision	45%	41%	35%	44%	40%	35%	50%	45%	35%	42%	37%	38%	44%	42%	39%	**
	126	117	86	134	109	97	170	135	87	1061	91	58	40	894	352	
										-						
This is a 'nice to have', but I can live without it being offered	24%	28%	30%	26%	21%	39%	28%	33%	38%	29%	32%	28%	25%	29%	32%	**
	68	82	73	79	58	109	93	100	92	753	77	43	23	613	283	
						e				-						
This is not important to me – don't mind if not offered	7%	10%	11%	9%	9%	11%	5%	7%	9%	9%	9%	9%	6%	8%	9%	**
	19	30	27	29	25	31	18	21	22	222	21	14	6	180	81	
										-						
This is a negative to me	0%	0%	3%	0%	2%	1%	0%	1%	2%	1%	1%	1%	1%	1%	1%	**
	0	1	6	2	5	2	1	2	4	22	3	1	1	15	12	
										-						
NET: Important (T2B)	69%	61%	56%	64%	68%	49%	67%	59%	52%	61%	58%	62%	68%	62%	58%	**
	196	176	137	197	186	135	225	179	127	1558	142	94	62	1332	518	
	f			f			f			-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	25%	20%	19%	16%	18%	17%	26%	24%	20%	21%
	46	559	71	65	121	99	85	164	562	36
This is a 'great to have' – makes a difference and can sway my decision	41%	41%	30%	42%	38%	47%	47%	41%	41%	38%
	74	1177	110	170	252	282	155	282	1182	65
				a		A c	A	a		
This is a 'nice to have', but I can live without it being offered	23%	30%	40%	33%	31%	27%	22%	26%	29%	31%
	42	855	145	136	206	158	73	180	838	53
			c D E f	e	e					
This is not important to me – don't mind if not offered	10%	9%	10%	8%	12%	9%	4%	7%	9%	7%
	18	244	35	32	78	53	14	50	248	13
					e					
This is a negative to me	1%	1%	2%	1%	1%	0%	1%	0%	1%	2%
	2	25	6	5	9	3	2	3	23	4
NET: Important (T2B)	66%	61%	49%	58%	56%	64%	73%	66%	61%	59%
	120	1736	180	235	373	380	240	446	1745	101
						A c	A b C d	A c		
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	37%	45%	32%	35%	39%	40%	34%	35%	39%
	1123	522	601	177	392	212	342	525	597
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	39%	37%	41%	36%	37%	38%	44%	38%	41%
	1200	426	774	186	371	202	440	566	634
	-								
This is a 'nice to have', but I can live without it being offered	19%	13%	22%	24%	18%	18%	18%	21%	17%
	579	156	423	122	185	92	180	314	264
	-		A					b	
This is not important to me – don't mind if not offered	4%	4%	3%	5%	4%	3%	3%	5%	3%
	107	44	63	23	41	18	25	67	40
	-							b	
This is a negative to me	1%	1%	1%	1%	1%	1%	2%	1%	1%
	33	8	26	4	11	3	15	17	16
	-								
NET: Important (T2B)	76%	82%	73%	71%	76%	79%	78%	73%	79%
	2323	948	1375	363	764	414	782	1091	1231
	-	B							a
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	27%	32%	42%	41%	42%	43%	37%	37%	37%	37%	37%	37%	37%	37%
	116	315	411	133	281	148	594	529	266	328	248	281	592	524
			A B	a b	-	A b	-	-						
This is a 'great to have' – makes a difference and can sway my decision	41%	43%	39%	39%	35%	31%	41%	38%	43%	39%	36%	39%	40%	39%
	174	416	376	127	234	107	661	539	313	347	241	298	650	544
		f			-		-	-						
This is a 'nice to have', but I can live without it being offered	26%	20%	14%	18%	20%	22%	19%	20%	17%	20%	21%	19%	19%	19%
	109	196	140	58	133	76	300	279	124	175	138	141	305	268
	C	c			-	c	-	-						
This is not important to me – don't mind if not offered	5%	3%	4%	2%	3%	3%	3%	5%	2%	3%	5%	4%	3%	4%
	20	34	37	7	17	10	41	67	15	26	34	32	47	60
					-		-	-						
This is a negative to me	2%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	7	13	10	1	4	3	17	16	4	13	6	10	22	11
					-		-	-						
NET: Important (T2B)	68%	75%	81%	80%	77%	74%	78%	75%	80%	76%	73%	76%	77%	76%
	290	731	787	260	515	255	1255	1068	579	676	489	579	1242	1069
			A	a	-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	41%	39%	34%	47%	42%	34%	29%	36%	32%	37%	35%	40%	34%	38%	35%	**	
	115	113	82	143	115	94	97	108	78	945	86	61	31	809	314		
				g						-							
This is a 'great to have' – makes a difference and can sway my decision	40%	39%	38%	36%	39%	41%	42%	35%	42%	39%	42%	36%	47%	39%	40%	**	
	113	113	93	110	108	113	140	106	102	1000	103	55	43	838	355		
										-							
This is a 'nice to have', but I can live without it being offered	15%	18%	25%	15%	11%	21%	24%	22%	23%	19%	17%	19%	16%	19%	20%	**	
	42	51	61	47	31	58	81	66	56	492	42	29	15	401	178		
										-							
This is not important to me – don't mind if not offered	4%	3%	2%	2%	6%	3%	4%	7%	2%	4%	3%	4%	2%	3%	4%	**	
	10	9	6	5	15	8	12	20	6	91	8	6	2	71	35		
										-							
This is a negative to me	1%	1%	0%	0%	2%	2%	2%	0%	1%	1%	2%	1%	1%	1%	1%	**	
	2	4	1	1	4	5	5	1	3	27	4	1	1	20	13		
										-							
NET: Important (T2B)	81%	78%	72%	83%	81%	75%	71%	71%	74%	76%	78%	76%	81%	77%	75%	**	
	228	226	176	253	223	206	237	215	180	1945	189	115	74	1647	669		
										-							
Effective Column n																	
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636		4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032		7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895		7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	33%	37%	35%	33%	34%	37%	42%	41%	36%	53%
	60	1063	128	135	228	217	139	275	1030	90
										A
This is a 'great to have' – makes a difference and can sway my decision	40%	39%	34%	42%	41%	39%	38%	40%	40%	24%
	72	1128	126	170	274	234	126	270	1155	41
									B	
This is a 'nice to have', but I can live without it being offered	21%	19%	24%	21%	21%	20%	17%	14%	19%	21%
	37	542	88	86	138	116	56	95	533	35
This is not important to me – don't mind if not offered	5%	3%	5%	3%	3%	3%	2%	4%	4%	3%
	8	99	19	12	20	21	8	28	103	5
This is a negative to me	2%	1%	1%	1%	1%	1%	0%	2%	1%	0%
	4	30	4	5	7	6	1	10	33	0
NET: Important (T2B)	73%	77%	69%	75%	75%	76%	80%	80%	77%	77%
	132	2190	254	305	502	451	265	546	2185	131
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile) by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	37%	46%	32%	35%	37%	42%	35%	34%	40%
	1125	531	595	179	375	219	352	504	622
	-	B							a
This is a 'great to have' – makes a difference and can sway my decision	39%	38%	39%	39%	38%	37%	41%	40%	37%
	1178	438	741	198	379	195	407	598	580
	-								
This is a 'nice to have', but I can live without it being offered	19%	12%	23%	21%	19%	17%	19%	20%	18%
	579	143	436	110	188	90	192	305	274
	-		A						
This is not important to me – don't mind if not offered	4%	3%	5%	4%	5%	4%	4%	5%	4%
	135	35	100	22	50	20	43	73	62
	-		a						
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	1%	1%
	24	9	15	3	9	3	8	10	13
	-								
NET: Important (T2B)	76%	84%	71%	74%	75%	79%	76%	74%	77%
	2304	968	1336	377	754	414	759	1102	1202
	-	B							
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile) by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	28%	30%	43%	46%	44%	41%	38%	36%	40%	37%	32%	38%	35%	40%
	118	295	420	151	292	142	618	508	288	330	217	291	563	556
			A B	A B	-	a b	-	-						a
This is a 'great to have' – makes a difference and can sway my decision	39%	41%	37%	36%	37%	37%	39%	39%	40%	38%	42%	35%	40%	37%
	165	404	364	118	245	128	626	553	289	337	283	270	653	519
					-		-	-						
This is a 'nice to have', but I can live without it being offered	23%	23%	15%	13%	17%	20%	18%	20%	16%	20%	20%	20%	19%	19%
	100	225	144	44	111	67	293	287	112	180	132	155	315	261
	c d	C d			-		-	-						
This is not important to me – don't mind if not offered	8%	4%	4%	4%	3%	2%	4%	5%	4%	4%	5%	5%	4%	4%
	36	40	40	14	19	5	63	73	31	32	32	41	73	62
	b c f				-		-	-						
This is a negative to me	2%	1%	1%	0%	0%	0%	1%	1%	0%	1%	1%	1%	1%	1%
	8	10	5	0	1	1	13	10	2	12	4	6	12	10
					-		-	-						
NET: Important (T2B)	66%	72%	81%	82%	80%	79%	77%	74%	80%	75%	75%	74%	75%	76%
	283	699	784	268	537	270	1244	1060	577	666	499	561	1216	1075
			A B	A b	-	a	-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile) by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	36%	33%	37%	39%	44%	46%	37%	31%	38%	38%	28%	40%	34%	37%	36%	**	
	102	94	90	120	121	126	126	94	93	965	68	61	31	801	323		
					k	k				-							
This is a 'great to have' – makes a difference and can sway my decision	39%	41%	29%	38%	38%	34%	39%	45%	36%	38%	47%	35%	42%	39%	38%	**	
	111	118	72	115	105	95	132	136	88	973	114	53	38	831	343		
										-	c						
This is a 'nice to have', but I can live without it being offered	20%	20%	25%	18%	14%	17%	19%	18%	20%	19%	20%	17%	21%	19%	20%	**	
	56	57	62	55	39	46	65	56	50	486	49	26	19	400	178		
										-							
This is not important to me – don't mind if not offered	5%	5%	6%	5%	3%	3%	3%	6%	4%	4%	4%	7%	3%	4%	5%	**	
	14	16	16	15	7	8	8	17	11	112	10	10	3	87	48		
										-							
This is a negative to me	0%	1%	2%	0%	1%	0%	1%	0%	1%	1%	1%	2%	0%	1%	0%	**	
	0	4	4	1	2	1	5	0	2	19	2	3	0	21	3		
										-							
NET: Important (T2B)	75%	74%	66%	77%	82%	80%	77%	76%	74%	76%	75%	75%	76%	76%	74%	**	
	213	213	162	235	226	221	258	229	181	1939	182	114	69	1632	666		
										-							
Effective Column n																	
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636		4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032		7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895		7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile) by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	35%	37%	42%	32%	34%	32%	37%	44%	36%	54%
	63	1063	155	132	226	191	121	301	1031	93
			d					b c d		A
This is a 'great to have' – makes a difference and can sway my decision	36%	39%	30%	38%	39%	42%	42%	38%	39%	33%
	66	1113	111	156	262	251	140	259	1120	57
						a				
This is a 'nice to have', but I can live without it being offered	21%	19%	20%	25%	21%	21%	16%	13%	20%	8%
	38	541	74	100	141	124	51	90	557	13
				f	f	f			b	
This is not important to me – don't mind if not offered	6%	4%	6%	5%	5%	4%	5%	3%	4%	5%
	10	125	23	19	32	22	17	22	123	8
This is a negative to me	3%	1%	1%	0%	1%	1%	0%	1%	1%	0%
	5	19	3	1	6	6	1	7	23	0
	b									
NET: Important (T2B)	71%	76%	73%	71%	73%	74%	79%	83%	75%	88%
	128	2175	266	287	488	441	260	561	2151	150
								a b c d		a
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	37%	33%	40%	36%	39%	41%	34%	35%	39%
	1131	379	752	183	388	216	345	523	608
	-		a						
This is a 'great to have' – makes a difference and can sway my decision	40%	39%	40%	42%	39%	36%	41%	41%	39%
	1215	452	763	215	394	190	415	607	608
	-								
This is a 'nice to have', but I can live without it being offered	17%	19%	16%	17%	17%	16%	18%	18%	17%
	521	223	298	88	165	85	183	263	258
	-	b							
This is not important to me – don't mind if not offered	5%	8%	3%	5%	4%	6%	5%	6%	4%
	155	95	60	26	41	34	54	89	66
	-	B							
This is a negative to me	1%	1%	1%	0%	1%	0%	1%	1%	1%
	20	7	13	1	11	2	6	9	11
	-								
NET: Important (T2B)	77%	72%	80%	78%	78%	77%	76%	76%	78%
	2346	831	1515	398	782	406	760	1130	1216
	-		A						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	31%	29%	40%	49%	49%	50%	38%	36%	38%	38%	37%	35%	34%	41%
	130	281	390	159	330	171	620	511	277	343	246	265	552	575
			a B	A B c	-	A B c	-	-						a
This is a 'great to have' – makes a difference and can sway my decision	43%	45%	38%	36%	33%	31%	40%	40%	41%	38%	42%	39%	42%	38%
	182	435	374	116	223	108	640	575	299	341	281	294	677	533
		f			-		-	-						
This is a 'nice to have', but I can live without it being offered	20%	21%	14%	13%	14%	15%	16%	18%	14%	18%	16%	20%	18%	16%
	86	201	139	42	95	52	263	258	100	163	108	149	285	230
		c			-		-	-						
This is not important to me – don't mind if not offered	6%	5%	6%	3%	3%	3%	5%	5%	6%	4%	4%	6%	5%	5%
	23	52	59	9	21	12	83	72	44	39	27	45	87	65
					-		-	-						
This is a negative to me	1%	1%	1%	0%	0%	0%	0%	1%	0%	1%	1%	1%	1%	0%
	4	5	11	0	0	0	6	14	1	5	4	10	15	4
					-		-	-						
NET: Important (T2B)	73%	74%	78%	84%	83%	81%	78%	76%	80%	77%	79%	73%	76%	79%
	312	716	764	275	553	279	1260	1086	577	683	527	559	1229	1108
				a b	-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	50%	29%	45%	25%	35%	43%	32%	36%	41%	37%	41%	41%	30%	36%	39%	**	
	140	83	109	77	97	119	109	108	100	942	100	62	27	777	350		
	b D g		b d			d			d	-	d	d					
This is a 'great to have' – makes a difference and can sway my decision	36%	38%	37%	41%	40%	38%	47%	43%	37%	40%	38%	41%	43%	40%	39%	**	
	102	111	90	125	108	106	158	130	90	1021	92	62	40	861	351		
										-							
This is a 'nice to have', but I can live without it being offered	13%	23%	15%	24%	15%	13%	17%	17%	17%	17%	14%	16%	23%	17%	18%	**	
	38	67	36	72	42	36	57	50	41	440	35	24	21	363	157		
										-							
This is not important to me – don't mind if not offered	0%	8%	3%	9%	9%	5%	3%	5%	5%	5%	6%	2%	3%	6%	4%	**	
	1	24	7	26	25	15	9	14	13	134	15	3	3	123	32		
		a		a	a					-	a						
This is a negative to me	0%	1%	0%	2%	1%	0%	1%	0%	0%	1%	1%	1%	0%	1%	0%	**	
	1	4	1	5	2	0	4	0	1	18	1	1	0	16	4		
										-							
NET: Important (T2B)	86%	67%	82%	66%	75%	81%	79%	79%	78%	77%	79%	81%	73%	77%	78%	**	
	243	194	199	203	205	225	267	238	190	1963	192	124	67	1638	701		
	B D		b d			b d	d			-	d	b d					
Effective Column n																	
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636		4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032		7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895		7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	33%	37%	38%	41%	36%	38%	41%	34%	37%	32%
	59	1072	139	166	240	224	134	229	1069	55
This is a 'great to have' – makes a difference and can sway my decision	42%	40%	35%	37%	39%	43%	39%	43%	40%	35%
	75	1140	128	150	262	256	129	289	1152	60
This is a 'nice to have', but I can live without it being offered	20%	17%	21%	18%	18%	16%	13%	17%	17%	21%
	37	484	77	73	117	93	44	117	479	35
This is not important to me – don't mind if not offered	6%	5%	5%	4%	6%	3%	6%	6%	5%	10%
	10	145	19	15	42	19	21	39	138	17
										a
This is a negative to me	0%	1%	1%	1%	1%	0%	0%	1%	1%	2%
	0	20	3	4	5	3	1	5	16	4
										a
NET: Important (T2B)	74%	77%	73%	77%	75%	81%	80%	76%	78%	68%
	135	2211	267	316	502	480	264	518	2221	116
									b	
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	51%	59%	45%	49%	53%	53%	47%	50%	52%
	1542	685	857	251	535	280	476	741	801
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	33%	31%	34%	33%	29%	32%	37%	32%	33%
	994	354	640	170	286	170	367	480	514
	-						b		
This is a 'nice to have', but I can live without it being offered	13%	7%	16%	15%	13%	10%	13%	14%	12%
	390	80	310	78	129	54	129	205	186
	-		A						
This is not important to me – don't mind if not offered	3%	3%	3%	2%	4%	4%	3%	4%	3%
	99	37	62	8	44	20	26	54	44
	-								
This is a negative to me	1%	0%	1%	1%	1%	1%	1%	1%	0%
	17	1	16	4	5	3	5	10	7
	-		a						
NET: Important (T2B)	83%	90%	79%	82%	82%	85%	84%	82%	85%
	2536	1039	1497	422	821	450	843	1221	1315
	-	B							
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	51%	45%	55%	53%	53%	52%	52%	49%	51%	53%	49%	50%	50%	51%
	217	439	532	174	353	179	835	707	368	468	326	381	811	720
			b		-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	33%	35%	31%	28%	30%	32%	33%	32%	34%	32%	33%	31%	34%	31%
	141	345	305	91	202	111	534	460	246	287	222	238	553	437
					-		-	-						
This is a 'nice to have', but I can live without it being offered	12%	14%	11%	15%	14%	13%	12%	14%	11%	12%	14%	15%	12%	14%
	51	140	107	49	93	44	187	203	81	106	92	111	193	193
					-		-	-						
This is not important to me – don't mind if not offered	3%	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	3%	4%
	14	42	25	9	19	9	50	49	23	27	22	27	49	50
					-		-	-						
This is a negative to me	1%	1%	1%	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	0%
	3	8	5	2	2	0	7	10	4	3	5	5	10	6
					-		-	-						
NET: Important (T2B)	84%	81%	86%	82%	83%	85%	85%	82%	85%	85%	82%	81%	84%	82%
	358	784	837	266	556	290	1369	1167	614	755	548	619	1364	1158
					-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
This is mandatory to me – a must have	64%	54%	50%	55%	46%	52%	43%	44%	50%	51%	50%	48%	57%	50%	52%	**	
	180	156	121	168	127	143	146	133	122	1296	121	72	52	1078	463		
	g h									-							
This is a 'great to have' – makes a difference and can sway my decision	25%	28%	30%	27%	41%	34%	37%	39%	31%	33%	33%	33%	28%	33%	32%	**	
	71	82	72	84	113	95	126	118	76	837	81	51	26	709	282		
										-							
This is a 'nice to have', but I can live without it being offered	10%	14%	17%	16%	7%	10%	14%	13%	15%	13%	12%	16%	12%	13%	13%	**	
	28	41	40	48	19	28	46	39	38	327	29	24	11	274	114		
										-							
This is not important to me – don't mind if not offered	1%	3%	3%	2%	5%	3%	4%	4%	4%	3%	4%	3%	3%	3%	3%	**	
	4	8	8	6	13	9	12	12	9	82	10	5	2	69	29		
										-							
This is a negative to me	0%	1%	0%	0%	1%	0%	2%	0%	0%	1%	1%	1%	0%	0%	1%	**	
	0	2	1	0	2	1	7	0	1	14	2	1	0	10	7		
										-							
NET: Important (T2B)	89%	82%	80%	82%	88%	86%	81%	83%	81%	83%	83%	81%	85%	83%	83%	**	
	251	237	194	252	240	239	272	251	197	2133	202	123	78	1787	745		
										-							
Effective Column n																	
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636		4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032		7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895		7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	40%	51%	45%	50%	50%	47%	54%	57%	50%	59%
	72	1469	164	205	331	276	179	386	1434	101
		a								
This is a 'great to have' – makes a difference and can sway my decision	36%	32%	30%	31%	33%	38%	32%	31%	33%	28%
	66	928	110	128	218	225	105	209	944	48
This is a 'nice to have', but I can live without it being offered	15%	13%	17%	16%	13%	11%	12%	10%	13%	10%
	27	363	64	66	89	68	39	65	367	17
This is not important to me – don't mind if not offered	7%	3%	6%	2%	4%	3%	1%	2%	3%	3%
	13	86	22	8	27	20	5	16	93	4
	b									
This is a negative to me	2%	0%	2%	0%	0%	1%	1%	0%	1%	1%
	3	14	6	1	1	4	2	3	16	1
NET: Important (T2B)	76%	84%	75%	82%	82%	84%	86%	88%	83%	87%
	138	2398	274	332	549	501	284	595	2378	148
		a				a	a	a		
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	36%	44%	30%	36%	36%	38%	34%	36%	35%
	1081	507	574	186	356	200	339	537	544
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	35%	33%	37%	36%	34%	36%	36%	35%	35%
	1072	383	689	182	339	191	359	522	550
	-								
This is a 'nice to have', but I can live without it being offered	21%	16%	23%	21%	21%	17%	22%	21%	20%
	625	190	436	106	208	91	220	310	316
	-		A						
This is not important to me – don't mind if not offered	7%	6%	9%	6%	8%	8%	8%	7%	8%
	228	65	163	29	79	41	78	103	124
	-		a						
This is a negative to me	1%	1%	1%	2%	2%	1%	1%	1%	1%
	36	12	24	8	17	3	8	18	18
	-								
NET: Important (T2B)	71%	77%	67%	72%	70%	74%	70%	71%	71%
	2153	890	1263	369	695	391	698	1059	1094
	-	B							
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	25%	29%	43%	40%	42%	44%	38%	33%	35%	40%	32%	34%	34%	37%
	105	278	416	130	282	152	613	468	253	360	212	256	554	526
			A B	A b	-	A B	-	-		e				
This is a 'great to have' – makes a difference and can sway my decision	34%	38%	33%	38%	35%	32%	34%	36%	40%	29%	38%	34%	36%	35%
	144	372	323	123	231	109	554	518	292	262	256	262	578	486
					-		-	-	D		d			
This is a 'nice to have', but I can live without it being offered	31%	25%	15%	15%	15%	16%	20%	21%	17%	23%	18%	23%	22%	19%
	133	244	146	48	103	55	328	297	123	205	123	174	352	268
	C D F	C d f			-		-	-						
This is not important to me – don't mind if not offered	9%	7%	8%	6%	6%	6%	6%	9%	7%	6%	10%	8%	7%	8%
	40	69	78	19	41	22	101	127	47	54	67	60	115	107
					-		-	-						
This is a negative to me	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	4	11	11	5	11	5	17	20	7	10	9	10	16	20
					-		-	-						
NET: Important (T2B)	59%	67%	76%	78%	77%	76%	72%	69%	75%	70%	70%	68%	70%	72%
	249	650	739	253	514	261	1167	986	545	622	468	518	1132	1012
		a	A B	A b	-	A b	-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	36%	40%	36%	31%	41%	37%	29%	30%	38%	35%	35%	39%	44%	35%	38%	**
	101	115	88	95	113	104	99	91	94	898	84	59	40	741	340	
										-						
This is a 'great to have' – makes a difference and can sway my decision	40%	31%	31%	37%	31%	32%	40%	41%	29%	35%	40%	32%	32%	36%	33%	**
	113	91	76	114	86	88	136	122	71	897	97	49	29	772	296	
										-						
This is a 'nice to have', but I can live without it being offered	18%	19%	20%	27%	16%	20%	25%	21%	23%	21%	16%	21%	18%	21%	19%	**
	50	54	49	83	43	55	83	64	57	538	39	32	16	450	172	
										-						
This is not important to me – don't mind if not offered	4%	9%	12%	5%	10%	10%	5%	7%	6%	7%	8%	7%	6%	7%	9%	**
	13	27	29	15	26	28	17	20	15	190	21	11	5	148	79	
										-						
This is a negative to me	2%	1%	1%	0%	2%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	**
	6	2	2	0	5	2	3	5	8	33	2	1	0	28	8	
										-						
NET: Important (T2B)	76%	71%	67%	68%	73%	69%	70%	71%	67%	70%	74%	71%	76%	71%	71%	**
	215	206	163	208	199	192	234	213	165	1794	181	108	69	1514	636	
										-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	24%	36%	38%	29%	32%	34%	38%	42%	35%	47%
	43	1038	139	117	216	199	124	287	998	80
		a						b c		a
This is a 'great to have' – makes a difference and can sway my decision	45%	35%	27%	39%	37%	38%	36%	33%	36%	30%
	82	989	99	159	244	228	119	224	1017	51
	b			a		a				
This is a 'nice to have', but I can live without it being offered	20%	21%	24%	26%	22%	19%	18%	17%	21%	17%
	36	589	87	106	147	111	59	116	586	30
This is not important to me – don't mind if not offered	8%	7%	9%	5%	9%	8%	6%	7%	8%	4%
	15	212	32	22	58	50	21	45	219	7
This is a negative to me	3%	1%	2%	1%	0%	1%	2%	1%	1%	2%
	5	32	9	4	2	6	7	8	33	3
NET: Important (T2B)	69%	71%	65%	68%	69%	72%	74%	75%	71%	77%
	125	2028	238	275	459	427	243	511	2016	131
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Invitations/ greetings cards/ postcards by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	3%	2%	3%	2%	3%	3%	2%	3%	3%
	78	20	58	12	31	15	19	39	39
	-								
Slightly more	5%	3%	7%	5%	6%	5%	5%	5%	6%
	161	32	129	24	61	27	50	68	93
	-		A						
No change	56%	58%	54%	61%	51%	61%	55%	58%	53%
	1695	673	1022	313	514	322	547	869	826
	-			b		b		b	
Slightly less	19%	20%	18%	14%	20%	14%	22%	18%	20%
	571	231	340	74	199	76	222	268	303
	-						a c		
Much less	16%	16%	16%	16%	17%	16%	15%	15%	17%
	485	188	297	80	169	83	153	224	260
	-								
I don't know	2%	1%	2%	2%	3%	1%	1%	1%	2%
	52	12	39	9	26	5	12	22	30
	-								
NET: More	8%	4%	10%	7%	9%	8%	7%	7%	9%
	239	52	187	36	92	42	69	107	132
	-		A						
NET: Less	35%	36%	34%	30%	37%	30%	37%	33%	36%
	1056	419	637	154	368	158	375	493	563
	-								
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Invitations/ greetings cards/ postcards by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	4%	4%	1%	1%	1%	2%	2%	3%	3%	1%	3%	4%	3%	2%
	16	40	13	2	9	7	32	46	22	11	19	27	48	29
		c			-		-	-						
Slightly more	9%	7%	2%	4%	4%	4%	6%	4%	7%	6%	5%	4%	6%	4%
	40	73	22	14	27	12	101	60	48	53	33	27	100	61
	C f	C			-		-	-						
No change	54%	55%	57%	55%	57%	59%	53%	59%	52%	53%	54%	64%	55%	57%
	229	531	555	179	380	201	847	849	375	472	362	486	881	808
					-		-	-				C d e		
Slightly less	15%	17%	21%	20%	20%	20%	22%	15%	22%	21%	18%	13%	19%	19%
	63	165	207	67	137	70	352	219	161	191	119	100	303	269
					-		-	-	F	f				
Much less	14%	15%	17%	19%	17%	15%	16%	16%	15%	17%	17%	14%	16%	16%
	59	147	165	62	112	50	260	224	109	151	115	109	256	222
					-		-	-						
I don't know	4%	2%	1%	0%	1%	1%	1%	2%	1%	1%	3%	2%	2%	1%
	18	18	12	1	4	2	19	32	8	11	19	14	29	19
	c d				-		-	-						
NET: More	13%	12%	4%	5%	5%	6%	8%	7%	10%	7%	8%	7%	9%	6%
	56	112	35	17	36	19	134	105	69	64	51	54	147	90
	C d f	C d f			-		-	-					b	
NET: Less	29%	32%	38%	39%	37%	35%	38%	31%	37%	38%	35%	27%	35%	35%
	122	312	372	129	249	121	612	444	270	343	235	209	559	490
					-		-	-	f	F	f			
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Invitations/ greetings cards/ postcards by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	1%	3%	2%	1%	4%	1%	4%	5%	3%	3%	2%	2%	2%	3%	2%	**
	4	8	4	4	11	2	12	14	8	68	5	2	2	59	19	
										-						
Slightly more	5%	5%	5%	2%	8%	6%	6%	6%	4%	5%	6%	7%	4%	5%	5%	**
	13	15	12	5	22	17	19	17	10	131	15	11	4	112	48	
										-						
No change	58%	57%	48%	74%	55%	56%	47%	56%	50%	56%	54%	53%	61%	57%	54%	**
	163	166	118	227	150	156	157	168	122	1427	131	81	56	1210	483	
			a b C e f G h I K l							-						
Slightly less	13%	25%	22%	16%	13%	20%	19%	18%	25%	19%	18%	20%	15%	17%	23%	**
	38	71	54	48	37	56	64	53	62	483	45	30	14	365	205	
										-					a	
Much less	21%	9%	21%	5%	17%	15%	23%	15%	15%	16%	18%	16%	15%	16%	15%	**
	59	26	52	17	46	43	76	46	37	402	45	24	14	352	130	
	b D		b D		d	d	b D	d	d	-	b D	d				
I don't know	2%	1%	1%	2%	3%	1%	2%	1%	2%	2%	1%	2%	2%	2%	1%	**
	6	2	4	5	9	3	8	3	4	44	3	3	2	42	10	
										-						
NET: More	6%	8%	7%	3%	12%	7%	9%	10%	8%	8%	8%	9%	6%	8%	7%	**
	17	23	16	9	32	20	32	31	19	200	20	14	6	171	67	
										-						
NET: Less	34%	34%	43%	21%	30%	36%	42%	33%	41%	35%	37%	36%	30%	34%	37%	**
	97	98	106	65	83	98	140	99	99	885	89	55	28	717	335	
			D				D		d	-	d					
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Invitations/ greetings cards/ postcards by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	13%	2%	6%	3%	2%	2%	3%	1%	3%	4%
	23	55	23	11	12	13	11	8	72	6
	B		c d f							
Slightly more	8%	5%	5%	5%	6%	6%	8%	3%	6%	2%
	15	146	18	21	38	36	26	23	157	4
No change	41%	57%	57%	56%	57%	51%	54%	58%	56%	55%
	75	1620	207	229	380	305	178	397	1593	95
		a								
Slightly less	22%	19%	16%	19%	20%	21%	18%	18%	19%	18%
	41	531	58	76	132	122	61	122	538	32
Much less	13%	16%	15%	16%	14%	18%	15%	17%	16%	19%
	23	461	54	66	94	108	49	113	448	32
I don't know	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%
	4	48	7	5	10	8	5	17	46	3
NET: More	21%	7%	11%	8%	7%	8%	11%	4%	8%	6%
	39	200	40	32	50	50	37	30	229	10
	B		f				f			
NET: Less	35%	35%	31%	35%	34%	39%	33%	35%	35%	37%
	64	992	112	142	227	230	110	236	986	64
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Personal letters by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	2%	2%	2%	2%	2%	3%	1%	2%	2%
	63	19	44	10	22	17	14	26	37
	-								
Slightly more	5%	2%	7%	5%	7%	4%	5%	6%	5%
	159	28	132	25	65	21	49	82	77
	-		A						
No change	55%	61%	50%	57%	51%	57%	56%	57%	52%
	1659	707	952	294	506	300	559	855	803
	-	B						b	
Slightly less	16%	15%	17%	13%	17%	16%	16%	16%	16%
	482	168	314	65	172	85	160	234	248
	-								
Much less	21%	20%	22%	21%	22%	18%	21%	18%	23%
	637	226	411	109	225	97	207	276	361
	-								a
I don't know	1%	1%	2%	2%	1%	1%	1%	1%	2%
	42	9	33	9	11	8	14	18	24
	-								
NET: More	7%	4%	9%	7%	9%	7%	6%	7%	7%
	222	46	176	35	87	38	63	108	115
	-		A						
NET: Less	37%	34%	38%	34%	40%	34%	37%	34%	39%
	1119	394	725	174	396	182	367	509	610
	-								a
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Personal letters by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	4%	3%	1%	1%	1%	1%	2%	2%	3%	2%	2%	2%	2%	2%
	17	29	12	2	5	3	35	28	18	17	14	14	40	22
					-		-	-						
Slightly more	10%	7%	3%	2%	2%	2%	5%	6%	5%	5%	6%	5%	6%	5%
	43	72	32	6	12	7	81	79	36	45	42	37	90	70
	C D F	c d f			-		-	-						
No change	58%	53%	54%	51%	54%	56%	54%	55%	54%	55%	52%	58%	55%	55%
	248	520	530	167	360	194	874	785	387	487	346	439	882	770
					-		-	-						
Slightly less	11%	14%	16%	21%	21%	21%	17%	14%	19%	16%	16%	12%	16%	16%
	46	139	158	69	140	71	279	203	135	144	109	94	260	222
			a		-	a	-	-	f					
Much less	14%	20%	25%	25%	22%	19%	21%	21%	20%	21%	21%	21%	20%	22%
	58	191	239	82	149	67	332	305	141	191	142	163	323	306
			a	a	-		-	-						
I don't know	3%	2%	0%	0%	0%	1%	1%	2%	1%	1%	2%	2%	1%	1%
	13	22	3	0	3	3	11	30	4	7	14	16	21	17
	c d	c			-		-	-						
NET: More	14%	10%	4%	3%	3%	3%	7%	7%	8%	7%	8%	7%	8%	6%
	60	101	43	8	17	9	116	107	54	61	56	51	130	91
	C D F	C D F			-		-	-						
NET: Less	24%	34%	41%	46%	43%	40%	38%	36%	38%	38%	38%	34%	36%	38%
	104	330	397	151	289	137	611	508	276	335	251	256	583	529
		a	A b	A b	-	A	-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Personal letters by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	2%	1%	1%	3%	3%	2%	2%	4%	2%	2%	0%	2%	1%	2%	1%	**
	7	3	3	10	8	5	8	11	4	59	0	3	1	50	13	
										-						
Slightly more	8%	4%	5%	4%	7%	6%	7%	4%	4%	6%	4%	4%	3%	5%	5%	**
	24	11	11	12	20	18	23	12	11	141	9	7	2	113	45	
										-						
No change	52%	55%	49%	70%	56%	57%	46%	58%	48%	55%	53%	51%	59%	55%	52%	**
	146	158	120	215	153	158	153	176	117	1397	129	78	54	1187	468	
				a b c G I k l						-						
Slightly less	13%	23%	14%	14%	13%	11%	19%	16%	15%	16%	18%	17%	13%	15%	18%	**
	38	66	34	43	37	32	64	49	37	400	44	25	12	323	159	
										-						
Much less	24%	17%	28%	7%	19%	22%	25%	16%	28%	20%	24%	24%	24%	20%	22%	**
	68	48	69	21	51	60	85	49	69	521	58	37	22	435	199	
	D	d	D		d	d	D		D	-	D	D	d			
I don't know	0%	1%	2%	1%	2%	1%	1%	2%	2%	1%	1%	2%	0%	2%	1%	**
	0	3	6	4	5	3	4	5	6	37	2	3	0	32	10	
										-						
NET: More	11%	5%	6%	7%	10%	8%	9%	8%	6%	8%	4%	6%	4%	8%	7%	**
	30	13	14	22	28	23	31	23	15	200	10	9	3	163	59	
										-						
NET: Less	37%	39%	43%	21%	32%	33%	44%	32%	44%	36%	42%	41%	37%	35%	40%	**
	106	114	104	64	88	92	149	98	106	921	103	62	33	758	359	
	d	d	D				D		D	-	D	d				
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Personal letters by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	13%	1%	4%	1%	2%	2%	3%	1%	2%	1%
	24	39	16	4	12	14	11	6	61	2
	B									
Slightly more	14%	5%	6%	5%	6%	6%	6%	4%	5%	2%
	26	133	20	19	39	35	20	26	154	4
	B									
No change	32%	56%	54%	56%	53%	51%	54%	59%	55%	57%
	58	1600	198	227	355	302	179	399	1556	97
		A								
Slightly less	23%	15%	13%	18%	18%	16%	14%	15%	16%	21%
	42	440	46	72	121	95	47	101	445	36
	b									
Much less	17%	21%	21%	20%	20%	23%	22%	20%	21%	16%
	30	607	77	83	132	137	71	135	604	27
I don't know	1%	1%	2%	1%	1%	2%	0%	2%	1%	3%
	1	41	8	2	8	11	2	11	35	4
NET: More	28%	6%	10%	6%	8%	8%	9%	5%	8%	4%
	50	173	36	23	50	49	31	32	215	6
	B									
NET: Less	40%	37%	34%	38%	38%	39%	36%	35%	37%	37%
	72	1047	123	156	254	232	118	236	1049	63
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Formal letters to organisations or individuals by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	2%	1%	3%	2%	2%	1%	2%	2%	2%
	59	11	48	8	22	8	21	33	25
	-		a						
Slightly more	7%	3%	9%	5%	7%	8%	7%	7%	7%
	211	39	172	27	74	43	68	98	113
	-		A						
No change	56%	66%	50%	57%	53%	60%	57%	58%	55%
	1713	762	951	291	530	316	575	865	847
	-	B							
Slightly less	16%	14%	17%	18%	16%	13%	16%	16%	16%
	481	166	315	92	159	67	164	235	247
	-								
Much less	17%	15%	18%	15%	19%	16%	16%	15%	18%
	516	168	348	78	191	85	163	231	286
	-		a						
I don't know	2%	1%	3%	3%	2%	2%	1%	2%	2%
	62	10	52	16	25	8	13	28	34
	-		a						
NET: More	9%	4%	12%	7%	10%	10%	9%	9%	9%
	270	50	220	35	95	50	89	132	138
	-		A						
NET: Less	33%	29%	35%	33%	35%	29%	33%	31%	34%
	998	335	663	170	350	152	326	465	532
	-		a						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Formal letters to organisations or individuals by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	4%	3%	1%	1%	0%	0%	2%	2%	3%	2%	2%	1%	3%	1%
	19	27	10	2	3	1	33	25	19	14	15	10	41	17
	c d f				-		-	-					b	
Slightly more	12%	10%	4%	2%	2%	3%	8%	5%	9%	8%	6%	5%	9%	5%
	53	101	41	6	16	10	133	78	63	70	41	37	138	72
	C D F	C D f			-		-	-					b	
No change	59%	55%	54%	56%	60%	63%	54%	59%	53%	55%	56%	62%	54%	59%
	250	537	525	183	400	217	870	843	379	490	373	470	871	835
					-		-	-				c		a
Slightly less	11%	15%	18%	18%	17%	17%	17%	14%	19%	16%	15%	13%	17%	15%
	48	144	175	57	114	57	282	200	136	146	98	102	268	212
					-		-	-						
Much less	10%	15%	21%	23%	19%	15%	17%	17%	16%	17%	18%	17%	17%	17%
	43	142	205	74	125	51	270	246	119	151	119	127	269	243
			A b	A b	-		-	-						
I don't know	3%	2%	2%	1%	2%	2%	2%	3%	1%	2%	3%	2%	2%	2%
	12	22	18	4	10	6	25	37	6	19	21	16	29	29
					-		-	-						
NET: More	17%	13%	5%	2%	3%	3%	10%	7%	11%	9%	8%	6%	11%	6%
	72	128	50	8	19	11	166	104	82	84	56	48	179	88
	C D F	C D F			-		-	-	f				B	
NET: Less	21%	29%	39%	40%	36%	32%	34%	31%	35%	33%	32%	30%	33%	32%
	91	286	380	131	239	108	552	446	255	297	217	229	536	454
		a	A B	A b	-	a	-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Formal letters to organisations or individuals by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	3%	3%	1%	0%	3%	1%	2%	3%	1%	2%	0%	2%	1%	2%	1%	**
	8	9	3	1	9	4	8	10	3	55	1	3	1	46	13	
										-						
Slightly more	11%	4%	10%	7%	9%	6%	9%	5%	5%	7%	6%	5%	4%	8%	5%	**
	31	12	23	21	26	16	31	15	12	187	14	7	3	161	48	
										-						
No change	58%	61%	54%	65%	52%	58%	48%	59%	54%	57%	52%	55%	61%	57%	55%	**
	165	177	131	199	143	160	161	179	132	1447	127	83	56	1217	495	
										-						
Slightly less	13%	16%	12%	19%	15%	15%	16%	16%	15%	15%	20%	18%	13%	15%	18%	**
	36	48	30	59	41	41	53	48	36	393	49	27	12	318	162	
										-						
Much less	14%	14%	21%	7%	18%	16%	21%	16%	23%	16%	20%	20%	19%	17%	18%	**
	39	39	51	21	48	45	71	48	57	419	49	30	18	356	159	
			d		d		d		D	-	D	d	d			
I don't know	1%	1%	2%	2%	3%	4%	3%	1%	2%	2%	2%	1%	2%	2%	2%	**
	4	4	5	6	7	11	11	2	4	54	4	2	2	41	20	
										-						
NET: More	14%	7%	11%	7%	13%	7%	12%	8%	6%	9%	6%	6%	4%	10%	7%	**
	39	21	26	22	35	19	40	25	15	242	14	10	4	207	60	
										-						
NET: Less	26%	30%	33%	26%	33%	31%	37%	32%	38%	32%	41%	38%	33%	32%	36%	**
	75	87	81	79	89	86	125	96	93	812	99	57	30	674	320	
										-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Formal letters to organisations or individuals by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	6%	2%	3%	1%	2%	3%	3%	1%	2%	1%
	11	48	11	6	13	16	9	5	58	1
	B									
Slightly more	22%	6%	5%	8%	8%	10%	6%	5%	7%	5%
	40	171	19	31	53	59	18	31	201	9
	B									
No change	41%	57%	63%	55%	54%	48%	55%	64%	56%	66%
	74	1639	229	224	358	288	180	432	1593	113
		A	d					c D		a
Slightly less	14%	16%	11%	19%	16%	18%	18%	13%	16%	14%
	26	455	41	76	108	108	60	88	454	25
Much less	15%	17%	14%	16%	19%	19%	18%	15%	17%	12%
	27	489	53	63	124	115	59	103	492	21
I don't know	2%	2%	4%	2%	2%	1%	1%	3%	2%	1%
	3	59	14	8	10	8	3	19	57	3
NET: More	28%	8%	8%	9%	10%	13%	8%	5%	9%	6%
	51	218	29	37	65	74	27	37	259	10
	B					f				
NET: Less	29%	33%	26%	34%	35%	38%	36%	28%	33%	26%
	53	944	93	139	232	223	119	191	946	45
						a				
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Payments for bills/ invoices/ statements by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	2%	1%	2%	2%	2%	2%	1%	2%	1%
	49	6	43	11	18	8	12	36	13
	-		a					b	
Slightly more	5%	3%	6%	5%	5%	6%	5%	5%	5%
	149	37	112	25	48	32	45	70	79
	-		a						
No change	54%	60%	51%	55%	52%	56%	56%	54%	55%
	1657	698	959	282	519	293	563	808	850
	-	B							
Slightly less	14%	16%	13%	12%	15%	14%	14%	14%	14%
	434	181	252	62	150	76	145	209	224
	-								
Much less	23%	20%	25%	24%	25%	21%	22%	23%	23%
	707	233	474	124	247	112	224	347	360
	-		a						
I don't know	2%	0%	2%	2%	2%	1%	1%	1%	2%
	46	1	45	8	17	7	13	20	25
	-		A						
NET: More	7%	4%	8%	7%	7%	8%	6%	7%	6%
	199	44	155	36	66	40	57	106	92
	-		A						
NET: Less	37%	36%	39%	36%	40%	36%	37%	37%	38%
	1141	414	727	187	397	187	369	557	584
	-								
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Payments for bills/ invoices/ statements by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	3%	3%	0%	0%	1%	1%	1%	2%	2%	1%	2%	1%	2%	1%
	13	29	2	0	4	4	24	25	14	10	16	9	35	13
	C d	C d			-		-	-					b	
Slightly more	10%	7%	3%	2%	1%	1%	5%	5%	4%	6%	4%	5%	6%	3%
	41	72	26	7	10	3	85	65	32	52	29	36	100	48
	C d F	C d F			-		-	-					b	
No change	63%	53%	52%	55%	54%	53%	53%	57%	53%	52%	54%	59%	52%	57%
	269	520	506	180	361	182	849	808	383	466	358	450	839	806
	b c				-		-	-						a
Slightly less	10%	13%	15%	15%	18%	20%	15%	14%	15%	14%	16%	12%	15%	14%
	44	129	143	48	117	69	236	198	109	127	106	92	236	198
					-	a	-	-						
Much less	10%	21%	30%	27%	25%	24%	25%	21%	25%	25%	22%	21%	24%	22%
	44	205	289	88	169	82	406	301	179	227	144	157	389	316
		A	A b	A	-	A	-	-						
I don't know	3%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	2%
	13	18	7	3	7	4	13	32	5	8	14	18	16	26
					-		-	-						
NET: More	13%	10%	3%	2%	2%	2%	7%	6%	6%	7%	7%	6%	8%	4%
	55	102	28	7	14	7	109	90	46	62	45	45	136	61
	C D F	C D F			-		-	-					B	
NET: Less	21%	34%	44%	42%	43%	44%	40%	35%	40%	40%	38%	33%	39%	37%
	88	333	432	136	287	151	641	499	287	354	251	249	625	514
		A	A B	A	-	A b	-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Payments for bills/ invoices/ statements by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	1%	1%	2%	2%	3%	1%	3%	1%	2%	2%	1%	1%	0%	2%	1% **	
	4	4	4	5	7	3	12	3	5	45	2	2	0	40	9	
										-						
Slightly more	6%	4%	5%	4%	6%	3%	9%	7%	2%	5%	3%	5%	3%	5%	3% **	
	17	10	12	12	16	8	31	22	5	133	6	8	2	116	31	
										-						
No change	57%	55%	50%	64%	55%	51%	53%	57%	51%	55%	49%	52%	57%	56%	52% **	
	161	160	123	197	151	140	179	172	124	1407	120	79	52	1189	466	
										-						
Slightly less	19%	15%	10%	16%	14%	17%	10%	13%	13%	14%	16%	14%	13%	14%	15% **	
	52	43	25	48	39	46	34	40	33	360	39	22	12	298	134	
										-						
Much less	17%	24%	30%	13%	20%	28%	22%	20%	30%	22%	30%	25%	26%	22%	27% **	
	48	70	73	41	56	77	73	62	73	572	73	38	24	466	239	
			d			d			d	-	a D					
I don't know	0%	1%	3%	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2% **	
	0	2	7	3	5	4	8	3	5	38	3	4	1	31	15	
										-						
NET: More	8%	5%	7%	6%	8%	4%	13%	8%	4%	7%	3%	6%	3%	7%	4% **	
	22	14	16	17	23	10	42	25	9	178	8	10	3	156	40	
							k			-				b		
NET: Less	36%	39%	40%	29%	35%	44%	32%	34%	43%	36%	46%	39%	39%	36%	42% **	
	100	113	98	89	95	122	108	102	106	932	113	60	36	764	374	
										-	d				a	
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Payments for bills/ invoices/ statements by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	10%	1%	3%	1%	2%	2%	2%	1%	2%	1%
	17	32	9	5	11	14	6	4	46	2
	B									
Slightly more	12%	4%	8%	3%	5%	6%	5%	4%	5%	3%
	21	128	30	13	31	34	17	25	143	5
	B									
No change	42%	55%	56%	59%	53%	49%	50%	60%	54%	65%
	76	1581	205	241	350	290	164	408	1538	112
		a								a
Slightly less	14%	14%	11%	14%	15%	13%	15%	16%	14%	15%
	25	408	40	57	98	78	51	109	407	26
Much less	20%	23%	21%	21%	25%	29%	27%	18%	24%	14%
	37	670	75	86	164	170	91	121	679	24
						f			b	
I don't know	3%	1%	2%	1%	2%	1%	0%	2%	1%	1%
	5	41	7	6	12	8	1	12	41	1
NET: More	21%	6%	11%	4%	6%	8%	7%	4%	7%	5%
	39	160	39	18	42	47	23	29	189	8
	B									
NET: Less	34%	38%	32%	35%	39%	42%	43%	34%	38%	29%
	62	1079	115	143	263	248	141	230	1086	50
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Smaller parcels - that will fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	3%	3%	3%	2%	4%	4%	3%	3%	4%
	104	40	64	12	44	20	27	42	61
	-								
Slightly more	13%	9%	16%	11%	15%	15%	12%	13%	14%
	400	100	300	57	148	78	117	189	211
	-		A						
No change	61%	69%	56%	63%	56%	62%	63%	62%	59%
	1851	798	1052	323	564	327	636	930	921
	-	B							
Slightly less	11%	9%	12%	12%	12%	8%	10%	10%	12%
	327	108	219	61	120	42	103	148	179
	-								
Much less	10%	9%	11%	10%	10%	10%	11%	11%	10%
	315	108	207	53	105	51	106	157	158
	-								
I don't know	2%	0%	2%	1%	2%	1%	1%	2%	1%
	46	1	44	5	19	8	14	24	21
	-		A						
NET: More	17%	12%	19%	14%	19%	19%	14%	16%	18%
	504	140	364	70	192	98	144	231	272
	-		A						
NET: Less	21%	19%	23%	22%	23%	18%	21%	20%	22%
	642	216	426	114	225	94	209	305	337
	-		a						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Smaller parcels - that will fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	4%	5%	3%	1%	1%	0%	4%	3%	5%	3%	3%	3%	4%	2%
	19	48	32	3	4	0	62	42	34	28	21	21	71	29
	f	d f	f		-		-	-					b	
Slightly more	21%	20%	9%	3%	4%	5%	12%	14%	13%	11%	16%	13%	17%	8%
	91	198	86	9	25	16	195	205	97	98	106	99	279	119
	C D F	C D F	d		-		-	-					B	
No change	58%	55%	63%	70%	69%	67%	60%	61%	61%	60%	60%	63%	57%	65%
	246	533	611	230	461	231	973	878	438	535	400	478	922	921
			b	a B	-	b	-	-						A
Slightly less	9%	10%	11%	12%	11%	10%	11%	10%	11%	12%	10%	10%	11%	10%
	39	101	112	39	75	36	183	143	76	107	68	76	182	144
					-		-	-						
Much less	5%	8%	13%	13%	14%	15%	11%	9%	9%	13%	9%	10%	9%	12%
	22	79	122	42	93	51	179	136	68	112	60	75	144	169
			a b	a	-	A b	-	-						a
I don't know	2%	1%	1%	1%	2%	2%	1%	2%	1%	1%	2%	2%	1%	2%
	10	15	10	3	11	8	20	26	9	11	12	14	18	25
					-		-	-						
NET: More	26%	25%	12%	4%	4%	5%	16%	17%	18%	14%	19%	16%	22%	11%
	110	247	118	12	29	17	257	247	131	126	127	120	349	148
	C D F	C D F	d f		-		-	-					B	
NET: Less	14%	18%	24%	25%	25%	25%	23%	20%	20%	25%	19%	20%	20%	22%
	61	180	233	81	168	87	363	279	144	219	128	151	326	313
			a b	a	-	a	-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Smaller parcels - that will fit through a letterbox by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	5%	3%	3%	5%	8%	2%	3%	2%	2%	4%	1%	2%	3%	4%	2%	**
	13	8	8	15	23	4	11	6	6	94	4	4	2	80	22	
										-						
Slightly more	17%	13%	13%	12%	20%	8%	12%	13%	15%	14%	10%	10%	12%	14%	11%	**
	49	38	31	37	55	23	42	38	36	349	24	16	11	297	101	
										-						
No change	58%	64%	59%	67%	58%	63%	49%	62%	64%	60%	63%	64%	66%	59%	65%	**
	165	186	144	204	158	174	165	189	157	1541	153	97	60	1271	578	
										-						
Slightly less	10%	11%	8%	10%	7%	12%	16%	13%	7%	11%	11%	11%	11%	11%	11%	**
	29	32	20	31	18	33	53	40	18	273	27	17	10	230	97	
										-						
Much less	9%	8%	15%	5%	6%	14%	17%	8%	10%	10%	13%	10%	9%	11%	10%	**
	24	23	36	16	18	39	58	23	24	261	32	15	8	227	86	
							d			-						
I don't know	1%	1%	2%	1%	1%	1%	3%	2%	2%	1%	1%	3%	0%	2%	1%	**
	3	2	5	3	3	3	9	5	4	37	3	5	0	34	12	
										-						
NET: More	22%	16%	16%	17%	28%	10%	16%	15%	17%	17%	12%	13%	14%	18%	14%	**
	62	47	39	52	77	27	53	45	41	443	28	19	13	377	123	
	f				F g h K l					-						
NET: Less	19%	19%	23%	15%	13%	26%	33%	21%	17%	21%	24%	21%	19%	21%	20%	**
	53	55	56	47	36	72	110	63	41	534	59	31	18	457	183	
						e	a b d E i			-	e					
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Smaller parcels - that will fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	13%	3%	5%	3%	3%	4%	5%	2%	4%	1%
	23	81	18	13	17	24	17	14	103	1
	B									
Slightly more	20%	13%	10%	13%	15%	16%	17%	9%	14%	6%
	36	364	35	52	98	96	57	61	387	10
	b								b	
No change	42%	62%	64%	59%	59%	54%	60%	68%	60%	77%
	76	1775	235	241	394	323	197	461	1710	131
		A						d		A
Slightly less	13%	11%	9%	13%	12%	12%	8%	9%	11%	12%
	23	303	33	54	80	70	28	62	307	20
Much less	12%	10%	10%	10%	10%	12%	8%	10%	11%	5%
	22	293	37	42	68	72	27	68	305	8
									b	
I don't know	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%
	2	44	7	5	9	8	3	13	42	1
NET: More	32%	16%	15%	16%	17%	20%	23%	11%	17%	7%
	58	445	53	66	115	120	74	76	490	11
	B					f	f		b	
NET: Less	25%	21%	19%	23%	22%	24%	17%	19%	21%	16%
	45	597	70	96	148	143	55	130	612	28
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Larger parcels - that will not fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	3%	2%	4%	2%	4%	3%	4%	3%	4%
	103	28	75	9	40	17	37	43	60
	-								
Slightly more	11%	7%	14%	10%	13%	9%	12%	11%	11%
	342	85	257	49	126	47	120	167	175
	-		A						
No change	62%	71%	56%	65%	58%	67%	62%	64%	61%
	1888	826	1061	332	580	352	624	947	941
	-	B							
Slightly less	10%	9%	10%	10%	10%	8%	10%	8%	11%
	296	105	191	50	104	44	99	126	170
	-								
Much less	12%	10%	13%	12%	13%	11%	11%	12%	12%
	361	110	251	64	129	58	110	178	183
	-		a						
I don't know	2%	0%	3%	1%	2%	2%	1%	2%	1%
	52	1	51	7	21	10	13	29	23
	-		A						
NET: More	15%	10%	18%	11%	17%	12%	16%	14%	15%
	445	113	332	59	166	64	157	210	235
	-		A						
NET: Less	22%	19%	23%	22%	23%	19%	21%	20%	23%
	657	215	442	114	233	101	208	304	353
	-		a						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Larger parcels - that will not fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	4%	6%	2%	1%	1%	0%	3%	3%	5%	2%	4%	3%	5%	2%
	19	58	21	5	5	0	55	48	34	21	29	19	75	24
	f	c d F			-		-	-					B	
Slightly more	19%	16%	9%	2%	3%	4%	12%	11%	12%	11%	12%	10%	14%	8%
	81	152	88	7	21	13	187	155	85	101	81	75	226	116
	C D F	C D F	d f		-		-	-					B	
No change	58%	58%	63%	70%	70%	69%	61%	63%	60%	62%	64%	63%	59%	65%
	246	567	609	228	466	238	982	905	434	548	425	480	957	921
				a b	-	a b	-	-						a
Slightly less	10%	9%	10%	11%	10%	9%	10%	9%	12%	9%	8%	10%	10%	9%
	41	88	100	35	67	32	168	128	86	82	53	75	164	132
					-		-	-						
Much less	6%	9%	15%	13%	15%	16%	12%	11%	10%	14%	10%	12%	11%	13%
	25	91	147	43	98	55	200	160	75	126	67	94	174	186
			A b	a	-	A b	-	-						
I don't know	3%	2%	1%	2%	2%	1%	1%	2%	1%	1%	2%	3%	1%	2%
	14	17	9	8	12	4	19	33	8	12	13	20	20	29
					-		-	-						
NET: More	24%	22%	11%	4%	4%	4%	15%	14%	17%	14%	16%	12%	19%	10%
	100	210	109	12	26	14	242	203	119	122	109	94	301	140
	C D F	C D F	d f		-		-	-					B	
NET: Less	15%	18%	25%	24%	25%	25%	23%	20%	22%	23%	18%	22%	21%	23%
	66	180	247	78	165	87	369	288	161	208	120	169	337	318
			a b		-	a	-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Larger parcels - that will not fit through a letterbox by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	4%	3%	3%	5%	7%	2%	4%	2%	3%	4%	1%	2%	2%	4%	2%	**
	12	8	8	16	20	5	13	5	7	95	3	3	2	82	21	
										-						
Slightly more	12%	9%	11%	13%	14%	7%	13%	8%	13%	11%	12%	13%	11%	12%	10%	**
	33	25	27	39	38	19	44	25	32	283	29	19	10	251	88	
										-						
No change	64%	69%	59%	68%	61%	65%	47%	64%	64%	62%	61%	60%	66%	61%	66%	**
	181	198	143	209	168	181	160	193	156	1588	148	91	60	1296	589	
	g	G		g		g		g	g	-						
Slightly less	7%	12%	10%	8%	6%	10%	13%	14%	6%	10%	8%	11%	8%	10%	10%	**
	20	36	24	25	18	29	44	43	14	252	20	16	7	209	87	
										-						
Much less	13%	7%	14%	5%	10%	15%	19%	9%	11%	11%	16%	11%	11%	12%	11%	**
	36	20	35	16	27	41	65	26	28	294	40	17	10	264	95	
							b d			-	b d					
I don't know	0%	1%	2%	1%	1%	1%	3%	3%	3%	2%	1%	3%	1%	2%	2%	**
	1	2	6	2	3	2	10	9	7	43	3	5	1	37	15	
										-						
NET: More	16%	11%	15%	18%	21%	9%	17%	10%	16%	15%	13%	15%	13%	16%	12%	**
	45	33	36	55	58	24	57	30	40	378	32	23	12	334	109	
										-						
NET: Less	20%	19%	24%	13%	16%	25%	32%	23%	17%	21%	25%	22%	19%	22%	20%	**
	56	55	60	41	45	70	109	70	42	546	60	34	18	473	182	
							D e i			-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Larger parcels - that will not fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	10%	3%	2%	3%	3%	5%	5%	2%	4%	1%
	18	85	7	13	22	30	16	15	100	2
	B									
Slightly more	16%	11%	10%	9%	15%	12%	13%	8%	12%	4%
	29	312	38	36	99	74	41	53	335	7
					f				b	
No change	45%	63%	65%	61%	59%	57%	62%	69%	61%	78%
	81	1806	238	249	396	336	203	466	1744	133
		A						d		A
Slightly less	13%	10%	7%	12%	9%	11%	9%	10%	10%	10%
	24	272	27	50	63	62	29	65	279	18
Much less	14%	12%	13%	13%	12%	14%	11%	10%	12%	6%
	25	336	46	53	78	81	37	67	347	11
I don't know	2%	2%	3%	2%	1%	2%	1%	2%	2%	0%
	3	49	10	6	8	11	3	13	49	0
NET: More	26%	14%	12%	12%	18%	17%	17%	10%	15%	5%
	47	398	45	49	121	104	58	68	435	9
	B				f	f			b	
NET: Less	27%	21%	20%	25%	21%	24%	20%	19%	22%	17%
	50	607	73	103	140	143	66	132	625	28
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Items requiring a signature by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	3%	2%	3%	3%	3%	3%	2%	3%	3%
	82	23	59	14	33	14	22	39	44
	-								
Slightly more	10%	7%	12%	10%	11%	10%	11%	11%	10%
	317	85	232	49	110	52	107	164	153
	-		A						
No change	66%	74%	61%	66%	62%	68%	68%	66%	65%
	1997	850	1147	339	622	356	679	982	1015
	-	B							
Slightly less	8%	7%	9%	9%	9%	7%	7%	8%	9%
	251	78	174	48	94	36	74	118	133
	-								
Much less	11%	10%	12%	11%	12%	11%	10%	11%	11%
	338	115	223	57	118	60	104	167	171
	-								
I don't know	2%	0%	3%	1%	2%	2%	2%	1%	2%
	56	5	51	6	24	9	17	21	35
	-		A						
NET: More	13%	9%	15%	12%	14%	12%	13%	14%	13%
	400	108	292	62	143	65	129	203	197
	-		A						
NET: Less	19%	17%	21%	20%	21%	18%	18%	19%	20%
	589	193	396	105	211	96	177	285	304
	-		a						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Items requiring a signature by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	3%	5%	2%	0%	0%	1%	3%	3%	3%	2%	4%	2%	4%	1%
	13	45	22	1	3	2	45	37	23	22	24	13	68	13
		d f			-		-	-					B	
Slightly more	16%	15%	7%	5%	5%	5%	11%	10%	12%	10%	12%	8%	13%	7%
	67	146	72	15	32	17	176	141	90	86	79	62	209	105
	C D F	C D F			-		-	-					B	
No change	63%	63%	66%	69%	71%	72%	65%	66%	66%	65%	65%	67%	62%	69%
	268	609	646	226	472	247	1050	946	474	576	434	512	1009	977
					-		-	-						a
Slightly less	7%	8%	10%	9%	8%	6%	8%	9%	8%	8%	7%	10%	9%	8%
	29	74	96	31	52	21	125	126	57	68	50	76	142	109
					-		-	-						
Much less	8%	8%	13%	15%	14%	14%	12%	10%	9%	14%	10%	10%	10%	12%
	35	81	127	47	95	47	192	146	67	124	68	79	169	168
					-		-	-						
I don't know	3%	2%	1%	2%	2%	3%	1%	2%	1%	2%	2%	3%	1%	2%
	14	17	11	6	15	9	23	33	9	14	13	20	18	35
					-		-	-						a
NET: More	19%	20%	10%	5%	5%	6%	14%	12%	16%	12%	15%	10%	17%	8%
	80	191	94	16	35	19	222	178	114	108	103	75	277	118
	C D F	C D F			-		-	-	f		f		B	
NET: Less	15%	16%	23%	24%	22%	20%	20%	19%	17%	22%	18%	20%	19%	20%
	64	156	223	78	146	68	317	272	125	192	117	155	311	277
			a b	a b	-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Items requiring a signature by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	3%	3%	2%	3%	4%	2%	4%	2%	3%	3%	0%	3%	2%	3%	2%	**
	7	8	4	11	11	6	14	6	8	75	1	4	2	64	19	
										-						
Slightly more	11%	9%	10%	8%	21%	9%	10%	10%	8%	11%	8%	10%	10%	11%	9%	**
	32	27	25	23	59	24	35	30	19	274	19	15	9	232	82	
					b d f g h i k					-						
No change	66%	70%	66%	76%	60%	68%	51%	69%	65%	65%	68%	65%	68%	65%	68%	**
	186	201	160	233	163	187	173	209	159	1671	165	99	62	1383	611	
		g		e G		g		g		-	g					
Slightly less	10%	8%	6%	6%	5%	9%	11%	7%	10%	8%	9%	9%	8%	9%	8%	**
	28	24	15	19	13	24	37	23	26	208	21	14	7	183	69	
										-						
Much less	10%	8%	14%	5%	8%	12%	20%	9%	11%	11%	13%	10%	10%	11%	11%	**
	27	23	34	17	23	34	68	28	26	281	33	16	9	238	98	
							b d e			-						
I don't know	1%	2%	2%	1%	2%	0%	3%	2%	3%	2%	2%	3%	1%	2%	2%	**
	2	5	5	4	5	1	10	7	7	46	5	4	1	40	17	
										-						
NET: More	14%	12%	12%	11%	26%	11%	15%	12%	11%	14%	8%	13%	12%	14%	11%	**
	39	35	29	34	70	30	49	35	27	349	20	19	11	296	101	
					b c d f h i K					-						
NET: Less	19%	17%	20%	12%	13%	21%	31%	17%	21%	19%	22%	20%	18%	20%	19%	**
	55	48	49	35	35	59	105	51	52	489	54	30	17	421	167	
							b D E h			-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Items requiring a signature by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	9%	2%	2%	3%	2%	3%	5%	2%	3%	1%
	16	66	9	11	15	21	16	10	81	2
	B									
Slightly more	14%	10%	8%	9%	13%	13%	13%	7%	11%	5%
	26	292	30	35	87	79	42	45	308	9
					f	f				
No change	51%	67%	68%	64%	62%	61%	67%	72%	65%	74%
	92	1905	247	262	415	361	223	489	1859	127
		A						c d		
Slightly less	11%	8%	8%	12%	8%	9%	5%	7%	8%	8%
	19	232	30	50	57	52	15	48	235	14
Much less	14%	11%	11%	11%	12%	13%	9%	10%	11%	11%
	25	313	41	46	77	75	30	69	319	19
I don't know	2%	2%	2%	1%	2%	1%	1%	3%	2%	0%
	4	52	8	4	15	7	4	18	53	0
NET: More	23%	13%	11%	11%	15%	17%	18%	8%	14%	7%
	41	358	38	46	102	100	58	55	388	11
	b				f	f	f		b	
NET: Less	24%	19%	20%	23%	20%	21%	14%	17%	19%	20%
	44	545	71	96	134	127	45	117	554	33
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Tracked post by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	4%	3%	4%	4%	5%	2%	3%	4%	3%
	114	32	82	19	48	13	34	60	53
	-								
Slightly more	14%	10%	16%	15%	15%	11%	13%	13%	15%
	424	115	309	74	155	60	135	188	236
	-		A						
No change	65%	74%	59%	65%	60%	70%	66%	65%	64%
	1963	852	1111	332	601	370	660	968	994
	-	B				b			
Slightly less	7%	5%	8%	8%	7%	5%	8%	7%	7%
	212	57	155	40	66	27	79	108	104
	-		a						
Much less	9%	8%	9%	7%	11%	9%	8%	10%	8%
	271	94	176	37	106	48	80	142	129
	-								
I don't know	2%	0%	3%	2%	2%	2%	2%	2%	2%
	59	6	53	10	25	9	15	25	34
	-		A						
NET: More	18%	13%	21%	18%	20%	14%	17%	17%	19%
	538	147	391	93	203	73	168	248	290
	-		A						
NET: Less	16%	13%	18%	15%	17%	14%	16%	17%	15%
	483	151	331	77	172	75	159	250	233
	-		a						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Tracked post by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column														
Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	7%	5%	3%	1%	1%	1%	4%	3%	5%	4%	4%	2%	5%	2%
	28	52	27	2	7	4	69	44	35	34	26	19	80	29
	c d f	c d f			-		-	-					B	
Slightly more	15%	18%	14%	8%	7%	7%	13%	15%	15%	12%	17%	12%	17%	11%
	66	176	133	27	50	23	215	209	108	107	115	94	269	155
	d f	d F	f		-		-	-					B	
No change	62%	59%	65%	73%	72%	72%	65%	64%	64%	65%	62%	67%	61%	69%
	264	578	636	240	485	246	1041	922	461	580	414	508	981	974
				a B	-	b	-	-						A
Slightly less	6%	8%	6%	6%	7%	7%	7%	7%	7%	7%	5%	8%	8%	6%
	27	80	61	20	44	24	118	94	52	66	34	60	125	86
					-		-	-						
Much less	6%	7%	11%	9%	10%	10%	9%	9%	8%	10%	10%	8%	9%	9%
	27	70	109	30	64	35	143	127	57	87	64	63	139	131
					-		-	-						
I don't know	3%	2%	1%	2%	3%	3%	2%	2%	1%	2%	2%	2%	1%	2%
	14	18	8	7	18	11	26	33	9	17	15	18	22	33
					-		-	-						
NET: More	22%	23%	16%	9%	9%	8%	18%	18%	20%	16%	21%	15%	22%	13%
	94	227	159	29	57	28	284	254	143	141	141	113	349	183
	D F	c D F	d f		-		-	-					B	
NET: Less	13%	15%	17%	15%	16%	17%	16%	15%	15%	17%	15%	16%	16%	15%
	54	150	170	50	108	58	261	222	108	153	98	124	264	218
					-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Tracked post by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column																	
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Much more	4%	4%	2%	6%	6%	3%	4%	3%	3%	4%	1%	3%	3%	4%	3%	**	
	10	12	5	20	16	10	15	8	7	103	3	5	3	88	26		
										-							
Slightly more	15%	11%	15%	10%	21%	13%	16%	12%	15%	14%	12%	14%	13%	14%	14%	**	
	42	30	37	31	57	35	53	37	38	361	30	21	12	300	121		
										-							
No change	67%	71%	65%	73%	60%	66%	47%	70%	63%	64%	65%	63%	71%	64%	67%	**	
	190	204	158	224	164	183	158	211	153	1644	157	96	65	1361	599		
	g	G	g	G		g		G	g	-	g	g	g				
Slightly less	7%	6%	4%	4%	4%	8%	13%	6%	8%	7%	9%	8%	6%	8%	5%	**	
	19	18	11	14	12	21	43	17	20	173	22	11	5	164	48		
										-							
Much less	8%	7%	11%	4%	6%	10%	18%	7%	9%	9%	10%	9%	6%	9%	9%	**	
	22	20	26	12	16	27	60	21	22	226	25	14	6	189	79		
							b D e h			-							
I don't know	0%	2%	3%	2%	3%	0%	2%	2%	2%	2%	2%	3%	1%	2%	2%	**	
	0	5	7	6	8	1	8	7	5	48	6	4	1	38	21		
										-							
NET: More	19%	15%	17%	17%	27%	16%	20%	15%	18%	18%	14%	17%	16%	18%	16%	**	
	53	42	42	51	73	45	68	45	45	464	33	26	15	388	147		
										-							
NET: Less	14%	13%	15%	8%	10%	17%	30%	13%	17%	16%	19%	17%	12%	17%	14%	**	
	41	38	37	25	28	48	102	39	41	399	47	26	11	353	128		
							a B c D E f H i k l m			-	d						
Effective Column n																	
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636		4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032		7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895		7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Tracked post by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	11%	3%	3%	5%	4%	5%	5%	3%	4%	1%
	19	95	9	19	25	27	15	18	112	1
	B									
Slightly more	21%	13%	11%	13%	17%	16%	16%	11%	14%	8%
	39	385	39	52	113	96	52	72	410	14
	b									
No change	45%	66%	68%	63%	60%	60%	65%	71%	64%	78%
	82	1881	250	256	401	358	214	483	1816	134
		A						c d		a
Slightly less	10%	7%	7%	8%	9%	7%	6%	5%	7%	5%
	18	195	26	32	61	41	20	32	203	9
Much less	11%	9%	9%	10%	8%	10%	7%	8%	9%	5%
	20	250	33	42	56	60	24	56	262	9
I don't know	2%	2%	2%	1%	1%	2%	1%	3%	2%	2%
	4	55	8	6	10	13	5	18	51	3
NET: More	32%	17%	13%	17%	21%	21%	20%	13%	18%	9%
	58	480	49	71	139	122	67	90	522	16
	B								b	
NET: Less	21%	16%	16%	18%	18%	17%	13%	13%	16%	10%
	38	445	59	74	117	100	44	88	465	18
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Other by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	1%	0%	1%	0%	1%	1%	0%	1%	1%
	20	2	18	1	12	3	3	12	9
	-		a						
Slightly more	2%	1%	2%	2%	2%	1%	1%	1%	2%
	47	6	41	8	23	5	11	21	26
	-		a						
No change	30%	47%	19%	19%	27%	33%	36%	31%	29%
	902	538	364	100	271	172	359	459	443
	-	B			a	A	A b		
Slightly less	2%	1%	3%	2%	3%	1%	2%	2%	2%
	59	11	48	11	27	5	16	28	31
	-		a						
Much less	4%	5%	3%	5%	5%	2%	3%	4%	3%
	112	58	54	26	49	10	28	62	50
	-	b							
I don't know	62%	47%	72%	71%	62%	63%	58%	61%	64%
	1901	541	1360	365	619	331	586	908	993
	-		A	b c D					
NET: More	2%	1%	3%	2%	3%	2%	1%	2%	2%
	67	8	59	9	35	8	14	33	35
	-		A						
NET: Less	6%	6%	5%	7%	8%	3%	4%	6%	5%
	172	70	102	38	75	15	43	91	81
	-			c	c d				
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Other by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	1%	1%	1%	0%	0%	0%	1%	1%	1%	0%	1%	1%	1%	0%
	4	8	7	1	1	0	10	11	7	3	5	6	15	6
					-		-	-						
Slightly more	2%	3%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%
	9	26	5	5	7	2	30	17	15	14	8	9	33	13
		c			-		-	-					b	
No change	29%	29%	31%	33%	29%	25%	29%	30%	30%	29%	28%	31%	30%	29%
	125	282	300	109	195	86	475	427	215	260	190	237	483	414
					-		-	-						
Slightly less	2%	3%	2%	0%	1%	2%	2%	2%	1%	2%	3%	2%	3%	1%
	7	31	15	1	7	5	24	35	8	17	17	18	42	18
					-		-	-					b	
Much less	3%	4%	4%	3%	4%	4%	3%	4%	3%	3%	6%	3%	4%	4%
	13	40	35	11	24	13	50	62	20	30	39	24	60	51
					-		-	-						
I don't know	63%	60%	63%	61%	65%	69%	63%	61%	63%	64%	61%	62%	61%	64%
	268	586	611	198	435	237	1023	878	457	566	409	469	983	906
					-		-	-						
NET: More	3%	4%	1%	2%	1%	1%	2%	2%	3%	2%	2%	2%	3%	1%
	13	34	12	6	8	2	39	28	22	17	13	15	48	18
					-		-	-					b	
NET: Less	5%	7%	5%	4%	5%	5%	5%	7%	4%	5%	8%	5%	6%	5%
	20	71	50	13	31	18	75	97	27	47	56	41	102	69
					-		-	-			c			
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Other by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	1%	1%	1%	0%	0%	0%	1%	1%	0%	1%	0%	1%	1%	1%	0%	**
	2	4	2	1	1	0	4	3	1	17	1	2	1	17	3	
										-						
Slightly more	2%	1%	1%	2%	1%	2%	3%	1%	2%	2%	1%	3%	1%	2%	2%	**
	5	2	2	5	4	6	9	3	4	39	2	5	1	33	14	
										-						
No change	40%	37%	21%	35%	17%	35%	28%	19%	39%	30%	21%	25%	45%	32%	24%	**
	114	108	51	108	47	98	93	58	96	770	52	39	41	686	215	
	C E g H K l	c E H k		c E h k		c E h k	e		c E H K l	-			C E g H K L	b		
Slightly less	1%	3%	3%	2%	2%	0%	3%	1%	1%	2%	3%	2%	2%	2%	2%	**
	3	9	7	6	4	0	11	4	3	47	8	3	2	42	18	
										-						
Much less	4%	1%	8%	2%	3%	6%	5%	2%	6%	4%	2%	3%	2%	4%	3%	**
	10	4	19	6	9	17	16	6	14	101	6	4	2	89	23	
										-						
I don't know	53%	57%	67%	59%	76%	56%	61%	76%	52%	62%	71%	66%	49%	60%	70%	**
	149	163	163	181	210	156	205	229	127	1582	174	100	45	1274	622	
		a i m		A B d F g I M			A B d F g I M			-	A b d f I M	i M			A	
NET: More	2%	2%	2%	2%	2%	2%	4%	2%	2%	2%	1%	4%	2%	2%	2%	**
	7	5	4	6	5	6	12	6	5	56	3	7	2	50	17	
										-						
NET: Less	5%	4%	11%	4%	5%	6%	8%	3%	7%	6%	6%	4%	4%	6%	5%	**
	14	12	26	12	13	17	27	9	17	147	14	7	4	130	41	
										-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Other by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%
	4	16	5	2	4	3	3	2	19	1
	b									
Slightly more	7%	1%	1%	2%	2%	3%	0%	0%	2%	0%
	12	35	5	7	11	20	1	3	45	1
	B									
No change	26%	30%	27%	26%	24%	24%	31%	43%	29%	43%
	48	854	99	107	161	144	101	289	825	74
								a B C D e		a
Slightly less	6%	2%	2%	3%	3%	2%	1%	1%	2%	1%
	11	49	7	12	17	13	4	7	58	2
	b									
Much less	9%	3%	4%	3%	2%	5%	5%	4%	3%	7%
	17	96	13	11	17	27	17	27	97	12
	b									a
I don't know	50%	63%	65%	66%	69%	65%	62%	52%	63%	47%
	90	1811	236	268	457	386	203	351	1811	81
		a	f	f	F	f			b	
NET: More	9%	2%	3%	2%	2%	4%	1%	1%	2%	1%
	17	51	10	9	15	24	5	5	64	2
	B									
NET: Less	15%	5%	6%	6%	5%	7%	6%	5%	5%	8%
	27	144	20	23	34	40	21	34	154	14
	B									
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A B		A B		C D		E F	A B		

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Email	60%	51%	65%	61%	62%	55%	67%	62%	58%
	1827	593	1234	622	312	555	338	926	901
	-		A				c		
Text messaging/ SMS	41%	44%	39%	43%	37%	40%	42%	39%	43%
	1246	505	740	438	186	410	212	583	663
	-								
Mobile phone calls	35%	37%	34%	37%	32%	34%	36%	34%	36%
	1067	431	637	376	164	343	184	514	554
	-								
Instant Messaging	28%	23%	32%	31%	26%	27%	29%	24%	33%
	866	266	600	313	130	279	144	352	513
	-		A						A
Social networking websites/ apps	27%	25%	28%	30%	23%	24%	28%	23%	30%
	812	289	523	309	119	242	142	345	467
	-			c					A
In person/ face-to-face	13%	9%	16%	14%	13%	14%	12%	12%	14%
	407	106	301	141	64	139	63	186	221
	-		A						
Landline calls	13%	10%	14%	12%	14%	11%	14%	12%	13%
	382	110	272	124	69	117	73	181	202
	-		a						
Other	1%	1%	1%	0%	1%	1%	2%	1%	1%
	27	7	19	5	3	9	10	11	16
	-								
None in particular	17%	21%	14%	16%	16%	19%	17%	17%	17%
	519	247	271	158	80	195	85	257	262
	-	B							
I don't know	2%	2%	2%	2%	2%	2%	2%	2%	2%
	62	21	41	24	12	17	10	29	34
	-								
Effective Column n									
	1860	343	1517	625	311	617	307	891	969
Unweighted base	3015	556	2459	1013	504	1000	498	1444	1571
Weighted base	3048	1158	1890	1017	507	1018	506	1494	1554
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Email	56%	61%	65%	59%	53%	48%	65%	54%	68%	63%	59%	50%	67%	53%
	241	594	635	192	357	165	1048	778	452	597	387	391	1061	760
		f	F		-		-	-	e F	F	f		B	
Text messaging/ SMS	52%	42%	40%	36%	33%	30%	41%	41%	43%	39%	42%	41%	42%	40%
	220	412	394	118	220	102	656	589	283	373	273	316	673	571
	b c d F	f	f		-		-	-						
Mobile phone calls	43%	36%	33%	30%	33%	35%	35%	35%	38%	33%	36%	34%	35%	35%
	181	348	319	99	218	120	572	495	255	317	232	263	562	503
	c d				-		-	-						
Instant Messaging	41%	36%	25%	17%	14%	11%	29%	28%	26%	30%	28%	28%	33%	24%
	176	353	243	55	94	39	463	402	175	288	185	217	521	342
	C D F	C D F	d F		-		-	-					B	
Social networking websites/ apps	43%	35%	21%	13%	12%	11%	27%	26%	29%	26%	25%	27%	29%	24%
	185	340	208	41	79	38	441	371	195	246	164	207	468	343
	b C D F	C D F	d f		-		-	-					b	
In person/ face-to-face	21%	15%	11%	10%	9%	8%	13%	14%	13%	13%	12%	16%	14%	12%
	89	149	111	31	58	26	203	204	83	120	79	125	227	175
	C d F	f			-		-	-						
Landline calls	7%	8%	12%	24%	24%	23%	14%	11%	15%	13%	11%	11%	10%	15%
	31	75	117	79	157	80	224	158	97	127	73	85	158	223
			a b	A B C	-	A B C	-	-						A
Other	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	1	6	12	4	8	4	15	11	5	10	3	8	12	15
					-		-	-						
None in particular	11%	13%	17%	22%	27%	31%	17%	17%	15%	18%	14%	20%	12%	23%
	48	122	170	73	178	105	273	246	101	172	93	153	192	327
			a b	a B	-	A B C	-	-						A
I don't know	3%	2%	1%	4%	2%	1%	2%	2%	2%	2%	1%	3%	2%	2%
	13	22	12	12	15	3	28	34	12	16	7	27	32	28
					-		-	-						
Effective Column n														
	256	604	604	215	395	181	1002	858	425	577	379	479	955	896
Unweighted base	415	979	979	348	641	294	1624	1391	689	935	615	776	1548	1452
Weighted base	427	975	975	326	669	344	1615	1433	664	952	653	780	1594	1443
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Email	54%	57%	65%	65%	56%	53%	64%	67%	64%	61%	55%	55%	55%	58%	64%	**	
	133	164	185	170	170	131	220	211	175	1558	134	85	50	1313	508		
										-							
Text messaging/ SMS	36%	39%	38%	40%	36%	38%	53%	44%	48%	42%	37%	33%	45%	42%	37%	**	
	90	111	108	105	110	93	180	138	130	1064	89	51	41	945	296		
							e k l			-							
Mobile phone calls	38%	25%	32%	29%	33%	33%	44%	33%	51%	35%	30%	34%	40%	36%	33%	**	
	94	72	91	76	100	80	150	104	139	907	72	52	37	801	264		
							b d k		B c D e f h K l	-							
Instant Messaging	26%	29%	30%	26%	24%	29%	33%	29%	27%	28%	29%	27%	37%	29%	27%	**	
	64	83	84	67	73	71	113	92	74	720	71	41	34	646	218		
										-							
Social networking websites/ apps	25%	31%	23%	19%	24%	27%	32%	28%	32%	27%	22%	25%	33%	28%	24%	**	
	63	89	64	49	74	67	108	89	86	689	54	38	31	622	188		
										-							
In person/ face-to-face	13%	15%	13%	15%	8%	16%	16%	16%	13%	14%	9%	9%	15%	13%	14%	**	
	33	43	37	40	24	40	56	50	35	357	22	14	14	296	109		
										-							
Landline calls	15%	13%	11%	12%	6%	13%	14%	17%	13%	13%	14%	13%	8%	12%	14%	**	
	36	36	31	30	18	32	48	54	36	321	34	20	7	269	112		
										-							
Other	0%	0%	2%	0%	1%	0%	2%	2%	1%	1%	1%	1%	1%	1%	1%	**	
	0	1	6	0	3	0	6	6	2	24	2	1	0	16	11		
										-							
None in particular	23%	23%	14%	19%	20%	19%	7%	10%	15%	16%	22%	23%	17%	17%	18%	**	
	56	65	40	50	60	46	23	32	40	413	54	35	16	377	141		
	G h	G h		g	g	g				-	G h	G h					
I don't know	1%	2%	3%	2%	4%	1%	2%	2%	2%	2%	1%	1%	6%	2%	2%	**	
	3	5	8	6	11	3	7	7	4	54	2	1	5	47	15		
										-			k l				
Effective Column n																	
	113	130	125	125	136	118	155	147	121	1170	234	229	226	1257	600	3	
Unweighted base	183	211	202	202	221	191	252	238	196	1896	380	372	367	2038	972	5	
Weighted base	247	287	285	260	305	246	342	314	273	2560	244	152	91	2248	794	6	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Email	56%	60%	50%	57%	62%	71%	70%	51%	63%	11%
	110	1717	187	250	408	413	223	345	1805	18
					a f	A B c F	A b F		B	
Text messaging/ SMS	40%	41%	41%	38%	41%	41%	45%	40%	43%	7%
	77	1168	152	166	273	236	145	273	1234	11
									B	
Mobile phone calls	38%	35%	32%	36%	36%	37%	35%	34%	36%	17%
	74	993	118	157	238	212	112	231	1036	28
									B	
Instant Messaging	26%	29%	26%	28%	30%	33%	28%	24%	30%	2%
	50	816	95	125	197	192	91	165	862	4
									B	
Social networking websites/ apps	23%	27%	26%	25%	27%	31%	26%	24%	28%	7%
	46	767	96	109	179	182	85	162	800	12
									B	
In person/ face-to-face	22%	13%	13%	13%	14%	15%	16%	11%	14%	5%
	43	363	47	59	91	86	51	72	398	9
	b								b	
Landline calls	19%	12%	15%	14%	12%	11%	13%	12%	12%	19%
	37	345	57	61	82	63	40	79	351	31
	b									
Other	1%	1%	1%	1%	1%	1%	2%	0%	1%	0%
	2	24	4	3	4	6	8	3	27	0
None in particular	12%	17%	24%	17%	16%	12%	12%	21%	15%	60%
	24	495	89	75	107	70	38	140	421	97
			c D e					d e		A
I don't know	1%	2%	2%	3%	2%	1%	0%	3%	2%	3%
	3	60	7	11	16	6	0	22	55	5
Effective Column n										
	130	1730	250	265	442	404	202	295	1791	65
Unweighted base	210	2805	406	430	717	655	328	479	2903	105
Weighted base	196	2852	371	440	663	578	321	676	2879	163
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Jul, Sep, Nov 2018, Jan, Mar, May, 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Invitations/ greetings cards/ postcards by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	73%	75%	72%	76%	75%	64%	78%	73%	73%
	4451	1724	2727	1170	1125	981	1175	2175	2276
	-			C	C		C		
1 or 2	18%	15%	20%	17%	17%	20%	16%	17%	18%
	1082	345	737	266	262	316	237	514	568
	-		A			d			
3 or 4	3%	4%	3%	3%	3%	5%	2%	3%	3%
	196	85	111	43	49	73	31	90	106
	-					d			
5 to 10	4%	5%	4%	3%	3%	8%	4%	5%	4%
	261	114	147	41	48	119	53	136	125
	-					A B D			
11 to 20	1%	2%	1%	0%	1%	3%	1%	1%	1%
	71	37	33	3	15	40	12	43	27
	-	b			a	A b d			
21+	0%	0%	1%	0%	1%	1%	0%	1%	0%
	30	8	21	7	8	14	0	26	4
	-					d		b	
Net: Any Received	27%	25%	28%	23%	25%	36%	22%	27%	27%
	1637	590	1047	357	382	564	334	808	829
	-					A B D			
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	1.1	1.1	1.2	1.1	0.9	1.8	0.6	1.4	0.8
Standard Deviation	8.5	3.7	10.4	15.6	3.8	5.2	1.9	11.9	2.5
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Invitations/ greetings cards/ postcards by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	73%	71%	76%	74%	73%	71%	70%	77%	66%	73%	74%	79%	71%	75%
	626	1376	1477	485	970	487	2256	2195	914	1342	975	1220	2280	2151
			b		-		-	-		c	C	C d e		a
1 or 2	21%	21%	15%	17%	16%	14%	20%	15%	24%	18%	15%	14%	20%	15%
	176	400	295	112	211	99	660	422	327	333	201	222	638	434
	c f	c f			-		-	-	d E F	f			B	
3 or 4	3%	2%	4%	3%	4%	4%	4%	3%	4%	3%	4%	2%	4%	3%
	26	48	73	21	50	28	113	83	51	63	48	35	113	83
					-		-	-						
5 to 10	2%	5%	4%	4%	6%	8%	5%	4%	5%	4%	4%	4%	4%	5%
	17	93	73	25	77	52	146	115	64	81	57	58	127	134
		a			-	A c	-	-						
11 to 20	0%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	0%	1%	1%
	4	23	24	7	20	13	35	36	17	18	29	7	35	35
					-		-	-			f			
21+	0%	0%	0%	0%	1%	1%	1%	0%	1%	0%	1%	0%	1%	0%
	4	9	7	2	9	7	19	11	13	5	10	1	17	13
					-		-	-	f		f			
Net: Any Received	27%	29%	24%	26%	27%	29%	30%	23%	34%	27%	26%	21%	29%	25%
	226	572	471	167	367	200	970	667	470	500	345	322	928	698
		c			-		-	-	d E F	f	f		b	
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	0.7	1.4	0.9	0.9	1.3	1.6	1.3	0.9	1.9	1.0	1.3	0.6	1.2	1.0
Standard Deviation	3.1	14.1	3.2	3.1	4.5	5.5	11.3	3.3	16.8	3.1	4.4	1.9	11.2	3.7
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Invitations/ greetings cards/ postcards by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	74%	80%	75%	74%	72%	73%	69%	66%	72%	73%	74%	75%	79%	73%	73% **	
	394	458	396	419	418	382	471	407	374	3720	358	229	144	3217	1229	
		h								-						
1 or 2	14%	14%	14%	16%	22%	17%	22%	23%	19%	18%	17%	16%	16%	18%	18% **	
	74	81	74	91	127	90	149	140	98	924	81	48	29	776	298	
										-						
3 or 4	3%	3%	4%	5%	2%	2%	4%	3%	3%	3%	4%	4%	2%	3%	4% **	
	16	16	20	27	10	11	24	18	17	159	21	13	3	135	61	
										-						
5 to 10	5%	3%	6%	5%	4%	6%	4%	5%	4%	4%	4%	4%	3%	4%	5% **	
	25	18	29	26	22	31	26	30	18	224	20	11	6	183	78	
										-						
11 to 20	3%	0%	1%	1%	0%	1%	1%	2%	1%	1%	1%	1%	0%	1%	1% **	
	19	1	6	3	0	3	6	15	7	61	5	3	0	56	14	
										-						
21+	1%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	0%	1% **	
	3	2	3	1	2	5	3	6	2	28	1	0	0	21	9	
										-						
Net: Any Received	26%	20%	25%	26%	28%	27%	30%	34%	28%	27%	26%	25%	21%	27%	27% **	
	136	118	132	148	161	140	207	209	144	1394	128	75	39	1171	459	
								b		-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	1.3	0.7	1.1	0.8	0.7	1.4	2.0	1.5	1.0	1.2	0.9	0.8	0.6	1.0	1.4	0.8
Standard Deviation	4.0	3.2	3.7	2.4	2.2	5.6	23.3	5.2	3.6	9.2	2.7	2.4	2.0	3.8	14.9	0.9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Invitations/ greetings cards/ postcards by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	59%	74%	80%	75%	73%	69%	66%	75%	73%	74%
	224	4227	590	636	974	812	429	1010	4186	248
		A	c D E	d e	e			e		
1 or 2	30%	17%	14%	15%	18%	20%	23%	17%	18%	11%
	112	970	105	127	234	236	152	228	1038	38
	B					a b	a b c f		b	
3 or 4	3%	3%	2%	5%	3%	4%	4%	2%	3%	5%
	12	184	15	39	44	42	27	29	181	15
5 to 10	5%	4%	3%	4%	5%	5%	5%	4%	4%	8%
	19	242	21	34	66	54	33	53	233	28
										a
11 to 20	1%	1%	1%	1%	0%	1%	1%	2%	1%	1%
	4	67	4	9	6	16	6	29	66	4
21+	2%	0%	0%	0%	0%	1%	1%	0%	1%	0%
	7	23	2	2	5	11	4	7	30	0
	b									
Net: Any Received	40%	26%	20%	25%	27%	31%	34%	25%	27%	26%
	152	1485	145	211	355	360	221	345	1545	86
	B				a	A b	A b c f			
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	3.6	1.0	1.5	0.9	0.9	1.3	1.2	1.1	1.1	1.0
Standard Deviation	31.5	3.4	22.2	2.7	2.9	4.8	3.9	4.2	8.8	2.3
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Personal letters by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	79%	81%	78%	81%	76%	80%	80%	77%	81%
	4820	1876	2945	1243	1141	1236	1201	2298	2522
	-	b		b					a
1 or 2	17%	15%	18%	15%	20%	15%	16%	18%	15%
	1017	343	674	229	304	237	248	540	477
	-		a		a c			b	
3 or 4	2%	2%	2%	2%	3%	3%	2%	3%	2%
	141	55	86	30	38	42	31	82	59
	-								
5 to 10	2%	2%	1%	2%	1%	2%	2%	2%	1%
	94	37	57	23	19	29	23	55	39
	-								
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%
	7	0	7	2	3	0	2	2	5
	-								
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%
	9	3	6	1	2	1	5	5	4
	-								
Net: Any Received	21%	19%	22%	19%	24%	20%	20%	23%	19%
	1267	439	829	284	366	309	308	684	584
	-		a		a			b	
Effective Column n									
	3711	685	3026	938	923	937	914	1772	1939
Average	0.5	0.4	0.5	0.4	0.5	0.5	0.5	0.5	0.4
Standard Deviation	1.9	1.6	2.1	1.4	1.5	2.0	2.5	2.0	1.7
Unweighted base	6018	1111	4907	1521	1496	1519	1482	2874	3144
Weighted base	6089	2314	3774	1528	1507	1545	1509	2983	3106
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Personal letters by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	80%	79%	81%	77%	76%	75%	77%	81%	71%	82%	80%	83%	78%	81%
	685	1530	1587	505	1018	513	2490	2330	986	1503	1056	1274	2497	2301
			f		-		-	-		C	C	C		a
1 or 2	16%	16%	15%	19%	21%	22%	18%	15%	22%	15%	16%	14%	17%	16%
	137	318	284	125	276	152	588	429	310	278	215	214	556	456
					-	b c	-	-	D e F					
3 or 4	2%	3%	2%	2%	2%	2%	3%	2%	4%	2%	2%	2%	3%	2%
	20	49	44	13	28	15	94	47	53	41	24	23	83	56
					-		-	-	e f					
5 to 10	1%	2%	2%	1%	1%	1%	1%	2%	2%	1%	2%	2%	2%	1%
	7	44	34	4	9	5	44	50	24	20	20	30	64	30
					-		-	-					b	
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	4	0	2	3	1	5	2	5	0	1	1	5	2
					-		-	-						
21+	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	3	3	0	3	3	0	6	4	6	0	4	0	5	4
					-		-	-						
Net: Any Received	20%	21%	19%	23%	24%	25%	23%	19%	29%	18%	20%	17%	22%	19%
	167	417	362	147	319	174	735	532	397	339	264	268	712	548
					-	c	-	-	D E F				b	
Effective Column n														
	513	1220	1201	418	776	360	2023	1688	873	1151	752	936	1917	1772
Average	0.4	0.5	0.4	0.6	0.5	0.4	0.5	0.4	0.7	0.3	0.5	0.4	0.5	0.4
Standard Deviation	2.6	2.1	1.2	2.4	1.9	1.1	1.9	1.8	2.7	0.9	2.4	1.2	2.0	1.7
Unweighted base	832	1979	1947	677	1258	583	3281	2737	1415	1866	1219	1518	3109	2874
Weighted base	851	1949	1949	653	1337	687	3226	2862	1384	1842	1320	1542	3210	2849
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Personal letters by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	83%	79%	80%	76%	80%	81%	76%	78%	77%	79%	80%	79%	86%	80%	77%	**
	442	453	423	429	466	422	515	481	400	4031	391	241	157	3503	1307	
										-						
1 or 2	12%	17%	14%	20%	17%	15%	19%	18%	20%	17%	15%	16%	12%	16%	19%	**
	62	97	75	112	99	79	132	114	102	872	74	50	21	693	322	
										-						
3 or 4	3%	4%	4%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	**
	14	21	20	11	9	10	13	12	11	122	11	6	3	106	34	
										-						
5 to 10	2%	1%	1%	2%	1%	2%	2%	2%	1%	1%	2%	2%	1%	2%	1%	**
	8	6	4	14	5	9	15	10	4	75	11	6	1	74	20	
										-						
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	0	0	1	0	0	0	2	0	2	5	0	1	0	4	3	
										-						
21+	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	3	0	5	0	0	0	1	0	0	9	0	0	0	6	4	
										-						
Net: Any Received	17%	21%	20%	24%	20%	19%	24%	22%	23%	21%	20%	21%	14%	20%	23%	**
	88	123	106	137	113	99	163	136	118	1082	96	63	26	882	382	
										-						
Effective Column n																
	233	262	243	255	265	241	313	279	235	2326	475	459	452	2468	1236	7
Average	0.5	0.4	0.7	0.5	0.3	0.4	0.6	0.4	0.4	0.5	0.4	0.5	0.3	0.5	0.5	0.5
Standard Deviation	2.2	0.9	3.9	1.4	0.9	1.1	2.7	1.2	1.3	2.0	1.2	1.6	1.3	1.8	2.2	1.0
Unweighted base	377	425	394	413	429	391	508	453	381	3771	770	744	733	4002	2004	12
Weighted base	530	576	529	567	579	521	679	616	518	5114	487	305	183	4386	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Personal letters by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	59%	80%	82%	80%	79%	76%	75%	82%	79%	78%
	222	4598	603	680	1047	894	491	1105	4545	259
		A								
1 or 2	31%	16%	15%	15%	18%	19%	20%	14%	16%	21%
	118	899	112	130	234	223	127	191	943	68
	B									
3 or 4	6%	2%	1%	3%	2%	2%	3%	3%	2%	0%
	23	118	10	21	28	27	21	34	138	1
	B									
5 to 10	3%	1%	1%	1%	1%	2%	1%	2%	2%	1%
	11	83	10	12	19	23	9	21	91	2
11 to 20	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	2	5	1	2	0	1	1	1	6	1
	b									
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	9	0	3	0	2	1	3	9	1
Net: Any Received	41%	20%	18%	20%	21%	24%	25%	18%	21%	22%
	152	1115	133	166	282	276	160	250	1187	73
	B									
Effective Column n										
	250	3461	480	519	895	821	409	586	3569	129
Average	0.9	0.4	0.4	0.5	0.4	0.5	0.5	0.5	0.5	0.5
Standard Deviation	1.6	1.9	1.3	2.7	1.0	2.0	2.3	1.9	1.7	3.6
Unweighted base	406	5612	779	842	1451	1331	664	951	5787	209
Weighted base	376	5713	736	847	1329	1170	651	1355	5732	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Formal letters from organisations or individuals by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	34%	39%	30%	33%	35%	34%	32%	34%	33%
	2042	892	1150	510	526	521	484	1013	1028
	-	B							
1 or 2	36%	35%	36%	37%	33%	36%	36%	35%	37%
	2177	808	1369	565	504	561	546	1034	1144
	-								
3 or 4	16%	15%	17%	16%	16%	16%	17%	16%	16%
	986	351	635	243	244	242	258	475	511
	-								
5 to 10	13%	10%	15%	12%	14%	12%	13%	13%	13%
	786	230	555	189	215	187	195	397	389
	-		A						
11 to 20	1%	1%	2%	1%	1%	2%	2%	2%	1%
	80	23	57	13	13	32	23	47	33
	-								
21+	0%	0%	0%	1%	0%	0%	0%	1%	0%
	18	10	8	8	5	2	3	17	1
	-							b	
Net: Any Received	66%	61%	70%	67%	65%	66%	68%	66%	67%
	4046	1423	2623	1016	981	1024	1025	1968	2078
	-		A						
Effective Column n									
	3711	685	3026	938	923	937	914	1772	1939
Average	2.2	1.9	2.4	2.3	2.1	2.2	2.2	2.4	2.1
Standard Deviation	4.9	3.0	5.8	8.4	3.0	3.1	3.0	6.5	2.6
Unweighted base	6018	1111	4907	1521	1496	1519	1482	2874	3144
Weighted base	6089	2314	3774	1528	1507	1545	1509	2983	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Formal letters from organisations or individuals by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	47%	34%	30%	27%	29%	32%	30%	38%	27%	31%	38%	37%	34%	33%
	402	660	588	173	389	219	956	1086	379	577	507	578	1093	929
	B C D F	d			-		-	-			C d	C d		
1 or 2	35%	36%	34%	41%	38%	35%	37%	34%	37%	37%	32%	36%	36%	36%
	302	709	659	264	507	243	1198	979	514	684	428	551	1145	1028
					-		-	-						
3 or 4	11%	16%	18%	19%	18%	17%	17%	15%	17%	18%	16%	14%	16%	17%
	95	303	351	122	236	114	556	430	229	327	215	215	500	483
		a	a	a	-	a	-	-						
5 to 10	6%	12%	16%	12%	13%	14%	14%	11%	17%	12%	11%	12%	13%	13%
	49	240	317	80	179	99	459	327	234	225	146	181	418	366
		A	A b	a	-	A	-	-	d e f					
11 to 20	0%	1%	1%	2%	2%	2%	2%	1%	2%	1%	1%	1%	1%	1%
	3	28	24	12	25	13	51	29	24	27	15	14	40	40
					-		-	-						
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	0	8	9	1	1	0	7	11	5	2	9	3	15	3
					-		-	-						
Net: Any Received	53%	66%	70%	73%	71%	68%	70%	62%	73%	69%	61%	63%	66%	67%
	450	1287	1361	480	948	469	2270	1776	1005	1265	812	964	2116	1920
		A	A	A b	-	A	-	-	E F	e f				
Effective Column n														
	513	1220	1201	418	776	360	2023	1688	873	1151	752	936	1917	1772
Average	1.3	2.3	2.5	2.3	2.3	2.3	2.3	2.1	2.6	2.2	2.3	1.9	2.3	2.2
Standard Deviation	2.1	7.6	3.2	2.9	2.9	2.9	3.0	6.5	3.3	2.7	9.0	2.8	6.3	2.9
Unweighted base	832	1979	1947	677	1258	583	3281	2737	1415	1866	1219	1518	3109	2874
Weighted base	851	1949	1949	653	1337	687	3226	2862	1384	1842	1320	1542	3210	2849
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Formal letters from organisations or individuals by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	37%	35%	30%	32%	39%	33%	28%	31%	40%	34%	30%	31%	43%	35%	31%	**
	194	199	160	183	223	172	193	192	205	1721	147	95	79	1516	522	
									g	-			g k L			
1 or 2	31%	38%	34%	44%	38%	32%	37%	35%	34%	36%	36%	32%	34%	35%	37%	**
	165	217	178	248	221	169	253	216	177	1844	175	97	61	1549	622	
										-						
3 or 4	17%	17%	17%	15%	15%	17%	18%	17%	14%	16%	16%	16%	13%	16%	17%	**
	90	97	91	83	84	89	122	104	74	836	78	49	23	698	285	
										-						
5 to 10	14%	10%	17%	8%	8%	15%	15%	15%	10%	12%	16%	18%	9%	13%	14%	**
	76	57	88	46	44	76	99	94	54	635	80	55	16	553	231	
	e		d e			d e	d e	d e		-	b d E m	b D E i M				
11 to 20	1%	1%	2%	1%	1%	2%	1%	2%	1%	1%	1%	3%	1%	1%	1%	**
	3	5	9	6	6	10	8	10	5	63	7	8	2	55	25	
										-						
21+	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	**
	1	1	4	0	1	4	3	0	3	16	1	1	0	15	3	
										-						
Net: Any Received	63%	65%	70%	68%	61%	67%	72%	69%	60%	66%	70%	69%	57%	65%	69%	**
	336	377	368	384	356	348	486	424	313	3392	340	210	104	2869	1167	
							i m			-	m	M				
Effective Column n																
	233	262	243	255	265	241	313	279	235	2326	475	459	452	2468	1236	7
Average	2.2	1.9	3.0	1.8	1.7	2.5	2.4	2.3	2.1	2.2	2.4	2.7	1.7	2.2	2.3	1.7
Standard Deviation	2.9	2.6	13.6	2.4	2.6	3.7	3.2	2.9	3.4	5.2	2.9	3.7	2.6	5.5	2.9	1.6
Unweighted base	377	425	394	413	429	391	508	453	381	3771	770	744	733	4002	2004	12
Weighted base	530	576	529	567	579	521	679	616	518	5114	487	305	183	4386	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Formal letters from organisations or individuals by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	35%	33%	39%	33%	33%	28%	27%	40%	32%	55%
	130	1911	286	283	433	322	174	543	1845	183
			c D E	d e	d e			b c D E		A
1 or 2	35%	36%	34%	39%	35%	35%	35%	37%	36%	32%
	130	2047	250	327	465	411	228	497	2068	105
3 or 4	14%	16%	15%	13%	18%	19%	18%	13%	17%	9%
	52	934	108	112	243	222	119	182	950	31
					b f	b f			b	
5 to 10	14%	13%	12%	13%	13%	16%	18%	8%	13%	4%
	53	732	88	112	170	187	118	110	774	12
				f	f	F	a c F		B	
11 to 20	1%	1%	0%	1%	1%	2%	1%	1%	1%	1%
	5	75	3	12	15	28	8	15	76	2
21+	1%	0%	0%	0%	0%	0%	1%	1%	0%	0%
	4	14	2	1	3	1	4	8	18	0
	b									
Net: Any Received	65%	67%	61%	67%	67%	72%	73%	60%	68%	45%
	245	3800	451	564	894	848	477	812	3886	150
				f	a f	A b c F	A b c F		B	
Effective Column n										
	250	3461	480	519	895	821	409	586	3569	129
Average	2.5	2.2	1.9	2.1	2.4	2.6	2.7	1.8	2.3	1.0
Standard Deviation	4.1	5.0	2.7	2.8	8.8	3.2	3.3	3.2	5.1	1.9
Unweighted base	406	5612	779	842	1451	1331	664	951	5787	209
Weighted base	376	5713	736	847	1329	1170	651	1355	5732	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Bills/ invoices/ statements by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	39%	37%	41%	37%	38%	42%	41%	39%	40%
	2401	861	1540	570	569	644	617	1171	1229
	-		a						
1 or 2	43%	45%	43%	45%	46%	42%	42%	43%	43%
	2648	1037	1611	688	686	646	627	1297	1351
	-								
3 or 4	11%	12%	10%	12%	10%	10%	11%	11%	11%
	663	274	389	183	151	161	168	320	343
	-								
5 to 10	6%	5%	6%	5%	6%	5%	6%	6%	5%
	341	125	216	81	93	81	86	176	165
	-								
11 to 20	1%	1%	0%	0%	0%	1%	1%	0%	1%
	31	15	16	7	4	9	11	15	16
	-								
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%
	6	2	4	0	3	3	0	4	1
	-								
Net: Any Received	61%	63%	59%	63%	62%	58%	59%	61%	60%
	3688	1453	2234	958	937	901	892	1811	1876
	-	b							
Effective Column n									
	3711	685	3026	938	923	937	914	1772	1939
Average	1.4	1.5	1.4	1.4	1.5	1.4	1.4	1.5	1.4
Standard Deviation	2.2	2.3	2.2	1.9	2.5	2.4	2.1	2.3	2.1
Unweighted base	6018	1111	4907	1521	1496	1519	1482	2874	3144
Weighted base	6089	2314	3774	1528	1507	1545	1509	2983	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Bills/ invoices/ statements by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	50%	36%	35%	41%	44%	46%	39%	40%	39%	39%	38%	41%	35%	44%
	429	698	688	266	585	319	1263	1138	536	727	498	639	1121	1264
	B C d				-	B C	-	-						A
1 or 2	38%	44%	47%	42%	41%	41%	43%	44%	42%	43%	45%	43%	45%	42%
	326	860	906	276	553	280	1380	1267	582	798	600	667	1454	1186
			a		-		-	-					b	
3 or 4	7%	12%	12%	11%	10%	10%	11%	10%	11%	12%	11%	10%	12%	9%
	56	239	228	74	140	65	367	296	148	219	140	156	393	267
		A	a	a	-		-	-					b	
5 to 10	4%	7%	6%	5%	4%	3%	6%	5%	8%	5%	5%	5%	7%	4%
	36	138	110	33	56	24	196	145	106	90	72	73	214	124
					-		-	-	d f				b	
11 to 20	0%	1%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%
	2	13	13	2	2	0	19	12	12	7	5	6	24	7
					-		-	-					b	
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	2	1	3	0	0	0	1	5	0	1	5	0	4	1
					-		-	-						
Net: Any Received	50%	64%	65%	59%	56%	54%	61%	60%	61%	61%	62%	59%	65%	56%
	422	1250	1261	386	752	369	1963	1724	848	1115	822	902	2089	1585
		A F	A F	a	-		-	-					B	
Effective Column n														
	513	1220	1201	418	776	360	2023	1688	873	1151	752	936	1917	1772
Average	1.1	1.6	1.6	1.3	1.2	1.1	1.5	1.4	1.6	1.4	1.6	1.3	1.6	1.2
Standard Deviation	2.6	2.3	2.3	1.8	1.6	1.4	2.1	2.4	2.3	1.9	2.8	1.9	2.5	1.9
Unweighted base	832	1979	1947	677	1258	583	3281	2737	1415	1866	1219	1518	3109	2874
Weighted base	851	1949	1949	653	1337	687	3226	2862	1384	1842	1320	1542	3210	2849
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Bills/ invoices/ statements by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	43%	45%	43%	33%	33%	40%	39%	42%	36%	39%	43%	39%	39%	40%	38%	**
	226	257	227	188	190	207	263	258	187	2002	208	118	72	1746	649	
										-						
1 or 2	41%	40%	42%	52%	52%	42%	42%	35%	48%	44%	40%	43%	48%	43%	45%	**
	219	233	220	295	300	219	285	214	251	2236	195	130	87	1881	762	
				b H k	b H k				h	-						
3 or 4	11%	10%	9%	10%	11%	11%	10%	14%	10%	11%	13%	10%	8%	11%	10%	**
	56	58	48	57	64	60	69	89	54	555	63	30	15	487	173	
										-						
5 to 10	5%	5%	6%	4%	4%	7%	8%	7%	5%	6%	4%	8%	4%	6%	6%	**
	25	28	30	22	22	35	58	46	26	292	18	23	8	247	94	
										-						
11 to 20	0%	0%	1%	1%	0%	0%	1%	1%	0%	0%	1%	1%	0%	1%	1%	**
	1	0	5	4	3	0	4	6	1	25	3	3	0	22	9	
										-						
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**
	2	0	0	0	0	0	0	3	0	5	1	0	0	3	3	
										-						
Net: Any Received	57%	55%	57%	67%	67%	60%	61%	58%	64%	61%	57%	61%	61%	60%	62%	**
	304	320	302	378	389	314	416	358	331	3112	278	186	111	2641	1040	
										-						
Effective Column n																
	233	262	243	255	265	241	313	279	235	2326	475	459	452	2468	1236	7
Average	1.5	1.2	1.4	1.5	1.4	1.4	1.5	1.8	1.4	1.5	1.4	1.6	1.3	1.4	1.5	1.1
Standard Deviation	3.0	1.5	2.2	2.2	1.7	1.7	2.1	3.3	1.7	2.2	2.1	2.4	1.8	2.2	2.3	1.2
Unweighted base	377	425	394	413	429	391	508	453	381	3771	770	744	733	4002	2004	12
Weighted base	530	576	529	567	579	521	679	616	518	5114	487	305	183	4386	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Bills/ invoices/ statements by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	42%	39%	43%	41%	39%	36%	34%	42%	39%	44%
	157	2244	318	344	521	425	220	572	2239	148
1 or 2	38%	44%	40%	42%	45%	45%	46%	42%	44%	43%
	144	2504	293	358	595	526	301	574	2501	142
3 or 4	11%	11%	11%	9%	11%	12%	11%	10%	11%	11%
	39	624	80	79	152	139	74	139	625	35
5 to 10	9%	5%	6%	7%	4%	6%	8%	5%	6%	2%
	33	308	43	57	56	71	50	63	333	5
	b								b	
11 to 20	1%	0%	0%	1%	0%	1%	1%	0%	0%	1%
	3	28	2	7	4	9	4	5	28	3
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	5	0	2	0	0	0	2	6	0
Net: Any Received	58%	61%	57%	59%	61%	64%	66%	58%	61%	56%
	219	3469	418	503	808	745	430	783	3492	186
Effective Column n										
	250	3461	480	519	895	821	409	586	3569	129
Average	1.6	1.4	1.3	1.6	1.3	1.6	1.6	1.4	1.5	1.2
Standard Deviation	2.6	2.2	2.0	3.1	1.7	2.2	2.0	2.2	2.2	2.0
Unweighted base	406	5612	779	842	1451	1331	664	951	5787	209
Weighted base	376	5713	736	847	1329	1170	651	1355	5732	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Smaller parcels - that will fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	54%	64%	48%	55%	57%	51%	53%	56%	52%
	3279	1486	1793	841	858	785	795	1675	1604
	-	B			c			b	
1 or 2	34%	25%	39%	35%	32%	33%	35%	33%	34%
	2054	572	1482	529	478	514	533	984	1070
	-		A						
3 or 4	8%	7%	8%	6%	7%	10%	8%	7%	9%
	475	158	316	92	110	154	118	195	279
	-					a			a
5 to 10	4%	4%	4%	4%	4%	5%	4%	4%	4%
	248	87	161	59	54	82	53	116	132
	-								
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%
	21	5	16	3	3	7	7	10	11
	-								
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%
	12	6	7	2	4	3	3	3	9
	-								
Net: Any Received	46%	36%	52%	45%	43%	49%	47%	44%	48%
	2809	828	1981	686	649	760	714	1307	1502
	-		A			b			a
Effective Column n									
	3711	685	3026	938	923	937	914	1772	1939
Average	1.1	0.9	1.2	1.0	1.0	1.3	1.1	1.0	1.2
Standard Deviation	2.6	2.6	2.5	1.9	2.3	3.0	2.9	2.4	2.7
Unweighted base	6018	1111	4907	1521	1496	1519	1482	2874	3144
Weighted base	6089	2314	3774	1528	1507	1545	1509	2983	3106
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Smaller parcels - that will fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	56%	48%	52%	62%	63%	64%	52%	56%	51%	53%	53%	58%	51%	57%
	476	937	1017	405	845	443	1683	1596	707	976	704	892	1629	1636
	b			B c	-	a B C	-	-				c		A
1 or 2	35%	36%	35%	29%	29%	28%	36%	31%	37%	36%	32%	29%	36%	31%
	297	698	675	190	384	195	1176	878	508	668	424	453	1145	896
		f			-		-	-	f	f			b	
3 or 4	6%	9%	8%	7%	7%	6%	7%	9%	8%	7%	9%	8%	8%	8%
	54	171	162	45	88	43	228	246	107	122	121	126	254	218
					-		-	-						
5 to 10	2%	6%	5%	2%	1%	1%	4%	4%	4%	4%	4%	4%	5%	3%
	20	122	89	11	17	6	126	122	57	69	58	64	159	89
		a D F	d f		-		-	-					b	
11 to 20	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	3	10	6	2	2	0	8	13	3	4	7	6	15	6
					-		-	-						
21+	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	11	0	0	0	0	5	7	2	3	5	2	8	5
					-		-	-						
Net: Any Received	44%	52%	48%	38%	37%	36%	48%	44%	49%	47%	47%	42%	49%	43%
	375	1011	931	248	492	244	1543	1266	677	866	616	650	1581	1213
	f	a D F	d F		-		-	-	f				B	
Effective Column n														
	513	1220	1201	418	776	360	2023	1688	873	1151	752	936	1917	1772
Average	0.9	1.5	1.1	0.8	0.7	0.6	1.1	1.1	1.1	1.0	1.2	1.1	1.2	1.0
Standard Deviation	2.2	3.7	1.7	1.5	1.3	1.1	2.7	2.5	2.8	2.6	2.8	2.1	2.7	2.5
Unweighted base	832	1979	1947	677	1258	583	3281	2737	1415	1866	1219	1518	3109	2874
Weighted base	851	1949	1949	653	1337	687	3226	2862	1384	1842	1320	1542	3210	2849
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Smaller parcels - that will fit through a letterbox by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	57%	54%	49%	55%	54%	51%	56%	55%	54%	54%	52%	51%	58%	55%	51% **	
	303	311	261	310	315	267	379	341	278	2766	254	154	105	2414	861	
										-						
1 or 2	29%	33%	39%	33%	33%	35%	35%	33%	34%	34%	34%	35%	32%	33%	35% **	
	154	189	205	188	193	180	234	201	176	1721	168	107	58	1460	585	
										-						
3 or 4	8%	9%	8%	7%	8%	10%	4%	7%	8%	8%	9%	10%	7%	6%	11% **	
	44	50	41	42	48	52	29	41	43	391	43	29	12	284	190	
										-					A	
5 to 10	5%	5%	3%	4%	3%	4%	5%	5%	3%	4%	4%	4%	3%	5%	3% **	
	25	27	16	22	20	22	34	29	14	208	20	13	6	203	45	
										-				b		
11 to 20	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0% **	
	3	0	1	4	2	0	2	2	2	16	2	1	1	15	6	
										-						
21+	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0% **	
	1	0	4	0	0	0	1	2	4	12	0	0	0	10	2	
										-						
Net: Any Received	43%	46%	51%	45%	46%	49%	44%	45%	46%	46%	48%	49%	42%	45%	49% **	
	227	265	268	257	263	254	300	275	240	2348	233	151	77	1972	828	
										-						
Effective Column n																
	233	262	243	255	265	241	313	279	235	2326	475	459	452	2468	1236	7
Average	1.1	1.1	1.2	1.0	1.0	1.0	1.0	1.2	1.4	1.1	1.1	1.1	1.0	1.1	1.1	1.0
Standard Deviation	2.5	1.7	3.0	1.8	1.7	1.5	2.3	3.8	4.4	2.7	1.7	1.9	1.8	2.6	2.6	0.8
Unweighted base	377	425	394	413	429	391	508	453	381	3771	770	744	733	4002	2004	12
Weighted base	530	576	529	567	579	521	679	616	518	5114	487	305	183	4386	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Smaller parcels - that will fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
None	41%	55%	55%	51%	51%	51%	47%	63%	52%	83%	
	153	3127	405	435	683	592	306	859	2984	278	
		A	e					a B C D E		A	
1 or 2	41%	33%	32%	37%	35%	38%	39%	26%	35%	10%	
	155	1899	233	310	469	443	253	346	2017	33	
	b			F	F	F	F		B		
3 or 4	8%	8%	8%	8%	9%	7%	7%	8%	8%	5%	
	30	444	61	65	117	79	48	105	455	17	
5 to 10	9%	4%	5%	3%	4%	5%	6%	3%	4%	1%	
	35	213	35	28	51	53	37	44	243	4	
	B								b		
11 to 20	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	
	2	18	2	8	5	1	2	2	20	1	
21+	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	
	1	11	1	2	4	2	4	0	12	0	
Net: Any Received	59%	45%	45%	49%	49%	49%	53%	37%	48%	17%	
	223	2586	332	412	645	579	345	496	2747	56	
	B		f	F	F	F	a F		B		
Effective Column n											
	250	3461	480	519	895	821	409	586	3569	129	
Average	1.6	1.1	1.1	1.1	1.2	1.1	1.6	0.8	1.1	0.4	
Standard Deviation	2.8	2.5	2.3	2.5	2.4	2.0	4.9	1.4	2.6	1.2	
Unweighted base	406	5612	779	842	1451	1331	664	951	5787	209	
Weighted base	376	5713	736	847	1329	1170	651	1355	5732	334	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Larger parcels - that will not fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	64%	74%	57%	64%	67%	59%	65%	66%	61%
	3867	1718	2149	975	1008	906	977	1962	1905
	-	B		c	C		c	b	
1 or 2	28%	18%	33%	28%	26%	29%	27%	26%	29%
	1679	419	1260	428	397	447	408	784	895
	-		A						
3 or 4	6%	5%	6%	5%	4%	7%	5%	5%	6%
	335	111	224	77	63	113	82	145	191
	-					b			
5 to 10	3%	2%	3%	3%	2%	5%	2%	3%	3%
	180	53	127	43	30	73	35	84	96
	-					b d			
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%
	19	11	8	3	7	6	4	6	13
	-								
21 +	0%	0%	0%	0%	0%	0%	0%	0%	0%
	9	2	6	4	2	1	2	2	7
	-								
Net: Any Received	36%	26%	43%	36%	33%	41%	35%	34%	39%
	2219	597	1623	553	497	639	531	1020	1199
	-		A			a B d			a
Effective Column n									
	3712	685	3026	939	923	937	913	1773	1939
Average	1.0	0.6	1.2	1.4	0.7	1.0	0.7	1.0	0.9
Standard Deviation	10.1	1.8	12.7	19.8	2.2	1.9	1.6	14.2	2.2
Unweighted base	6018	1111	4907	1522	1496	1519	1481	2874	3144
Weighted base	6089	2314	3775	1529	1507	1545	1508	2983	3106
Columns A	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Larger parcels - that will not fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	67%	58%	64%	67%	68%	70%	61%	66%	60%	63%	64%	68%	63%	64%
	573	1136	1243	436	912	479	1981	1885	824	1157	839	1046	2021	1830
	b		b	b	-	B	-	-				C d		
1 or 2	27%	30%	28%	26%	25%	23%	29%	26%	31%	28%	29%	24%	28%	27%
	226	585	541	169	328	159	936	743	425	511	380	363	894	775
					-		-	-	f		f			
3 or 4	4%	6%	6%	6%	6%	6%	6%	5%	6%	6%	4%	5%	5%	6%
	31	114	110	39	79	41	202	133	89	114	50	83	166	167
					-		-	-						
5 to 10	2%	5%	2%	1%	1%	1%	3%	3%	3%	3%	3%	3%	3%	2%
	18	99	47	8	16	8	91	89	43	48	45	44	111	69
		a c d f			-		-	-						
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	1	8	8	1	2	1	13	6	1	12	2	4	12	7
					-		-	-						
21 +	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	3	6	0	0	0	0	3	6	3	0	4	2	5	4
					-		-	-						
Net: Any Received	32%	42%	36%	33%	32%	30%	39%	34%	40%	37%	36%	32%	37%	36%
	276	812	706	217	425	209	1244	975	559	685	480	495	1188	1017
		A c d F			-		-	-	F	f				
Effective Column n														
	514	1220	1201	418	776	360	2024	1688	873	1151	752	936	1917	1773
Average	1.8	1.1	0.8	0.6	0.6	0.6	1.1	0.8	1.5	0.8	0.9	0.7	0.9	1.1
Standard Deviation	26.5	2.4	1.5	1.3	1.3	1.2	13.7	2.1	20.8	1.8	2.4	1.9	1.9	14.6
Unweighted base	833	1978	1947	677	1258	583	3281	2737	1415	1866	1219	1518	3108	2875
Weighted base	853	1948	1949	653	1337	687	3227	2862	1385	1842	1320	1542	3209	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Larger parcels - that will not fit through a letterbox by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	68%	66%	66%	64%	65%	62%	66%	57%	62%	64%	61%	58%	68%	65%	61% **	
	358	378	349	363	377	324	446	348	322	3266	299	177	124	2838	1024	
										-						
1 or 2	25%	28%	27%	29%	26%	27%	23%	32%	29%	27%	29%	30%	24%	27%	29% **	
	134	160	141	166	151	143	159	199	149	1401	143	92	44	1176	496	
										-						
3 or 4	2%	4%	5%	4%	7%	7%	6%	8%	6%	5%	5%	7%	5%	5%	7% **	
	13	25	26	20	42	35	38	48	32	280	27	20	9	221	113	
										-						
5 to 10	4%	2%	2%	3%	1%	4%	5%	3%	2%	3%	4%	4%	3%	3%	3% **	
	23	12	8	15	8	19	31	19	8	144	17	14	5	128	52	
										-						
11 to 20	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0% **	
	1	0	1	3	1	0	3	0	5	15	2	2	0	17	2	
										-						
21 +	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% **	
	0	0	3	0	0	1	1	1	2	8	0	0	0	7	2	
										-						
Net: Any Received	32%	34%	34%	36%	35%	38%	34%	43%	38%	36%	39%	42%	32%	35%	39% **	
	171	198	180	204	202	197	232	266	195	1845	189	127	58	1547	663	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1235	7
Average	0.7	0.6	0.8	0.8	0.7	2.6	0.9	1.0	0.9	1.0	0.8	1.1	0.7	1.0	0.8	0.9
Standard Deviation	1.8	1.2	2.5	1.6	1.3	33.8	2.1	2.2	2.6	10.9	1.8	2.2	1.6	11.8	1.8	0.9
Unweighted base	377	425	394	413	429	392	508	452	381	3771	770	744	733	4003	2003	12
Weighted base	530	576	529	567	579	522	679	615	518	5115	487	305	183	4388	1688	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Larger parcels - that will not fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	48%	65%	66%	65%	61%	58%	55%	72%	62%	85%
	181	3686	485	549	814	683	359	976	3565	283
		A	d e	d e				b C D E		A
1 or 2	36%	27%	26%	27%	31%	31%	32%	21%	29%	11%
	136	1543	192	231	407	361	209	279	1640	35
	b			f	F	F	F		B	
3 or 4	11%	5%	4%	4%	5%	6%	9%	6%	6%	2%
	41	294	33	34	61	73	58	77	326	8
	B						a b c			
5 to 10	4%	3%	3%	3%	3%	4%	3%	2%	3%	2%
	15	165	21	26	40	51	21	22	173	7
						f				
11 to 20	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%
	1	18	4	5	4	2	4	0	19	0
21 +	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	3	6	2	2	2	2	0	0	9	0
	b									
Net: Any Received	52%	35%	34%	35%	39%	42%	45%	28%	38%	15%
	195	2024	251	297	515	487	291	379	2164	50
	B			f	F	a b F	a b F		B	
Effective Column n										
	251	3461	480	519	895	821	409	587	3569	129
Average	3.7	0.8	0.9	0.8	0.9	1.7	1.0	0.6	1.0	0.3
Standard Deviation	39.7	1.9	2.4	2.3	2.1	22.6	1.8	1.2	10.4	1.0
Unweighted base	407	5611	779	842	1451	1332	663	951	5787	209
Weighted base	377	5712	736	847	1329	1172	650	1355	5732	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: Small and Lage Parcels by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	43%	56%	36%	45%	47%	40%	43%	46%	41%
	2647	1290	1357	680	704	612	651	1377	1270
	-	B			c			b	
1 or 2	32%	26%	35%	32%	32%	30%	33%	32%	32%
	1929	595	1334	491	482	459	498	941	988
	-		A						
3 or 4	14%	10%	16%	14%	12%	16%	13%	13%	15%
	837	221	616	218	175	241	203	373	464
	-		A						a
5 to 10	9%	7%	10%	7%	8%	12%	8%	8%	10%
	546	166	380	109	119	192	126	235	311
	-		a			A b d			a
11 to 20	2%	1%	2%	2%	1%	2%	1%	2%	2%
	101	33	68	27	21	32	22	47	54
	-								
21 +	0%	0%	0%	0%	0%	1%	1%	0%	1%
	28	9	19	4	6	9	9	9	19
	-								
Net: Any Received	56%	44%	64%	55%	53%	60%	57%	54%	59%
	3439	1024	2415	848	801	933	857	1605	1834
	-		A			b			a
Effective Column n									
	3711	685	3025	938	923	937	913	1772	1939
Average	1.9	1.5	2.1	1.8	1.8	2.3	1.8	1.7	2.1
Standard Deviation	3.9	4.0	3.8	3.5	4.1	4.3	3.6	3.2	4.5
Unweighted base	6017	1111	4906	1521	1496	1519	1481	2873	3144
Weighted base	6088	2314	3773	1528	1507	1545	1508	2982	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: Small and Lage Parcels by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	46%	38%	42%	50%	52%	55%	42%	46%	41%	42%	43%	48%	41%	46%
	389	744	809	327	702	378	1342	1305	565	777	566	739	1320	1314
	b			B c	-	a B C	-	-				c d		a
1 or 2	35%	32%	33%	30%	28%	26%	33%	30%	32%	34%	31%	29%	33%	31%
	296	616	642	197	375	178	1076	853	449	626	407	447	1048	871
	f		f		-		-	-						
3 or 4	12%	15%	14%	11%	12%	13%	14%	13%	15%	13%	14%	12%	14%	13%
	100	301	274	72	162	90	461	376	214	247	188	188	457	379
					-		-	-						
5 to 10	6%	11%	10%	8%	7%	6%	9%	9%	10%	8%	10%	8%	9%	9%
	54	213	188	51	91	40	286	260	131	154	130	130	297	244
		a f			-		-	-						
11 to 20	1%	3%	2%	1%	0%	0%	2%	2%	2%	2%	2%	2%	2%	1%
	8	56	32	4	5	1	50	51	21	29	20	31	71	29
		d f			-		-	-					b	
21 +	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%
	3	18	4	2	3	1	11	17	3	8	9	8	16	11
					-		-	-						
Net: Any Received	54%	62%	58%	50%	48%	45%	58%	54%	59%	58%	57%	52%	59%	54%
	461	1204	1139	326	635	309	1884	1555	819	1065	753	803	1889	1533
	f	a D F	d F		-		-	-	f	f			b	
Effective Column n														
	513	1220	1201	417	776	360	2023	1688	872	1151	752	936	1917	1772
Average	1.6	2.5	1.8	1.4	1.3	1.2	1.9	1.9	1.9	1.9	2.1	1.8	2.0	1.8
Standard Deviation	4.1	5.3	2.8	2.5	2.2	2.0	3.6	4.2	3.2	3.9	4.8	3.6	3.9	3.9
Unweighted base	832	1978	1947	677	1258	583	3280	2737	1414	1866	1219	1518	3108	2874
Weighted base	851	1948	1949	653	1337	687	3225	2862	1383	1842	1320	1542	3209	2849
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: Small and Lage Parcels by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	48%	46%	41%	47%	43%	42%	47%	40%	43%	44%	40%	36%	50%	45%	41% **	
	252	263	219	264	248	217	317	247	223	2250	194	111	92	1956	688	
										-			L			
1 or 2	30%	30%	34%	29%	35%	31%	32%	31%	31%	31%	34%	36%	26%	32%	31% **	
	158	171	178	163	202	160	215	194	162	1604	167	110	48	1396	525	
										-						
3 or 4	12%	15%	15%	17%	12%	14%	10%	16%	14%	14%	13%	15%	13%	13%	16% **	
	64	84	81	94	68	73	69	98	74	705	65	45	23	564	272	
										-					a	
5 to 10	8%	8%	8%	5%	9%	13%	8%	11%	9%	9%	11%	10%	9%	8%	11% **	
	40	46	44	27	55	67	53	68	48	448	52	30	16	364	180	
						d				-						
11 to 20	2%	2%	1%	3%	1%	1%	3%	1%	1%	2%	2%	3%	2%	2%	1% **	
	12	12	3	15	4	4	21	8	3	82	8	8	3	83	18	
										-						
21 +	0%	0%	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0% **	
	2	0	4	3	2	0	3	2	8	25	1	1	0	23	4	
										-						
Net: Any Received	52%	54%	59%	53%	57%	58%	53%	60%	57%	56%	60%	64%	50%	55%	59% **	
	278	313	310	302	331	304	362	368	294	2862	293	194	91	2429	999	
										-		M				
Effective Column n																
	232	262	243	255	265	241	313	279	235	2325	475	459	452	2468	1235	7
Average	1.9	1.7	2.0	1.8	1.7	1.9	1.9	2.0	2.3	1.9	1.9	2.2	1.7	1.9	1.9	1.9
Standard Deviation	4.0	2.6	5.3	3.1	2.7	2.5	3.9	4.3	6.3	4.0	3.0	3.5	2.9	4.1	3.1	1.4
Unweighted base	377	425	394	413	429	391	508	452	381	3770	770	744	733	4002	2003	12
Weighted base	530	576	529	567	579	521	679	615	518	5113	487	305	183	4386	1688	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: Small and Lage Parcels by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	33%	44%	45%	43%	42%	39%	34%	54%	42%	74%
	123	2524	332	364	556	451	218	726	2384	247
		A	d E	e	e			a B C D E		A
1 or 2	26%	32%	31%	32%	32%	34%	36%	28%	33%	16%
	98	1831	230	271	419	398	235	375	1875	52
									B	
3 or 4	24%	13%	12%	14%	14%	16%	16%	10%	14%	8%
	90	747	87	122	192	188	107	142	809	26
	B					f			b	
5 to 10	13%	9%	9%	8%	10%	9%	11%	7%	9%	1%
	49	497	69	71	130	102	73	100	539	4
	b								B	
11 to 20	3%	2%	2%	1%	2%	2%	2%	1%	2%	1%
	13	88	15	12	24	28	12	11	97	4
	b									
21 +	1%	0%	0%	1%	1%	0%	1%	0%	0%	0%
	4	24	4	8	7	3	5	1	28	0
Net: Any Received	67%	56%	55%	57%	58%	61%	66%	46%	58%	26%
	253	3186	404	483	772	720	431	629	3345	87
	B		f	f	F	a F	A b c F		B	
Effective Column n										
	250	3460	480	519	895	821	409	586	3568	129
Average	2.9	1.8	2.0	2.0	2.0	2.0	2.5	1.3	2.0	0.7
Standard Deviation	4.6	3.8	4.1	4.6	4.1	3.4	5.3	2.3	4.0	1.9
Unweighted base	406	5611	779	842	1451	1331	663	951	5786	209
Weighted base	376	5712	736	847	1329	1170	650	1355	5731	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: All letters by Demographics Part 1

		Methodology		Quarter					Gender	
Column %										
Weighted counts										
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**	
None	13%	13%	13%	13%	13%	12%	13%	13%	13%	
	786	301	485	206	192	185	203	395	391	
	-									
1 or 2	26%	28%	25%	27%	27%	25%	27%	26%	27%	
	1611	657	954	416	400	391	404	764	847	
	-	b								
3 or 4	23%	23%	23%	25%	24%	22%	22%	23%	23%	
	1410	540	870	376	366	336	332	693	717	
	-									
5 to 10	26%	24%	27%	26%	26%	26%	28%	26%	27%	
	1601	564	1037	393	393	400	415	775	827	
	-		a							
11 to 20	9%	8%	9%	7%	8%	11%	8%	9%	9%	
	521	194	327	107	127	165	121	254	267	
	-					a				
21+	3%	3%	3%	2%	2%	4%	2%	3%	2%	
	159	59	101	29	29	68	34	101	58	
	-					a b d		b		
Net: Any Received	87%	87%	87%	86%	87%	88%	87%	86%	87%	
	5292	2010	3282	1317	1308	1360	1306	2577	2715	
	-									
Effective Column n										
	3711	685	3026	938	923	937	914	1772	1939	
Average	5.3	5.0	5.5	5.2	5.0	6.0	4.9	5.8	4.8	
Standard Deviation	11.1	6.8	13.1	18.2	7.8	8.2	5.9	14.9	5.3	
Unweighted base	6018	1111	4907	1521	1496	1519	1482	2874	3144	
Weighted base	6089	2314	3774	1528	1507	1545	1509	2983	3106	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: All letters by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	23%	13%	11%	9%	10%	11%	11%	15%	9%	12%	15%	16%	12%	14%
	193	245	216	57	132	75	343	443	125	218	198	245	374	401
	B C D F				-		-	-			C	C d		a
1 or 2	32%	27%	23%	27%	28%	28%	25%	29%	24%	25%	28%	29%	26%	27%
	276	518	447	177	369	195	793	818	327	466	364	454	830	777
	C				-		-	-				c		
3 or 4	23%	22%	24%	27%	24%	21%	24%	22%	23%	25%	22%	22%	24%	23%
	197	438	460	174	316	142	784	626	320	464	291	335	756	647
					-		-	-						
5 to 10	16%	26%	30%	27%	28%	28%	28%	24%	30%	28%	23%	25%	27%	26%
	133	509	589	179	371	193	919	683	412	507	304	379	866	730
		A	A	A	-	A	-	-	e f					
11 to 20	5%	10%	9%	7%	8%	9%	9%	8%	10%	8%	9%	7%	9%	8%
	45	188	179	45	108	63	291	230	140	150	124	106	296	223
		a	a		-		-	-						
21+	1%	3%	3%	3%	3%	3%	3%	2%	4%	2%	3%	2%	3%	3%
	8	52	59	22	41	19	96	63	60	36	40	23	88	71
					-		-	-	d F					
Net: Any Received	77%	87%	89%	91%	90%	89%	89%	84%	91%	88%	85%	84%	88%	86%
	657	1695	1733	595	1205	612	2879	2413	1256	1623	1116	1297	2825	2448
		A	A	A b	-	A	-	-	E F	e f				
Effective Column n														
	513	1220	1201	418	776	360	2023	1688	873	1151	752	936	1917	1772
Average	3.5	5.9	5.4	5.1	5.3	5.5	5.6	4.9	6.7	4.8	5.6	4.2	5.7	4.8
Standard Deviation	6.8	17.2	6.1	5.8	6.8	7.6	12.4	9.4	17.8	5.5	12.7	5.0	14.2	6.2
Unweighted base	832	1979	1947	677	1258	583	3281	2737	1415	1866	1219	1518	3109	2874
Weighted base	851	1949	1949	653	1337	687	3226	2862	1384	1842	1320	1542	3210	2849
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: All letters by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	18%	17%	11%	8%	9%	13%	10%	13%	14%	13%	14%	12%	21%	13%	13%	**
	97	97	57	48	54	68	71	81	73	644	67	36	39	575	211	
	d e g	d e								-			c D e g k L			
1 or 2	21%	26%	26%	30%	35%	27%	26%	25%	26%	27%	23%	23%	29%	27%	24%	**
	114	150	135	168	204	142	175	155	134	1376	111	71	53	1194	413	
					a k l					-						
3 or 4	21%	25%	25%	26%	27%	20%	23%	19%	25%	24%	21%	22%	20%	23%	23%	**
	109	146	133	148	156	102	159	119	130	1202	104	68	36	1023	383	
										-						
5 to 10	27%	24%	25%	29%	20%	28%	28%	27%	25%	26%	30%	27%	23%	25%	30%	**
	144	140	133	165	113	145	193	167	127	1328	148	83	43	1087	509	
										-	e				a	
11 to 20	9%	6%	10%	5%	7%	10%	9%	12%	8%	8%	10%	12%	5%	9%	8%	**
	46	37	51	26	42	51	61	73	41	429	47	37	8	394	127	
								d		-		d m				
21+	4%	1%	4%	2%	2%	3%	3%	4%	2%	3%	2%	3%	2%	3%	3%	**
	20	7	20	11	9	13	20	22	13	135	10	10	4	114	45	
										-						
Net: Any Received	81%	83%	89%	92%	91%	86%	89%	87%	86%	87%	86%	88%	79%	87%	87%	**
	430	479	471	519	525	449	605	535	445	4459	420	269	144	3804	1475	
			a m	a b M	a b m		a m			-	m	M				
Effective Column n																
	233	262	243	255	265	241	313	279	235	2326	475	459	452	2468	1236	7
Average	5.5	4.1	6.3	4.6	4.1	5.5	6.6	6.1	4.9	5.3	5.1	5.6	3.8	5.1	5.6	4.1
Standard Deviation	9.1	5.2	16.1	4.9	4.7	8.8	24.0	8.4	6.6	11.9	5.3	6.1	4.9	8.5	16.1	2.4
Unweighted base	377	425	394	413	429	391	508	453	381	3771	770	744	733	4002	2004	12
Weighted base	530	576	529	567	579	521	679	616	518	5114	487	305	183	4386	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: All letters by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	12%	13%	16%	13%	12%	11%	9%	16%	12%	20%
	45	741	120	111	155	127	56	217	710	68
			c d e					c d e		A
1 or 2	23%	27%	30%	28%	25%	23%	24%	29%	26%	34%
	88	1523	223	239	332	270	153	395	1496	113
			d							a
3 or 4	21%	23%	21%	22%	26%	23%	21%	24%	23%	20%
	78	1332	157	183	344	268	137	321	1338	67
5 to 10	26%	26%	24%	26%	27%	29%	33%	21%	27%	20%
	97	1504	179	222	362	345	214	279	1531	66
					f	F	a F		b	
11 to 20	15%	8%	6%	8%	8%	11%	10%	8%	9%	5%
	56	465	42	69	112	125	66	106	503	16
	B					a				
21+	3%	3%	2%	3%	2%	3%	4%	3%	3%	1%
	12	147	15	23	23	37	24	38	154	4
Net: Any Received	87%	87%	83%	87%	88%	89%	91%	84%	87%	80%
	326	4966	615	735	1172	1041	595	1134	5011	266
					a f	a f	a f		b	
Effective Column n										
	250	3461	480	519	895	821	409	586	3569	129
Average	8.4	5.1	5.2	5.1	5.0	5.9	6.0	4.8	5.4	3.8
Standard Deviation	32.4	7.9	22.6	7.7	10.2	8.0	7.0	7.7	11.3	6.1
Unweighted base	406	5612	779	842	1451	1331	664	951	5787	209
Weighted base	376	5713	736	847	1329	1170	651	1355	5732	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Items requiring a signature by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
None	73%	80%	68%	73%	73%	70%	74%	73%	73%
	4422	1842	2580	1116	1102	1088	1116	2168	2254
	-	B							
1 or 2	23%	17%	26%	23%	23%	24%	21%	22%	23%
	1375	383	992	346	339	369	321	664	711
	-		A						
3 or 4	3%	2%	3%	3%	2%	3%	2%	3%	2%
	159	43	116	43	32	47	36	91	68
	-		a						
5 to 10	2%	2%	2%	1%	2%	2%	2%	2%	2%
	110	39	71	20	25	39	27	50	60
	-								
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%
	15	7	8	2	5	0	7	4	10
	-								
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%
	7	0	7	0	3	1	2	5	2
	-								
Net: Any Received	27%	20%	32%	27%	27%	30%	26%	27%	27%
	1665	472	1193	412	403	457	393	814	851
	-		A						
Effective Column n									
	3711	685	3026	938	923	937	914	1772	1939
Average	0.6	0.4	0.7	0.5	0.6	0.6	0.6	0.6	0.5
Standard Deviation	1.9	1.3	2.2	1.3	1.9	1.4	2.7	2.2	1.5
Unweighted base	6018	1111	4907	1521	1496	1519	1482	2874	3144
Weighted base	6089	2314	3774	1528	1507	1545	1509	2983	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Items requiring a signature by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
None	71%	69%	74%	77%	77%	77%	71%	74%	69%	72%	73%	76%	72%	74%
	608	1343	1440	505	1029	527	2295	2128	961	1333	960	1168	2302	2102
			b	b	-	b	-	-				c		
1 or 2	24%	25%	21%	21%	21%	20%	24%	21%	24%	24%	22%	20%	23%	22%
	201	484	415	134	275	141	779	596	336	443	292	304	729	638
					-		-	-						
3 or 4	3%	3%	3%	2%	2%	3%	3%	3%	4%	2%	3%	3%	3%	3%
	28	53	50	10	28	18	84	75	54	30	36	40	84	72
					-		-	-	d					
5 to 10	1%	3%	2%	1%	0%	0%	2%	2%	2%	1%	2%	2%	2%	1%
	12	60	34	4	5	1	57	53	31	26	29	24	76	34
		d f			-		-	-					b	
11 to 20	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
	0	4	10	0	1	1	9	6	0	9	2	4	12	3
					-		-	-						
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	2	5	0	0	0	0	2	5	2	0	2	3	7	0
					-		-	-						
Net: Any Received	29%	31%	26%	23%	23%	23%	29%	26%	31%	28%	27%	24%	28%	26%
	243	605	509	148	308	160	930	735	423	508	360	375	907	747
		c d f			-		-	-	f					
Effective Column n														
	513	1220	1201	418	776	360	2023	1688	873	1151	752	936	1917	1772
Average	0.5	0.8	0.5	0.4	0.4	0.4	0.6	0.6	0.7	0.5	0.6	0.5	0.7	0.5
Standard Deviation	1.5	2.8	1.5	0.9	0.9	0.9	2.1	1.6	2.8	1.5	1.6	1.7	2.4	1.2
Unweighted base	832	1979	1947	677	1258	583	3281	2737	1415	1866	1219	1518	3109	2874
Weighted base	851	1949	1949	653	1337	687	3226	2862	1384	1842	1320	1542	3210	2849
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Items requiring a signature by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
None	77%	74%	70%	71%	73%	74%	73%	69%	73%	73%	74%	68%	74%	73%	72% **	
	407	427	371	403	425	386	494	428	378	3720	359	208	136	3202	1212	
										-						
1 or 2	18%	24%	25%	24%	22%	21%	20%	27%	22%	22%	23%	25%	21%	22%	24% **	
	97	137	130	135	125	111	137	163	112	1147	112	77	38	972	399	
										-						
3 or 4	2%	1%	3%	3%	3%	3%	3%	3%	3%	3%	2%	4%	3%	3%	3% **	
	10	8	17	15	18	16	19	16	14	134	9	11	5	110	49	
										-						
5 to 10	2%	1%	2%	2%	2%	1%	3%	1%	3%	2%	1%	3%	1%	2%	1% **	
	10	4	9	9	10	6	23	8	13	93	6	8	3	86	23	
										-						
11 to 20	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0% **	
	3	0	1	3	0	1	5	0	1	14	1	0	0	12	3	
										-						
21+	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% **	
	3	0	0	0	1	0	1	1	0	7	0	0	0	4	3	
										-						
Net: Any Received	23%	26%	30%	29%	27%	26%	27%	31%	27%	27%	26%	32%	26%	27%	28% **	
	123	149	158	163	154	135	183	189	139	1393	128	97	47	1184	477	
										-						
Effective Column n																
	233	262	243	255	265	241	313	279	235	2326	475	459	452	2468	1236	7
Average	0.6	0.4	0.6	0.6	0.5	0.5	0.8	0.7	0.6	0.6	0.5	0.7	0.5	0.6	0.6	0.8
Standard Deviation	2.3	0.8	1.4	1.4	1.5	1.1	2.4	3.6	1.4	2.0	1.1	1.8	1.4	1.6	2.5	1.6
Unweighted base	377	425	394	413	429	391	508	453	381	3771	770	744	733	4002	2004	12
Weighted base	530	576	529	567	579	521	679	616	518	5114	487	305	183	4386	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Items requiring a signature by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
None	55%	74%	75%	73%	72%	68%	65%	80%	72%	89%
	206	4216	553	621	952	796	422	1079	4112	296
		A	d e	e	e			b C D E		A
1 or 2	35%	22%	20%	21%	25%	27%	26%	17%	23%	10%
	133	1242	144	179	328	317	171	236	1334	33
	B				f	a b F	a f		B	
3 or 4	4%	2%	3%	3%	2%	3%	4%	2%	3%	0%
	17	142	21	25	28	33	27	25	157	1
									b	
5 to 10	4%	2%	1%	2%	1%	2%	4%	1%	2%	1%
	17	94	11	14	19	23	28	15	107	3
	b						a b c d f			
11 to 20	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%
	2	13	7	6	0	2	1	0	15	0
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	6	1	3	2	0	1	0	7	0
Net: Any Received	45%	26%	25%	27%	28%	32%	35%	20%	28%	11%
	170	1495	184	226	377	373	229	276	1619	37
	B			f	F	a F	a b c F		B	
Effective Column n										
	250	3461	480	519	895	821	409	586	3569	129
Average	1.1	0.5	0.6	0.6	0.5	0.6	0.9	0.4	0.6	0.2
Standard Deviation	2.4	1.9	2.2	2.0	1.4	1.4	3.7	1.0	2.0	0.8
Unweighted base	406	5612	779	842	1451	1331	664	951	5787	209
Weighted base	376	5713	736	847	1329	1170	651	1355	5732	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Approximately how many of the following have you personally received in the last

Column Comparisons							
Weighted counts	**Invitations/ greetings cards/ postcards**	**Personal letters**	**Formal letters from organisations or individuals**	**Bills/ invoices/ statements**	**Smaller parcels - that will fit through a letterbox**	**Larger parcels - that will not fit through a letterbox**	**Items requiring a signature**
None	73%	79%	34%	39%	54%	64%	73%
	C D E F	A C D E F G		C	C D	C D E	C D E F
	4451	4820	2042	2401	3279	3867	4422
1 or 2	18%	17%	36%	43%	34%	28%	23%
			A B F G	A B C E F G	A B F G	A B G	A B
	1082	1017	2177	2648	2054	1679	1375
3 or 4	3%	2%	16%	11%	8%	6%	3%
	b		A B D E F G	A B E F G	A B F G	A B G	
	196	141	986	663	475	335	159
5 to 10	4%	2%	13%	6%	4%	3%	2%
	B f G		A B D E F G	a B E F G	B f G	B G	
	261	94	786	341	248	180	110
11 to 20	1%	0%	1%	1%	0%	0%	0%
	B d E F G		B D E F G	b			
	71	7	80	31	21	19	15
21+	0%	0%	0%	0%	0%	0%	0%
	b d f g						
	30	9	18	6	12	7	7
Net: Any Received	27%	21%	66%	61%	46%	36%	27%
	B		A B D E F G	A B E F G	A B F G	A B G	B
	1638	1269	4046	3688	2809	2221	1666
Effective Column n							
	3712	3711	3711	3711	3711	3711	3711
Average	1.1	0.5	2.2	1.4	1.1	0.8	0.6
Standard Deviation	8.5	1.9	4.9	2.2	2.6	1.9	1.9
Columns	A	B	C	D	E	F	G

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE2: Do you ever order items to be delivered to you by post/delivery service? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	87%	78%	93%	86%	88%	87%	88%	87%	88%
	2655	896	1759	438	878	456	883	1296	1359
	-		A						
No	13%	22%	7%	14%	12%	13%	12%	13%	12%
	387	260	127	74	122	71	120	194	193
	-	B							
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE2: Do you ever order items to be delivered to you by post/delivery service? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	90%	92%	87%	79%	78%	78%	89%	85%	90%	88%	87%	84%	89%	85%
	384	896	850	257	524	268	1434	1221	652	782	583	638	1436	1203
	d F	c D F	d f		-		-	-	f				b	
No	10%	8%	13%	21%	22%	22%	11%	15%	10%	12%	13%	16%	11%	15%
	42	77	123	69	145	75	178	209	69	109	84	125	180	205
			b	a B c	-	A B c	-	-				c		a
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE2: Do you ever order items to be delivered to you by post/delivery service? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	80%	91%	89%	83%	91%	92%	87%	87%	85%	87%	88%	87%	84%	86%	91%	**
	227	264	217	255	249	255	293	263	209	2232	214	133	76	1835	813	
										-					a	
No	20%	9%	11%	17%	9%	8%	13%	13%	15%	13%	12%	13%	16%	14%	9%	**
	56	25	27	51	25	22	43	39	36	324	29	20	15	305	82	
										-				b		
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE2: Do you ever order items to be delivered to you by post/delivery service? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	93%	87%	83%	84%	92%	92%	91%	81%	90%	43%
	168	2486	304	342	611	549	300	549	2568	74
					A b F	A B F	a b f		B	
No	7%	13%	17%	16%	8%	8%	9%	19%	10%	57%
	13	374	62	65	55	45	30	130	286	97
			C D e	c D e				C D e		A
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3. When you place an order for an item for yourself, where do you usually get items delivered to? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Home address	96%	97%	96%	96%	97%	97%	96%	96%	97%
	2560	873	1688	420	849	442	850	1248	1312
	-								
Work address	7%	7%	7%	6%	5%	8%	8%	7%	6%
	181	59	121	27	45	35	73	97	84
	-								
Friend/relative's address	6%	4%	7%	6%	6%	6%	6%	6%	6%
	158	34	125	26	49	29	55	78	80
	-		a						
In store, using a 'collect from store option'	10%	8%	11%	11%	9%	12%	11%	9%	11%
	273	75	199	49	77	53	95	121	153
	-								
Post office	7%	3%	9%	5%	6%	7%	9%	8%	6%
	183	25	158	22	48	30	82	102	81
	-		A						
Delivery locker	4%	2%	5%	4%	4%	5%	4%	5%	3%
	111	16	95	19	32	24	36	69	42
	-		A					b	
Another pick-up point	5%	3%	6%	5%	4%	6%	7%	5%	5%
	143	30	112	21	37	27	59	68	74
	-		a						
Somewhere else	1%	0%	2%	1%	0%	2%	2%	2%	1%
	37	3	34	4	4	7	22	22	15
	-		a				b		
Effective Column n									
	1716	273	1443	288	568	293	567	806	910
Unweighted base	2715	432	2283	456	898	464	897	1275	1440
Weighted base	2655	896	1759	438	878	456	883	1296	1359
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3. When you place an order for an item for yourself, where do you usually get items delivered to? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Home address	97%	96%	96%	98%	99%	100%	96%	97%	98%	95%	97%	96%	95%	98%
	371	858	813	252	517	266	1379	1182	637	742	567	615	1369	1175
					-		-	-						a
Work address	7%	11%	6%	1%	1%	0%	8%	6%	6%	9%	8%	4%	12%	1%
	27	97	53	3	4	1	111	69	40	72	46	23	166	13
	d F	c D F	d f		-		-	-		f	f		B	
Friend/relative's address	7%	8%	5%	3%	3%	3%	6%	6%	5%	6%	7%	6%	7%	4%
	27	75	43	6	13	7	81	77	31	50	39	38	104	52
		d f			-		-	-					b	
In store, using a 'collect from store option'	14%	13%	9%	6%	6%	6%	11%	10%	9%	12%	11%	8%	11%	9%
	53	113	77	15	30	15	154	119	60	94	66	53	162	111
	d f	d f			-		-	-						
Post office	11%	10%	4%	2%	2%	2%	6%	8%	6%	6%	9%	6%	8%	5%
	41	92	38	6	12	6	89	94	42	47	53	41	120	61
	c d f	C d f			-		-	-					b	
Delivery locker	5%	7%	3%	1%	1%	1%	4%	4%	5%	3%	4%	4%	5%	3%
	20	60	24	3	6	3	56	55	31	26	26	29	74	35
		c d f			-		-	-					b	
Another pick-up point	7%	8%	4%	1%	2%	3%	5%	5%	5%	6%	5%	6%	7%	4%
	29	72	31	4	11	8	78	65	31	47	28	37	95	45
	c d	c d f			-		-	-					b	
Somewhere else	3%	2%	0%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%
	10	21	2	2	4	2	14	23	4	10	10	13	20	15
	c	c			-		-	-						
Effective Column n														
	243	589	554	181	329	149	962	754	425	537	342	412	901	805
Unweighted base	385	932	877	286	520	235	1522	1193	673	849	541	652	1425	1274
Weighted base	384	896	850	257	524	268	1434	1221	652	782	583	638	1436	1203
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3. When you place an order for an item for yourself, where do you usually get items delivered to? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Home address	99%	96%	97%	98%	97%	96%	95%	95%	96%	96%	96%	97%	99%	96%	98%	**
	223	254	210	249	241	245	278	250	200	2150	206	129	75	1760	793	
										-						
Work address	5%	11%	7%	5%	6%	8%	10%	7%	6%	7%	4%	5%	4%	8%	5%	**
	11	28	15	13	14	19	31	19	12	161	9	7	3	140	40	
										-						
Friend/relative's address	6%	7%	11%	4%	4%	3%	7%	4%	10%	6%	5%	4%	5%	6%	6%	**
	14	19	23	11	9	7	21	12	22	138	11	6	4	109	48	
										-						
In store, using a 'collect from store option'	10%	10%	8%	17%	12%	4%	13%	7%	14%	11%	8%	7%	11%	10%	10%	**
	23	26	18	43	30	10	39	20	29	238	18	9	8	192	80	
				f						-						
Post office	6%	5%	9%	5%	8%	4%	14%	6%	8%	7%	4%	4%	7%	8%	5%	**
	13	13	20	13	19	10	42	15	17	163	9	5	5	138	44	
							f k			-						
Delivery locker	7%	4%	7%	4%	6%	2%	6%	2%	3%	5%	2%	3%	2%	5%	2%	**
	17	12	16	9	14	6	18	5	6	102	4	3	2	90	20	
										-						
Another pick-up point	6%	6%	6%	4%	5%	4%	9%	4%	7%	6%	3%	2%	6%	6%	5%	**
	14	17	13	11	11	11	27	10	14	128	7	3	5	102	39	
										-						
Somewhere else	1%	1%	4%	2%	1%	2%	1%	1%	1%	2%	0%	1%	1%	1%	1%	**
	2	2	8	6	3	5	4	2	2	34	1	2	0	27	8	
										-						
Effective Column n																
	109	126	113	119	120	118	144	126	105	1081	222	208	205	1108	604	4
Unweighted base	173	200	179	188	190	187	228	199	166	1710	351	329	325	1752	956	7
Weighted base	227	264	217	255	249	255	293	263	209	2232	214	133	76	1835	813	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3. When you place an order for an item for yourself, where do you usually get items delivered to? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Home address	97%	96%	97%	97%	96%	96%	94%	98%	97%	90%
	163	2398	295	331	589	525	283	538	2482	66
									b	
Work address	12%	6%	3%	6%	4%	8%	15%	6%	7%	5%
	20	160	10	20	27	46	46	31	172	4
	b					a c	A b C d f			
Friend/relative's address	17%	5%	8%	8%	5%	7%	6%	4%	6%	10%
	29	129	24	28	29	38	19	21	150	7
	B									
In store, using a 'collect from store option'	23%	9%	9%	12%	10%	11%	13%	8%	10%	7%
	39	235	27	40	61	62	39	44	265	5
	B									
Post office	19%	6%	9%	8%	9%	8%	8%	2%	7%	11%
	32	151	27	26	52	43	25	10	172	8
	B		f	f	F	f	f			
Delivery locker	11%	4%	4%	5%	4%	4%	7%	2%	4%	6%
	19	92	13	19	26	23	20	9	106	4
	B									
Another pick-up point	16%	5%	8%	7%	6%	5%	4%	3%	5%	6%
	26	117	24	24	35	29	13	18	136	4
	B									
Somewhere else	4%	1%	3%	2%	2%	2%	0%	0%	1%	0%
	7	30	8	5	13	9	1	1	36	0
	b									
Effective Column n										
	115	1601	205	231	436	402	197	245	1677	33
Unweighted base	182	2533	325	366	689	636	311	388	2653	52
Weighted base	168	2486	304	342	611	549	300	549	2568	74
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3b: And when you place an order for an item for yourself, where have you had items delivered to in the past 6 months? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Home address	81%	89%	77%	85%	86%	76%	76%	80%	81%
	2140	794	1346	374	752	345	669	1037	1103
	-	B		c d	C D				
Work address	13%	11%	14%	10%	9%	17%	15%	13%	12%
	334	94	240	45	79	80	130	169	165
	-					a B	b		
Friend/relative's address	12%	7%	14%	10%	9%	14%	14%	11%	12%
	309	63	246	45	78	64	122	140	169
	-		A						
In store, using a 'collect from store option'	17%	12%	20%	14%	14%	23%	18%	15%	19%
	451	105	346	62	125	106	159	198	253
	-		A			a b			
Post office	9%	5%	11%	6%	8%	10%	10%	10%	8%
	235	41	194	27	71	46	91	123	112
	-		A						
Delivery locker	6%	3%	8%	3%	5%	7%	8%	6%	6%
	158	25	133	13	45	33	67	83	75
	-		A				a		
Another pick-up point	9%	6%	10%	4%	6%	12%	12%	8%	9%
	226	55	171	19	50	53	104	107	119
	-		a			a b	A B		
Somewhere else	3%	1%	4%	2%	2%	4%	4%	3%	3%
	79	7	72	10	15	16	37	42	37
	-		A						
Effective Column n									
	1716	273	1443	288	568	293	567	806	910
Unweighted base	2715	432	2283	456	898	464	897	1275	1440
Weighted base	2655	896	1759	438	878	456	883	1296	1359
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3b: And when you place an order for an item for yourself, where have you had items delivered to in the past 6 months? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Home address	75%	79%	83%	81%	83%	86%	80%	82%	80%	79%	82%	82%	79%	83%
	288	707	707	208	437	229	1141	999	523	618	475	524	1138	994
			a		-	a	-	-						
Work address	17%	18%	9%	6%	5%	4%	15%	10%	13%	17%	13%	6%	19%	5%
	63	164	81	14	26	11	217	117	88	129	77	40	277	57
	c d F	C D F	f		-		-	-	F	F	f		B	
Friend/relative's address	22%	13%	8%	8%	8%	9%	12%	12%	9%	14%	12%	11%	13%	10%
	83	115	67	21	44	23	166	143	58	108	73	70	190	116
	b C D F	c			-		-	-					b	
In store, using a 'collect from store option'	21%	21%	13%	17%	14%	10%	19%	15%	19%	18%	18%	12%	19%	14%
	81	187	112	44	71	27	270	181	127	143	104	78	278	172
	c f	c f			-		-	-	f	f			b	
Post office	15%	12%	5%	6%	6%	6%	9%	9%	8%	10%	9%	9%	10%	7%
	56	106	42	15	31	17	128	107	53	75	52	55	145	90
	C d f	C d			-		-	-						
Delivery locker	8%	8%	4%	4%	4%	4%	6%	6%	6%	7%	8%	4%	7%	5%
	32	74	31	11	22	10	90	69	38	51	44	25	94	62
	c	c			-		-	-						
Another pick-up point	12%	11%	6%	7%	6%	5%	8%	9%	9%	8%	8%	9%	9%	8%
	46	97	52	17	30	13	122	104	60	62	49	55	128	95
	c f	c f			-		-	-						
Somewhere else	4%	4%	1%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
	17	34	13	7	15	8	42	36	21	21	15	21	37	42
					-		-	-						
Effective Column n														
	243	589	554	181	329	149	962	754	425	537	342	412	901	805
Unweighted base	385	932	877	286	520	235	1522	1193	673	849	541	652	1425	1274
Weighted base	384	896	850	257	524	268	1434	1221	652	782	583	638	1436	1203
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3b: And when you place an order for an item for yourself, where have you had items delivered to in the past 6 months? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Home address	83%	78%	76%	85%	79%	85%	75%	77%	83%	80%	83%	83%	85%	80%	82%	**
	188	206	164	217	197	217	221	203	172	1786	179	111	65	1466	671	
										-						
Work address	13%	15%	13%	9%	11%	12%	16%	19%	9%	13%	9%	11%	8%	14%	8%	**
	30	40	28	22	26	30	47	50	20	294	19	15	6	265	68	
										-				b		
Friend/relative's address	12%	10%	19%	11%	13%	9%	12%	9%	13%	12%	12%	10%	11%	11%	12%	**
	27	27	41	28	32	24	34	23	27	262	26	13	8	208	99	
										-						
In store, using a 'collect from store option'	18%	15%	17%	17%	21%	17%	22%	18%	16%	18%	13%	10%	14%	19%	13%	**
	41	39	36	44	51	42	64	49	33	399	28	13	11	345	106	
										-				b		
Post office	7%	10%	10%	6%	10%	8%	13%	9%	9%	9%	7%	7%	6%	9%	8%	**
	16	27	21	16	24	19	38	24	20	205	16	10	5	165	69	
										-						
Delivery locker	9%	7%	9%	6%	6%	5%	7%	6%	2%	6%	5%	3%	2%	7%	4%	**
	21	18	20	15	14	13	22	16	4	143	10	4	2	126	32	
										-						
Another pick-up point	11%	10%	12%	4%	13%	9%	8%	6%	7%	9%	7%	6%	6%	9%	7%	**
	24	27	27	10	32	23	24	17	16	198	16	7	4	166	60	
										-						
Somewhere else	3%	4%	5%	3%	2%	2%	3%	2%	3%	3%	3%	4%	2%	3%	3%	**
	7	10	10	7	6	5	10	5	5	66	6	5	1	52	25	
										-						
Effective Column n																
	109	126	113	119	120	118	144	126	105	1081	222	208	205	1108	604	4
Unweighted base	173	200	179	188	190	187	228	199	166	1710	351	329	325	1752	956	7
Weighted base	227	264	217	255	249	255	293	263	209	2232	214	133	76	1835	813	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3b: And when you place an order for an item for yourself, where have you had items delivered to in the past 6 months? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Home address	64%	82%	79%	79%	82%	77%	79%	85%	81%	77%
	108	2032	240	270	503	424	237	466	2077	57
		A								
Work address	23%	12%	8%	10%	13%	16%	19%	10%	12%	13%
	39	294	25	35	78	87	56	53	320	10
	B					a	a b f			
Friend/relative's address	19%	11%	13%	14%	11%	15%	8%	9%	12%	6%
	32	277	38	49	65	82	25	49	302	5
	b									
In store, using a 'collect from store option'	21%	17%	13%	16%	13%	23%	23%	15%	17%	11%
	36	415	40	54	79	125	69	83	440	8
						a C f	a c			
Post office	13%	9%	9%	10%	9%	11%	8%	7%	9%	6%
	22	213	29	33	52	61	24	36	227	5
Delivery locker	15%	5%	9%	6%	6%	6%	6%	4%	6%	5%
	25	133	28	22	35	33	17	23	153	4
	B									
Another pick-up point	14%	8%	9%	10%	9%	8%	8%	8%	8%	7%
	24	201	26	33	52	46	25	44	218	5
	b									
Somewhere else	9%	3%	6%	4%	3%	3%	4%	1%	3%	3%
	14	64	17	13	17	14	11	7	76	2
	B									
Effective Column n										
	115	1601	205	231	436	402	197	245	1677	33
Unweighted base	182	2533	325	366	689	636	311	388	2653	52
Weighted base	168	2486	304	342	611	549	300	549	2568	74
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE4: Have you ever returned any goods that were delivered to you by post? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	57%	61%	56%	55%	59%	56%	57%	50%	64%
	1524	543	981	242	522	256	504	653	871
	-								A
No	43%	39%	44%	45%	41%	44%	43%	50%	36%
	1131	353	778	196	356	200	379	643	488
	-							B	
Effective Column n									
	1716	273	1443	288	568	293	567	806	910
Unweighted base	2715	432	2283	456	898	464	897	1275	1440
Weighted base	2655	896	1759	438	878	456	883	1296	1359
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE4: Have you ever returned any goods that were delivered to you by post? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	52%	60%	60%	52%	52%	53%	59%	55%	60%	59%	55%	55%	60%	55%
	201	539	509	133	274	142	852	671	391	462	323	348	861	656
					-		-	-					b	
No	48%	40%	40%	48%	48%	47%	41%	45%	40%	41%	45%	45%	40%	45%
	182	358	341	124	250	126	582	549	262	320	260	289	575	547
					-		-	-						a
Effective Column n														
	243	589	554	181	329	149	962	754	425	537	342	412	901	805
Unweighted base	385	932	877	286	520	235	1522	1193	673	849	541	652	1425	1274
Weighted base	384	896	850	257	524	268	1434	1221	652	782	583	638	1436	1203
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE4: Have you ever returned any goods that were delivered to you by post? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	55%	62%	63%	54%	56%	59%	50%	57%	59%	57%	56%	56%	75%	56%	60%	**
	125	163	137	137	139	151	147	151	124	1274	119	74	57	1031	491	
										-			g k L			
No	45%	38%	37%	46%	44%	41%	50%	43%	41%	43%	44%	44%	25%	44%	40%	**
	101	102	80	117	110	104	147	112	85	958	95	59	19	804	322	
						m				-	m	M				
Effective Column n																
	109	126	113	119	120	118	144	126	105	1081	222	208	205	1108	604	4
Unweighted base	173	200	179	188	190	187	228	199	166	1710	351	329	325	1752	956	7
Weighted base	227	264	217	255	249	255	293	263	209	2232	214	133	76	1835	813	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE4: Have you ever returned any goods that were delivered to you by post? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column % **Weighted counts** **Column Comparisons**	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	70%	57%	53%	53%	57%	60%	64%	57%	57%	72%
	118	1406	161	182	348	329	191	312	1464	53
	b									a
No	30%	43%	47%	47%	43%	40%	36%	43%	43%	28%
	50	1081	143	160	263	220	109	237	1104	21
		a							b	
Effective Column n										
	115	1601	205	231	436	402	197	245	1677	33
Unweighted base	182	2533	325	366	689	636	311	388	2653	52
Weighted base	168	2486	304	342	611	549	300	549	2568	74
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Royal Mail	83%	77%	86%	79%	83%	85%	85%	84%	82%
	2867	791	2076	674	667	792	734	1357	1510
	-		A			a	a		
Hermes	34%	30%	36%	33%	35%	34%	35%	28%	39%
	1174	303	871	277	277	321	298	457	717
	-		a						A
Yodel	16%	16%	16%	16%	17%	16%	15%	15%	17%
	551	166	384	136	139	151	125	236	315
	-								
Amazon Logistics	19%	22%	18%	17%	19%	21%	18%	19%	18%
	646	221	424	142	149	198	158	307	338
	-	b							
DPD	23%	29%	21%	24%	24%	22%	22%	24%	22%
	790	293	497	200	191	208	190	389	401
	-	B							
Parcelforce	12%	14%	12%	11%	15%	13%	11%	13%	12%
	429	140	289	90	120	126	94	206	223
	-								
DHL	16%	17%	15%	14%	17%	18%	14%	17%	15%
	544	178	366	121	138	168	117	269	275
	-								
Collect+	4%	4%	4%	5%	5%	3%	3%	4%	4%
	141	38	103	44	43	28	26	68	73
	-								
FedEx	6%	5%	7%	6%	8%	5%	5%	7%	6%
	212	53	159	51	66	51	43	109	103
	-								
UPS	6%	8%	5%	5%	6%	5%	6%	7%	5%
	194	79	115	46	48	50	50	107	88
	-	b							
UK Mail	3%	2%	3%	3%	3%	2%	4%	3%	2%
	98	16	82	23	25	20	31	53	46
	-		a						
Interlink	1%	2%	1%	1%	2%	2%	1%	2%	1%
	49	25	24	7	14	15	13	28	21
	-	b							
TNT Express	2%	3%	2%	1%	2%	2%	3%	3%	2%
	74	28	46	12	17	19	26	40	34
	-								
Citipost	2%	1%	2%	3%	1%	1%	1%	2%	1%
	54	11	43	21	8	13	12	35	19
	-							b	
Other	1%	2%	1%	1%	1%	1%	2%	1%	1%
	40	21	20	7	6	13	14	20	20
	-	b							
I don't know	3%	3%	3%	4%	4%	3%	3%	4%	3%
	112	35	77	31	33	26	23	58	55
	-								
Net: Royal Mail & Parcelforce	85%	80%	87%	80%	85%	87%	87%	86%	84%
	2920	820	2100	682	686	809	743	1383	1537
	-		A		a	a	a		
Effective Column n									
	2337	306	2031	578	570	626	563	1070	1267
Unweighted base	3696	484	3212	915	901	990	890	1692	2004
Weighted base	3443	1024	2419	849	803	933	858	1607	1836
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who received a parcel in the previous week

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Royal Mail	81%	85%	84%	81%	80%	79%	82%	85%	81%	83%	84%	85%	83%	83%
	375	1023	961	263	508	245	1551	1316	669	882	632	685	1575	1279
					-		-	-						
Hermes	32%	34%	33%	37%	38%	39%	34%	34%	38%	32%	34%	34%	33%	35%
	148	414	371	121	240	119	648	526	309	340	256	270	621	545
					-		-	-						
Yodel	12%	16%	18%	14%	15%	15%	16%	16%	17%	16%	15%	16%	16%	16%
	56	195	206	46	94	48	306	245	138	168	116	129	306	245
					-		-	-						
Amazon Logistics	19%	19%	17%	19%	20%	21%	19%	19%	19%	19%	17%	21%	16%	22%
	89	230	198	63	128	66	352	294	152	200	129	165	310	332
					-		-	-						a
DPD	19%	27%	23%	20%	18%	16%	25%	21%	25%	24%	23%	19%	25%	21%
	87	327	263	64	113	49	462	327	204	259	175	152	470	320
		a f			-		-	-					b	
Parcelforce	10%	14%	13%	9%	11%	13%	13%	12%	15%	11%	12%	12%	13%	12%
	44	164	151	29	70	41	238	191	121	117	92	99	246	180
					-		-	-						
DHL	13%	19%	15%	13%	13%	14%	17%	14%	19%	16%	16%	12%	19%	12%
	61	229	168	43	85	42	324	219	155	169	120	100	353	191
					-		-	-	f				B	
Collect+	7%	7%	2%	0%	1%	1%	5%	3%	6%	4%	4%	3%	6%	2%
	31	79	27	1	4	3	90	51	46	44	30	20	117	23
	c D f	C D f			-		-	-					B	
FedEx	10%	8%	4%	3%	3%	3%	7%	6%	7%	6%	7%	4%	8%	4%
	46	98	51	9	17	9	123	88	61	62	56	32	153	58
	c d f	c d f			-		-	-	f		f		B	
UPS	5%	7%	6%	5%	3%	2%	6%	5%	7%	5%	7%	4%	7%	4%
	24	84	66	16	21	5	112	82	55	57	52	30	134	59
		f			-		-	-					B	
UK Mail	3%	4%	2%	1%	2%	3%	3%	2%	5%	3%	2%	2%	3%	2%
	13	45	28	4	13	9	65	33	37	28	19	15	66	33
					-		-	-						
Interlink	2%	3%	0%	0%	0%	0%	2%	1%	1%	2%	2%	0%	2%	1%
	8	36	4	0	1	1	31	18	10	22	14	4	40	8
	c	C d			-		-	-					b	
TNT Express	2%	2%	2%	2%	2%	1%	3%	1%	3%	3%	2%	1%	3%	1%
	10	29	25	8	10	2	51	23	24	28	16	7	60	14
					-		-	-					B	
Citipost	4%	3%	1%	0%	0%	0%	2%	1%	3%	1%	1%	1%	2%	1%
	17	30	6	1	1	0	34	20	24	10	10	10	44	10
	C d f	c d f			-		-	-	d				b	
Other	0%	1%	1%	2%	2%	2%	1%	1%	1%	1%	0%	2%	1%	2%
	2	14	11	6	13	7	23	17	11	13	2	15	15	26
					-		-	-				e		a
I don't know	4%	2%	4%	3%	4%	6%	3%	3%	4%	3%	4%	2%	3%	4%
	18	25	43	9	26	17	65	48	35	30	28	20	57	54
					-	b	-	-						
Net: Royal Mail & Parcelforce	82%	87%	86%	81%	81%	82%	84%	86%	84%	84%	85%	87%	85%	84%
	379	1046	978	264	518	254	1586	1334	691	896	638	696	1614	1292
					-		-	-						
Effective Column n														
	310	824	772	241	430	189	1300	1036	585	716	480	556	1232	1092
Unweighted base	491	1304	1221	381	680	299	2057	1639	925	1132	760	879	1949	1727
Weighted base	464	1205	1139	326	635	309	1886	1557	821	1065	754	803	1890	1536
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who received a parcel in the previous week

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Royal Mail	87%	83%	82%	85%	79%	87%	82%	78%	87%	83%	83%	84%	90%	82%	85%	**
	241	260	253	257	262	265	298	288	257	2380	243	162	81	2004	853	
										-						
Hermes	30%	34%	38%	38%	26%	37%	24%	38%	36%	33%	40%	37%	36%	33%	37%	**
	82	106	117	116	85	112	87	142	105	952	117	73	32	807	366	
			g	g		g		e g		-	e G	g				
Yodel	18%	14%	14%	14%	13%	16%	14%	17%	19%	16%	19%	18%	16%	15%	18%	**
	49	45	43	43	44	50	52	62	57	445	56	35	14	373	178	
										-						
Amazon Logistics	10%	23%	17%	21%	18%	20%	21%	26%	18%	20%	18%	13%	9%	19%	17%	**
	29	72	52	62	58	62	75	96	53	560	51	26	9	473	170	
		a						a		-						
DPD	22%	23%	21%	15%	25%	24%	23%	21%	27%	23%	25%	27%	21%	23%	22%	**
	60	73	67	47	84	74	83	79	78	645	73	53	19	568	221	
										-						
Parcelforce	13%	10%	8%	13%	15%	10%	13%	12%	15%	12%	15%	12%	17%	12%	14%	**
	37	30	25	39	49	30	48	43	45	347	44	24	15	289	140	
										-						
DHL	19%	15%	14%	15%	17%	12%	20%	17%	14%	16%	15%	15%	17%	16%	16%	**
	52	47	45	44	57	36	72	61	42	457	43	28	15	384	159	
										-						
Collect+	4%	3%	2%	3%	8%	3%	7%	4%	2%	4%	3%	3%	8%	5%	2%	**
	10	10	7	10	26	10	24	16	6	119	9	6	7	125	16	
										-				B		
FedEx	8%	5%	4%	11%	5%	5%	9%	4%	7%	6%	5%	6%	3%	6%	6%	**
	21	17	13	32	16	14	32	16	20	182	15	11	3	153	58	
										-						
UPS	5%	7%	3%	3%	6%	7%	10%	6%	3%	6%	5%	6%	4%	6%	5%	**
	15	21	9	11	20	20	37	22	10	164	16	11	3	146	47	
										-						
UK Mail	3%	2%	2%	2%	2%	4%	5%	4%	5%	3%	2%	1%	1%	3%	2%	**
	7	5	5	7	5	11	19	15	13	89	5	3	1	75	24	
										-						
Interlink	2%	1%	0%	2%	2%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%	**
	6	3	0	6	7	4	7	4	7	44	3	2	1	40	9	
										-						
TNT Express	2%	4%	2%	2%	1%	2%	4%	2%	1%	2%	2%	2%	1%	2%	2%	**
	6	13	6	7	2	7	14	7	4	65	5	4	1	55	19	
										-						
Citipost	3%	0%	0%	2%	1%	2%	5%	1%	1%	2%	1%	2%	1%	2%	1%	**
	7	1	1	6	4	5	16	5	4	48	2	3	1	49	5	
										-				b		
Other	0%	3%	0%	3%	0%	0%	1%	0%	1%	1%	3%	1%	0%	1%	1%	**
	1	9	1	8	1	1	5	2	2	29	8	3	0	32	8	
										-						
I don't know	3%	2%	4%	6%	3%	2%	3%	5%	2%	3%	2%	4%	2%	3%	3%	**
	8	6	12	18	10	6	13	20	5	98	6	7	2	79	33	
										-						
Net: Royal Mail & Parcelforce	88%	84%	83%	86%	84%	88%	84%	79%	88%	85%	85%	85%	90%	84%	86%	**
	244	262	256	261	279	268	305	291	258	2425	248	165	82	2045	865	
										-						
Effective Column n																
	140	155	152	157	165	152	187	182	146	1435	310	313	279	1509	822	6
Unweighted base	221	245	240	248	261	241	295	288	231	2270	490	495	441	2386	1300	10
Weighted base	278	313	310	302	331	306	362	369	295	2865	293	194	91	2431	1001	10
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Royal Mail	81%	83%	88%	84%	85%	84%	81%	79%	84%	63%
	207	2660	356	408	655	604	349	496	2809	55
									B	
Hermes	33%	34%	29%	31%	39%	39%	32%	29%	34%	32%
	83	1091	118	149	304	280	140	181	1145	27
					a b f	a b f				
Yodel	18%	16%	18%	14%	16%	16%	16%	17%	16%	10%
	46	504	72	69	121	114	69	106	542	9
Amazon Logistics	16%	19%	17%	18%	18%	19%	21%	18%	19%	12%
	40	605	70	89	142	137	92	115	635	11
DPD	23%	23%	12%	20%	22%	26%	31%	25%	23%	28%
	59	731	48	99	168	185	134	156	766	24
				a	A	A	A b c	A		
Parcelforce	13%	12%	13%	10%	10%	14%	15%	12%	13%	8%
	33	396	51	51	81	102	67	78	422	7
DHL	20%	15%	12%	13%	14%	17%	22%	17%	16%	12%
	51	492	50	63	105	120	97	109	533	10
							a b c			
Collect+	10%	4%	3%	3%	4%	6%	5%	3%	4%	17%
	25	116	13	13	28	46	21	20	126	15
	B									A
FedEx	12%	6%	4%	4%	7%	6%	10%	5%	6%	8%
	32	180	18	18	57	44	42	32	204	7
	B						b			
UPS	9%	5%	4%	4%	6%	6%	10%	5%	6%	5%
	24	171	17	18	44	41	42	32	190	5
	b						b			
UK Mail	5%	3%	1%	3%	3%	3%	5%	2%	3%	0%
	13	86	6	13	20	23	22	16	98	0
Interlink	4%	1%	1%	1%	2%	1%	2%	2%	1%	4%
	11	38	3	3	15	4	11	13	44	4
	B									
TNT Express	6%	2%	1%	2%	2%	2%	7%	1%	2%	4%
	16	58	5	8	12	14	28	7	70	4
	B						a b C d f			
Citipost	6%	1%	1%	1%	1%	2%	2%	2%	1%	8%
	15	39	5	5	11	15	9	10	47	7
	B									A
Other	2%	1%	1%	3%	1%	1%	1%	1%	1%	0%
	4	36	6	17	4	8	2	4	40	0
				c d e f						
I don't know	3%	3%	1%	2%	3%	3%	5%	5%	3%	9%
	7	105	5	12	22	23	22	29	103	8
										a
Net: Royal Mail & Parcelforce	83%	85%	89%	86%	86%	85%	84%	81%	85%	65%
	212	2709	361	415	662	613	363	506	2860	56
									B	
Effective Column n										
	181	2156	286	338	592	546	285	291	2291	39
Unweighted base	286	3410	452	535	936	863	450	460	3623	62
Weighted base	255	3189	405	484	772	721	432	629	3349	87
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who received a parcel in the previous week

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	85%	84%	86%	86%	84%	86%	85%	84%	87%
	2941	865	2076	727	678	803	733	1349	1592
	-								
No - I received a card with instructions to arrange for redelivery or collection from a depot	13%	12%	14%	13%	13%	13%	14%	13%	13%
	455	127	328	106	108	122	118	211	243
	-								
No - I received a card to say that it was left in a safe place outside my home	6%	7%	6%	6%	7%	7%	5%	6%	6%
	219	73	146	48	60	66	45	104	115
	-								
No - I received a card to say that it was left with a neighbour	6%	7%	5%	4%	7%	6%	6%	6%	6%
	196	67	128	36	54	53	53	90	106
	-								
No - It was left outside of my home for me to find	2%	2%	2%	2%	3%	2%	1%	3%	2%
	70	23	48	14	25	19	12	42	28
	-								
I don't know	1%	1%	1%	1%	1%	1%	1%	2%	1%
	42	10	31	11	10	9	12	28	13
	-							b	
NET: No	21%	20%	21%	19%	22%	22%	20%	21%	21%
	714	209	506	163	174	207	171	336	379
	-								
Effective Column n									
	2337	306	2031	578	570	626	563	1070	1267
Unweighted base	3696	484	3212	915	901	990	890	1692	2004
Weighted base	3443	1024	2419	849	803	933	858	1607	1836
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who received a parcel in the previous week

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	81%	82%	87%	92%	92%	91%	85%	86%	85%	84%	86%	87%	82%	90%
	373	993	992	300	582	282	1598	1342	701	897	647	696	1548	1383
			a b	A B	-	a b	-	-						A
No - I received a card with instructions to arrange for redelivery or collection from a depot	17%	14%	13%	9%	9%	9%	14%	12%	14%	14%	14%	11%	15%	11%
	79	170	149	29	57	27	266	189	113	152	105	84	291	164
	d f				-		-	-					B	
No - I received a card to say that it was left in a safe place outside my home	10%	8%	5%	3%	3%	3%	7%	5%	7%	7%	5%	6%	7%	6%
	49	92	59	9	19	11	134	85	57	77	39	46	128	90
	c d f	d			-		-	-						
No - I received a card to say that it was left with a neighbour	5%	7%	5%	5%	4%	3%	7%	4%	7%	6%	4%	4%	7%	4%
	24	85	60	17	27	10	129	67	61	68	32	35	128	61
					-		-	-					b	
No - It was left outside of my home for me to find	2%	2%	2%	1%	1%	2%	2%	2%	2%	3%	1%	2%	3%	1%
	11	28	22	4	9	5	45	25	17	28	11	14	48	21
					-		-	-						
I don't know	2%	2%	0%	0%	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%
	10	21	5	0	4	4	17	25	6	11	9	16	29	8
					-		-	-					b	
NET: No	26%	24%	20%	13%	13%	13%	23%	18%	23%	23%	20%	17%	24%	17%
	123	286	224	42	82	40	428	287	185	243	151	136	452	256
	c D F	D F	d f		-		-	-					B	
Effective Column n														
	310	824	772	241	430	189	1300	1036	585	716	480	556	1232	1092
Unweighted base	491	1304	1221	381	680	299	2057	1639	925	1132	760	879	1949	1727
Weighted base	464	1205	1139	326	635	309	1886	1557	821	1065	754	803	1890	1536
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who received a parcel in the previous week

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? by Demographics Part 3

	UK nation													Rurality	
Column %															
Weighted counts															
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**
Yes	87%	81%	84%	85%	79%	89%	87%	85%	85%	85%	91%	87%	86%	85%	87%
	242	255	260	258	260	272	314	315	251	2428	268	168	78	2061	872
										-	e				
No - I received a card with instructions to arrange for redelivery or collection from a depot	11%	15%	17%	15%	19%	9%	12%	12%	14%	14%	10%	11%	15%	14%	12%
	30	48	53	46	61	27	42	43	40	390	29	22	13	332	121
										-					
No - I received a card to say that it was left in a safe place outside my home	4%	5%	5%	18%	6%	5%	4%	6%	6%	6%	8%	4%	5%	6%	8%
	11	17	16	54	21	14	14	20	17	184	22	8	4	138	80
				A b C e F G H i k L m						-					
No - I received a card to say that it was left with a neighbour	5%	7%	6%	6%	10%	5%	5%	5%	5%	6%	5%	3%	4%	6%	5%
	13	22	18	19	33	14	19	18	15	171	15	6	4	141	54
										-					
No - It was left outside of my home for me to find	1%	3%	2%	1%	0%	2%	2%	4%	4%	2%	2%	1%	2%	2%	3%
	2	8	6	3	1	6	9	14	11	60	5	3	2	43	27
										-					
I don't know	0%	0%	1%	2%	0%	0%	2%	3%	1%	1%	1%	3%	1%	1%	1%
	1	2	5	7	2	0	6	10	2	34	2	5	1	29	12
										-					
NET: No	17%	24%	23%	27%	26%	15%	19%	20%	20%	21%	18%	17%	21%	21%	20%
	47	75	72	82	87	46	69	74	58	610	53	33	19	516	196
										-					
Effective Column n															
	140	155	152	157	165	152	187	182	146	1435	310	313	279	1509	822
Unweighted base	221	245	240	248	261	241	295	288	231	2270	490	495	441	2386	1300
Weighted base	278	313	310	302	331	306	362	369	295	2865	293	194	91	2431	1001
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Unknown
**
**
**
**
**
**
**
6
10
10
C

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Yes	83%	86%	90%	85%	86%	85%	82%	86%	86%	78%	
	210	2730	364	410	663	610	353	540	2872	68	
No - I received a card with instructions to arrange for redelivery or collection from a depot	13%	13%	11%	14%	12%	14%	18%	11%	13%	15%	
	32	423	46	68	94	101	78	67	442	13	
No - I received a card to say that it was left in a safe place outside my home	7%	6%	4%	6%	7%	7%	11%	4%	6%	12%	
	17	202	16	31	51	48	46	27	208	11	
							a f				
No - I received a card to say that it was left with a neighbour	3%	6%	3%	4%	7%	6%	9%	5%	6%	5%	
	8	188	10	19	56	41	41	29	192	4	
					a		a b				
No - It was left outside of my home for me to find	2%	2%	1%	1%	3%	2%	3%	2%	2%	0%	
	6	65	4	6	21	14	14	11	70	0	
I don't know	1%	1%	1%	1%	1%	1%	1%	2%	1%	0%	
	4	38	3	6	6	7	5	15	36	0	
NET: No	20%	21%	14%	21%	21%	22%	28%	18%	21%	25%	
	52	663	57	101	164	158	123	112	693	21	
					a	a	A f				
Effective Column n											
	181	2156	286	338	592	546	285	291	2291	39	
Unweighted base	286	3410	452	535	936	863	450	460	3623	62	
Weighted base	255	3189	405	484	772	721	432	629	3349	87	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who received a parcel in the previous week

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied	27%	42%	22%	32%	16%	37%	24%	27%	28%
	125	53	72	34	18	45	28	57	68
	-	B				b			
Fairly satisfied	39%	31%	41%	45%	42%	32%	37%	39%	38%
	175	40	135	47	45	39	43	83	92
	-								
Neither satisfied or dissatisfied	15%	11%	17%	9%	21%	12%	18%	17%	13%
	69	14	55	10	23	15	21	36	33
	-								
Fairly dissatisfied	11%	8%	13%	9%	13%	9%	15%	11%	12%
	52	11	41	10	14	11	17	24	29
	-								
Very dissatisfied	7%	7%	7%	5%	8%	8%	7%	6%	9%
	33	9	24	5	9	10	8	12	21
	-								
Don't know	0%	0%	0%	0%	0%	1%	0%	0%	0%
	1	0	1	0	0	1	0	0	1
	-								
NET: Satisfied	66%	73%	63%	76%	58%	69%	61%	66%	66%
	300	93	207	81	62	85	72	140	160
	-								
NET: Dissatisfied	19%	16%	20%	14%	21%	18%	22%	17%	20%
	85	20	66	15	23	22	26	36	50
	-								
Effective Column n									
	307	34	273	69	72	89	77	136	171
Average	2.3	2.1	2.4	2.1	2.6	2.2	2.4	2.3	2.4
Standard Deviation	1.2	1.2	1.2	1.1	1.2	1.3	1.2	1.1	1.2
Unweighted base	487	54	433	110	115	140	122	216	271
Weighted base	454	127	327	106	108	121	118	211	242
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied	18%	28%	32% **		25% **		24%	32%	17%	29%	34%	31%	29%	25%
	14	48	48		14		64	61	19	44	35	26	85	40
					-		-	-						
Fairly satisfied	43%	43%	31% **		38% **		39%	38%	38%	39%	41%	35%	40%	36%
	34	73	47		22		103	72	43	60	43	30	117	58
					-		-	-						
Neither satisfied or dissatisfied	20%	15%	14% **		14% **		16%	14%	19%	13%	12%	17%	12%	20%
	16	25	20		8		42	26	22	20	12	14	36	33
					-		-	-						
Fairly dissatisfied	15%	9%	13% **		10% **		13%	9%	18%	10%	6%	12%	12%	11%
	12	16	19		6		35	17	21	15	6	10	34	18
					-		-	-						
Very dissatisfied	3%	4%	10% **		13% **		8%	6%	8%	8%	7%	5%	6%	9%
	3	8	15		8		22	11	9	13	7	4	19	15
					-		-	-						
Don't know	0%	1%	0% **		0% **		0%	0%	0%	0%	1%	0%	0%	0%
	0	1	0		0		0	1	0	0	1	0	1	0
					-		-	-						
NET: Satisfied	61%	71%	64% **		63% **		63%	71%	55%	69%	74%	66%	69%	60%
	48	121	95		36		166	133	62	104	78	56	201	98
					-		-	-						
NET: Dissatisfied	19%	14%	23% **		23% **		22%	15%	26%	18%	13%	17%	18%	20%
	15	23	34		13		57	28	30	28	14	15	53	32
					-		-	-						
Effective Column n														
	50	124	95	21	37	16	181	126	82	99	60	66	195	110
Average	2.4	2.2	2.4	2.8	2.5	2.1	2.4	2.2	2.6	2.3	2.1	2.3	2.3	2.4
Standard Deviation	1.1	1.1	1.3	1.5	1.3	1.0	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2
Unweighted base	79	197	152	34	59	25	288	199	130	158	94	105	310	175
Weighted base	79	169	149	29	57	27	266	188	113	152	104	84	290	164
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot by Demographics Part 3

| | UK nation | | |

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Very satisfied	**	28%	30%	31%	32%	21%	15%	41%	28%	**	
		120	14	21	29	21	12	28	122		
Fairly satisfied	**	40%	35%	32%	34%	41%	49%	38%	39%	**	
		168	16	22	32	42	38	25	171		
Neither satisfied or dissatisfied	**	15%	27%	18%	12%	10%	21%	9%	14%	**	
		62	12	12	12	10	16	6	62		
Fairly dissatisfied	**	10%	3%	15%	11%	19%	8%	7%	12%	**	
		43	1	10	11	19	7	5	52		
Very dissatisfied	**	7%	3%	4%	10%	10%	7%	6%	8%	**	
		29	1	3	10	10	6	4	33		
Don't know	**	0%	2%	0%	0%	0%	0%	0%	0%	**	
		1	1	0	0	0	0	0	1		
NET: Satisfied	**	68%	65%	63%	66%	62%	64%	79%	66%	**	
		287	30	43	62	63	50	53	293		
		a									
NET: Dissatisfied	**	17%	6%	19%	22%	28%	16%	13%	19%	**	
		73	3	13	20	29	12	8	85		
Effective Column n											
	26	281	32	48	67	82	40	36	300	6	
Average	3.0	2.3	2.1	2.3	2.3	2.6	2.4	2.0	2.3	2.3	
Standard Deviation	1.3	1.2	1.0	1.2	1.3	1.3	1.1	1.1	1.2	0.8	
Unweighted base	41	446	50	77	107	131	64	58	477	10	
Weighted base	32	422	45	68	94	101	78	67	441	13	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home by Demographics Part 1

		Methodology			Quarter				Gender	
Column %										
Weighted counts										
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**	
Very satisfied	43%	**	37%	43%	38%	43%	**	39%	47%	
	95		54	21	23	28		41	54	
	-									
Fairly satisfied	30%	**	31%	23%	34%	34%	**	31%	29%	
	66		46	11	20	22		32	34	
	-									
Neither satisfied or dissatisfied	12%	**	15%	15%	16%	11%	**	9%	16%	
	27		22	7	9	7		9	18	
	-									
Fairly dissatisfied	6%	**	9%	7%	8%	2%	**	7%	5%	
	13		13	3	5	1		8	5	
	-		a							
Very dissatisfied	8%	**	7%	13%	4%	10%	**	14%	3%	
	18		11	6	3	7		14	4	
	-							b		
Don't know	0%	**	0%	0%	0%	0%	**	0%	0%	
	0		0	0	0	0		0	0	
	-									
NET: Satisfied	73%	**	69%	66%	72%	76%	**	70%	76%	
	161		100	32	43	50		73	88	
	-									
NET: Dissatisfied	14%	**	16%	19%	13%	12%	**	21%	8%	
	31		23	9	8	8		22	9	
	-							b		
Effective Column n										
	134	16	118	32	38	36	28	53	81	
Average	2.1	1.8	2.2	2.2	2.1	2.0	1.9	2.3	1.9	
Standard Deviation	1.2	1.2	1.2	1.4	1.1	1.3	1.2	1.4	1.0	
Unweighted base	226	27	199	55	64	60	47	90	136	
Weighted base	218	73	145	48	60	66	45	104	115	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied	**	35%	45% **	**	**		42%	45%	29%	52% **	**		41%	48%
		32	27				57	38	16	40			52	43
							-	-						
Fairly satisfied	**	26%	37% **	**	**		37%	19%	47%	30% **	**		29%	31%
		24	22				50	16	26	23			38	28
							-	-						
Neither satisfied or dissatisfied	**	17%	11% **	**	**		11%	15%	15%	8% **	**		15%	9%
		16	6				14	13	8	6			19	8
							-	-						
Fairly dissatisfied	**	9%	3% **	**	**		4%	8%	5%	3% **	**		5%	7%
		8	2				6	7	3	3			6	7
							-	-						
Very dissatisfied	**	13%	4% **	**	**		5%	13%	4%	6% **	**		10%	5%
		12	2				7	11	2	5			13	5
							-	-						
Don't know	**	0%	0% **	**	**		0%	0%	0%	0% **	**		0%	0%
		0	0				0	0	0	0			0	0
							-	-					-	-
NET: Satisfied	**	61%	82% **	**	**		80%	64%	76%	82% **	**		70%	78%
		56	48				107	54	43	64			89	71
							-	-		e				
NET: Dissatisfied	**	22%	7% **	**	**		10%	21%	9%	10% **	**		15%	13%
		21	4				13	18	5	8			19	12
							-	-						
Effective Column n														
	28	57	36	7	13	6	81	53	35	46	25	28	68	65
Average	1.9	2.4	1.8	2.0	1.6	1.2	1.9	2.3	2.1	1.8	2.6	1.9	2.1	1.9
Standard Deviation	1.1	1.4	1.0	1.4	1.1	0.4	1.1	1.4	1.0	1.1	1.5	1.3	1.3	1.2
Unweighted base	47	96	61	12	22	10	137	89	59	78	42	47	115	110
Weighted base	49	92	59	9	19	11	134	85	57	77	39	46	128	90
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home by Demographics Part 3

	UK nation														Rurality		
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied	**	**	**	**	**	**	**	**	**	43%	**	**	**	39%	51%	**	
										79				54	41		
										-							
Fairly satisfied	**	**	**	**	**	**	**	**	**	29%	**	**	**	29%	32%	**	
										53				40	26		
										-							
Neither satisfied or dissatisfied	**	**	**	**	**	**	**	**	**	14%	**	**	**	16%	6%	**	
										25				23	5		
										-							
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	5%	**	**	**	8%	3%	**	
										10				11	2		
										-							
Very dissatisfied	**	**	**	**	**	**	**	**	**	9%	**	**	**	8%	8%	**	
										17				11	6		
										-							
Don't know	**	**	**	**	**	**	**	**	**	0%	**	**	**	0%	0%	**	
										0				0	0		
										-							
NET: Satisfied	**	**	**	**	**	**	**	**	**	72%	**	**	**	68%	83%	**	
										133				94	67		
										-							
NET: Dissatisfied	**	**	**	**	**	**	**	**	**	14%	**	**	**	16%	11%	**	
										27				22	9		
										-							
Effective Column n																	
	6	9	9	18	8	8	8	9	8	83	25	12	14	83	51	0	
Average	2.3	1.8	2.1	1.4	2.1	2.1	2.8	3.1	2.6	2.1	1.9	1.9	1.7	2.2	1.8		
Standard Deviation	1.0	1.1	1.4	0.7	1.3	1.1	1.3	1.4	1.8	1.3	1.0	1.3	1.1	1.3	1.2		
Unweighted base	11	15	15	30	13	13	13	16	14	140	43	20	23	140	86	0	
Weighted base	11	17	16	54	21	14	14	20	17	184	22	8	4	138	80	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied	**	44%	**	**	46%	34%	**	**	46%	**
		88			23	17			95	
									b	
Fairly satisfied	**	31%	**	**	19%	38%	**	**	31%	**
		62			10	18			65	
Neither satisfied or dissatisfied	**	12%	**	**	7%	18%	**	**	12%	**
		25			4	9			25	
Fairly dissatisfied	**	5%	**	**	12%	5%	**	**	3%	**
		10			6	2			7	
Very dissatisfied	**	8%	**	**	16%	4%	**	**	8%	**
		17			8	2			16	
Don't know	**	0%	**	**	0%	0%	**	**	0%	**
		0			0	0			0	
NET: Satisfied	**	74%	**	**	65%	72%	**	**	77%	**
		150			33	35			160	
									B	
NET: Dissatisfied	**	13%	**	**	28%	9%	**	**	11%	**
		27			14	4			23	
Effective Column n										
	12	122	10	19	32	35	20	17	127	7
Average	2.3	2.0	2.3	1.8	2.3	2.1	2.0	1.8	2.0	3.8
Standard Deviation	1.3	1.2	1.6	1.1	1.6	1.1	1.2	0.9	1.2	0.8
Unweighted base	20	206	17	33	55	60	34	27	214	12
Weighted base	17	201	16	31	51	48	46	27	208	11
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied	41%	**	39%	**	40%	56%	**	47%	36%
	80		51		22	29		42	38
	-								
Fairly satisfied	42%	**	43%	**	42%	36%	**	38%	46%
	83		55		23	19		34	49
	-								
Neither satisfied or dissatisfied	8%	**	7%	**	12%	3%	**	6%	9%
	15		9		6	2		6	10
	-								
Fairly dissatisfied	2%	**	3%	**	1%	3%	**	0%	3%
	3		3		1	2		0	3
	-								
Very dissatisfied	7%	**	8%	**	4%	2%	**	9%	5%
	14		10		2	1		8	5
	-								
Don't know	0%	**	0%	**	0%	0%	**	0%	0%
	0		0		0	0		0	0
	-		-		-	-		-	-
NET: Satisfied	83%	**	83%	**	82%	91%	**	85%	83%
	163		106		44	48		76	88
	-								
NET: Dissatisfied	9%	**	10%	**	6%	5%	**	9%	8%
	17		13		3	3		8	9
	-								
Effective Column n									
	119	15	103	25	31	33	29	47	72
Average	1.9	1.8	2.0	2.2	1.9	1.6	2.1	1.9	1.9
Standard Deviation	1.1	1.0	1.1	1.5	1.0	0.9	1.0	1.2	1.0
Unweighted base	194	25	169	41	51	54	48	77	117
Weighted base	196	67	128	36	54	53	53	90	106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied	**	33%	47% **	**	**		45%	33%	41%	50% **	**		39%	46%
		28	29				58	22	25	34			50	28
							-	-						
Fairly satisfied	**	49%	41% **	**	**		43%	41%	47%	39% **	**		43%	40%
		42	25				55	28	29	27			55	25
							-	-						
Neither satisfied or dissatisfied	**	6%	8% **	**	**		7%	10%	11%	2% **	**		9%	6%
		5	5				8	7	7	2			12	4
							-	-						
Fairly dissatisfied	**	3%	0% **	**	**		1%	3%	0%	1% **	**		2%	1%
		3	0				1	2	0	1			3	1
							-	-						
Very dissatisfied	**	9%	3% **	**	**		4%	12%	1%	7% **	**		6%	7%
		8	2				6	8	1	5			8	4
							-	-						
Don't know	**	0%	0% **	**	**		0%	0%	0%	0% **	**		0%	0%
		0	0				0	0	0	0			0	0
		-	-				-	-	-	-			-	-
NET: Satisfied	**	82%	89% **	**	**		88%	74%	88%	89% **	**		82%	86%
		69	54				114	50	53	60			105	53
							-	-						
NET: Dissatisfied	**	12%	3% **	**	**		5%	15%	1%	9% **	**		8%	8%
		10	2				7	10	1	6			11	5
							-	-						
Effective Column n														
	16	51	35	10	17	6	73	45	37	36	21	24	69	46
Average	2.2	2.1	1.7	1.8	1.6	1.3	1.8	2.2	1.7	1.8	2.4	2.0	1.9	1.8
Standard Deviation	1.2	1.2	0.9	1.3	1.0	0.5	1.0	1.3	0.8	1.1	1.4	1.2	1.1	1.1
Unweighted base	26	84	57	17	27	10	120	74	61	59	34	40	113	76
Weighted base	24	85	60	17	27	10	129	67	61	68	32	35	128	61
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour by Demographics Part 3

	UK nation														Rurality		
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied	**	**	**	**	**	**	**	**	**	39%	**	**	**	40%	43%	**	
										67				56	23		
										-							
Fairly satisfied	**	**	**	**	**	**	**	**	**	44%	**	**	**	42%	45%	**	
										75				59	24		
										-							
Neither satisfied or dissatisfied	**	**	**	**	**	**	**	**	**	9%	**	**	**	10%	1%	**	
										15				15	1		
										-							
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	2%	**	**	**	2%	1%	**	
										3				3	1		
										-							
Very dissatisfied	**	**	**	**	**	**	**	**	**	7%	**	**	**	6%	9%	**	
										11				9	5		
										-							
Don't know	**	**	**	**	**	**	**	**	**	0%	**	**	**	0%	0%	**	
										0				0	0		
										-				-	-		
NET: Satisfied	**	**	**	**	**	**	**	**	**	83%	**	**	**	82%	88%	**	
										142				115	47		
										-							
NET: Dissatisfied	**	**	**	**	**	**	**	**	**	8%	**	**	**	8%	10%	**	
										14				11	5		
										-							
Effective Column n																	
	7	12	7	9	12	5	11	8	7	76	18	11	13	83	35	1	
Average	1.3	2.1	2.0	1.8	1.9	1.8	2.3	1.4	2.6	1.9	1.7	1.9	1.8	1.9	1.9	1.0	
Standard Deviation	0.5	1.2	1.0	0.9	1.1	0.8	1.1	0.6	1.5	1.1	1.2	1.3	1.3	1.1	1.2		
Unweighted base	11	19	12	14	19	8	18	13	11	125	30	18	21	136	57	1	
Weighted base	13	22	18	19	33	14	19	18	15	171	15	6	4	141	54	1	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied	**	42%	**	**	47%	36%	**	**	40%	**
		80			26	15			78	
									-	
Fairly satisfied	**	42%	**	**	31%	40%	**	**	43%	**
		78			17	17			83	
									-	
Neither satisfied or dissatisfied	**	7%	**	**	7%	12%	**	**	8%	**
		14			4	5			15	
									-	
Fairly dissatisfied	**	2%	**	**	2%	6%	**	**	2%	**
		3			1	2			3	
									-	
Very dissatisfied	**	7%	**	**	12%	7%	**	**	6%	**
		13			7	3			12	
									-	
Don't know	**	0%	**	**	0%	0%	**	**	0%	**
		0			0	0			0	
		-			-	-			-	
NET: Satisfied	**	84%	**	**	79%	76%	**	**	84%	**
		158			44	31			161	
									-	
NET: Dissatisfied	**	9%	**	**	14%	12%	**	**	8%	**
		16			8	5			16	
									-	
Effective Column n										
	6	112	8	15	31	32	17	15	117	1
Average	2.5	1.9	1.7	2.0	2.0	2.1	1.7	1.9	1.9	2.4
Standard Deviation	1.1	1.1	1.0	1.1	1.3	1.2	0.6	1.1	1.1	2.8
Unweighted base	10	184	13	24	51	53	28	25	192	2
Weighted base	8	188	10	19	56	41	41	29	192	4
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied	12%	**	8%	**	**	**	**	**	**
	8		4						
	-								
Fairly satisfied	23%	**	27%	**	**	**	**	**	**
	16		13						
	-								
Neither satisfied or dissatisfied	9%	**	7%	**	**	**	**	**	**
	7		3						
	-								
Fairly dissatisfied	25%	**	25%	**	**	**	**	**	**
	17		12						
	-								
Very dissatisfied	31%	**	34%	**	**	**	**	**	**
	22		16						
	-								
Don't know	0%	**	0%	**	**	**	**	**	**
	0		0						
	-		-						
NET: Satisfied	35%	**	34%	**	**	**	**	**	**
	25		16						
	-								
NET: Dissatisfied	56%	**	59%	**	**	**	**	**	**
	39		28						
	-								
Effective Column n									
	43	6	37	10	15	10	7	20	22
Average	3.4	3.1	3.5	2.8	3.3	3.9	3.6	3.4	3.4
Standard Deviation	1.4	1.6	1.4	1.4	1.6	1.2	1.4	1.4	1.5
Unweighted base	69	9	60	16	25	16	12	33	36
Weighted base	70	23	48	14	25	19	12	42	28
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied or dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Effective Column n														
	7	15	16	2	5	3	26	17	11	15	6	11	25	16
Average	3.8	3.2	3.4	3.5	3.5	3.5	3.4	3.5	3.3	3.4	3.0	3.8	3.3	3.6
Standard Deviation	0.9	1.5	1.4	2.0	1.9	2.1	1.5	1.4	1.8	1.3	1.5	1.3	1.4	1.6
Unweighted base	11	24	26	3	8	5	42	27	17	25	10	17	41	26
Weighted base	11	28	22	4	9	5	45	25	17	28	11	14	48	21
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find by Demographics Part 3

	UK nation														Rurality		
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Fairly satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Neither satisfied or dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Very dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
NET: Satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
NET: Dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Effective Column n																	
	1	2	2	2	1	3	4	6	4	27	7	4	5	26	17	0	
Average	2.3	4.2	3.7	4.3	4.0	2.4	4.1	3.6	2.9	3.5	3.2	1.9	2.6	3.7	3.0		
Standard Deviation	2.1	1.4	1.0	1.0		1.8	1.1	1.4	1.5	1.4	1.5	1.8	1.6	1.4	1.5		
Unweighted base	2	4	4	4	1	5	7	10	7	44	11	6	8	42	27	0	
Weighted base	2	8	6	3	1	6	9	14	11	60	5	3	2	43	27	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied	**	13%	**	**	**	**	**	**	12%	**
		8							8	
									-	
Fairly satisfied	**	23%	**	**	**	**	**	**	23%	**
		15							16	
									-	
Neither satisfied or dissatisfied	**	10%	**	**	**	**	**	**	9%	**
		7							7	
									-	
Fairly dissatisfied	**	27%	**	**	**	**	**	**	25%	**
		17							17	
									-	
Very dissatisfied	**	27%	**	**	**	**	**	**	31%	**
		17							22	
									-	
Don't know	**	0%	**	**	**	**	**	**	0%	**
		0							0	
		-							-	
NET: Satisfied	**	36%	**	**	**	**	**	**	35%	**
		23							25	
									-	
NET: Dissatisfied	**	54%	**	**	**	**	**	**	56%	**
		35							39	
									-	
Effective Column n										
	4	39	4	6	11	11	6	6	43	0
Average	4.2	3.3	4.3	3.6	3.2	3.8	3.6	2.6	3.4	
Standard Deviation	1.7	1.4	0.8	1.4	1.6	1.4	1.1	1.6	1.4	
Unweighted base	6	63	6	9	18	17	10	9	69	0
Weighted base	6	65	4	6	21	14	14	11	70	0
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE9: Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	76%	68%	81%	77%	74%	75%	78%	74%	78%
	4617	1570	3047	1174	1114	1160	1170	2198	2419
	-		A						a
No	22%	30%	17%	21%	24%	23%	21%	24%	21%
	1345	704	641	324	354	352	316	708	637
	-	B						b	
I don't know	2%	2%	2%	2%	3%	2%	2%	3%	2%
	128	40	87	32	39	33	24	78	50
	-							b	
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE9: Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	72%	78%	79%	78%	72%	65%	78%	73%	78%	79%	73%	73%	78%	73%
	611	1518	1531	509	956	447	2525	2093	1078	1446	969	1123	2514	2084
	f	a F	a F	a F	-		-	-	f	e f			B	
No	25%	19%	20%	21%	26%	32%	20%	24%	20%	20%	24%	25%	20%	25%
	217	376	399	137	351	217	649	696	280	369	318	378	636	704
	b c				-	B C d	-	-						A
I don't know	3%	3%	1%	1%	2%	3%	2%	3%	2%	1%	3%	3%	2%	2%
	25	54	19	6	30	23	54	74	27	27	33	40	60	63
	c	c			-	c	-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE9: Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature? by Demographics Part 3

	UK nation												Rurality		
Column %															
Weighted counts															
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	72%	74%	83%	79%	76%	75%	66%	80%	80%	76%	76%	74%	75%	75%	78%	**
	384	427	437	446	441	394	451	492	414	3885	369	226	136	3293	1315	
			a G	g	g			G	g	-	g					
No	26%	24%	15%	19%	22%	22%	31%	17%	20%	22%	24%	25%	21%	23%	20%	**
	137	138	77	107	127	115	208	104	104	1118	115	75	37	1000	343	
	c h	c					C d H i			-	c	c				
I don't know	2%	2%	3%	2%	2%	3%	3%	3%	0%	2%	1%	1%	5%	2%	2%	**
	9	11	15	13	11	13	20	20	0	112	3	3	9	95	31	
			i				i	i		-			I K l			
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE9: Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Yes	70%	76%	75%	74%	78%	82%	83%	66%	78%	42%	
	264	4353	553	630	1037	962	541	894	4466	140	
		a	f	f	F	a B c F	a b c F		B		
No	27%	22%	23%	23%	20%	16%	15%	32%	20%	56%	
	102	1243	167	199	264	187	100	429	1152	185	
			d e	D e	d			a b C D E		A	
I don't know	3%	2%	2%	2%	2%	2%	1%	2%	2%	3%	
	11	117	17	18	28	23	9	32	115	9	
Effective Column n											
	251	3461	480	519	895	822	410	587	3570	129	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Pick up the item from a delivery office	25%	23%	26%	25%	26%	24%	25%	27%	24%
	1180	358	822	305	298	285	292	603	578
	-		a					b	
Arrange for redelivery to your home	36%	22%	42%	37%	36%	36%	34%	33%	38%
	1675	352	1323	439	409	423	405	738	937
	-		A						a
Arrange for the item to be left in a safe place	30%	31%	29%	31%	29%	27%	30%	26%	33%
	1388	491	896	376	336	320	355	574	814
	-								A
Arrange for delivery to a neighbour	25%	26%	24%	25%	25%	23%	26%	25%	25%
	1170	414	756	303	285	268	313	564	606
	-								
Arrange for delivery to a Post Office branch, where you can pick it up	21%	18%	22%	20%	20%	19%	23%	21%	20%
	973	290	683	244	231	223	275	473	500
	-		a						
Arrange to pick it up from a collection point/ box	11%	11%	11%	12%	11%	10%	11%	10%	12%
	528	172	355	146	124	122	136	233	295
	-								
Arrange for delivery to an alternative address	6%	5%	6%	6%	6%	6%	6%	5%	6%
	272	72	200	75	63	67	68	120	152
	-		a						
Get a friend/relative to pick up the item from the delivery/enquiry office	5%	5%	5%	6%	4%	5%	5%	5%	5%
	230	87	143	75	41	54	59	108	122
	-								
Arrange to pick it up at the operator's depot	7%	6%	8%	7%	8%	6%	7%	8%	6%
	325	88	237	84	90	67	84	182	143
	-		a					b	
Any other way	1%	1%	1%	1%	1%	1%	0%	1%	1%
	35	13	21	11	10	9	5	18	16
	-								
I don't know	1%	0%	1%	1%	0%	1%	1%	1%	0%
	29	7	22	7	3	12	8	18	11
	-								
NET: Arrange pick-up	53%	53%	53%	55%	53%	50%	54%	55%	51%
	2491	840	1650	657	601	586	646	1238	1253
	-							b	
NET: Arrange new delivery	55%	46%	59%	56%	54%	54%	56%	53%	57%
	2582	734	1849	667	619	633	663	1184	1398
	-		A						a
Effective Column n									
	3007	462	2545	770	738	750	749	1397	1610
Unweighted base	4840	744	4096	1240	1188	1207	1205	2248	2592
Weighted base	4701	1585	3116	1196	1141	1173	1190	2245	2456
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever received a 'Sorry you were out card' from a delivery company

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card? by Demographics Part 2

	Age				SEG							Working status	
Column %													
Weighted counts													
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Pick up the item from a delivery office	20%	28%	25%	24%	24%	24%	25%	25%	26%	24%	26%	24%	26%	24%
	128	432	387	123	233	110	650	531	289	360	259	272	660	515
		a			-		-	-						
Arrange for redelivery to your home	35%	38%	33%	34%	36%	39%	34%	37%	34%	34%	35%	39%	32%	40%
	225	584	516	175	351	176	881	794	373	508	347	448	827	844
					-		-	-						A
Arrange for the item to be left in a safe place	34%	27%	30%	31%	30%	29%	32%	26%	33%	32%	28%	24%	29%	30%
	216	411	470	160	290	131	836	552	367	469	278	274	749	631
	b				-		-	-	F	f				
Arrange for delivery to a neighbour	27%	24%	24%	30%	27%	23%	26%	23%	25%	27%	23%	23%	24%	26%
	170	377	367	152	256	104	678	492	277	401	231	261	620	541
					-		-	-						
Arrange for delivery to a Post Office branch, where you can pick it up	21%	21%	22%	20%	18%	15%	22%	20%	21%	22%	19%	20%	22%	19%
	136	331	335	102	170	68	555	418	228	327	186	232	566	399
					-		-	-					b	
Arrange to pick it up from a collection point/ box	13%	13%	12%	5%	5%	5%	12%	10%	13%	12%	10%	10%	14%	7%
	84	204	193	26	47	22	316	212	143	173	95	117	370	153
	D F	D F	D F		-		-	-					B	
Arrange for delivery to an alternative address	7%	7%	5%	3%	3%	3%	6%	5%	6%	6%	6%	5%	7%	4%
	46	112	83	16	31	15	158	114	62	95	61	53	190	82
					-		-	-					B	
Get a friend/relative to pick up the item from the delivery/enquiry office	8%	7%	3%	2%	2%	3%	5%	5%	3%	6%	5%	5%	6%	4%
	50	115	42	11	23	12	125	104	34	92	52	52	154	76
	C d f	C D f			-		-	-		c			b	
Arrange to pick it up at the operator's depot	6%	9%	6%	6%	5%	5%	7%	7%	8%	7%	6%	7%	8%	5%
	37	139	96	29	53	25	187	138	85	102	63	76	212	113
					-		-	-					b	
Any other way	1%	1%	0%	1%	1%	2%	1%	0%	1%	1%	0%	0%	1%	1%
	3	12	7	5	12	7	26	9	6	19	4	5	14	21
					-		-	-						
I don't know	1%	1%	1%	0%	0%	1%	0%	1%	0%	1%	1%	1%	1%	1%
	6	8	11	2	5	3	10	19	2	8	13	6	14	13
					-		-	-						
NET: Arrange pick-up	50%	57%	54%	47%	47%	47%	54%	52%	53%	54%	51%	53%	58%	48%
	319	877	840	243	454	211	1391	1099	590	801	500	599	1472	1009
		d f			-		-	-					B	
NET: Arrange new delivery	55%	57%	52%	56%	56%	55%	54%	56%	53%	55%	56%	56%	53%	58%
	350	879	816	289	537	249	1392	1190	580	812	551	640	1345	1225
					-		-	-						a
Effective Column n														
	402	1013	997	339	596	257	1693	1314	729	964	589	725	1600	1392
Unweighted base	647	1630	1604	546	959	413	2725	2115	1173	1552	948	1167	2576	2241
Weighted base	634	1545	1557	514	965	452	2577	2123	1104	1474	984	1139	2559	2122
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever received a 'Sorry you were out card' from a delivery company

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Pick up the item from a delivery office	23%	28%	23%	28%	24%	21%	32%	25%	26%	26%	24%	22%	19%	27%	22%	**	
	89	120	103	125	109	86	147	123	109	1011	92	51	26	891	289		
										-				b			
Arrange for redelivery to your home	39%	35%	33%	30%	34%	39%	42%	35%	40%	36%	31%	32%	34%	36%	35%	**	
	152	151	147	137	158	161	193	173	168	1438	115	76	46	1197	471		
										-							
Arrange for the item to be left in a safe place	21%	28%	31%	33%	30%	33%	22%	31%	30%	29%	34%	29%	40%	27%	36%	**	
	81	121	135	146	138	133	102	156	125	1138	128	67	55	900	485		
				a		a				-	a g		a g l		A		
Arrange for delivery to a neighbour	26%	32%	26%	26%	24%	24%	25%	22%	21%	25%	22%	24%	30%	25%	25%	**	
	101	138	115	118	110	96	114	107	89	988	84	57	41	833	333		
										-							
Arrange for delivery to a Post Office branch, where you can pick it up	17%	22%	20%	19%	19%	22%	26%	23%	21%	21%	21%	16%	18%	20%	22%	**	
	64	96	89	86	87	88	119	115	88	832	79	38	24	675	297		
										-							
Arrange to pick it up from a collection point/ box	8%	13%	9%	9%	17%	10%	15%	13%	7%	11%	10%	12%	12%	12%	10%	**	
	32	54	38	43	77	39	67	65	31	446	38	27	16	397	128		
										-							
Arrange for delivery to an alternative address	5%	8%	8%	3%	6%	3%	10%	5%	4%	6%	5%	6%	6%	6%	5%	**	
	19	33	33	15	26	11	48	26	18	230	20	14	8	207	66		
							d f			-							
Get a friend/relative to pick up the item from the delivery/enquiry office	3%	6%	4%	3%	5%	4%	6%	7%	6%	5%	5%	3%	6%	5%	4%	**	
	13	25	19	14	23	16	27	36	25	197	17	7	8	179	51		
										-							
Arrange to pick it up at the operator's depot	8%	8%	7%	7%	6%	6%	9%	6%	4%	7%	7%	7%	7%	7%	8%	**	
	32	35	30	32	29	26	40	30	18	272	28	16	10	225	100		
										-							
Any other way	0%	1%	0%	0%	1%	1%	0%	2%	3%	1%	0%	0%	1%	1%	1%	**	
	2	2	2	1	2	2	1	8	12	31	2	1	1	19	15		
										-							
I don't know	0%	1%	1%	1%	0%	0%	0%	0%	1%	1%	1%	0%	1%	1%	1%	**	
	2	3	6	6	1	1	2	1	3	25	2	1	1	20	10		
										-							
NET: Arrange pick-up	47%	54%	50%	54%	54%	50%	61%	58%	51%	53%	54%	47%	49%	54%	51%	**	
	183	236	219	245	245	205	283	287	211	2114	201	109	67	1810	677		
							a l			-							
NET: Arrange new delivery	60%	61%	56%	50%	56%	58%	60%	47%	53%	56%	47%	54%	55%	55%	53%	**	
	234	266	248	226	256	236	279	236	222	2201	178	127	76	1858	714		
	h k	h k					h k			-							
Effective Column n																	
	189	206	209	205	214	194	231	233	194	1876	396	374	362	1991	1010	6	
Unweighted base	304	331	336	330	345	313	372	375	313	3019	637	602	582	3205	1626	9	
Weighted base	387	433	441	451	457	407	462	499	417	3955	375	233	138	3355	1335	10	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever received a 'Sorry you were out card' from a delivery company

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Pick up the item from a delivery office	24%	25%	28%	21%	26%	28%	25%	23%	25%	18%
	67	1113	155	138	277	269	136	205	1149	27
Arrange for redelivery to your home	41%	35%	43%	38%	39%	33%	31%	31%	36%	23%
	115	1560	239	247	414	323	168	284	1639	35
			d e f		d e f				b	
Arrange for the item to be left in a safe place	25%	30%	22%	26%	29%	32%	36%	31%	29%	33%
	70	1318	126	169	303	313	198	279	1337	50
					a	a	A b c	a		
Arrange for delivery to a neighbour	22%	25%	22%	23%	24%	28%	29%	23%	25%	25%
	60	1109	124	147	256	271	158	213	1132	37
Arrange for delivery to a Post Office branch, where you can pick it up	20%	21%	20%	21%	20%	22%	24%	19%	21%	11%
	55	917	111	135	207	212	132	176	956	16
									b	
Arrange to pick it up from a collection point/ box	14%	11%	9%	9%	12%	12%	16%	9%	11%	14%
	39	489	50	59	128	117	88	85	505	21
							a b f			
Arrange for delivery to an alternative address	10%	6%	5%	4%	6%	6%	7%	6%	6%	9%
	26	246	28	28	62	63	39	52	259	13
	b									
Get a friend/relative to pick up the item from the delivery/enquiry office	11%	4%	5%	4%	5%	4%	5%	7%	5%	4%
	32	198	28	23	53	38	30	59	224	6
	B									
Arrange to pick it up at the operator's depot	15%	6%	6%	8%	7%	6%	10%	6%	7%	7%
	41	285	35	51	73	57	55	54	314	11
	B									
Any other way	1%	1%	0%	1%	1%	1%	1%	0%	1%	0%
	4	31	2	7	6	8	8	5	35	0
I don't know	0%	1%	0%	1%	1%	0%	0%	1%	1%	0%
	0	29	1	9	6	3	2	9	27	0
NET: Arrange pick-up	58%	53%	54%	50%	53%	53%	56%	52%	53%	44%
	160	2330	304	321	563	515	310	476	2418	66
NET: Arrange new delivery	59%	55%	57%	55%	57%	56%	53%	52%	55%	50%
	164	2418	323	352	599	548	290	470	2505	75
Effective Column n										
	190	2817	382	416	738	705	359	408	2940	61
Unweighted base	306	4534	615	669	1188	1134	578	656	4732	98
Weighted base	278	4423	563	646	1055	976	551	911	4539	150
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever received a 'Sorry you were out card' from a delivery company

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10a: In the past month, have you been in the situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	42%	33%	47%	40%	44%	43%	40%	40%	44%
	2534	764	1770	607	656	664	606	1182	1352
	-		A						a
No	58%	67%	53%	60%	56%	57%	60%	60%	56%
	3556	1551	2006	922	851	881	903	1802	1754
	-	B						b	
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10a: In the past month, have you been in the situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	52%	48%	39%	30%	29%	27%	44%	39%	46%	43%	41%	36%	46%	36%
	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
	C D F	C D F	d F		-		-	-	F	f			B	
No	48%	52%	61%	70%	71%	73%	56%	61%	54%	57%	59%	64%	54%	64%
	407	1010	1183	456	953	500	1800	1756	753	1047	774	982	1719	1821
			A B	A B c	-	A B C	-	-				C d		A
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10a: In the past month, have you been in the situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	41%	40%	48%	45%	41%	42%	46%	38%	35%	42%	42%	41%	35%	41%	42%	**
	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	
										-						
No	59%	60%	52%	55%	59%	58%	54%	62%	65%	58%	58%	59%	65%	59%	58%	**
	312	346	274	309	340	305	368	383	338	2975	283	179	119	2571	979	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10a: In the past month, have you been in the situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column % **Weighted counts** **Column Comparisons**	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Yes	56%	41%	33%	39%	43%	50%	54%	33%	43%	15%	
	212	2321	247	329	575	586	350	447	2477	49	
	B				A F	A B c F	A B C F		B		
No	44%	59%	67%	61%	57%	50%	46%	67%	57%	85%	
	165	3392	490	519	754	586	300	908	3256	285	
		A	C D E	D E	d E			C D E		A	
Effective Column n											
	251	3461	480	519	895	822	410	587	3570	129	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors?

Row %

Weighted counts	This is mandatory to me – a must have	This is a 'great to have' – makes a difference and can sway my decision	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me
Guarantee that the parcel will arrive intact	63%	26%	9%	2%	0%
	1593	653	234	45	9
Guaranteed delivery to my door	47%	37%	13%	3%	0%
	1185	939	325	74	10
Guarantee that the parcel will arrive on time	37%	44%	16%	3%	0%
	935	1117	401	71	10
Low cost	35%	44%	17%	3%	1%
	878	1119	434	87	16
Free delivery	23%	53%	20%	4%	0%
	585	1352	497	90	11
Proof and details of delivery receipt sent to me if someone else receives it	43%	35%	16%	5%	1%
	1100	890	412	120	13
Convenient options for me to accept the delivery	29%	49%	18%	3%	1%
	731	1250	452	85	15
Fast delivery	28%	46%	22%	4%	0%
	697	1154	563	109	10
Ability to track the delivery	32%	43%	21%	4%	0%
	814	1084	527	101	8
Proof of postage/dispatch	35%	39%	22%	4%	1%
	883	980	545	112	15
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	32%	45%	17%	4%	2%
	805	1138	422	107	61
Option to reschedule if I am unable to take the delivery	31%	45%	19%	5%	1%
	775	1135	489	115	20
Ability to select a specific date/time for delivery	18%	47%	25%	8%	1%
	466	1198	644	200	25
Availability of nearby collection points in case of failed delivery	24%	43%	22%	7%	3%
	614	1101	552	187	80
Ability to provide a specific time slot or SMS notification of delivery time	18%	46%	25%	9%	1%
	468	1161	639	237	28
Ability to choose an express or next day service	18%	43%	27%	11%	1%
	456	1080	694	278	27
Ability to select an evening/weekend delivery	15%	39%	28%	16%	1%
	377	986	721	415	36
Inclusion of insurance	15%	35%	32%	15%	2%
	372	895	822	388	57

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

NET: Important (T2B)
89%
2246
84%
2124
81%
2052
79%
1997
76%
1936
79%
1990
78%
1981
73%
1851
75%
1898
73%
1862
77%
1943
75%
1910
66%
1664
68%
1715
64%
1630
61%
1536
54%
1362
50%
1267

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Low cost by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	35%	33%	35%	34%	37%	34%	34%	33%	36%
	878	250	628	205	243	225	205	394	484
	-								
This is a 'great to have' – makes a difference and can sway my decision	44%	43%	45%	44%	42%	47%	44%	44%	44%
	1119	328	791	267	277	310	265	525	594
	-								
This is a 'nice to have', but I can live without it being offered	17%	18%	17%	19%	16%	15%	19%	17%	17%
	434	140	294	115	102	102	116	200	234
	-								
This is not important to me – don't mind if not offered	3%	6%	3%	3%	5%	4%	3%	4%	3%
	87	43	44	17	30	24	16	51	36
	-	b							
This is a negative to me	1%	0%	1%	1%	1%	0%	1%	1%	0%
	16	3	12	4	4	3	5	12	3
	-							b	
NET: Important (T2B)	79%	76%	80%	78%	79%	81%	77%	78%	80%
	1997	578	1419	472	520	535	470	919	1078
	-		a						
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Low cost by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	32%	37%	34%	35%	35%	34%	35%	35%	33%	36%	35%	34%	34%	36%
	142	344	260	70	132	63	496	382	210	285	190	192	507	369
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	45%	44%	45%	42%	43%	44%	44%	44%	45%	44%	43%	45%	44%	44%
	198	414	341	83	166	83	629	491	282	347	236	254	660	453
					-		-	-						
This is a 'nice to have', but I can live without it being offered	19%	16%	18%	18%	17%	16%	18%	16%	17%	18%	17%	15%	17%	16%
	83	149	137	35	66	31	255	179	110	145	95	84	260	169
					-		-	-						
This is not important to me – don't mind if not offered	4%	3%	3%	5%	5%	5%	3%	4%	4%	2%	4%	5%	3%	3%
	19	28	22	9	18	9	37	50	25	13	21	28	52	35
					-		-	-				d		
This is a negative to me	1%	1%	1%	0%	0%	1%	1%	0%	1%	1%	1%	0%	1%	0%
	3	5	6	0	1	1	11	5	5	6	4	1	12	3
					-		-	-						
NET: Important (T2B)	76%	81%	78%	78%	78%	78%	79%	79%	78%	79%	78%	80%	78%	80%
	340	758	601	153	299	145	1125	873	492	632	426	446	1167	822
					-		-	-						
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Low cost by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	36%	37%	42%	31%	25%	35%	41%	33%	33%	35%	29%	39%	30%	36%	31%	**
	79	85	108	80	61	77	126	78	59	752	58	49	19	653	223	
										-						
This is a 'great to have' – makes a difference and can sway my decision	47%	43%	44%	44%	48%	46%	35%	45%	51%	44%	45%	42%	48%	44%	44%	**
	102	98	111	112	115	99	109	105	92	943	93	53	30	805	312	
										-						
This is a 'nice to have', but I can live without it being offered	14%	19%	11%	24%	23%	12%	18%	18%	13%	17%	19%	16%	18%	16%	20%	**
	30	43	28	62	55	26	55	42	23	364	39	20	11	291	141	
										-						
This is not important to me – don't mind if not offered	1%	2%	3%	1%	2%	7%	6%	3%	3%	3%	7%	3%	3%	3%	4%	**
	2	4	8	2	4	15	18	7	5	66	15	4	2	57	30	
										-						
This is a negative to me	2%	0%	0%	0%	2%	0%	1%	0%	1%	1%	0%	0%	1%	1%	1%	**
	5	0	0	1	4	0	2	1	1	15	0	1	0	11	4	
										-						
NET: Important (T2B)	83%	80%	86%	75%	73%	81%	76%	79%	84%	79%	74%	81%	78%	80%	75%	**
	181	183	218	192	176	176	236	183	151	1695	151	101	50	1457	535	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Low cost by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	35%	35%	41%	35%	36%	32%	31%	36%	35%	19%
	75	803	101	114	207	186	108	162	864	10
This is a 'great to have' – makes a difference and can sway my decision	37%	45%	40%	43%	42%	47%	47%	44%	44%	36%
	79	1040	99	140	243	275	165	199	1100	18
This is a 'nice to have', but I can live without it being offered	20%	17%	15%	20%	19%	17%	18%	14%	17%	19%
	42	392	36	66	107	102	61	61	423	10
This is not important to me – don't mind if not offered	7%	3%	3%	2%	3%	3%	4%	5%	3%	23%
	15	72	7	8	19	19	13	21	76	11
	b									A
This is a negative to me	1%	1%	2%	0%	0%	1%	1%	1%	1%	2%
	2	14	4	1	0	4	3	4	15	1
NET: Important (T2B)	72%	79%	81%	77%	78%	79%	78%	81%	79%	56%
	154	1843	199	254	449	461	273	361	1964	27
									B	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Free delivery by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	23%	24%	23%	23%	23%	24%	22%	20%	26%
	585	183	402	139	153	158	134	240	345
	-								a
This is a 'great to have' – makes a difference and can sway my decision	53%	47%	56%	52%	52%	54%	55%	53%	54%
	1352	359	992	314	344	360	334	621	731
	-		A						
This is a 'nice to have', but I can live without it being offered	20%	23%	18%	21%	20%	19%	19%	23%	17%
	497	179	318	130	129	125	113	270	227
	-	b						b	
This is not important to me – don't mind if not offered	4%	6%	3%	4%	4%	3%	4%	4%	3%
	90	42	47	24	24	19	22	44	46
	-	b							
This is a negative to me	0%	0%	1%	0%	1%	0%	1%	1%	0%
	11	0	11	0	6	1	4	8	3
	-								
NET: Important (T2B)	76%	71%	79%	75%	76%	78%	77%	73%	80%
	1936	542	1394	453	497	518	468	860	1076
	-		A						A
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Free delivery by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	16%	26%	23%	30%	25%	19%	23%	23%	23%	24%	22%	24%	23%	24%
	71	246	172	59	96	36	333	252	144	189	120	132	338	246
		a		a	-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	53%	52%	55%	49%	54%	60%	55%	51%	56%	55%	49%	53%	52%	55%
	234	491	418	97	209	112	789	563	354	435	267	296	781	565
					-		-	-						
This is a 'nice to have', but I can live without it being offered	24%	18%	20%	17%	17%	18%	18%	22%	17%	19%	24%	19%	21%	18%
	108	170	151	34	67	33	258	239	105	153	132	107	308	186
					-		-	-						
This is not important to me – don't mind if not offered	6%	3%	3%	2%	3%	3%	3%	5%	4%	2%	5%	4%	4%	3%
	27	30	23	5	10	5	38	51	23	15	26	25	57	29
					-		-	-						
This is a negative to me	1%	0%	0%	1%	1%	1%	1%	0%	1%	0%	0%	0%	0%	0%
	4	3	1	2	3	1	9	2	6	3	1	1	7	4
					-		-	-						
NET: Important (T2B)	69%	78%	77%	80%	79%	79%	79%	74%	79%	78%	71%	76%	75%	79%
	305	736	590	157	305	148	1122	814	498	624	387	427	1119	811
		a	a		-		-	-	e	e				
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Free delivery by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	25%	22%	33%	16%	21%	26%	23%	21%	21%	23%	21%	29%	16%	24%	20%	**
	53	52	84	40	51	56	72	49	38	495	43	36	10	443	141	
			d							-						
This is a 'great to have' – makes a difference and can sway my decision	48%	57%	48%	55%	51%	52%	45%	61%	66%	53%	55%	54%	57%	52%	57%	**
	105	131	121	143	121	114	141	142	118	1135	113	67	37	942	404	
									g	-						
This is a 'nice to have', but I can live without it being offered	25%	18%	17%	25%	23%	17%	25%	15%	12%	20%	17%	15%	23%	20%	20%	**
	54	42	44	63	55	37	76	36	21	429	34	19	15	355	141	
										-						
This is not important to me – don't mind if not offered	1%	3%	2%	4%	5%	5%	7%	1%	1%	3%	6%	2%	3%	4%	3%	**
	3	6	5	10	11	11	20	3	3	72	13	3	2	68	21	
										-						
This is a negative to me	1%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	**
	2	0	0	1	1	0	2	3	0	10	0	0	1	9	3	
										-						
NET: Important (T2B)	73%	79%	81%	71%	72%	78%	68%	82%	87%	76%	77%	83%	73%	76%	77%	**
	158	182	206	183	172	170	212	191	157	1630	156	103	47	1385	545	
									g	-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Free delivery by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	30%	22%	25%	24%	23%	21%	21%	25%	23%	19%
	64	520	61	80	135	125	74	111	574	10
	b									
This is a 'great to have' – makes a difference and can sway my decision	46%	54%	50%	52%	55%	57%	50%	52%	54%	38%
	98	1253	124	172	317	332	174	233	1328	19
This is a 'nice to have', but I can live without it being offered	18%	20%	22%	19%	17%	18%	24%	20%	19%	31%
	39	458	54	63	99	108	83	89	480	15
This is not important to me – don't mind if not offered	5%	3%	2%	4%	4%	3%	5%	3%	3%	12%
	10	80	6	13	23	17	17	14	84	6
										a
This is a negative to me	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%
	1	10	2	0	1	4	3	1	11	0
NET: Important (T2B)	77%	76%	75%	77%	79%	78%	71%	77%	77%	57%
	163	1773	185	252	452	457	247	344	1902	28
									b	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Inclusion of insurance by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	15%	17%	14%	14%	16%	15%	14%	16%	13%
	372	131	241	82	107	100	82	193	179
	-								
This is a 'great to have' – makes a difference and can sway my decision	35%	36%	35%	36%	34%	38%	34%	35%	35%
	895	276	619	218	221	252	205	420	475
	-								
This is a 'nice to have', but I can live without it being offered	32%	26%	35%	32%	33%	29%	36%	31%	34%
	822	196	626	193	218	194	217	362	460
	-		A						
This is not important to me – don't mind if not offered	15%	18%	14%	17%	15%	15%	15%	15%	16%
	388	137	250	101	96	102	89	177	211
	-	b							
This is a negative to me	2%	3%	2%	2%	2%	2%	2%	3%	2%
	57	24	33	13	14	16	13	31	26
	-								
NET: Important (T2B)	50%	53%	49%	49%	50%	53%	47%	52%	48%
	1267	407	860	300	328	352	287	613	655
	-								
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Inclusion of insurance by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	16%	17%	13%	13%	11%	9%	14%	15%	13%	15%	17%	13%	17%	11%
	70	158	101	26	44	17	203	169	83	120	94	75	254	116
					-		-	-					B	
This is a 'great to have' – makes a difference and can sway my decision	35%	38%	34%	32%	31%	30%	36%	35%	37%	35%	35%	34%	37%	33%
	156	361	259	63	120	57	511	384	237	275	194	190	552	341
					-		-	-						
This is a 'nice to have', but I can live without it being offered	32%	31%	32%	35%	36%	38%	33%	32%	34%	33%	29%	34%	31%	34%
	143	295	245	68	139	71	471	351	212	259	158	193	462	354
					-		-	-						
This is not important to me – don't mind if not offered	16%	12%	18%	18%	18%	17%	15%	16%	14%	15%	16%	16%	13%	19%
	70	109	141	35	67	32	207	181	91	117	88	92	193	195
			b		-		-	-						A
This is a negative to me	2%	2%	3%	2%	3%	5%	2%	2%	2%	3%	2%	2%	2%	2%
	7	17	20	4	13	9	35	22	10	24	12	10	30	25
					-		-	-						
NET: Important (T2B)	51%	55%	47%	46%	43%	40%	50%	50%	51%	50%	53%	47%	54%	44%
	225	518	360	90	164	74	715	553	320	395	287	265	806	456
		c f			-		-	-					B	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Inclusion of insurance by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	14%	16%	18%	10%	16%	10%	20%	12%	12%	15%	13%	21%	14%	17%	10%	**
	31	37	47	25	38	22	63	27	21	311	26	27	9	301	72	
										-				b		
This is a 'great to have' – makes a difference and can sway my decision	37%	32%	31%	37%	39%	42%	35%	35%	35%	36%	32%	33%	37%	35%	35%	**
	81	73	78	94	92	92	110	82	63	764	65	41	24	639	251	
										-						
This is a 'nice to have', but I can live without it being offered	35%	34%	30%	36%	30%	28%	28%	37%	32%	32%	33%	34%	38%	30%	38%	**
	76	78	77	92	73	61	88	86	57	687	67	43	24	553	267	
										-					a	
This is not important to me – don't mind if not offered	12%	17%	17%	16%	12%	16%	15%	15%	18%	15%	21%	11%	10%	16%	14%	**
	27	39	42	41	29	34	46	34	33	326	42	14	6	285	102	
										-						
This is a negative to me	1%	1%	4%	2%	3%	4%	2%	2%	3%	2%	2%	1%	1%	2%	2%	**
	3	2	10	5	7	8	5	4	6	51	4	1	1	39	17	
										-						
NET: Important (T2B)	51%	48%	49%	46%	54%	52%	55%	47%	47%	50%	45%	54%	51%	52%	46%	**
	112	111	125	119	130	114	173	109	84	1076	91	68	33	940	323	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Inclusion of insurance by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	23%	14%	16%	14%	15%	13%	20%	13%	15%	13%
	49	323	40	48	84	74	69	58	365	6
	b									
This is a 'great to have' – makes a difference and can sway my decision	42%	35%	35%	33%	33%	38%	30%	41%	35%	37%
	88	807	86	109	187	224	104	185	876	18
This is a 'nice to have', but I can live without it being offered	22%	33%	30%	35%	33%	32%	36%	29%	32%	31%
	47	775	74	115	190	190	125	128	805	15
		a								
This is not important to me – don't mind if not offered	12%	16%	17%	15%	16%	15%	14%	15%	15%	16%
	26	362	42	50	93	89	49	65	376	8
This is a negative to me	1%	2%	2%	3%	4%	2%	1%	2%	2%	3%
	2	55	4	8	21	9	3	11	55	1
NET: Important (T2B)	65%	49%	51%	48%	47%	51%	50%	54%	50%	50%
	138	1130	125	156	271	298	173	243	1240	24
	B									
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive on time by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	37%	50%	31%	33%	41%	39%	34%	37%	37%
	935	381	554	201	271	258	205	440	495
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	44%	43%	45%	44%	42%	44%	46%	41%	46%
	1117	328	788	268	278	289	281	490	627
	-								a
This is a 'nice to have', but I can live without it being offered	16%	5%	20%	19%	13%	15%	18%	17%	15%
	401	38	363	114	84	97	107	204	197
	-		A						
This is not important to me – don't mind if not offered	3%	2%	3%	3%	3%	3%	2%	4%	2%
	71	16	55	21	20	17	12	43	27
	-							b	
This is a negative to me	0%	0%	1%	0%	1%	0%	0%	0%	0%
	10	0	10	2	3	3	2	5	5
	-								
NET: Important (T2B)	81%	93%	76%	77%	84%	82%	80%	79%	83%
	2052	709	1343	470	549	547	486	930	1122
	-	B							a
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive on time by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	38%	41%	35%	31%	29%	27%	36%	37%	37%	36%	38%	37%	39%	34%
	169	383	272	60	111	51	521	414	235	286	208	206	579	351
		f			-		-	-					b	
This is a 'great to have' – makes a difference and can sway my decision	43%	41%	48%	47%	45%	42%	44%	44%	46%	44%	44%	43%	44%	44%
	189	388	368	93	172	79	634	482	288	346	241	241	657	455
					-		-	-						
This is a 'nice to have', but I can live without it being offered	15%	15%	14%	19%	22%	25%	16%	16%	14%	18%	14%	17%	14%	19%
	65	145	107	37	84	47	228	173	88	140	79	94	207	192
					-	a b c	-	-						a
This is not important to me – don't mind if not offered	4%	2%	2%	3%	4%	5%	3%	3%	3%	3%	3%	3%	3%	3%
	18	19	19	5	15	10	39	31	19	20	15	16	43	28
					-		-	-						
This is a negative to me	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	5	4	0	2	2	0	5	5	2	2	3	2	5	4
					-		-	-						
NET: Important (T2B)	80%	82%	84%	78%	74%	69%	81%	81%	83%	80%	82%	80%	83%	78%
	358	771	640	153	283	130	1155	897	523	633	449	448	1236	806
	f	f	f		-		-	-					b	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive on time by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	39%	35%	42%	44%	41%	27%	37%	35%	33%	37%	32%	38%	38%	39%	31%	**
	85	81	106	113	98	58	115	82	59	797	66	48	24	711	221	
										-				b		
This is a 'great to have' – makes a difference and can sway my decision	41%	47%	44%	42%	39%	56%	43%	42%	44%	44%	44%	44%	45%	43%	46%	**
	90	107	112	108	93	121	135	97	80	943	89	55	29	786	327	
										-						
This is a 'nice to have', but I can live without it being offered	16%	17%	12%	13%	16%	13%	17%	19%	20%	16%	17%	15%	15%	15%	18%	**
	34	40	31	33	37	28	54	45	35	338	35	19	9	274	127	
										-						
This is not important to me – don't mind if not offered	3%	1%	1%	1%	4%	5%	1%	4%	3%	2%	7%	3%	3%	2%	4%	**
	6	2	4	3	9	10	4	9	6	52	14	4	2	39	31	
										-					a	
This is a negative to me	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**
	2	0	1	1	2	0	3	1	0	10	1	0	0	7	3	
										-						
NET: Important (T2B)	80%	82%	86%	86%	80%	82%	81%	77%	77%	81%	76%	82%	83%	82%	77%	**
	175	188	219	221	191	179	251	179	138	1741	156	103	53	1497	548	
										-				b		
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive on time by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	34%	37%	39%	37%	34%	32%	40%	44%	37%	32%
	72	863	96	120	193	188	138	199	919	16
								c d		
This is a 'great to have' – makes a difference and can sway my decision	38%	45%	34%	42%	43%	48%	45%	47%	44%	29%
	81	1036	83	139	245	282	157	210	1098	14
						a				
This is a 'nice to have', but I can live without it being offered	25%	15%	23%	18%	20%	16%	13%	7%	16%	22%
	53	348	57	58	113	96	47	31	388	11
	b		e F	f	F	f				
This is not important to me – don't mind if not offered	3%	3%	3%	3%	4%	3%	2%	1%	3%	13%
	6	65	8	10	22	17	7	6	64	6
										A
This is a negative to me	1%	0%	1%	0%	0%	1%	0%	0%	0%	4%
	1	9	3	1	2	3	1	1	8	2
										a
NET: Important (T2B)	72%	82%	73%	79%	76%	80%	84%	92%	81%	62%
	152	1899	179	260	438	470	295	409	2016	30
		a					a c	A B C D e	b	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to track the delivery by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	32%	41%	28%	30%	35%	34%	30%	31%	33%
	814	313	501	180	228	227	179	371	443
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	43%	42%	43%	45%	41%	41%	44%	40%	45%
	1084	322	762	275	271	271	266	471	613
	-								a
This is a 'nice to have', but I can live without it being offered	21%	12%	25%	22%	19%	21%	22%	23%	19%
	527	91	436	132	123	138	134	277	250
	-		A					b	
This is not important to me – don't mind if not offered	4%	5%	4%	3%	4%	4%	4%	5%	3%
	101	38	63	19	28	27	26	58	42
	-								
This is a negative to me	0%	0%	0%	0%	1%	0%	0%	0%	0%
	8	0	8	1	6	1	1	5	3
	-								
NET: Important (T2B)	75%	83%	71%	75%	76%	75%	73%	71%	78%
	1898	635	1263	456	499	498	445	842	1056
	-	B							a
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to track the delivery by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	35%	35%	32%	24%	21%	19%	32%	32%	30%	33%	32%	33%	35%	28%
	157	331	245	46	81	35	456	358	193	264	175	183	518	290
	d F	d F	f		-		-	-					b	
This is a 'great to have' – makes a difference and can sway my decision	38%	43%	43%	46%	47%	48%	44%	41%	47%	42%	40%	42%	43%	43%
	169	407	328	90	179	89	627	457	295	332	219	238	637	444
					-		-	-						
This is a 'nice to have', but I can live without it being offered	19%	19%	21%	27%	28%	28%	20%	22%	18%	21%	24%	20%	19%	24%
	83	175	163	53	106	53	282	245	117	166	132	113	279	243
					-		-	-						a
This is not important to me – don't mind if not offered	7%	2%	4%	4%	5%	6%	4%	4%	4%	4%	4%	5%	3%	5%
	32	22	29	7	18	10	54	47	24	29	20	27	50	51
	b				-		-	-						
This is a negative to me	1%	0%	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%
	4	4	0	0	0	0	8	0	4	5	0	0	7	1
					-		-	-						
NET: Important (T2B)	73%	79%	75%	69%	68%	66%	76%	74%	77%	75%	72%	75%	77%	71%
	327	737	573	136	260	124	1083	814	488	595	394	420	1155	734
		f			-		-	-					b	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to track the delivery by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	34%	32%	35%	27%	36%	35%	35%	31%	28%	32%	26%	35%	35%	35%	24%	**
	74	73	88	69	85	75	108	71	51	695	53	43	22	640	171	
										-				B		
This is a 'great to have' – makes a difference and can sway my decision	34%	43%	44%	52%	44%	40%	37%	41%	48%	43%	46%	40%	45%	41%	48%	**
	74	100	111	135	106	86	115	96	87	910	95	50	29	742	339	
										-					a	
This is a 'nice to have', but I can live without it being offered	26%	21%	18%	16%	17%	22%	25%	24%	21%	21%	20%	19%	17%	20%	23%	**
	56	49	47	40	41	47	78	56	38	452	41	23	11	360	165	
										-						
This is not important to me – don't mind if not offered	5%	3%	3%	5%	2%	4%	3%	4%	3%	4%	8%	6%	3%	4%	5%	**
	11	6	8	13	5	9	10	8	5	75	16	8	2	67	34	
										-						
This is a negative to me	1%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	**
	2	2	0	0	2	0	0	2	0	8	0	0	0	8	1	
										-						
NET: Important (T2B)	68%	75%	78%	79%	80%	74%	72%	72%	77%	75%	72%	75%	80%	76%	72%	**
	148	173	199	204	191	161	223	167	138	1605	148	94	51	1382	510	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to track the delivery by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	35%	32%	30%	26%	29%	29%	34%	44%	33%	15%
	74	740	74	87	169	171	118	195	805	8
								a B C D	b	
This is a 'great to have' – makes a difference and can sway my decision	32%	44%	39%	40%	43%	45%	45%	41%	43%	39%
	67	1017	95	133	247	264	159	185	1062	19
		a								
This is a 'nice to have', but I can live without it being offered	28%	20%	24%	28%	24%	22%	16%	12%	21%	32%
	58	469	59	91	137	131	57	52	511	16
	b		f	e F	F	f				
This is not important to me – don't mind if not offered	5%	4%	6%	5%	4%	3%	4%	3%	4%	14%
	11	90	16	17	22	16	15	15	90	7
										a
This is a negative to me	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%
	2	6	2	1	0	5	1	0	8	0
NET: Important (T2B)	66%	76%	69%	67%	72%	74%	79%	85%	75%	54%
	141	1756	170	220	415	435	278	380	1867	26
		a					a b	A B C d	b	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to choose an express or next day service by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	18%	24%	15%	15%	23%	18%	15%	18%	18%
	456	187	269	93	152	120	91	211	244
	-	B			a d				
This is a 'great to have' – makes a difference and can sway my decision	43%	50%	39%	43%	43%	40%	44%	41%	44%
	1080	383	697	259	284	268	270	489	592
	-	B							
This is a 'nice to have', but I can live without it being offered	27%	18%	32%	29%	23%	29%	29%	28%	27%
	694	135	559	178	148	189	178	327	367
	-		A						
This is not important to me – don't mind if not offered	11%	7%	12%	12%	10%	12%	10%	12%	10%
	278	57	220	71	64	80	63	144	134
	-		a						
This is a negative to me	1%	0%	1%	1%	1%	1%	1%	1%	1%
	27	1	26	6	9	6	5	12	15
	-		a						
NET: Important (T2B)	61%	75%	55%	58%	66%	58%	60%	59%	62%
	1536	570	966	352	435	388	361	700	836
	-	B							
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to choose an express or next day service by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	17%	22%	18%	10%	9%	9%	17%	19%	17%	17%	19%	19%	20%	15%
	78	204	138	19	35	16	244	212	109	135	105	107	301	154
	f	d f	d f		-		-	-					b	
This is a 'great to have' – makes a difference and can sway my decision	47%	44%	42%	35%	34%	34%	43%	43%	46%	40%	43%	42%	45%	40%
	211	417	320	70	132	63	610	471	293	317	237	234	669	408
					-		-	-					b	
This is a 'nice to have', but I can live without it being offered	24%	26%	27%	37%	35%	34%	28%	27%	25%	29%	26%	28%	26%	30%
	106	243	209	72	136	64	394	299	161	233	142	158	384	307
				a b	-		-	-						
This is not important to me – don't mind if not offered	10%	7%	12%	17%	19%	21%	11%	11%	10%	12%	11%	10%	9%	14%
	43	69	94	33	72	39	161	117	62	99	59	58	129	143
			b	b	-	a B c	-	-						A
This is a negative to me	2%	1%	1%	2%	2%	3%	1%	1%	1%	1%	1%	1%	1%	2%
	8	6	4	3	8	5	19	8	7	11	3	4	8	18
					-		-	-						a
NET: Important (T2B)	65%	66%	60%	45%	44%	42%	60%	62%	63%	57%	63%	61%	65%	55%
	289	622	458	88	168	79	854	682	402	452	342	341	970	562
	D F	c D F	d F		-		-	-					B	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to choose an express or next day service by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	20%	19%	27%	14%	18%	14%	18%	18%	13%	18%	14%	24%	20%	20%	14%	**
	44	43	68	35	44	29	56	41	23	385	28	29	13	355	98	
										-				b		
This is a 'great to have' – makes a difference and can sway my decision	45%	40%	42%	49%	42%	38%	44%	38%	45%	43%	43%	43%	44%	42%	43%	**
	97	92	106	126	100	83	138	88	82	911	88	53	28	770	308	
										-						
This is a 'nice to have', but I can live without it being offered	23%	25%	21%	28%	28%	28%	28%	33%	33%	27%	30%	25%	29%	26%	30%	**
	50	58	53	72	67	61	86	77	59	583	61	31	19	481	211	
										-						
This is not important to me – don't mind if not offered	10%	15%	10%	9%	10%	19%	9%	10%	8%	11%	12%	8%	6%	11%	12%	**
	22	35	25	24	23	41	29	24	15	239	24	10	4	193	85	
										-						
This is a negative to me	2%	0%	1%	0%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	**
	5	1	3	0	6	2	2	3	1	22	3	1	1	19	8	
										-						
NET: Important (T2B)	65%	59%	68%	63%	60%	52%	63%	55%	58%	61%	57%	66%	64%	62%	57%	**
	141	136	174	161	144	113	194	129	105	1296	116	83	41	1125	406	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to choose an express or next day service by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	23%	17%	19%	14%	17%	16%	23%	20%	18%	16%
	49	406	47	47	97	95	81	88	443	8
This is a 'great to have' – makes a difference and can sway my decision	37%	43%	35%	44%	40%	42%	48%	46%	43%	36%
	79	1001	86	144	229	247	169	206	1061	18
This is a 'nice to have', but I can live without it being offered	25%	28%	31%	29%	28%	29%	23%	25%	27%	24%
	53	640	77	94	161	168	82	111	679	12
This is not important to me – don't mind if not offered	12%	11%	13%	12%	14%	11%	5%	9%	11%	16%
	26	251	33	39	81	67	19	39	270	8
			e		e	e				
This is a negative to me	2%	1%	2%	1%	1%	1%	0%	1%	1%	8%
	4	22	4	4	7	7	1	3	23	4
										A
NET: Important (T2B)	61%	61%	54%	58%	57%	58%	71%	66%	61%	53%
	129	1407	133	192	326	343	249	294	1505	26
							a b C d			
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select a specific date/time for delivery by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	18%	25%	16%	18%	24%	18%	13%	17%	19%
	466	187	279	111	160	118	77	205	261
	-	B		d	a c D	d			
This is a 'great to have' – makes a difference and can sway my decision	47%	52%	45%	48%	47%	48%	46%	46%	48%
	1198	394	803	290	308	320	281	546	652
	-	b							
This is a 'nice to have', but I can live without it being offered	25%	16%	29%	26%	22%	23%	31%	27%	24%
	644	123	522	159	142	153	190	324	320
	-		A				b c		
This is not important to me – don't mind if not offered	8%	7%	8%	7%	6%	10%	9%	8%	7%
	200	56	145	43	41	64	53	100	101
	-								
This is a negative to me	1%	0%	1%	1%	1%	1%	1%	1%	1%
	25	4	22	5	6	9	5	8	17
	-								
NET: Important (T2B)	66%	76%	61%	66%	71%	66%	59%	63%	68%
	1664	582	1082	400	468	437	358	750	913
	-	B			d				
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select a specific date/time for delivery by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	16%	21%	19%	15%	13%	12%	19%	18%	19%	19%	19%	17%	21%	15%
	72	194	148	30	52	22	266	200	117	149	102	98	310	154
					-		-	-					b	
This is a 'great to have' – makes a difference and can sway my decision	47%	51%	46%	44%	42%	40%	46%	49%	51%	43%	51%	46%	50%	43%
	211	477	350	86	160	74	661	537	321	340	281	256	747	448
					-		-	-	d		d		b	
This is a 'nice to have', but I can live without it being offered	27%	23%	26%	25%	28%	31%	26%	25%	22%	28%	22%	28%	22%	30%
	122	217	199	49	107	58	367	278	142	225	121	156	326	311
					-		-	-						A
This is not important to me – don't mind if not offered	8%	5%	9%	14%	13%	12%	8%	8%	7%	9%	7%	8%	7%	10%
	34	48	67	29	51	23	115	85	46	69	38	47	102	99
				B	-	b	-	-						a
This is a negative to me	2%	0%	0%	2%	4%	6%	1%	1%	1%	2%	1%	1%	0%	2%
	7	3	1	3	14	11	18	7	6	12	4	3	6	18
	c				-	a B C	-	-						a
NET: Important (T2B)	63%	71%	65%	59%	55%	51%	65%	67%	69%	61%	70%	63%	71%	58%
	282	671	498	116	212	96	927	736	439	489	382	354	1057	602
	f	a c d F	f		-		-	-	d		d		B	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select a specific date/time for delivery by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	22%	21%	24%	10%	23%	17%	22%	17%	14%	19%	12%	21%	15%	20%	14%	**
	47	49	61	27	55	36	68	39	25	407	24	26	9	362	101	
										-				b		
This is a 'great to have' – makes a difference and can sway my decision	49%	49%	49%	47%	46%	37%	43%	46%	56%	47%	54%	47%	51%	47%	47%	**
	106	113	126	120	109	81	133	107	100	996	110	59	33	858	335	
										-						
This is a 'nice to have', but I can live without it being offered	24%	20%	20%	32%	25%	29%	27%	31%	22%	26%	22%	25%	26%	25%	27%	**
	53	45	51	82	61	63	85	72	39	550	46	31	17	451	193	
										-						
This is not important to me – don't mind if not offered	4%	8%	6%	10%	5%	15%	8%	5%	9%	8%	12%	6%	7%	7%	10%	**
	8	19	14	26	13	33	24	12	16	165	24	7	4	133	68	
										-						
This is a negative to me	2%	2%	1%	1%	1%	2%	1%	1%	0%	1%	0%	1%	1%	1%	2%	**
	3	4	3	2	2	4	2	3	0	23	1	2	1	14	12	
										-						
NET: Important (T2B)	70%	70%	73%	57%	68%	54%	64%	63%	70%	66%	65%	68%	66%	67%	62%	**
	153	162	187	147	164	117	200	146	125	1402	134	85	42	1220	437	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select a specific date/time for delivery by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	23%	18%	21%	18%	14%	16%	24%	22%	18%	26%
	49	417	51	58	83	92	83	99	452	13
This is a 'great to have' – makes a difference and can sway my decision	44%	48%	36%	46%	47%	47%	48%	54%	47%	34%
	93	1105	88	152	269	276	170	243	1174	17
					a	a	a	a		
This is a 'nice to have', but I can live without it being offered	21%	26%	35%	24%	28%	27%	22%	18%	25%	30%
	45	599	86	80	161	159	79	79	629	15
			b e F		f	f				
This is not important to me – don't mind if not offered	10%	8%	8%	11%	9%	8%	5%	5%	8%	6%
	21	179	20	35	53	50	19	24	197	3
This is a negative to me	2%	1%	1%	1%	2%	1%	0%	1%	1%	4%
	4	21	1	4	9	8	1	3	24	2
NET: Important (T2B)	67%	66%	57%	64%	61%	63%	72%	76%	66%	60%
	142	1522	139	209	352	369	252	341	1627	30
							a c d	A b C D		
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Fast delivery by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	28%	38%	23%	25%	34%	27%	23%	29%	27%
	697	288	409	154	220	181	142	338	359
	-	B			a d				
This is a 'great to have' – makes a difference and can sway my decision	46%	43%	47%	48%	43%	45%	47%	44%	47%
	1154	326	828	289	280	297	288	523	631
	-								
This is a 'nice to have', but I can live without it being offered	22%	16%	25%	23%	18%	24%	24%	22%	22%
	563	120	443	141	118	157	147	263	300
	-		A						
This is not important to me – don't mind if not offered	4%	4%	5%	4%	5%	3%	5%	4%	4%
	109	29	80	22	35	23	29	52	57
	-								
This is a negative to me	0%	0%	1%	0%	1%	1%	0%	1%	0%
	10	0	10	1	4	5	1	6	4
	-								
NET: Important (T2B)	73%	80%	70%	73%	76%	72%	71%	73%	73%
	1851	615	1237	443	500	479	430	861	990
	-	B							
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Fast delivery by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	28%	31%	27%	18%	18%	18%	26%	30%	23%	27%	29%	31%	30%	24%
	125	296	208	35	68	33	365	332	147	218	161	171	448	248
		d f			-		-	-					b	
This is a 'great to have' – makes a difference and can sway my decision	45%	47%	46%	49%	42%	35%	46%	45%	50%	43%	44%	45%	47%	44%
	200	439	353	97	163	66	659	495	318	341	241	254	698	452
					-		-	-						
This is a 'nice to have', but I can live without it being offered	22%	19%	22%	27%	31%	36%	24%	21%	22%	25%	21%	20%	19%	26%
	98	175	170	53	120	67	336	227	138	198	116	111	289	268
					-	a B c	-	-						a
This is not important to me – don't mind if not offered	4%	3%	4%	6%	8%	11%	4%	4%	4%	4%	5%	4%	3%	6%
	18	25	34	12	32	20	60	49	25	35	26	23	49	58
					-	a B c	-	-						a
This is a negative to me	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%
	4	5	0	1	1	1	7	3	4	4	2	1	7	4
					-		-	-						
NET: Important (T2B)	73%	78%	73%	67%	60%	53%	72%	75%	74%	70%	74%	76%	77%	68%
	325	734	561	132	231	99	1024	827	466	558	402	425	1146	700
	F	d F	F	f	-		-	-					B	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Fast delivery by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	31%	29%	31%	29%	28%	24%	29%	28%	23%	28%	22%	29%	29%	30%	21%	**
	66	66	79	75	66	52	89	64	41	598	45	36	18	544	150	
										-				B		
This is a 'great to have' – makes a difference and can sway my decision	42%	44%	49%	45%	47%	46%	42%	42%	48%	45%	50%	47%	50%	44%	49%	**
	91	102	124	115	114	100	131	98	87	962	102	59	32	803	348	
										-						
This is a 'nice to have', but I can live without it being offered	21%	23%	14%	23%	21%	21%	26%	28%	24%	22%	21%	21%	19%	22%	24%	**
	46	54	37	58	51	46	80	66	43	481	43	27	12	396	167	
										-						
This is not important to me – don't mind if not offered	5%	3%	6%	4%	3%	9%	3%	2%	4%	4%	7%	3%	2%	4%	6%	**
	12	7	15	10	7	19	10	5	8	91	13	3	1	66	43	
										-						
This is a negative to me	1%	1%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	**
	2	1	0	0	2	0	1	1	1	8	2	0	0	8	2	
										-						
NET: Important (T2B)	73%	73%	80%	74%	75%	70%	71%	69%	71%	73%	72%	76%	79%	74%	70%	**
	158	168	203	189	180	152	220	162	128	1560	146	95	50	1347	497	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Fast delivery by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	28%	27%	26%	27%	26%	25%	30%	32%	27%	23%
	60	637	63	90	148	147	106	143	681	11
									b	
This is a 'great to have' – makes a difference and can sway my decision	44%	46%	41%	43%	46%	44%	49%	48%	46%	26%
	93	1061	101	142	263	261	171	216	1140	13
									b	
This is a 'nice to have', but I can live without it being offered	21%	22%	26%	25%	23%	25%	19%	16%	22%	36%
	45	518	65	84	132	144	67	72	545	18
										a
This is not important to me – don't mind if not offered	6%	4%	7%	4%	5%	5%	2%	3%	4%	14%
	12	97	16	13	31	28	6	15	101	7
										a
This is a negative to me	1%	0%	1%	0%	0%	1%	0%	0%	0%	2%
	3	8	1	1	1	6	1	1	10	1
NET: Important (T2B)	72%	73%	67%	70%	72%	70%	79%	80%	74%	49%
	153	1698	164	232	412	408	277	359	1821	24
							a d	a b c d	b	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Convenient options for me to accept the delivery by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	29%	38%	25%	25%	36%	29%	25%	29%	29%
	731	288	443	153	234	196	149	342	389
	-	B			a d				
This is a 'great to have' – makes a difference and can sway my decision	49%	50%	49%	51%	43%	50%	54%	48%	51%
	1250	381	869	310	281	329	330	565	685
	-						b		
This is a 'nice to have', but I can live without it being offered	18%	9%	22%	19%	17%	18%	17%	19%	16%
	452	68	384	116	110	120	106	229	223
	-		A						
This is not important to me – don't mind if not offered	3%	4%	3%	4%	4%	3%	3%	3%	3%
	85	27	58	24	25	17	20	38	47
	-								
This is a negative to me	1%	0%	1%	1%	1%	0%	0%	1%	1%
	15	0	15	5	5	2	2	8	8
	-		a						
NET: Important (T2B)	78%	88%	74%	76%	79%	79%	79%	77%	79%
	1981	669	1312	463	515	524	479	907	1074
	-	B							
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Convenient options for me to accept the delivery by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	29%	30%	31%	21%	22%	22%	29%	28%	29%	30%	32%	25%	31%	25%
	129	286	234	41	83	42	417	314	180	237	175	139	469	261
					-		-	-					b	
This is a 'great to have' – makes a difference and can sway my decision	49%	49%	49%	53%	51%	48%	49%	50%	51%	47%	48%	52%	48%	50%
	220	463	372	104	194	90	693	557	320	373	263	293	723	519
					-		-	-						
This is a 'nice to have', but I can live without it being offered	16%	17%	16%	24%	24%	25%	18%	18%	17%	19%	16%	19%	16%	20%
	71	163	124	47	93	47	258	194	107	151	86	108	240	210
					-		-	-						a
This is not important to me – don't mind if not offered	4%	2%	5%	3%	3%	4%	4%	3%	3%	4%	3%	3%	3%	3%
	19	19	35	5	12	7	51	35	22	29	18	17	49	36
					-		-	-						
This is a negative to me	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%
	6	7	0	0	2	2	8	7	3	5	4	3	10	4
					-		-	-						
NET: Important (T2B)	78%	80%	79%	74%	72%	70%	78%	79%	79%	77%	80%	77%	80%	76%
	349	749	606	145	277	132	1111	870	500	610	438	432	1192	780
					-		-	-					b	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Convenient options for me to accept the delivery by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	27%	31%	34%	26%	36%	33%	27%	26%	26%	30%	21%	33%	22%	30%	26%	**
	58	70	88	67	87	71	84	61	47	632	43	42	14	541	188	
										-						
This is a 'great to have' – makes a difference and can sway my decision	52%	55%	45%	52%	41%	43%	51%	45%	56%	49%	53%	48%	55%	49%	50%	**
	113	126	116	135	98	94	160	105	100	1046	109	61	35	895	352	
										-						
This is a 'nice to have', but I can live without it being offered	19%	12%	16%	18%	18%	19%	18%	23%	16%	18%	18%	16%	21%	17%	20%	**
	41	28	40	47	44	42	56	53	30	381	37	20	13	311	140	
										-						
This is not important to me – don't mind if not offered	1%	2%	4%	3%	3%	5%	3%	5%	2%	3%	7%	2%	2%	3%	4%	**
	3	4	9	9	8	11	8	11	3	67	15	3	1	58	27	
										-						
This is a negative to me	1%	1%	1%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	**
	2	2	2	0	3	0	2	3	0	14	1	0	0	13	3	
										-						
NET: Important (T2B)	79%	85%	80%	78%	77%	76%	78%	71%	82%	78%	74%	82%	77%	79%	76%	**
	171	196	203	201	184	164	244	166	147	1678	152	102	49	1435	539	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Convenient options for me to accept the delivery by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	27%	29%	21%	24%	28%	27%	33%	37%	29%	15%
	57	674	52	79	160	158	117	166	720	8
							a	a b c d		
This is a 'great to have' – makes a difference and can sway my decision	40%	50%	49%	52%	48%	52%	49%	47%	50%	39%
	85	1165	121	170	273	306	170	210	1229	19
		a								
This is a 'nice to have', but I can live without it being offered	23%	17%	24%	20%	21%	18%	14%	12%	18%	31%
	48	404	60	67	118	103	48	56	435	15
			e f		f					a
This is not important to me – don't mind if not offered	8%	3%	4%	4%	4%	2%	4%	3%	3%	13%
	17	68	10	13	21	14	13	14	79	6
	B									a
This is a negative to me	2%	0%	1%	0%	0%	1%	0%	0%	1%	2%
	5	10	3	1	3	5	1	2	14	1
	b									
NET: Important (T2B)	67%	79%	70%	75%	75%	79%	82%	84%	79%	54%
	142	1839	173	248	433	464	287	376	1949	27
		A					a	a c	B	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive intact by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	63%	72%	59%	60%	64%	64%	63%	62%	64%
	1593	548	1045	364	423	424	382	734	859
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	26%	22%	27%	25%	26%	25%	27%	25%	26%
	653	169	484	154	170	167	163	299	354
	-		a						
This is a 'nice to have', but I can live without it being offered	9%	5%	11%	11%	7%	10%	9%	10%	8%
	234	35	199	68	47	64	55	122	112
	-		A						
This is not important to me – don't mind if not offered	2%	2%	2%	3%	2%	1%	1%	2%	2%
	45	12	33	19	13	8	5	22	22
	-								
This is a negative to me	0%	0%	1%	0%	1%	0%	0%	0%	0%
	9	0	9	2	3	2	1	5	4
	-								
NET: Important (T2B)	89%	94%	86%	85%	90%	89%	90%	87%	90%
	2246	717	1529	518	594	590	545	1033	1213
	-	B							
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive intact by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	62%	62%	63%	61%	64%	68%	64%	62%	65%	63%	61%	63%	62%	65%
	275	586	485	119	247	128	908	685	409	499	330	355	918	669
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	21%	26%	27%	29%	28%	26%	26%	25%	26%	26%	27%	24%	26%	25%
	94	246	208	58	106	48	372	281	162	209	146	136	395	255
					-		-	-						
This is a 'nice to have', but I can live without it being offered	13%	10%	8%	9%	7%	5%	8%	11%	7%	9%	11%	10%	10%	9%
	57	91	59	18	27	9	117	116	44	73	58	58	142	89
					-		-	-						
This is not important to me – don't mind if not offered	3%	1%	2%	0%	1%	1%	2%	2%	2%	2%	2%	2%	2%	1%
	15	13	14	0	2	2	25	20	13	12	9	11	31	14
					-		-	-						
This is a negative to me	1%	0%	0%	1%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%
	4	3	0	2	2	0	6	3	4	2	2	1	6	3
					-		-	-						
NET: Important (T2B)	83%	89%	90%	90%	92%	94%	90%	87%	90%	89%	87%	88%	88%	90%
	369	832	693	177	353	176	1280	967	571	709	476	491	1313	924
			a		-	a	-	-						
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive intact by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	69%	71%	64%	63%	64%	65%	56%	62%	56%	63%	60%	62%	62%	64%	61%	**
	151	163	163	163	154	141	175	143	101	1354	122	78	39	1158	429	
										-						
This is a 'great to have' – makes a difference and can sway my decision	19%	18%	25%	27%	24%	26%	32%	21%	33%	25%	29%	30%	30%	25%	29%	**
	42	42	63	70	58	56	98	49	60	538	58	38	19	447	205	
										-						
This is a 'nice to have', but I can live without it being offered	9%	10%	9%	8%	10%	7%	9%	15%	9%	10%	8%	7%	8%	10%	8%	**
	20	23	23	19	24	15	29	35	16	205	15	9	5	176	58	
										-						
This is not important to me – don't mind if not offered	1%	1%	2%	2%	1%	3%	2%	2%	1%	2%	4%	1%	1%	2%	2%	**
	2	2	6	4	2	6	7	5	1	36	8	1	0	28	16	
										-						
This is a negative to me	1%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	**
	2	0	0	1	1	0	2	1	1	8	1	0	0	7	2	
										-						
NET: Important (T2B)	89%	89%	89%	90%	89%	90%	88%	83%	90%	88%	88%	92%	91%	88%	89%	**
	193	205	226	233	212	197	273	193	161	1892	180	116	58	1605	634	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive intact by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	50%	64%	58%	57%	62%	61%	67%	70%	63%	36%
	106	1487	143	187	356	358	235	313	1572	18
		A							b	
This is a 'great to have' – makes a difference and can sway my decision	25%	26%	25%	28%	27%	28%	22%	23%	26%	30%
	53	601	62	92	156	163	76	103	636	15
This is a 'nice to have', but I can live without it being offered	20%	8%	13%	12%	10%	9%	8%	6%	9%	22%
	42	191	32	39	55	55	27	25	221	11
	B									a
This is not important to me – don't mind if not offered	6%	1%	4%	3%	1%	1%	3%	1%	2%	11%
	12	33	9	10	5	7	9	4	39	5
	B									A
This is a negative to me	0%	0%	0%	0%	0%	0%	1%	0%	0%	2%
	0	9	1	0	2	2	3	1	8	1
NET: Important (T2B)	75%	90%	83%	85%	89%	89%	89%	93%	89%	66%
	158	2088	205	279	513	521	312	417	2208	32
		A						a b	B	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select an evening/weekend delivery by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	15%	22%	12%	13%	19%	15%	13%	14%	15%
	377	168	208	77	123	100	77	169	207
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	39%	43%	37%	40%	39%	38%	39%	37%	40%
	986	327	658	240	257	250	239	441	545
	-	b							
This is a 'nice to have', but I can live without it being offered	28%	19%	32%	31%	26%	29%	28%	31%	27%
	721	148	573	188	171	190	173	363	359
	-		A						
This is not important to me – don't mind if not offered	16%	15%	17%	16%	15%	17%	18%	16%	17%
	415	116	299	94	99	115	107	192	223
	-								
This is a negative to me	1%	1%	2%	1%	1%	1%	2%	2%	1%
	36	5	31	8	8	9	10	18	18
	-								
NET: Important (T2B)	54%	65%	49%	52%	58%	53%	52%	52%	56%
	1362	495	867	317	379	350	317	610	752
	-	B							
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select an evening/weekend delivery by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	14%	19%	15%	6%	5%	3%	15%	15%	14%	15%	15%	15%	18%	10%
	61	183	115	12	18	6	212	164	91	121	80	84	272	104
	d f	a D F	d f		-		-	-					B	
This is a 'great to have' – makes a difference and can sway my decision	42%	43%	36%	31%	30%	28%	38%	40%	42%	35%	45%	34%	43%	32%
	188	406	278	60	113	53	547	438	266	282	246	192	647	334
	d f	c d f			-		-	-	f		d f		B	
This is a 'nice to have', but I can live without it being offered	30%	27%	29%	31%	28%	24%	27%	31%	23%	29%	26%	36%	27%	31%
	136	257	223	61	106	45	381	340	148	233	141	199	396	321
					-		-	-				C e		a
This is not important to me – don't mind if not offered	12%	9%	19%	31%	33%	36%	18%	14%	19%	18%	14%	14%	11%	24%
	53	87	146	62	128	67	261	154	119	142	75	79	163	248
			a B	A B c	-	A B C	-	-						A
This is a negative to me	2%	1%	0%	1%	5%	9%	2%	1%	1%	2%	1%	1%	1%	2%
	8	6	3	2	19	16	26	10	8	17	4	6	12	22
					-	a B C d	-	-						a
NET: Important (T2B)	56%	63%	51%	37%	34%	32%	53%	54%	56%	51%	60%	49%	62%	43%
	249	589	393	72	131	59	760	602	357	403	326	277	920	438
	D F	C D F	d F		-		-	-			d f		B	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select an evening/weekend delivery by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	20%	17%	20%	17%	11%	13%	16%	13%	7%	15%	10%	16%	15%	17%	10%	**
	43	39	50	45	27	29	51	31	13	328	19	20	9	302	73	
										-				b		
This is a 'great to have' – makes a difference and can sway my decision	40%	45%	39%	33%	38%	32%	42%	38%	44%	39%	38%	37%	46%	40%	37%	**
	86	103	99	86	90	71	130	89	78	831	78	47	29	722	260	
										-						
This is a 'nice to have', but I can live without it being offered	29%	23%	23%	29%	33%	36%	23%	32%	29%	28%	26%	32%	29%	28%	31%	**
	62	53	59	76	80	79	73	75	52	609	53	40	18	500	219	
										-						
This is not important to me – don't mind if not offered	10%	14%	17%	18%	17%	16%	18%	13%	20%	16%	25%	14%	10%	15%	21%	**
	21	32	43	47	41	34	55	31	36	341	51	17	6	269	146	
										-	a h l m				a	
This is a negative to me	2%	1%	1%	2%	0%	2%	1%	3%	0%	1%	1%	1%	1%	1%	2%	**
	5	2	3	5	1	5	3	7	0	31	3	1	1	23	13	
										-						
NET: Important (T2B)	59%	62%	58%	51%	49%	46%	58%	51%	51%	54%	48%	53%	61%	56%	47%	**
	129	143	149	130	117	99	181	120	92	1159	97	67	39	1025	332	
										-				b		
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select an evening/weekend delivery by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	16%	15%	17%	14%	14%	12%	18%	18%	15%	11%
	33	343	42	45	80	68	63	78	371	6
This is a 'great to have' – makes a difference and can sway my decision	38%	39%	32%	35%	36%	41%	42%	44%	39%	28%
	81	904	79	115	205	243	146	199	970	14
This is a 'nice to have', but I can live without it being offered	33%	28%	31%	30%	30%	31%	25%	23%	29%	28%
	70	651	77	99	172	182	88	103	706	14
This is not important to me – don't mind if not offered	12%	17%	19%	20%	18%	14%	14%	14%	16%	29%
	26	389	47	64	106	84	50	63	396	14
										a
This is a negative to me	1%	1%	1%	2%	2%	2%	1%	1%	1%	4%
	2	34	1	6	13	9	3	3	34	2
NET: Important (T2B)	54%	54%	49%	49%	49%	53%	60%	62%	54%	39%
	114	1248	121	160	285	311	209	277	1341	19
							c	a b c		
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof of postage/dispat by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	35%	42%	32%	34%	34%	37%	33%	33%	37%
	883	322	560	208	226	247	201	388	494
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	39%	39%	39%	40%	39%	38%	38%	37%	40%
	980	298	682	241	253	252	233	435	544
	-								
This is a 'nice to have', but I can live without it being offered	22%	13%	25%	21%	22%	20%	22%	24%	19%
	545	102	442	130	146	134	135	283	262
	-		A					b	
This is not important to me – don't mind if not offered	4%	5%	4%	4%	4%	4%	6%	6%	3%
	112	41	70	26	26	25	34	67	45
	-							b	
This is a negative to me	1%	0%	1%	0%	1%	1%	1%	1%	0%
	15	0	15	2	5	5	3	9	7
	-		a						
NET: Important (T2B)	73%	81%	70%	74%	73%	75%	72%	70%	77%
	1862	620	1242	450	480	499	434	824	1038
	-	B							A
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof of postage/dispatby Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	35%	36%	37%	31%	29%	26%	36%	34%	35%	36%	34%	34%	37%	32%
	158	334	281	62	110	48	508	375	220	287	185	189	553	328
					-		-	-					b	
This is a 'great to have' – makes a difference and can sway my decision	36%	41%	38%	41%	37%	33%	38%	40%	39%	37%	38%	42%	39%	38%
	158	386	292	81	144	62	536	443	245	291	210	234	579	393
					-		-	-						
This is a 'nice to have', but I can live without it being offered	22%	20%	19%	24%	28%	33%	21%	22%	20%	22%	23%	21%	19%	25%
	100	188	149	48	109	61	306	239	128	178	123	116	283	259
					-	b c	-	-						a
This is not important to me – don't mind if not offered	5%	3%	6%	2%	5%	8%	5%	4%	5%	5%	4%	3%	4%	4%
	21	27	43	5	20	15	69	43	33	36	24	19	67	44
					-	b	-	-						
This is a negative to me	2%	0%	0%	1%	0%	0%	1%	1%	1%	0%	1%	0%	1%	1%
	8	4	1	1	1	0	9	6	6	3	4	3	9	6
					-		-	-						
NET: Important (T2B)	71%	77%	75%	73%	66%	59%	73%	74%	74%	73%	72%	76%	76%	70%
	316	720	573	143	254	111	1044	818	466	578	395	423	1133	721
	f	F	f	f	-		-	-					b	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof of postage/dispatby Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	43%	43%	35%	30%	26%	39%	42%	32%	26%	35%	27%	34%	41%	35%	34%	**
	93	98	88	78	62	84	132	76	47	758	55	43	26	639	240	
	e i k	e k					e i k			-						
This is a 'great to have' – makes a difference and can sway my decision	33%	35%	42%	40%	48%	39%	29%	36%	47%	38%	45%	37%	40%	39%	39%	**
	72	80	107	103	115	84	90	83	84	817	91	46	25	704	274	
					g				g	-	g					
This is a 'nice to have', but I can live without it being offered	19%	22%	19%	26%	22%	17%	23%	28%	21%	22%	18%	23%	18%	21%	22%	**
	41	50	48	67	52	37	71	64	38	469	36	29	11	389	154	
										-						
This is not important to me – don't mind if not offered	3%	1%	4%	3%	4%	5%	5%	4%	6%	4%	11%	6%	1%	4%	6%	**
	7	2	11	7	9	11	14	9	11	82	22	7	1	72	39	
										-	b					
This is a negative to me	2%	0%	0%	0%	0%	1%	1%	1%	0%	1%	0%	0%	0%	1%	0%	**
	5	1	0	1	1	1	4	2	0	15	0	0	0	12	3	
										-						
NET: Important (T2B)	76%	77%	77%	71%	74%	77%	71%	68%	72%	74%	72%	71%	80%	74%	72%	**
	165	178	195	182	177	168	222	158	130	1575	146	89	51	1343	514	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof of postage/dispatby Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
This is mandatory to me – a must have	31%	35%	30%	34%	31%	34%	35%	44%	35%	10%	
	67	816	75	113	176	197	124	198	878	5	
								a c d	b		
This is a 'great to have' – makes a difference and can sway my decision	40%	39%	39%	38%	40%	36%	39%	41%	39%	30%	
	86	894	96	123	231	208	137	184	963	15	
This is a 'nice to have', but I can live without it being offered	23%	21%	26%	23%	24%	25%	21%	11%	21%	44%	
	49	496	65	75	135	148	74	47	517	21	
			F	f	F	F	f			a	
This is not important to me – don't mind if not offered	4%	4%	3%	5%	5%	5%	3%	4%	4%	14%	
	8	104	8	16	31	28	11	17	105	7	
										a	
This is a negative to me	2%	1%	1%	0%	0%	1%	1%	0%	1%	3%	
	3	12	3	1	2	5	3	1	14	1	
NET: Important (T2B)	72%	74%	69%	72%	71%	69%	75%	85%	74%	39%	
	152	1710	171	237	407	405	261	382	1841	19	
								A b C D e	B		
Effective Column n											
	150	1545	184	226	422	420	225	219	1660	32	
Unweighted base	237	2434	290	356	665	661	354	345	2614	50	
Weighted base	212	2321	247	329	575	586	350	447	2477	49	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guaranteed delivery to my door by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	47%	52%	45%	43%	52%	48%	44%	45%	48%
	1185	396	789	259	341	317	269	533	652
	-	b			a				
This is a 'great to have' – makes a difference and can sway my decision	37%	37%	37%	39%	33%	36%	41%	36%	38%
	939	281	658	234	219	239	247	429	510
	-								
This is a 'nice to have', but I can live without it being offered	13%	9%	15%	14%	12%	13%	13%	15%	11%
	325	65	259	87	77	85	76	174	151
	-		A					b	
This is not important to me – don't mind if not offered	3%	3%	3%	4%	2%	3%	2%	3%	2%
	74	21	53	27	15	21	11	41	34
	-								
This is a negative to me	0%	0%	1%	0%	1%	0%	0%	0%	0%
	10	0	10	1	5	1	3	5	5
	-								
NET: Important (T2B)	84%	89%	82%	81%	85%	84%	85%	81%	86%
	2124	677	1447	493	560	556	516	963	1162
	-	B							a
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guaranteed delivery to my door by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	49%	43%	51%	43%	47%	50%	46%	48%	46%	45%	46%	51%	44%	51%
	217	402	388	84	179	94	650	536	293	357	249	287	660	523
					-		-	-						a
This is a 'great to have' – makes a difference and can sway my decision	31%	40%	35%	46%	40%	34%	38%	36%	40%	37%	38%	33%	38%	35%
	139	376	271	90	153	63	545	394	250	295	209	185	572	363
		a		a	-		-	-						
This is a 'nice to have', but I can live without it being offered	15%	14%	12%	8%	11%	15%	13%	12%	12%	14%	12%	12%	13%	12%
	65	128	88	16	44	28	188	136	75	114	68	68	198	122
					-		-	-						
This is not important to me – don't mind if not offered	4%	3%	2%	3%	2%	1%	3%	3%	2%	3%	3%	3%	4%	2%
	17	30	19	6	8	2	38	36	11	27	18	18	54	20
					-		-	-					b	
This is a negative to me	2%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%
	7	3	0	0	0	0	6	4	4	2	2	2	7	2
	c				-		-	-						
NET: Important (T2B)	80%	83%	86%	88%	86%	84%	84%	84%	86%	82%	84%	84%	83%	86%
	357	778	658	174	331	157	1195	930	543	652	458	472	1232	887
					-		-	-						
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guaranteed delivery to my door by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	48%	50%	51%	51%	47%	47%	43%	40%	46%	47%	42%	48%	53%	48%	44%	**
	104	115	129	131	112	103	135	92	83	1005	87	60	34	872	312	
										-						
This is a 'great to have' – makes a difference and can sway my decision	39%	37%	36%	34%	34%	36%	39%	34%	44%	37%	40%	35%	34%	36%	39%	**
	85	85	92	88	82	79	121	79	80	790	82	44	22	657	277	
										-						
This is a 'nice to have', but I can live without it being offered	9%	10%	11%	14%	15%	13%	13%	23%	7%	13%	12%	14%	11%	12%	15%	**
	20	23	27	35	36	28	42	52	13	276	25	17	7	221	103	
								a i		-						
This is not important to me – don't mind if not offered	3%	3%	3%	1%	3%	4%	4%	3%	2%	3%	5%	3%	1%	3%	2%	**
	6	7	7	2	7	8	12	6	3	59	11	3	1	58	16	
										-						
This is a negative to me	1%	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	**
	2	0	0	1	2	0	2	2	0	9	0	0	0	9	1	
										-						
NET: Important (T2B)	87%	87%	87%	85%	81%	84%	82%	74%	91%	84%	83%	83%	87%	84%	83%	**
	189	200	220	219	194	182	256	172	163	1795	169	104	56	1528	590	
									h	-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guaranteed delivery to my door by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	44%	47%	50%	45%	49%	43%	47%	49%	47%	22%
	93	1093	124	146	279	250	164	221	1170	11
									b	
This is a 'great to have' – makes a difference and can sway my decision	30%	38%	27%	41%	37%	39%	37%	38%	37%	37%
	64	875	66	136	212	228	128	168	919	18
				a		a				
This is a 'nice to have', but I can live without it being offered	18%	12%	17%	11%	12%	14%	14%	10%	13%	28%
	37	288	42	35	71	84	48	45	311	14
										a
This is not important to me – don't mind if not offered	7%	3%	5%	3%	2%	3%	2%	3%	3%	9%
	15	59	13	11	11	20	8	11	69	4
	b									a
This is a negative to me	2%	0%	1%	0%	0%	1%	1%	0%	0%	4%
	3	7	2	1	1	3	2	1	8	2
	b									a
NET: Important (T2B)	74%	85%	77%	86%	85%	82%	83%	87%	84%	59%
	157	1968	190	282	492	479	292	390	2089	29
		A							B	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Availability of nearby collection points in case of failed delivery by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	24%	33%	20%	21%	31%	23%	21%	24%	24%
	614	255	358	129	202	155	128	285	329
	-	B			a c d				
This is a 'great to have' – makes a difference and can sway my decision	43%	45%	43%	45%	41%	43%	45%	42%	45%
	1101	346	755	272	271	288	270	494	607
	-								
This is a 'nice to have', but I can live without it being offered	22%	12%	26%	24%	18%	22%	23%	23%	21%
	552	91	461	145	119	147	140	273	279
	-		A						
This is not important to me – don't mind if not offered	7%	7%	8%	8%	7%	7%	8%	8%	7%
	187	50	138	47	44	49	47	96	92
	-								
This is a negative to me	3%	3%	3%	2%	3%	4%	3%	3%	3%
	80	22	58	15	20	25	21	35	45
	-								
NET: Important (T2B)	68%	79%	63%	66%	72%	67%	66%	66%	69%
	1715	601	1113	400	473	443	398	778	936
	-	B							
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Availability of nearby collection points in case of failed delivery by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	23%	27%	26%	17%	15%	14%	24%	24%	26%	23%	28%	20%	27%	20%
	104	251	200	33	59	25	348	265	164	184	155	110	407	206
	f	d f	f		-		-	-			f		B	
This is a 'great to have' – makes a difference and can sway my decision	42%	46%	42%	42%	42%	43%	45%	42%	44%	45%	41%	42%	46%	40%
	188	429	323	82	161	80	640	461	280	360	226	234	687	411
					-		-	-					b	
This is a 'nice to have', but I can live without it being offered	23%	21%	20%	26%	24%	23%	20%	24%	19%	20%	21%	28%	19%	26%
	103	200	155	50	93	43	281	271	118	163	114	157	281	268
					-		-	-				c d e		A
This is not important to me – don't mind if not offered	8%	5%	8%	9%	11%	13%	7%	7%	8%	7%	7%	7%	6%	9%
	36	47	64	17	41	24	106	81	50	56	40	41	91	91
					-	b	-	-						a
This is a negative to me	3%	1%	3%	7%	8%	8%	4%	3%	3%	4%	2%	3%	2%	5%
	13	12	24	14	30	16	51	28	19	32	10	19	26	54
				B	-	a B c	-	-						A
NET: Important (T2B)	66%	72%	68%	58%	57%	56%	69%	66%	70%	68%	70%	61%	73%	60%
	293	680	522	115	220	105	989	726	445	544	382	344	1094	617
		d F	f		-		-	-	f		f		B	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Availability of nearby collection points in case of failed delivery by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	30%	23%	29%	24%	23%	30%	29%	19%	13%	25%	20%	22%	21%	26%	20%	**
	65	54	74	62	55	64	90	45	23	532	40	28	13	469	142	
	i		i			i	i			-				b		
This is a 'great to have' – makes a difference and can sway my decision	42%	51%	41%	40%	39%	40%	45%	41%	52%	43%	44%	45%	49%	44%	42%	**
	91	117	103	104	92	87	139	95	94	922	91	57	31	801	298	
										-						
This is a 'nice to have', but I can live without it being offered	20%	14%	20%	25%	28%	20%	19%	27%	25%	22%	21%	21%	24%	21%	24%	**
	42	33	51	63	67	45	59	63	44	468	43	27	15	380	170	
										-						
This is not important to me – don't mind if not offered	7%	9%	6%	6%	8%	8%	6%	7%	7%	7%	12%	9%	4%	7%	10%	**
	16	20	16	16	20	18	17	15	12	149	24	11	3	119	68	
										-						
This is a negative to me	2%	3%	4%	5%	2%	2%	2%	6%	4%	3%	3%	3%	2%	3%	5%	**
	3	7	10	12	5	4	6	14	8	69	6	3	1	48	32	
										-						
NET: Important (T2B)	72%	74%	70%	65%	62%	69%	74%	60%	65%	68%	64%	67%	70%	70%	62%	**
	156	171	178	166	148	151	229	140	116	1454	131	84	45	1270	439	
										-				b		
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Availability of nearby collection points in case of failed delivery by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	24%	24%	22%	21%	19%	25%	34%	27%	24%	14%
	52	562	54	69	110	144	118	120	603	7
							b C			
This is a 'great to have' – makes a difference and can sway my decision	38%	44%	41%	43%	42%	45%	42%	46%	44%	41%
	80	1021	102	141	240	264	148	207	1079	20
This is a 'nice to have', but I can live without it being offered	24%	22%	25%	24%	26%	22%	16%	17%	22%	25%
	51	501	61	80	151	126	57	76	538	12
					e f					
This is not important to me – don't mind if not offered	10%	7%	8%	8%	10%	7%	6%	5%	7%	10%
	20	167	19	27	57	40	20	24	182	5
This is a negative to me	4%	3%	5%	3%	3%	2%	2%	5%	3%	10%
	9	71	11	11	18	12	8	20	75	5
										a
NET: Important (T2B)	62%	68%	63%	64%	61%	70%	76%	73%	68%	54%
	132	1583	156	210	349	408	265	326	1682	27
						c	a b C	c		
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Knowledge that they will deliver to a neighbour or safe place if I am not availabby Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	32%	43%	27%	29%	33%	34%	30%	30%	33%
	805	328	477	178	219	229	179	353	452
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	45%	44%	45%	44%	47%	45%	44%	45%	45%
	1138	335	804	270	307	296	265	536	602
	-								
This is a 'nice to have', but I can live without it being offered	17%	10%	20%	17%	14%	16%	20%	17%	16%
	422	74	348	105	90	109	118	204	218
	-		A						
This is not important to me – don't mind if not offered	4%	3%	5%	6%	4%	2%	5%	5%	4%
	107	20	87	37	25	15	30	59	48
	-		a	c					
This is a negative to me	2%	1%	3%	3%	2%	2%	2%	3%	2%
	61	7	54	17	16	14	14	31	30
	-		a						
NET: Important (T2B)	77%	87%	72%	74%	80%	79%	73%	75%	78%
	1943	663	1281	448	526	525	444	889	1054
	-	B							
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Knowledge that they will deliver to a neighbour or safe place if I am not availabby Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	31%	31%	35%	27%	29%	31%	33%	30%	34%	33%	31%	29%	32%	31%
	139	290	265	53	111	58	472	333	213	260	170	163	483	317
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	45%	46%	44%	46%	44%	42%	44%	46%	44%	44%	50%	42%	45%	45%
	200	431	338	91	170	79	630	509	281	349	272	236	673	462
					-		-	-						
This is a 'nice to have', but I can live without it being offered	19%	17%	13%	19%	20%	21%	16%	17%	15%	17%	14%	21%	16%	18%
	85	158	102	38	78	40	230	193	93	137	74	118	232	187
					-		-	-				c e		
This is not important to me – don't mind if not offered	3%	4%	6%	3%	3%	2%	4%	4%	4%	4%	4%	5%	5%	3%
	14	40	43	7	11	4	60	47	28	32	20	27	73	34
					-		-	-						
This is a negative to me	2%	2%	2%	4%	4%	3%	3%	2%	3%	2%	2%	3%	2%	3%
	7	21	18	8	14	6	36	25	18	18	9	16	31	30
					-		-	-						
NET: Important (T2B)	76%	77%	79%	73%	73%	73%	77%	76%	78%	77%	81%	71%	77%	76%
	339	720	603	144	281	137	1102	842	493	609	442	399	1156	779
					-		-	-			f			
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Knowledge that they will deliver to a neighbour or safe place if I am not availabby Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	36%	36%	40%	30%	31%	39%	27%	29%	25%	32%	25%	33%	28%	32%	31%	**
	79	84	101	76	74	85	84	68	45	695	50	41	18	582	221	
										-						
This is a 'great to have' – makes a difference and can sway my decision	40%	44%	43%	46%	43%	42%	43%	47%	53%	44%	48%	48%	49%	44%	47%	**
	87	101	108	119	102	90	134	110	96	949	98	60	31	800	334	
										-						
This is a 'nice to have', but I can live without it being offered	17%	15%	14%	17%	20%	15%	21%	17%	15%	17%	15%	14%	16%	17%	15%	**
	37	35	35	43	49	33	66	39	27	363	31	18	10	314	109	
										-						
This is not important to me – don't mind if not offered	3%	3%	2%	5%	4%	2%	6%	5%	2%	4%	10%	3%	4%	4%	4%	**
	8	7	6	13	9	5	18	12	4	80	20	4	3	79	28	
										-						
This is a negative to me	3%	1%	2%	2%	2%	2%	3%	1%	5%	2%	3%	1%	2%	2%	3%	**
	7	3	5	5	6	5	10	3	8	53	5	1	1	43	18	
										-						
NET: Important (T2B)	76%	80%	82%	76%	74%	80%	70%	76%	78%	77%	73%	81%	77%	76%	78%	**
	166	185	209	196	176	175	218	178	141	1644	149	101	49	1381	555	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Knowledge that they will deliver to a neighbour or safe place if I am not availabby Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	30%	32%	28%	29%	28%	30%	35%	41%	32%	12%
	63	742	68	94	160	178	123	182	794	6
								a b c d	b	
This is a 'great to have' – makes a difference and can sway my decision	43%	45%	42%	42%	49%	44%	44%	46%	45%	45%
	91	1047	103	138	281	256	155	205	1115	22
This is a 'nice to have', but I can live without it being offered	19%	16%	24%	21%	16%	19%	14%	7%	16%	31%
	40	382	60	70	95	114	50	33	406	15
			c e F	F	f	F	f			a
This is not important to me – don't mind if not offered	5%	4%	4%	4%	4%	4%	5%	4%	4%	9%
	10	97	10	14	24	24	18	17	103	4
This is a negative to me	4%	2%	2%	4%	3%	2%	1%	2%	2%	4%
	8	53	5	12	15	14	5	10	59	2
NET: Important (T2B)	73%	77%	70%	71%	77%	74%	79%	87%	77%	56%
	154	1789	171	232	442	433	278	387	1908	28
								A B c D	b	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Option to reschedule if I am unable to take the delivery by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	31%	38%	27%	30%	34%	31%	28%	30%	31%
	775	291	483	182	221	203	169	350	425
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	45%	46%	44%	44%	44%	45%	47%	42%	47%
	1135	352	783	269	287	297	283	497	638
	-								a
This is a 'nice to have', but I can live without it being offered	19%	10%	23%	21%	17%	19%	20%	22%	17%
	489	76	414	128	109	128	124	258	231
	-		A					b	
This is not important to me – don't mind if not offered	5%	6%	4%	4%	5%	5%	5%	6%	3%
	115	43	72	22	32	33	28	69	46
	-							b	
This is a negative to me	1%	0%	1%	1%	1%	1%	0%	1%	1%
	20	1	19	6	8	4	3	9	11
	-								
NET: Important (T2B)	75%	84%	72%	74%	77%	75%	74%	72%	79%
	1910	644	1266	451	508	499	451	847	1063
	-	B							A
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Option to reschedule if I am unable to take the deliveryby Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	30%	33%	32%	23%	24%	24%	30%	32%	32%	28%	33%	31%	34%	26%
	135	307	242	45	91	45	424	351	203	220	180	171	509	264
					-		-	-					B	
This is a 'great to have' – makes a difference and can sway my decision	39%	48%	44%	47%	45%	42%	45%	44%	45%	45%	46%	43%	44%	46%
	176	447	340	93	173	79	646	489	285	362	249	240	659	471
					-		-	-						
This is a 'nice to have', but I can live without it being offered	23%	16%	19%	23%	24%	25%	20%	19%	18%	21%	17%	21%	17%	22%
	104	150	143	45	92	47	282	207	116	166	91	116	257	227
	b				-	b	-	-						a
This is not important to me – don't mind if not offered	5%	3%	5%	7%	7%	6%	4%	5%	4%	5%	4%	5%	4%	6%
	24	30	36	13	25	12	62	53	22	40	23	30	56	58
					-		-	-						
This is a negative to me	2%	1%	1%	0%	1%	2%	1%	1%	1%	1%	0%	1%	1%	1%
	7	5	5	0	3	3	14	6	6	7	3	4	10	9
					-		-	-						
NET: Important (T2B)	70%	80%	76%	70%	69%	67%	75%	76%	77%	73%	79%	73%	78%	71%
	311	754	582	138	263	125	1070	840	488	582	429	411	1168	735
		a d f			-		-	-					b	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Option to reschedule if I am unable to take the deliveryby Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	36%	38%	32%	29%	30%	30%	31%	34%	19%	31%	25%	30%	27%	32%	27%	**
	78	87	82	76	71	65	95	79	34	669	51	38	17	579	191	
										-						
This is a 'great to have' – makes a difference and can sway my decision	39%	42%	47%	43%	44%	47%	46%	38%	58%	44%	46%	45%	51%	45%	45%	**
	85	97	119	109	105	101	143	88	105	952	94	56	33	811	321	
									h	-						
This is a 'nice to have', but I can live without it being offered	20%	18%	16%	21%	25%	16%	17%	23%	19%	19%	19%	21%	16%	19%	21%	**
	44	41	40	54	60	35	52	53	35	413	40	27	10	338	151	
										-						
This is not important to me – don't mind if not offered	2%	2%	5%	7%	1%	6%	6%	5%	3%	4%	8%	3%	4%	4%	5%	**
	4	5	13	18	3	14	19	11	6	91	16	4	3	77	38	
										-						
This is a negative to me	3%	0%	0%	0%	0%	1%	0%	1%	0%	1%	2%	0%	1%	1%	1%	**
	6	1	1	1	1	2	1	3	0	15	4	0	1	12	8	
										-						
NET: Important (T2B)	75%	80%	79%	72%	74%	76%	77%	72%	77%	76%	71%	75%	78%	77%	72%	**
	164	184	201	185	176	166	239	167	139	1621	145	94	50	1390	512	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Option to reschedule if I am unable to take the deliveryby Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	28%	31%	24%	28%	28%	29%	38%	35%	31%	20%
	59	716	58	92	163	171	133	157	761	10
							a			
This is a 'great to have' – makes a difference and can sway my decision	41%	45%	42%	43%	46%	46%	43%	47%	45%	28%
	88	1047	104	141	262	271	149	209	1118	14
This is a 'nice to have', but I can live without it being offered	20%	19%	28%	22%	22%	19%	16%	12%	19%	35%
	42	448	69	71	127	112	57	53	471	17
			d e F	f	f	f				a
This is not important to me – don't mind if not offered	10%	4%	5%	7%	4%	4%	2%	6%	4%	13%
	21	94	13	24	21	24	8	26	109	6
	b									a
This is a negative to me	2%	1%	1%	0%	0%	1%	1%	1%	1%	4%
	3	17	2	2	2	8	3	3	18	2
NET: Important (T2B)	69%	76%	66%	71%	74%	75%	81%	82%	76%	48%
	147	1763	162	233	425	442	282	365	1879	24
						a	a b	A b c	B	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to provide a specific time slot or SMS notification of delivery time by Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	18%	26%	15%	17%	23%	18%	16%	17%	20%
	468	197	271	104	151	118	95	199	269
	-	B							
This is a 'great to have' – makes a difference and can sway my decision	46%	46%	46%	48%	44%	47%	44%	43%	48%
	1161	349	812	292	292	310	268	513	649
	-								
This is a 'nice to have', but I can live without it being offered	25%	19%	28%	25%	23%	25%	27%	27%	23%
	639	144	494	155	151	167	166	325	314
	-		A					b	
This is not important to me – don't mind if not offered	9%	9%	10%	9%	8%	9%	12%	11%	8%
	237	67	170	52	52	61	72	127	110
	-								
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	2%	1%
	28	5	23	4	10	9	6	19	10
	-								
NET: Important (T2B)	64%	72%	61%	65%	67%	64%	60%	60%	68%
	1630	547	1083	396	443	428	363	712	918
	-	B							a
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to provide a specific time slot or SMS notification of delivery time by Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	19%	19%	20%	12%	11%	10%	19%	18%	18%	20%	19%	17%	21%	15%
	86	182	157	25	44	19	270	198	111	159	102	96	309	158
					-		-	-					b	
This is a 'great to have' – makes a difference and can sway my decision	42%	50%	45%	47%	42%	37%	45%	47%	48%	42%	50%	44%	47%	44%
	189	469	342	92	162	70	643	518	306	337	272	246	703	452
					-		-	-						
This is a 'nice to have', but I can live without it being offered	27%	23%	25%	24%	29%	35%	25%	25%	25%	25%	22%	29%	23%	28%
	120	219	188	47	112	65	358	280	156	202	118	162	347	288
					-		-	-						a
This is not important to me – don't mind if not offered	10%	6%	10%	17%	15%	14%	10%	9%	8%	11%	9%	9%	8%	11%
	46	59	74	32	58	26	137	100	52	85	50	50	118	118
				B	-	b	-	-						a
This is a negative to me	1%	1%	1%	0%	2%	4%	1%	1%	1%	1%	1%	1%	1%	1%
	5	10	5	1	9	8	18	10	8	11	4	6	14	14
					-	b c	-	-						
NET: Important (T2B)	62%	69%	65%	59%	53%	47%	64%	65%	66%	62%	69%	61%	68%	59%
	274	651	499	116	205	89	914	716	417	497	374	342	1013	610
	f	a d F	F		-		-	-					B	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to provide a specific time slot or SMS notification of delivery time by Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	17%	22%	21%	19%	17%	17%	23%	16%	14%	19%	14%	23%	15%	20%	15%	**
	36	50	53	50	41	37	73	36	25	401	29	29	9	361	106	
										-						
This is a 'great to have' – makes a difference and can sway my decision	50%	45%	48%	48%	47%	38%	39%	47%	52%	46%	48%	44%	47%	46%	45%	**
	108	104	122	122	112	83	121	110	94	977	99	55	30	840	316	
										-						
This is a 'nice to have', but I can live without it being offered	26%	21%	25%	20%	28%	27%	28%	25%	26%	25%	25%	27%	31%	24%	27%	**
	56	48	63	51	67	58	87	58	47	534	52	33	20	443	195	
										-						
This is not important to me – don't mind if not offered	7%	12%	4%	13%	7%	17%	8%	11%	7%	9%	12%	7%	6%	8%	12%	**
	14	27	11	32	17	37	25	25	12	200	24	8	4	151	85	
										-						
This is a negative to me	2%	0%	2%	1%	1%	1%	2%	2%	1%	1%	0%	0%	1%	1%	1%	**
	3	1	5	2	3	3	5	4	1	28	1	0	0	21	8	
										-						
NET: Important (T2B)	66%	67%	69%	67%	64%	55%	62%	63%	66%	64%	63%	67%	62%	66%	59%	**
	144	154	175	172	152	120	194	146	119	1378	128	84	40	1202	422	
										-				b		
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to provide a specific time slot or SMS notification of delivery time by Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	24%	18%	18%	15%	17%	15%	21%	26%	19%	11%
	52	417	43	48	95	89	75	118	463	5
								b c d		
This is a 'great to have' – makes a difference and can sway my decision	41%	46%	43%	51%	43%	49%	43%	45%	46%	27%
	87	1074	107	169	246	284	152	202	1146	13
									b	
This is a 'nice to have', but I can live without it being offered	19%	26%	26%	25%	29%	26%	26%	19%	25%	45%
	40	599	65	84	164	150	92	84	615	22
										a
This is not important to me – don't mind if not offered	13%	9%	11%	8%	11%	9%	8%	8%	9%	14%
	28	209	27	26	62	55	30	37	227	7
This is a negative to me	3%	1%	2%	1%	1%	1%	0%	1%	1%	4%
	6	23	4	2	7	8	2	5	26	2
NET: Important (T2B)	65%	64%	61%	66%	59%	64%	65%	72%	65%	38%
	139	1491	150	217	342	373	227	320	1609	19
								c	b	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof and details of delivery receipt sent to me if someone else receives itby Demogrpahics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
This is mandatory to me – a must have	43%	54%	39%	46%	43%	44%	41%	40%	47%
	1100	409	691	278	280	294	248	469	631
	-	B							a
This is a 'great to have' – makes a difference and can sway my decision	35%	33%	36%	31%	39%	36%	34%	36%	34%
	890	254	636	191	254	237	208	431	459
	-								
This is a 'nice to have', but I can live without it being offered	16%	9%	19%	18%	13%	16%	19%	19%	14%
	412	68	343	110	83	103	115	221	191
	-		A					b	
This is not important to me – don't mind if not offered	5%	4%	5%	4%	5%	4%	6%	5%	5%
	120	33	87	26	35	25	34	56	64
	-								
This is a negative to me	1%	0%	1%	0%	1%	1%	0%	0%	1%
	13	0	13	1	5	6	1	5	8
	-								
NET: Important (T2B)	79%	87%	75%	77%	81%	80%	75%	76%	81%
	1990	663	1327	470	534	530	456	900	1089
	-	B							a
Effective Column n									
	1696	220	1476	428	427	432	408	728	968
Unweighted base	2671	346	2325	674	673	681	643	1147	1524
Weighted base	2534	764	1770	607	656	664	606	1182	1352
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof and details of delivery receipt sent to me if someone else receives itby Demogrpahics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
This is mandatory to me – a must have	43%	43%	45%	40%	41%	43%	45%	42%	45%	45%	42%	42%	43%	45%
	193	403	345	79	159	80	639	460	282	357	227	233	635	461
					-		-	-						
This is a 'great to have' – makes a difference and can sway my decision	37%	36%	35%	32%	30%	27%	35%	35%	35%	35%	37%	34%	38%	31%
	165	340	270	64	115	51	500	390	223	277	202	188	569	314
					-		-	-					b	
This is a 'nice to have', but I can live without it being offered	14%	18%	14%	17%	19%	22%	15%	18%	15%	14%	16%	20%	15%	18%
	62	167	109	33	74	41	212	200	98	114	90	110	224	186
					-		-	-						
This is not important to me – don't mind if not offered	5%	3%	5%	9%	8%	7%	5%	5%	4%	5%	5%	5%	4%	6%
	22	26	40	19	31	12	66	53	24	43	26	27	57	62
				b	-		-	-						a
This is a negative to me	1%	0%	0%	1%	1%	1%	1%	0%	1%	1%	0%	0%	0%	1%
	4	3	1	3	5	2	10	3	6	4	1	3	7	6
					-		-	-						
NET: Important (T2B)	80%	79%	80%	72%	71%	70%	80%	77%	80%	80%	79%	75%	81%	75%
	358	742	615	143	274	131	1140	850	505	634	429	421	1204	776
					-		-	-					b	
Effective Column n														
	298	641	496	147	260	113	974	722	432	542	338	383	960	727
Unweighted base	470	1010	782	231	409	178	1534	1137	680	854	533	604	1512	1145
Weighted base	445	939	766	197	384	187	1428	1106	632	795	546	560	1491	1030
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof and details of delivery receipt sent to me if someone else receives itby Demogrpahics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
This is mandatory to me – a must have	48%	52%	51%	36%	42%	45%	45%	37%	37%	44%	39%	42%	42%	45%	40%	**
	105	120	130	93	100	98	141	87	67	941	80	53	27	812	286	
										-						
This is a 'great to have' – makes a difference and can sway my decision	34%	30%	36%	42%	35%	34%	30%	36%	37%	35%	36%	36%	40%	35%	35%	**
	74	70	91	108	83	75	95	83	67	745	74	45	26	636	249	
										-						
This is a 'nice to have', but I can live without it being offered	12%	15%	11%	18%	18%	12%	19%	20%	21%	16%	13%	18%	16%	16%	17%	**
	26	34	29	47	44	27	59	46	38	351	27	23	10	293	118	
										-						
This is not important to me – don't mind if not offered	4%	3%	2%	4%	5%	7%	5%	6%	4%	4%	11%	3%	1%	4%	7%	**
	8	6	5	9	12	16	16	14	8	93	22	4	1	69	50	
										-	c				a	
This is a negative to me	2%	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	1%	0%	0%	1%	**
	4	0	0	0	1	1	0	3	1	10	2	1	0	7	6	
										-						
NET: Important (T2B)	82%	83%	87%	78%	76%	80%	76%	73%	74%	79%	75%	78%	82%	80%	75%	**
	179	190	221	201	183	173	236	170	134	1686	154	97	52	1448	535	
										-						
Effective Column n																
	109	110	123	127	124	104	152	130	96	1074	222	208	191	1124	568	4
Unweighted base	171	173	193	200	195	164	240	205	151	1692	350	328	301	1770	895	6
Weighted base	217	230	255	257	239	217	311	233	180	2140	204	125	64	1817	710	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof and details of delivery receipt sent to me if someone else receives itby Demogrpahics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
This is mandatory to me – a must have	37%	44%	42%	42%	39%	42%	48%	49%	44%	19%
	79	1021	104	137	225	246	167	220	1087	9
									b	
This is a 'great to have' – makes a difference and can sway my decision	34%	35%	33%	34%	37%	34%	34%	38%	35%	38%
	73	817	81	111	211	202	118	168	868	19
This is a 'nice to have', but I can live without it being offered	20%	16%	20%	18%	18%	18%	15%	9%	16%	27%
	42	370	48	60	102	107	54	40	397	13
			f	f	f	f				
This is not important to me – don't mind if not offered	8%	4%	5%	6%	6%	5%	3%	4%	5%	16%
	17	103	11	18	35	26	11	18	112	8
										a
This is a negative to me	1%	0%	1%	1%	0%	1%	0%	0%	1%	0%
	2	11	2	2	2	4	1	2	13	0
NET: Important (T2B)	71%	79%	75%	76%	76%	77%	81%	87%	79%	58%
	152	1838	185	248	436	449	284	387	1955	28
		a						a b c d	b	
Effective Column n										
	150	1545	184	226	422	420	225	219	1660	32
Unweighted base	237	2434	290	356	665	661	354	345	2614	50
Weighted base	212	2321	247	329	575	586	350	447	2477	49
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10c: When you receive post or parcels in the mail, do you normally... by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Open everything on the same day it is received	86%	87%	85%	88%	85%	85%	86%	85%	87%
	5230	2020	3209	1343	1283	1306	1297	2531	2698
	-	b							
Open only the things that look important on the same day	10%	10%	9%	7%	10%	12%	10%	10%	9%
	586	229	357	113	144	181	148	295	291
	-					a			
Open only parcels on the same day	2%	1%	3%	3%	3%	2%	2%	2%	2%
	145	31	115	41	42	30	32	74	71
	-		A						
Put things I've received aside until I have time to open them	2%	1%	3%	2%	3%	2%	2%	3%	1%
	129	34	95	31	38	28	32	84	45
	-		a					b	
NET: Not open everything on the day it is received	14%	13%	15%	12%	15%	15%	14%	15%	13%
	860	294	567	186	224	239	212	453	408
	-		a						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10c: When you receive post or parcels in the mail, do you normally... by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Open everything on the same day it is received	78%	79%	89%	96%	96%	96%	86%	86%	86%	86%	85%	86%	82%	90%
	669	1541	1732	625	1285	662	2776	2454	1190	1586	1126	1328	2636	2573
			A B	A B C	-	A B C	-	-						A
Open only the things that look important on the same day	13%	15%	8%	3%	3%	2%	10%	9%	10%	10%	10%	8%	12%	7%
	109	286	157	19	34	15	331	255	144	187	129	126	391	190
	c D F	C D F	D F		-		-	-					B	
Open only parcels on the same day	6%	4%	1%	1%	0%	0%	2%	3%	2%	3%	2%	3%	3%	1%
	49	73	17	4	6	1	68	78	21	46	28	50	100	42
	C D F	C d F			-		-	-					B	
Put things I've received aside until I have time to open them	3%	3%	2%	1%	1%	1%	2%	3%	2%	1%	3%	2%	3%	2%
	25	49	42	4	13	9	54	75	30	23	37	38	82	45
					-		-	-					b	
NET: Not open everything on the day it is received	22%	21%	11%	4%	4%	4%	14%	14%	14%	14%	15%	14%	18%	10%
	184	408	216	27	52	25	452	408	196	256	195	214	574	277
	C D F	C D F	D F		-		-	-					B	
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10c: When you receive post or parcels in the mail, do you normally... by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Open everything on the same day it is received	87%	83%	88%	91%	85%	85%	79%	84%	86%	85%	90%	91%	86%	85%	89%	**
	459	481	465	517	490	445	539	516	444	4356	440	277	157	3718	1500	
			g	b G h						-	G	g			a	
Open only the things that look important on the same day	9%	12%	7%	6%	12%	10%	15%	10%	7%	10%	7%	6%	9%	11%	7%	**
	49	70	38	33	70	54	104	61	39	518	33	19	16	466	120	
							c d i k l			-				b		
Open only parcels on the same day	2%	2%	3%	2%	2%	2%	3%	3%	4%	3%	1%	1%	4%	3%	2%	**
	9	13	16	12	13	12	19	19	20	131	4	4	6	113	32	
										-						
Put things I've received aside until I have time to open them	2%	2%	2%	1%	1%	2%	3%	3%	3%	2%	2%	1%	2%	2%	2%	**
	12	12	10	4	6	11	17	21	15	109	11	4	4	90	38	
										-						
NET: Not open everything on the day it is received	13%	17%	12%	9%	15%	15%	21%	16%	14%	15%	10%	9%	14%	15%	11%	**
	70	95	64	49	89	77	140	100	74	759	48	28	26	669	189	
		d					c D K l	d		-				b		
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10c: When you receive post or parcels in the mail, do you normally... by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Open everything on the same day it is received	70%	87%	85%	88%	87%	83%	84%	88%	86%	88%
	264	4966	624	743	1151	977	544	1191	4921	295
		A								
Open only the things that look important on the same day	20%	9%	10%	7%	9%	13%	12%	8%	10%	7%
	76	510	71	60	120	147	76	112	564	22
	B					b				
Open only parcels on the same day	6%	2%	3%	3%	3%	2%	2%	2%	2%	3%
	22	124	23	26	37	25	14	22	128	11
	B									
Put things I've received aside until I have time to open them	4%	2%	3%	2%	2%	2%	3%	2%	2%	2%
	16	113	19	18	21	23	17	31	120	6
	b									
NET: Not open everything on the day it is received	30%	13%	15%	12%	13%	17%	16%	12%	14%	12%
	113	747	112	104	178	195	107	164	812	39
	B									
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10d: You say you don't open everything on the day it was received. When would you normally open these items? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
As soon as possible – likely the following day	43%	46%	41%	39%	43%	43%	46%	40%	46%
	370	136	234	73	97	103	97	181	189
	-								
Within a few days of receiving them	42%	38%	44%	42%	37%	43%	45%	43%	41%
	360	111	249	79	83	103	95	195	165
	-								
At the end of the week/within the week	11%	10%	12%	14%	15%	8%	8%	12%	11%
	96	31	65	26	33	19	17	53	43
	-								
At least a week later	4%	5%	3%	4%	5%	5%	1%	5%	3%
	34	16	19	8	11	13	3	24	10
	-								
NET: Within the week	96%	95%	97%	96%	95%	95%	99%	95%	97%
	826	278	548	178	213	226	209	429	397
	-								
Effective Column n									
	525	80	444	122	134	149	120	242	283
Unweighted base	829	127	702	192	211	236	190	382	447
Weighted base	860	294	567	186	224	239	212	453	408
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who do not typically open all items of post on the day they are received

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10d: You say you don't open everything on the day it was received. When would you normally open these items? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
As soon as possible – likely the following day	36%	44%	44% **		58% **		42%	44%	45%	40%	42%	46%	42%	45%
	66	179	95		30		191	179	88	103	82	98	243	125
					-		-	-						
Within a few days of receiving them	42%	41%	46% **		34% **		41%	43%	37%	44%	40%	45%	42%	41%
	77	167	99		18		184	176	72	112	79	97	241	115
					-		-	-						
At the end of the week/within the week	18%	12%	6% **		2% **		13%	10%	13%	12%	14%	6%	12%	8%
	34	47	14		1		57	39	25	32	27	12	71	23
	c				-		-	-						
At least a week later	4%	4%	4% **		6% **		4%	4%	5%	4%	4%	3%	3%	5%
	7	15	9		3		20	15	10	9	7	7	19	14
					-		-	-						
NET: Within the week	96%	96%	96% **		94% **		96%	96%	95%	96%	96%	97%	97%	95%
	176	393	207		49		433	394	185	247	187	206	555	263
					-		-	-						
Effective Column n														
	107	250	132	19	36	17	280	244	121	159	101	143	335	182
Unweighted base	169	395	208	30	57	27	443	386	191	252	160	226	529	288
Weighted base	184	408	216	27	52	25	452	408	196	256	195	214	574	277
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who do not typically open all items of post on the day they are received

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10d: You say you don't open everything on the day it was received. When would you normally open these items? by Demographics Part 3

	UK nation													Rurality				
Column %																		
Weighted counts																		
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
As soon as possible – likely the following day	**	44%	52%	**	52%	36%	45%	24%	**	43%	35%	38%	58%	44%	40%	**	
		42	33		46	28	63	25		328	17	10	15	292	76		
										-							
Within a few days of receiving them	**	41%	38%	**	28%	48%	38%	54%	**	41%	45%	55%	35%	41%	46%	**	
		39	24		25	37	52	54		314	21	15	9	273	87		
										-							
At the end of the week/within the week	**	9%	9%	**	16%	14%	12%	14%	**	11%	12%	6%	6%	11%	13%	**	
		9	6		14	11	17	14		87	6	2	2	71	25		
										-							
At least a week later	**	6%	1%	**	4%	2%	5%	8%	**	4%	8%	1%	1%	5%	1%	**	
		5	1		4	1	7	8		30	4	0	0	32	2		
										-							
NET: Within the week	**	94%	99%	**	96%	98%	95%	92%	**	96%	92%	99%	99%	95%	99%	**	
		90	63		85	76	132	92		729	44	27	26	637	187		
										-							
Effective Column n																		
	31	45	34	30	43	35	66	46	30	360	51	47	67	387	136	1		
Unweighted base	49	71	54	48	68	55	104	73	47	569	80	74	106	612	215	2		
Weighted base	70	95	64	49	89	77	140	100	74	759	48	28	26	669	189	2		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who do not typically open all items of post on the day they are received

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10d: You say you don't open everything on the day it was received. When would you normally open these items? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
As soon as possible – likely the following day	35%	44%	40%	40%	45%	40%	48%	46%	44%	**	
	39	331	45	41	81	77	51	75	360		
									b		
Within a few days of receiving them	46%	41%	43%	47%	40%	45%	32%	42%	41%	**	
	52	307	48	49	71	88	35	69	335		
At the end of the week/within the week	14%	11%	8%	11%	13%	13%	11%	9%	11%	**	
	16	80	9	11	23	26	12	15	87		
At least a week later	5%	4%	9%	2%	2%	2%	8%	3%	4%	**	
	6	29	10	2	4	4	9	5	31		
NET: Within the week	95%	96%	91%	98%	98%	98%	92%	97%	96%	**	
	108	718	102	102	174	191	98	160	782		
Effective Column n											
	77	447	77	76	113	122	63	74	492		25
Unweighted base	122	707	121	120	178	193	100	117	777		40
Weighted base	113	747	112	104	178	195	107	164	812		39
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who do not typically open all items of post on the day they are received

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	3%	2%	5%	3%	4%	5%	2%	3%	4%
	104	18	86	18	40	25	22	48	56
	-		A						
Slightly more	10%	9%	11%	7%	12%	11%	10%	10%	11%
	316	102	213	36	118	59	102	142	173
	-								
No change	50%	56%	47%	57%	49%	50%	49%	54%	47%
	1536	649	887	289	494	262	490	801	735
	-	B						b	
Slightly less	20%	20%	20%	17%	20%	18%	23%	19%	22%
	617	237	380	89	201	96	230	276	341
	-								
Much less	14%	12%	16%	14%	13%	15%	15%	14%	15%
	438	141	297	74	134	79	152	209	230
	-		a						
I don't know	1%	1%	1%	1%	1%	1%	1%	1%	1%
	31	9	22	6	12	6	7	14	17
	-								
NET: More	14%	10%	16%	11%	16%	16%	12%	13%	15%
	420	120	300	54	159	83	124	191	229
	-		A						
NET: Less	35%	33%	36%	32%	33%	33%	38%	33%	37%
	1056	378	678	163	335	176	382	485	571
	-								
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	8%	6%	1%	0%	0%	0%	3%	4%	4%	3%	5%	3%	5%	2%
	35	56	12	1	1	0	51	53	26	25	32	20	80	23
	C D F	C d F			-		-	-					B	
Slightly more	25%	12%	6%	3%	4%	4%	10%	10%	7%	13%	9%	11%	11%	10%
	106	121	63	10	26	15	168	148	53	115	61	86	178	136
	B C D F	C D f			-		-	-		c				
No change	44%	50%	50%	49%	56%	63%	48%	53%	51%	46%	50%	55%	48%	53%
	187	488	485	160	375	216	781	754	371	410	332	422	776	751
					-	A b c d	-	-				d		a
Slightly less	13%	19%	24%	25%	21%	18%	21%	19%	21%	22%	21%	17%	22%	18%
	54	186	235	80	142	62	346	271	152	194	139	131	357	259
			A	a	-		-	-					b	
Much less	7%	12%	18%	23%	18%	14%	16%	13%	16%	16%	14%	12%	13%	16%
	31	114	171	74	123	49	253	185	115	139	92	93	210	225
			A b	A B	-	a	-	-						
I don't know	3%	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	14	8	7	0	2	1	12	19	5	7	10	10	13	14
	b c d				-		-	-						
NET: More	33%	18%	8%	4%	4%	4%	14%	14%	11%	16%	14%	14%	16%	11%
	141	177	75	12	27	15	220	200	79	141	94	107	258	159
	B C D F	C D F			-		-	-					b	
NET: Less	20%	31%	42%	47%	40%	32%	37%	32%	37%	37%	35%	29%	35%	34%
	84	300	406	154	265	111	600	456	267	333	232	224	568	483
		A	A B f	A B f	-	a	-	-	f	f				
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	4%	3%	2%	2%	6%	2%	5%	6%	3%	4%	3%	2%	2%	4%	2%	**
	12	7	5	6	16	6	16	17	9	93	6	3	2	81	22	
										-						
Slightly more	11%	10%	8%	18%	11%	10%	13%	8%	6%	11%	9%	7%	8%	10%	10%	**
	32	28	20	55	31	27	44	25	15	276	21	11	7	223	91	
										-						
No change	51%	51%	48%	56%	46%	49%	49%	54%	50%	50%	50%	48%	58%	51%	50%	**
	144	147	116	170	126	135	166	162	123	1289	121	73	53	1081	451	
										-						
Slightly less	18%	19%	20%	18%	22%	26%	19%	18%	21%	20%	23%	24%	17%	20%	21%	**
	51	54	49	55	59	73	64	55	51	511	55	36	15	428	189	
										-						
Much less	15%	17%	21%	6%	14%	13%	13%	12%	19%	14%	16%	18%	14%	14%	15%	**
	41	50	51	18	39	35	42	37	47	360	38	27	13	302	136	
		d	d						d	-	d	d				
I don't know	1%	1%	1%	1%	1%	0%	1%	2%	0%	1%	1%	1%	1%	1%	1%	**
	2	3	3	3	3	1	4	7	1	26	2	2	1	25	6	
										-						
NET: More	16%	12%	10%	20%	17%	12%	18%	14%	9%	14%	11%	9%	10%	14%	13%	**
	44	35	25	61	46	33	60	42	23	369	27	14	9	304	113	
										-						
NET: Less	33%	36%	41%	24%	36%	39%	32%	30%	40%	34%	38%	42%	31%	34%	36%	**
	92	104	100	73	98	108	106	91	98	870	93	63	28	730	325	
			d			d			d	-	d	d				
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	11%	3%	4%	3%	4%	4%	6%	1%	4%	1%
	20	85	16	10	25	27	18	8	102	2
	B									
Slightly more	15%	10%	14%	13%	10%	12%	12%	5%	11%	5%
	27	288	50	55	67	70	38	35	306	9
			f	f	f	f	f			
No change	38%	51%	54%	53%	49%	45%	44%	56%	49%	69%
	69	1467	197	217	328	269	144	381	1411	117
		a								A
Slightly less	22%	20%	15%	16%	22%	22%	18%	23%	20%	18%
	40	577	55	67	148	130	58	158	584	31
Much less	13%	14%	12%	14%	14%	16%	21%	12%	15%	5%
	24	415	42	56	93	95	68	84	426	9
									b	
I don't know	1%	1%	2%	0%	1%	0%	1%	2%	1%	1%
	2	29	6	1	5	3	3	12	26	2
NET: More	26%	13%	18%	16%	14%	16%	17%	6%	14%	7%
	47	373	66	65	92	97	57	43	407	11
	B		F	F	f	F	F		b	
NET: Less	35%	35%	27%	30%	36%	38%	38%	36%	35%	23%
	64	991	97	124	242	225	126	243	1010	40
					a	a	a		b	
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	5%	3%	6%	6%	4%	6%	4%	5%	5%
	147	40	108	31	42	34	40	77	71
	-		a						
Slightly more	14%	10%	17%	13%	16%	14%	13%	13%	15%
	429	115	313	68	159	75	127	199	230
	-		A						
No change	54%	59%	51%	59%	52%	53%	55%	56%	53%
	1649	682	967	300	516	279	554	829	821
	-	b							
Slightly less	16%	18%	15%	13%	18%	16%	16%	16%	17%
	497	212	284	67	180	85	165	236	261
	-								
Much less	9%	8%	9%	7%	8%	9%	10%	9%	9%
	272	95	177	38	84	45	105	132	140
	-								
I don't know	2%	1%	2%	2%	2%	2%	1%	1%	2%
	48	11	37	8	19	9	11	18	30
	-								
NET: More	19%	13%	22%	19%	20%	21%	17%	19%	19%
	576	155	421	99	201	109	167	276	300
	-		A						
NET: Less	25%	27%	24%	20%	26%	25%	27%	25%	26%
	769	308	461	105	263	130	271	368	401
	-								
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	6%	6%	4%	5%	5%	4%	4%	5%	5%	4%	6%	5%	5%	5%
	24	54	37	17	31	14	72	76	35	37	41	35	73	75
					-		-	-						
Slightly more	16%	16%	12%	14%	13%	13%	14%	14%	13%	14%	15%	14%	14%	14%
	69	158	112	45	89	44	222	207	95	127	100	106	228	197
					-		-	-						
No change	51%	50%	57%	57%	57%	58%	53%	55%	55%	52%	52%	57%	52%	57%
	217	491	557	185	384	200	861	788	396	465	350	438	840	798
					-		-	-						a
Slightly less	14%	17%	16%	17%	17%	17%	18%	14%	18%	19%	14%	14%	17%	16%
	58	165	158	56	116	59	298	199	129	169	94	104	276	219
					-		-	-						
Much less	9%	9%	10%	7%	7%	6%	9%	9%	8%	9%	10%	8%	11%	7%
	39	92	96	23	44	22	142	130	59	82	69	61	173	99
					-		-	-					b	
I don't know	4%	1%	1%	0%	1%	1%	1%	2%	1%	1%	2%	2%	2%	1%
	19	13	12	0	4	4	18	30	7	11	13	18	26	19
	b c d				-		-	-						
NET: More	22%	22%	15%	19%	18%	17%	18%	20%	18%	18%	21%	19%	19%	19%
	94	213	149	62	120	58	294	282	130	164	141	141	301	272
		c			-		-	-						
NET: Less	23%	26%	26%	24%	24%	24%	27%	23%	26%	28%	24%	22%	28%	23%
	97	257	255	79	160	81	440	329	189	251	163	166	449	319
					-		-	-					b	
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	8%	4%	3%	4%	6%	4%	4%	9%	4%	5%	4%	4%	3%	5%	6%	**
	23	12	6	13	16	10	13	27	10	131	9	5	3	97	49	
										-						
Slightly more	17%	16%	15%	9%	11%	15%	12%	13%	17%	14%	18%	14%	13%	13%	16%	**
	49	46	37	28	30	42	39	40	42	352	43	22	12	278	148	
										-						
No change	52%	59%	52%	65%	57%	52%	48%	53%	54%	55%	51%	49%	61%	55%	53%	**
	147	170	127	200	156	143	162	160	131	1395	124	74	56	1169	478	
										-						
Slightly less	11%	13%	17%	15%	15%	21%	20%	16%	17%	16%	17%	20%	14%	17%	16%	**
	30	38	42	47	40	58	69	48	41	413	41	31	13	356	141	
										-						
Much less	10%	7%	10%	5%	11%	7%	15%	7%	7%	9%	9%	11%	8%	10%	8%	**
	27	19	24	16	29	21	50	22	17	225	22	17	7	204	68	
										-						
I don't know	2%	1%	3%	1%	1%	1%	1%	2%	2%	2%	2%	2%	1%	2%	1%	**
	6	4	7	3	2	4	4	6	4	39	4	3	1	36	12	
										-						
NET: More	25%	20%	18%	13%	17%	19%	15%	22%	21%	19%	21%	18%	16%	17%	22%	**
	72	57	44	41	46	52	52	67	52	483	52	27	14	374	197	
										-					a	
NET: Less	20%	20%	27%	21%	25%	28%	35%	23%	24%	25%	26%	31%	22%	26%	23%	**
	58	58	66	63	69	79	119	69	58	638	63	48	20	560	209	
										-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	13%	4%	6%	7%	4%	6%	3%	3%	5%	3%
	24	123	23	30	29	33	10	23	143	4
	B									
Slightly more	18%	14%	15%	13%	15%	17%	12%	13%	14%	10%
	32	396	56	51	99	99	39	85	410	17
No change	38%	55%	53%	56%	55%	52%	54%	56%	53%	67%
	70	1580	194	229	365	306	178	377	1526	115
		A								a
Slightly less	19%	16%	15%	16%	15%	14%	20%	18%	17%	10%
	35	462	55	65	102	86	67	122	477	17
Much less	9%	9%	8%	7%	10%	11%	10%	8%	9%	6%
	16	256	30	28	64	62	32	55	259	10
I don't know	2%	2%	2%	1%	1%	1%	1%	3%	1%	4%
	4	44	8	4	7	8	3	18	39	7
										a
NET: More	31%	18%	21%	20%	19%	22%	15%	16%	19%	13%
	57	520	79	81	128	132	49	108	553	22
	B									
NET: Less	28%	25%	23%	23%	25%	25%	30%	26%	26%	16%
	51	718	85	93	167	148	99	176	736	27
									b	
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	10%	12%	8%	9%	11%	10%	8%	9%	10%
	290	136	154	44	110	53	83	134	156
	-	b							
Slightly more	20%	16%	23%	17%	21%	21%	21%	22%	19%
	614	190	425	88	212	109	206	322	292
	-		a						
No change	47%	51%	45%	51%	43%	46%	49%	48%	46%
	1427	587	840	260	432	244	490	713	714
	-	b							
Slightly less	13%	13%	13%	15%	12%	13%	13%	11%	15%
	395	146	250	78	117	67	133	166	229
	-								a
Much less	9%	7%	9%	6%	11%	8%	8%	9%	8%
	260	81	178	32	107	44	76	131	129
	-								
I don't know	2%	1%	2%	2%	2%	2%	1%	2%	2%
	56	16	40	10	22	9	15	25	31
	-								
NET: More	30%	28%	31%	26%	32%	31%	29%	31%	29%
	905	326	579	132	322	162	289	456	448
	-								
NET: Less	22%	20%	23%	21%	22%	21%	21%	20%	23%
	655	227	428	110	224	112	209	297	358
	-								
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	7%	12%	8%	8%	9%	11%	9%	10%	8%	10%	11%	9%	9%	10%
	32	113	82	27	63	37	150	141	60	89	73	68	146	143
					-		-	-						
Slightly more	16%	19%	20%	25%	26%	27%	20%	21%	20%	20%	18%	23%	18%	22%
	66	180	194	83	174	91	321	293	141	180	122	172	299	312
				a	-	a b	-	-						a
No change	59%	46%	47%	37%	41%	44%	47%	47%	46%	48%	46%	48%	48%	45%
	251	447	456	122	273	152	758	669	331	427	304	364	782	638
	B c D f				-		-	-						
Slightly less	8%	13%	12%	21%	16%	12%	14%	12%	16%	12%	13%	12%	13%	14%
	34	131	121	67	109	42	220	175	115	105	86	89	203	192
		a		A b c	-		-	-						
Much less	5%	9%	11%	8%	7%	6%	9%	8%	9%	9%	9%	7%	10%	7%
	23	84	107	26	46	20	142	117	65	78	62	56	156	99
					-		-	-					b	
I don't know	5%	2%	1%	1%	1%	1%	1%	2%	1%	1%	3%	2%	2%	2%
	20	18	14	2	4	2	20	35	10	11	21	14	29	23
	b c d f				-		-	-						
NET: More	23%	30%	28%	34%	35%	37%	29%	30%	28%	30%	29%	31%	28%	32%
	98	293	276	110	237	128	471	434	201	270	194	239	445	456
					-	a	-	-						a
NET: Less	13%	22%	23%	28%	23%	18%	23%	20%	25%	21%	22%	19%	22%	21%
	57	215	228	93	155	62	363	292	179	183	148	144	360	290
		a	a	A f	-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	12%	9%	5%	8%	13%	11%	3%	13%	8%	9%	13%	11%	6%	9%	11%	**
	35	27	12	25	35	32	11	40	19	236	32	17	6	191	99	
	g				g	g		g		-	g	g				
Slightly more	20%	23%	27%	19%	16%	23%	17%	21%	18%	20%	23%	16%	14%	18%	26%	**
	57	67	66	59	43	64	57	64	44	520	56	25	13	384	229	
										-					A	
No change	49%	49%	38%	57%	39%	46%	47%	49%	49%	47%	43%	43%	56%	48%	44%	**
	139	141	94	174	107	127	159	147	120	1207	104	65	51	1033	390	
										-						
Slightly less	9%	13%	13%	9%	17%	12%	15%	9%	18%	13%	14%	17%	12%	14%	11%	**
	25	37	33	28	47	33	51	26	44	324	34	26	11	298	97	
										-						
Much less	6%	4%	14%	5%	14%	7%	14%	8%	7%	9%	5%	11%	11%	9%	8%	**
	17	11	33	14	39	19	48	23	16	221	13	16	10	189	70	
			b k		b d k		b d k			-						
I don't know	4%	2%	2%	2%	1%	1%	3%	1%	1%	2%	2%	2%	1%	2%	1%	**
	10	6	6	5	3	2	11	2	3	47	5	3	1	45	11	
										-						
NET: More	32%	33%	32%	28%	28%	35%	20%	34%	26%	30%	36%	28%	20%	27%	37%	**
	91	95	78	85	77	96	68	103	62	756	88	42	19	575	328	
						g		g		-	g m				A	
NET: Less	15%	17%	27%	14%	31%	19%	29%	17%	25%	21%	19%	28%	23%	23%	19%	**
	42	48	66	42	86	52	99	50	60	545	47	42	21	487	166	
			d		a b d h k		a b d h			-		a d				
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	17%	9%	9%	14%	9%	8%	8%	10%	9%	15%
	30	260	33	58	57	47	27	68	264	26
	b									a
Slightly more	24%	20%	23%	18%	20%	22%	20%	19%	20%	19%
	43	571	83	72	133	131	65	130	579	33
No change	34%	48%	46%	44%	47%	48%	45%	49%	47%	44%
	61	1365	169	180	312	285	148	333	1345	75
		a								
Slightly less	15%	13%	12%	15%	15%	12%	14%	10%	13%	14%
	28	367	44	62	100	71	46	71	372	23
Much less	9%	9%	8%	8%	8%	9%	12%	8%	9%	5%
	16	244	28	31	52	55	39	54	247	9
I don't know	2%	2%	2%	1%	2%	1%	1%	3%	2%	3%
	3	53	8	4	10	6	5	23	48	5
NET: More	41%	29%	32%	32%	29%	30%	28%	29%	30%	35%
	74	831	116	130	191	177	92	198	843	59
	b									
NET: Less	24%	21%	20%	23%	23%	21%	26%	18%	22%	19%
	44	611	72	93	153	126	85	125	618	32
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	2%	1%	3%	2%	2%	2%	2%	2%	2%
	56	6	50	9	18	9	19	27	29
	-		a						
Slightly more	5%	4%	6%	6%	5%	5%	5%	5%	5%
	157	45	111	29	52	27	50	78	79
	-								
No change	63%	69%	60%	65%	61%	66%	63%	64%	62%
	1923	797	1126	333	609	348	633	958	965
	-	B							
Slightly less	16%	15%	17%	15%	16%	15%	17%	16%	17%
	490	175	315	75	165	81	169	233	257
	-								
Much less	13%	11%	14%	12%	14%	11%	12%	12%	13%
	387	127	260	62	142	58	125	183	205
	-								
I don't know	1%	0%	1%	1%	1%	1%	1%	1%	1%
	29	5	24	4	14	5	6	12	17
	-								
NET: More	7%	4%	9%	7%	7%	7%	7%	7%	7%
	213	52	161	38	70	36	69	105	108
	-		A						
NET: Less	29%	26%	31%	27%	31%	26%	29%	28%	30%
	877	302	575	138	307	139	294	416	462
	-		a						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	4%	3%	1%	0%	0%	0%	2%	2%	2%	2%	2%	2%	2%	1%
	19	30	7	0	0	0	29	27	15	15	13	14	40	15
	C d f	c d f			-		-	-					b	
Slightly more	9%	9%	3%	1%	1%	2%	5%	5%	5%	5%	5%	5%	7%	4%
	40	83	25	3	8	6	85	72	36	49	34	37	105	52
	C D F	C D F			-		-	-					b	
No change	57%	59%	64%	73%	72%	70%	62%	64%	62%	63%	60%	68%	60%	67%
	243	572	627	238	479	242	1004	919	446	558	402	516	969	944
				a B	-	a b	-	-						a
Slightly less	16%	15%	17%	16%	16%	17%	17%	15%	18%	17%	17%	13%	16%	16%
	68	149	163	52	110	58	279	211	131	148	116	95	264	225
					-		-	-						
Much less	10%	13%	15%	10%	10%	11%	13%	13%	13%	13%	14%	12%	14%	11%
	41	130	147	33	69	36	206	182	91	115	91	91	226	157
					-		-	-						
I don't know	3%	1%	0%	0%	0%	0%	1%	1%	0%	1%	2%	1%	1%	1%
	15	9	4	0	1	1	10	20	3	6	11	8	12	15
	b c d				-		-	-						
NET: More	14%	12%	3%	1%	1%	2%	7%	7%	7%	7%	7%	7%	9%	5%
	59	113	32	3	9	6	114	98	51	63	47	51	145	67
	C D F	C D F			-		-	-					B	
NET: Less	26%	29%	32%	26%	27%	27%	30%	28%	31%	30%	31%	24%	30%	27%
	109	279	310	85	179	94	484	393	222	263	207	187	489	382
					-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards by Demographics Part 3

	UK nation												Rurality		
Column %															
Weighted counts															
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	4%	2%	1%	3%	3%	0%	3%	0%	2%	2%	1%	1%	0%	2%	1%	**
	10	6	3	8	8	1	12	1	4	53	1	2	0	46	8	
										-						
Slightly more	3%	4%	5%	7%	6%	5%	6%	6%	5%	5%	5%	4%	3%	5%	5%	**
	9	12	13	21	16	15	20	18	13	136	13	5	3	106	48	
										-						
No change	69%	69%	62%	68%	63%	62%	54%	63%	62%	64%	61%	60%	65%	63%	65%	**
	196	199	152	208	173	172	181	189	152	1623	149	91	60	1341	579	
										-						
Slightly less	12%	17%	13%	14%	15%	18%	17%	18%	17%	16%	19%	19%	17%	16%	17%	**
	35	50	32	43	41	50	57	53	40	400	46	28	16	340	150	
										-						
Much less	11%	7%	16%	8%	12%	14%	19%	12%	14%	12%	14%	15%	14%	13%	12%	**
	30	20	40	24	32	38	63	37	34	319	34	23	12	283	104	
										-						
I don't know	1%	1%	2%	1%	1%	0%	1%	1%	0%	1%	0%	2%	1%	1%	1%	**
	2	3	4	2	4	1	5	3	1	25	0	3	1	23	6	
										-						
NET: More	7%	6%	6%	9%	9%	6%	9%	6%	7%	7%	6%	5%	3%	7%	6%	**
	19	18	16	29	24	16	32	19	17	189	14	7	3	153	56	
										-						
NET: Less	23%	24%	30%	22%	27%	32%	35%	30%	30%	28%	33%	33%	31%	29%	28%	**
	65	69	72	67	73	88	119	90	74	719	80	51	28	623	254	
										-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	12%	1%	4%	1%	2%	2%	2%	1%	2%	1%
	21	35	13	4	16	12	5	6	53	2
	B									
Slightly more	9%	5%	6%	6%	4%	7%	7%	3%	5%	4%
	17	140	22	26	23	39	23	24	148	7
No change	47%	64%	63%	64%	65%	57%	59%	69%	63%	73%
	86	1837	229	261	432	337	194	470	1792	125
		A						d		a
Slightly less	21%	16%	10%	17%	16%	18%	18%	16%	17%	9%
	38	452	37	70	109	107	58	109	473	15
									b	
Much less	10%	13%	16%	11%	12%	16%	15%	9%	13%	12%
	18	370	60	43	79	96	49	60	363	21
I don't know	1%	1%	1%	1%	1%	1%	0%	2%	1%	1%
	2	27	3	4	7	4	0	11	25	2
NET: More	21%	6%	10%	7%	6%	9%	9%	4%	7%	5%
	38	175	35	30	39	51	28	29	201	9
	B									
NET: Less	31%	29%	27%	28%	28%	34%	33%	25%	29%	21%
	56	822	98	113	188	203	108	169	836	36
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend) by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	2%	1%	2%	2%	2%	2%	2%	2%	2%
	53	9	44	8	16	10	18	28	25
	-		a						
Slightly more	4%	3%	5%	3%	5%	4%	4%	4%	4%
	120	33	87	16	46	21	38	61	59
	-								
No change	62%	70%	57%	61%	59%	67%	62%	63%	60%
	1879	810	1069	314	585	353	626	942	938
	-	B							
Slightly less	13%	11%	14%	14%	14%	11%	12%	13%	13%
	392	124	268	72	140	60	120	194	198
	-		a						
Much less	18%	15%	20%	17%	20%	14%	19%	16%	20%
	550	172	378	88	199	74	190	244	305
	-		a						
I don't know	2%	1%	2%	3%	1%	2%	1%	1%	2%
	48	8	39	13	15	9	10	22	26
	-		a						
NET: More	6%	4%	7%	5%	6%	6%	6%	6%	5%
	173	42	132	24	61	31	57	89	84
	-		a						
NET: Less	31%	26%	34%	31%	34%	25%	31%	29%	32%
	942	296	646	160	338	134	310	438	504
	-		A						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend) by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	4%	3%	1%	1%	0%	0%	2%	1%	3%	1%	2%	1%	2%	1%
	16	28	7	2	2	0	32	21	21	11	11	10	39	14
	c d f	c f			-		-	-					b	
Slightly more	10%	6%	2%	1%	1%	1%	3%	5%	3%	3%	6%	4%	5%	3%
	42	54	16	4	8	4	53	68	24	29	40	28	76	44
	b C D F	C d f			-		-	-						
No change	59%	62%	62%	62%	63%	64%	60%	63%	60%	61%	58%	68%	60%	64%
	250	602	604	203	423	220	972	907	430	542	388	519	968	902
					-		-	-				c d e		
Slightly less	10%	10%	13%	19%	19%	19%	15%	11%	17%	13%	14%	9%	13%	13%
	41	100	125	62	126	64	234	158	121	113	91	67	212	178
				a b	-	a b	-	-	f					
Much less	13%	18%	22%	17%	16%	16%	18%	18%	16%	20%	19%	17%	18%	18%
	56	171	212	55	110	55	298	252	117	181	124	128	298	247
			a		-		-	-						
I don't know	5%	2%	1%	0%	0%	0%	1%	2%	1%	2%	2%	1%	1%	2%
	20	18	9	1	1	1	23	25	9	14	14	11	22	23
	b C d f				-		-	-						
NET: More	14%	8%	2%	2%	1%	1%	5%	6%	6%	5%	8%	5%	7%	4%
	59	82	23	5	9	4	85	88	45	40	51	38	115	58
	b C D F	C d F			-		-	-					b	
NET: Less	23%	28%	35%	36%	35%	35%	33%	29%	33%	33%	32%	26%	32%	30%
	97	271	338	117	235	119	532	410	238	294	214	195	510	425
			a b	a	-	a	-	-	f	f				
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend) by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	3%	2%	0%	2%	3%	1%	3%	0%	2%	2%	0%	1%	1%	2%	1%	**
	9	5	1	7	9	3	11	1	4	50	1	2	1	42	11	
										-						
Slightly more	3%	2%	2%	7%	4%	5%	8%	4%	1%	4%	3%	4%	1%	4%	3%	**
	7	6	5	21	12	15	26	13	2	107	6	6	1	96	23	
										-						
No change	64%	66%	59%	69%	64%	61%	48%	67%	63%	62%	60%	56%	62%	61%	64%	**
	182	191	145	212	176	169	161	202	154	1592	146	84	57	1302	573	
	g	g		G	g			g		-						
Slightly less	11%	11%	13%	13%	8%	13%	15%	12%	16%	12%	16%	18%	11%	12%	15%	**
	31	32	31	40	22	36	50	36	39	316	39	27	10	261	130	
										-						
Much less	18%	18%	22%	7%	19%	19%	24%	15%	17%	18%	20%	19%	23%	19%	16%	**
	51	52	54	21	51	52	81	47	42	451	48	29	21	402	147	
	d	d	d		d	d	D		d	-	d	d	d			
I don't know	1%	1%	3%	2%	2%	1%	3%	1%	1%	2%	1%	2%	2%	2%	1%	**
	2	3	8	5	4	2	9	3	3	39	3	4	2	37	11	
										-						
NET: More	6%	4%	2%	9%	8%	7%	11%	5%	3%	6%	3%	5%	2%	6%	4%	**
	16	11	6	28	21	18	37	14	7	157	7	7	1	138	34	
										-						
NET: Less	29%	29%	35%	20%	27%	32%	39%	27%	33%	30%	36%	37%	34%	31%	31%	**
	82	84	85	62	73	88	130	82	81	767	87	56	31	663	277	
							d			-	d	d				
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend) by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	6%	1%	4%	1%	2%	2%	3%	0%	2%	2%
	12	41	14	4	12	13	9	0	49	4
	B		F		f	f	f			
Slightly more	14%	3%	5%	5%	3%	5%	6%	2%	4%	3%
	26	94	17	19	20	32	18	14	115	6
	B									
No change	46%	63%	62%	63%	60%	55%	58%	70%	62%	66%
	83	1796	228	256	399	327	192	477	1757	113
		A						c D e		
Slightly less	16%	13%	8%	13%	16%	15%	15%	10%	13%	13%
	29	363	29	53	104	87	48	71	368	23
					a					
Much less	15%	18%	20%	17%	18%	21%	18%	15%	18%	14%
	28	522	73	70	119	125	59	104	521	24
I don't know	2%	2%	1%	1%	2%	1%	1%	2%	2%	1%
	4	43	5	5	13	9	3	13	44	2
NET: More	21%	5%	9%	6%	5%	8%	8%	2%	6%	6%
	38	136	31	23	32	45	28	14	164	9
	B		f			f	f			
NET: Less	31%	31%	28%	30%	33%	36%	33%	26%	31%	28%
	56	885	101	122	223	213	108	175	889	47
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	2%	1%	3%	2%	2%	3%	2%	3%	2%
	66	9	57	12	22	14	18	38	28
	-		a						
Slightly more	11%	8%	12%	11%	11%	11%	10%	11%	10%
	321	92	229	57	111	58	95	161	160
	-		a						
No change	62%	69%	58%	64%	61%	63%	63%	63%	62%
	1898	802	1096	329	610	330	630	936	962
	-	B							
Slightly less	16%	15%	16%	15%	16%	15%	17%	16%	16%
	479	174	305	76	157	78	169	234	245
	-								
Much less	8%	6%	9%	6%	8%	8%	8%	7%	8%
	232	69	163	31	82	40	80	103	129
	-		a						
I don't know	1%	1%	2%	1%	2%	2%	1%	1%	2%
	45	10	35	7	18	8	12	18	27
	-								
NET: More	13%	9%	15%	13%	13%	14%	11%	13%	12%
	387	101	286	69	133	72	113	199	188
	-		A						
NET: Less	23%	21%	25%	21%	24%	22%	25%	23%	24%
	712	243	468	107	239	117	248	338	374
	-								
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	5%	3%	1%	0%	0%	0%	2%	2%	2%	2%	2%	2%	3%	2%
	22	33	8	1	3	1	37	29	18	19	16	14	43	23
	C d f	c d f			-		-	-						
Slightly more	17%	13%	7%	10%	9%	7%	10%	11%	10%	10%	12%	11%	12%	9%
	71	122	71	32	57	25	161	160	75	85	79	81	190	130
	C f	c			-		-	-						
No change	56%	60%	64%	67%	68%	69%	60%	65%	59%	61%	61%	68%	59%	66%
	239	584	621	218	454	236	969	929	427	542	410	519	956	932
					-	a	-	-				c d		a
Slightly less	11%	15%	19%	15%	16%	17%	19%	12%	19%	18%	15%	10%	17%	14%
	46	146	181	50	106	57	303	177	138	164	100	77	280	199
			a		-		-	-	F	F				
Much less	7%	8%	8%	7%	7%	6%	8%	8%	8%	8%	8%	8%	8%	7%
	28	78	82	24	45	21	123	110	54	68	50	60	132	101
					-		-	-						
I don't know	5%	1%	1%	0%	0%	1%	1%	2%	1%	1%	2%	2%	1%	2%
	20	11	11	0	3	3	21	24	9	12	13	12	15	23
	b c d f				-		-	-						
NET: More	22%	16%	8%	10%	9%	8%	12%	13%	13%	12%	14%	12%	14%	11%
	93	155	79	34	60	26	197	190	93	104	95	95	233	153
	b C d F	C f			-		-	-					b	
NET: Less	17%	23%	27%	23%	23%	23%	26%	20%	27%	26%	22%	18%	26%	21%
	74	223	263	74	151	78	425	286	193	232	150	137	412	300
			a		-		-	-	f	f			b	
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	4%	3%	1%	3%	2%	1%	3%	1%	1%	2%	2%	2%	1%	3%	1%	**
	10	10	2	8	7	4	12	2	3	58	5	3	1	55	11	
										-						
Slightly more	13%	7%	9%	11%	9%	12%	12%	11%	11%	11%	12%	8%	7%	10%	11%	**
	36	21	23	34	25	34	40	34	26	274	28	13	6	224	95	
										-						
No change	61%	66%	66%	71%	61%	62%	54%	67%	59%	63%	59%	60%	63%	61%	65%	**
	172	190	161	217	167	170	182	202	145	1606	143	91	58	1311	584	
										-						
Slightly less	13%	17%	13%	11%	18%	16%	21%	10%	18%	15%	17%	22%	18%	16%	15%	**
	36	49	33	33	49	43	69	31	45	388	41	34	16	343	135	
										-						
Much less	8%	6%	9%	4%	7%	7%	9%	10%	9%	7%	10%	7%	10%	8%	7%	**
	22	16	21	12	18	19	29	31	23	190	23	10	9	172	59	
										-						
I don't know	2%	1%	2%	1%	3%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%	**
	6	3	4	3	8	6	4	2	3	39	3	1	1	35	10	
										-						
NET: More	16%	11%	10%	14%	12%	14%	15%	12%	12%	13%	14%	10%	8%	13%	12%	**
	47	31	25	42	32	38	52	36	29	331	33	15	7	279	106	
										-						
NET: Less	21%	22%	22%	14%	24%	22%	29%	21%	28%	23%	26%	29%	27%	24%	22%	**
	58	65	54	44	67	62	98	62	67	579	64	44	25	515	194	
										-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	11%	2%	2%	3%	2%	3%	3%	1%	2%	2%
	20	46	9	10	13	18	10	6	63	3
	B									
Slightly more	14%	10%	12%	9%	10%	12%	15%	8%	11%	8%
	25	296	44	36	67	70	50	55	306	14
No change	47%	63%	66%	66%	60%	56%	58%	68%	62%	67%
	86	1812	242	267	400	332	193	463	1775	115
		A	d	d				d		
Slightly less	16%	16%	10%	13%	19%	19%	16%	14%	16%	17%
	30	449	36	55	129	110	53	97	449	29
					a	a				
Much less	8%	8%	8%	9%	7%	10%	7%	6%	8%	6%
	15	217	27	36	46	58	24	42	219	10
I don't know	3%	1%	2%	1%	2%	1%	0%	2%	1%	0%
	5	40	7	4	12	5	1	16	42	0
NET: More	25%	12%	14%	11%	12%	15%	18%	9%	13%	10%
	45	342	53	46	80	88	60	61	369	17
	B									
NET: Less	25%	23%	17%	22%	26%	28%	23%	20%	23%	23%
	45	667	63	90	175	168	76	139	668	39
						a				
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	5%	3%	5%	2%	5%	5%	5%	6%	4%
	140	37	103	13	53	27	48	84	56
	-		a					b	
Slightly more	15%	11%	18%	15%	16%	15%	13%	16%	14%
	455	124	331	78	164	80	134	241	214
	-		A						
No change	48%	54%	45%	50%	44%	49%	51%	48%	49%
	1472	619	854	258	444	257	514	716	757
	-	B							
Slightly less	17%	18%	16%	17%	16%	20%	16%	15%	19%
	516	212	304	88	159	103	165	228	288
	-								
Much less	13%	12%	14%	13%	15%	10%	13%	13%	13%
	400	136	264	68	146	53	132	193	207
	-								
I don't know	2%	2%	2%	2%	3%	1%	1%	2%	2%
	58	28	30	8	34	7	9	29	29
	-				d				
NET: More	20%	14%	23%	18%	22%	20%	18%	22%	17%
	596	161	435	90	216	107	182	325	271
	-		A					b	
NET: Less	30%	30%	30%	31%	31%	30%	30%	28%	32%
	915	348	568	156	305	157	297	421	495
	-								
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	5%	6%	2%	3%	5%	7%	5%	4%	4%	5%	5%	4%	5%	5%
	20	63	23	11	34	23	77	64	29	48	36	28	75	65
		c			-	c	-	-						
Slightly more	12%	15%	14%	15%	18%	21%	15%	15%	17%	14%	17%	14%	14%	16%
	52	148	135	50	120	70	240	216	119	120	112	103	227	226
					-		-	-						
No change	54%	46%	47%	54%	51%	48%	47%	50%	45%	48%	45%	55%	46%	52%
	229	444	458	177	340	164	753	719	327	426	302	418	739	726
					-		-	-				c e		a
Slightly less	14%	17%	20%	14%	15%	16%	19%	15%	19%	18%	18%	12%	19%	15%
	61	164	191	44	100	55	302	214	138	164	123	91	308	206
					-		-	-	f	f	f		b	
Much less	10%	14%	15%	13%	11%	9%	14%	13%	14%	13%	12%	14%	14%	12%
	44	135	149	42	72	30	218	181	101	117	77	104	232	167
					-		-	-						
I don't know	5%	2%	2%	1%	0%	0%	1%	3%	1%	2%	3%	2%	2%	1%
	20	19	18	2	2	0	22	36	7	15	18	19	34	17
	f				-		-	-						
NET: More	17%	22%	16%	19%	23%	27%	20%	20%	21%	19%	22%	17%	19%	21%
	72	211	158	61	154	94	316	279	148	168	148	131	302	291
					-	a c	-	-						
NET: Less	25%	31%	35%	26%	26%	25%	32%	28%	33%	32%	30%	26%	33%	27%
	104	300	340	86	172	85	520	395	239	281	200	195	540	373
			a f		-		-	-					b	
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures by Demographics Part 3

	UK nation												Rurality		
Column %															
Weighted counts															
Column															
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	6%	4%	3%	8%	6%	2%	4%	4%	4%	5%	4%	4%	3%	5%	5%	**
	18	12	8	24	16	6	15	11	11	121	11	6	2	98	42	
										-						
Slightly more	12%	18%	14%	10%	15%	21%	14%	18%	12%	15%	15%	15%	13%	14%	17%	**
	35	52	35	30	42	59	49	54	30	386	36	23	11	297	154	
										-						
No change	47%	54%	47%	57%	41%	42%	44%	49%	51%	48%	50%	48%	56%	50%	45%	**
	132	157	115	174	112	117	148	148	124	1227	122	72	51	1069	401	
										-						
Slightly less	16%	17%	18%	14%	22%	19%	15%	16%	19%	17%	15%	17%	16%	17%	18%	**
	44	48	43	43	59	53	51	49	47	438	37	25	15	356	159	
										-						
Much less	12%	6%	16%	11%	15%	13%	18%	12%	13%	13%	14%	16%	11%	13%	14%	**
	35	18	39	34	40	37	62	37	31	333	34	24	10	271	128	
							b			-						
I don't know	6%	1%	2%	1%	2%	2%	4%	1%	1%	2%	1%	1%	1%	2%	1%	**
	17	2	4	2	5	5	12	3	2	52	4	2	1	49	10	
										-						
NET: More	19%	22%	18%	17%	21%	23%	19%	21%	17%	20%	19%	19%	15%	18%	22%	**
	54	64	44	53	58	65	64	65	41	506	46	29	14	395	197	
										-						
NET: Less	28%	23%	34%	25%	36%	33%	33%	28%	32%	30%	29%	32%	27%	29%	32%	**
	80	66	82	77	99	90	113	86	78	771	71	49	25	627	288	
										-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	13%	4%	5%	5%	6%	5%	4%	3%	4%	8%
	23	118	18	21	37	29	14	21	126	14
	B									
Slightly more	22%	14%	13%	13%	16%	19%	17%	12%	15%	9%
	41	415	48	55	105	110	56	82	439	15
	b									
No change	34%	49%	54%	49%	48%	43%	43%	53%	48%	54%
	61	1411	199	198	318	254	141	363	1371	93
		a	d					d		
Slightly less	19%	17%	12%	17%	18%	17%	19%	17%	17%	21%
	35	481	45	70	121	102	63	114	480	36
Much less	9%	13%	13%	14%	12%	16%	17%	10%	14%	4%
	17	383	46	57	77	97	56	68	388	6
									b	
I don't know	3%	2%	2%	2%	1%	0%	0%	5%	2%	4%
	5	54	9	7	9	2	0	31	50	6
			d					c d e		
NET: More	35%	19%	18%	19%	21%	23%	21%	15%	20%	17%
	63	532	66	76	142	139	70	103	565	29
	B									
NET: Less	29%	30%	25%	31%	30%	34%	36%	27%	30%	25%
	52	864	92	127	198	199	118	182	868	42
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	1%	0%	2%	1%	2%	2%	1%	2%	1%
	41	0	41	4	19	8	10	26	15
	-		A						
Slightly more	4%	2%	5%	5%	4%	4%	3%	5%	4%
	127	25	103	28	42	22	35	69	58
	-		A						
No change	66%	75%	60%	64%	64%	69%	67%	68%	64%
	2003	867	1136	329	636	364	674	1010	993
	-	B							
Slightly less	7%	7%	7%	7%	7%	8%	7%	6%	8%
	210	82	128	34	67	41	68	90	119
	-								
Much less	14%	9%	17%	15%	16%	9%	14%	14%	14%
	427	99	329	78	162	49	138	211	217
	-		A		c				
I don't know	8%	7%	8%	8%	7%	8%	8%	6%	10%
	233	84	149	39	74	43	78	83	149
	-								a
NET: More	6%	2%	8%	6%	6%	6%	4%	6%	5%
	169	25	144	32	61	31	45	96	73
	-		A						
NET: Less	21%	16%	24%	22%	23%	17%	21%	20%	22%
	637	180	457	112	229	90	206	301	336
	-		A						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	4%	2%	0%	0%	0%	0%	2%	1%	1%	2%	1%	1%	2%	1%
	16	21	4	0	0	0	26	16	11	15	10	6	29	12
	C d f	c d f			-		-	-						
Slightly more	7%	6%	2%	2%	2%	2%	4%	4%	5%	4%	5%	3%	6%	3%
	31	61	21	7	14	7	72	55	36	36	35	21	89	38
	C d f	C d f			-		-	-					b	
No change	64%	62%	67%	69%	71%	73%	66%	66%	68%	65%	63%	68%	62%	70%
	271	600	656	225	477	252	1065	939	489	576	423	516	1008	985
					-	b	-	-						A
Slightly less	7%	9%	6%	6%	5%	5%	7%	6%	8%	7%	8%	5%	8%	5%
	29	89	57	18	35	17	118	92	55	63	51	41	137	73
					-		-	-					b	
Much less	12%	13%	16%	15%	14%	13%	14%	15%	13%	14%	14%	15%	15%	13%
	50	129	155	49	92	44	220	207	93	127	92	116	239	186
					-		-	-						
I don't know	7%	8%	8%	8%	7%	7%	7%	8%	5%	8%	9%	8%	7%	8%
	28	73	81	27	50	23	112	121	39	73	58	63	113	113
					-		-	-						
NET: More	11%	8%	3%	2%	2%	2%	6%	5%	6%	6%	7%	4%	7%	4%
	47	83	25	7	14	7	98	71	46	51	44	27	118	50
	C D F	C d f			-		-	-					B	
NET: Less	19%	22%	22%	21%	19%	18%	21%	21%	21%	21%	21%	21%	23%	18%
	80	218	212	67	127	61	338	300	148	190	143	157	376	259
					-		-	-					b	
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	2%	1%	1%	1%	3%	0%	3%	2%	1%	2%	0%	1%	1%	2%	1%	**
	5	3	3	4	7	1	9	5	2	39	0	2	1	34	7	
										-						
Slightly more	4%	2%	7%	3%	5%	6%	5%	3%	4%	4%	5%	3%	3%	5%	3%	**
	12	7	17	9	14	15	15	10	9	107	13	4	3	98	28	
										-						
No change	57%	75%	56%	73%	64%	70%	58%	70%	69%	66%	67%	61%	68%	65%	68%	**
	162	217	136	225	175	194	195	211	169	1686	163	93	62	1390	609	
		a c g		a c g						-						
Slightly less	6%	6%	6%	5%	10%	6%	9%	8%	4%	7%	6%	10%	7%	7%	6%	**
	17	18	14	15	27	16	29	25	10	172	15	16	7	157	52	
										-						
Much less	14%	10%	18%	10%	12%	13%	21%	13%	16%	14%	13%	13%	13%	14%	14%	**
	40	29	45	31	32	35	71	40	40	363	33	20	12	300	125	
										-						
I don't know	16%	5%	12%	7%	7%	5%	5%	4%	6%	7%	8%	12%	7%	7%	8%	**
	46	14	29	22	19	15	17	12	15	188	20	18	7	160	72	
	b f g h									-						
NET: More	6%	3%	8%	4%	8%	6%	7%	5%	5%	6%	5%	4%	4%	6%	4%	**
	17	10	19	12	21	16	25	15	11	147	13	6	4	132	36	
										-						
NET: Less	20%	16%	24%	15%	22%	19%	30%	21%	20%	21%	20%	23%	20%	21%	20%	**
	57	47	59	46	59	52	100	64	50	535	48	36	19	457	178	
										-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	7%	1%	2%	1%	1%	2%	1%	0%	1%	2%
	13	29	9	6	7	14	4	1	39	3
	B									
Slightly more	13%	4%	3%	4%	5%	6%	5%	3%	4%	4%
	23	104	11	16	32	34	17	18	120	7
	B									
No change	51%	67%	66%	65%	66%	61%	64%	72%	66%	68%
	93	1911	240	264	438	363	210	488	1880	117
		A						d		
Slightly less	12%	7%	6%	6%	7%	7%	12%	5%	7%	9%
	23	187	22	25	48	40	39	36	192	16
	b									
Much less	13%	14%	16%	17%	14%	17%	13%	10%	14%	6%
	24	404	57	70	91	102	42	66	413	10
									b	
I don't know	3%	8%	7%	7%	8%	7%	5%	10%	7%	11%
	6	226	26	27	50	40	18	71	212	18
NET: More	20%	5%	5%	5%	6%	8%	6%	3%	6%	6%
	36	133	20	21	39	49	21	18	159	10
	B					f				
NET: Less	26%	21%	22%	23%	21%	24%	24%	15%	21%	15%
	47	591	79	95	139	142	80	102	604	25
						f				
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels that fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	4%	4%	4%	4%	4%	6%	4%	4%	4%
	124	43	81	18	39	30	36	60	64
	-								
Slightly more	19%	15%	22%	21%	20%	19%	17%	17%	21%
	585	177	409	107	202	102	175	257	329
	-		A						a
No change	62%	70%	58%	62%	59%	62%	65%	65%	60%
	1892	806	1085	320	586	329	656	966	925
	-	B						b	
Slightly less	8%	6%	9%	8%	8%	7%	7%	7%	9%
	233	68	165	41	80	38	74	99	134
	-		a						
Much less	6%	5%	6%	5%	7%	4%	5%	6%	5%
	173	56	117	24	72	24	54	94	79
	-								
I don't know	1%	1%	2%	0%	2%	1%	1%	1%	1%
	35	6	29	2	21	6	7	15	21
	-								
NET: More	23%	19%	26%	24%	24%	25%	21%	21%	25%
	709	219	490	125	241	131	212	317	392
	-		A						a
NET: Less	13%	11%	15%	13%	15%	12%	13%	13%	14%
	406	124	282	65	152	61	128	193	213
	-		a						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels that fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	7%	7%	2%	3%	1%	0%	4%	4%	4%	4%	5%	4%	5%	3%
	28	66	21	9	9	0	63	60	31	32	32	28	77	43
	c F	C F		f	-		-	-						
Slightly more	26%	23%	20%	13%	10%	7%	19%	20%	18%	19%	22%	19%	22%	16%
	109	220	192	41	64	23	300	285	133	167	144	141	354	230
	D F	d F	d F		-		-	-					b	
No change	51%	56%	64%	71%	75%	79%	63%	62%	64%	62%	58%	65%	58%	67%
	217	544	628	232	501	270	1009	882	460	549	387	495	935	947
			A b	A B	-	A B C	-	-						A
Slightly less	10%	9%	6%	7%	7%	8%	8%	7%	7%	9%	9%	5%	9%	7%
	41	83	59	23	50	26	136	96	54	83	57	40	139	92
					-		-	-						
Much less	4%	5%	7%	6%	6%	6%	6%	6%	5%	6%	6%	6%	6%	6%
	17	50	63	21	42	22	91	82	38	53	38	44	92	81
					-		-	-						
I don't know	3%	1%	1%	0%	0%	1%	1%	2%	1%	1%	1%	2%	1%	1%
	13	10	10	0	2	2	12	23	6	6	10	14	18	14
					-		-	-						
NET: More	32%	29%	22%	15%	11%	7%	23%	24%	23%	22%	26%	22%	27%	19%
	137	286	213	50	73	23	364	345	164	199	176	170	431	273
	c D F	c D F	F	f	-		-	-					B	
NET: Less	14%	14%	13%	14%	14%	14%	14%	13%	13%	15%	14%	11%	14%	12%
	58	133	123	44	92	48	227	179	91	136	95	84	231	173
					-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels that fit through a letterbox by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	5%	4%	4%	3%	8%	2%	3%	4%	6%	4%	4%	4%	3%	5%	3%	**
	14	13	9	10	22	5	9	11	15	107	9	5	3	99	25	
										-						
Slightly more	18%	19%	21%	22%	20%	18%	19%	14%	16%	19%	24%	20%	23%	19%	19%	**
	50	56	52	66	55	50	64	44	38	475	59	30	21	415	167	
										-						
No change	64%	67%	59%	61%	59%	68%	51%	72%	64%	62%	60%	60%	62%	62%	64%	**
	180	193	145	185	162	187	172	217	156	1596	147	92	57	1316	572	
								g		-						
Slightly less	7%	5%	6%	10%	7%	6%	12%	6%	7%	8%	7%	10%	6%	7%	9%	**
	21	15	15	30	20	18	42	17	17	195	17	15	6	155	78	
										-						
Much less	5%	3%	8%	2%	4%	6%	14%	4%	6%	6%	4%	4%	5%	6%	4%	**
	15	9	19	7	12	16	48	11	16	153	10	7	4	132	40	
							b D e h k			-						
I don't know	1%	1%	2%	3%	1%	0%	1%	1%	1%	1%	1%	2%	1%	1%	1%	**
	3	3	4	8	3	1	2	2	3	30	2	3	1	23	13	
										-						
NET: More	23%	24%	25%	25%	28%	20%	22%	18%	22%	23%	28%	23%	26%	24%	21%	**
	64	69	61	76	77	55	73	55	53	581	68	36	24	513	192	
										-						
NET: Less	13%	8%	14%	12%	12%	12%	26%	10%	13%	14%	11%	14%	11%	13%	13%	**
	36	24	34	37	32	34	89	29	33	348	27	21	10	287	118	
							a B c d e f H i K			-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels that fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	11%	4%	6%	3%	4%	4%	3%	5%	4%	1%
	19	105	22	11	29	21	10	32	123	1
	B									
Slightly more	23%	19%	18%	19%	22%	22%	25%	12%	20%	3%
	41	544	65	79	148	131	82	81	577	4
					f	f	f		B	
No change	51%	63%	61%	63%	60%	57%	60%	70%	61%	83%
	92	1799	225	255	402	337	198	474	1742	142
		a						c d		A
Slightly less	8%	8%	6%	9%	7%	10%	8%	7%	8%	7%
	14	219	22	36	48	57	26	44	220	12
Much less	7%	6%	8%	6%	5%	7%	4%	5%	6%	6%
	13	160	28	24	32	43	13	34	161	10
I don't know	1%	1%	1%	1%	1%	1%	0%	2%	1%	0%
	2	34	4	3	9	5	0	14	32	1
NET: More	33%	23%	24%	22%	26%	26%	28%	17%	25%	3%
	60	649	87	89	176	152	92	113	700	5
	b				f	f	f		B	
NET: Less	15%	13%	14%	15%	12%	17%	12%	11%	13%	13%
	27	379	50	60	80	100	40	78	380	23
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels that do not fit through a letterbox by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	5%	4%	6%	4%	5%	8%	4%	4%	6%
	157	49	108	18	53	44	41	64	93
	-					a d			
Slightly more	17%	13%	20%	18%	19%	15%	17%	16%	18%
	532	154	377	91	193	81	166	245	286
	-		A						
No change	62%	71%	56%	63%	57%	63%	65%	64%	59%
	1872	816	1056	323	569	330	651	956	916
	-	B					b	b	
Slightly less	8%	6%	9%	9%	7%	8%	8%	7%	9%
	245	68	177	46	74	44	80	101	144
	-		a						a
Much less	6%	6%	7%	5%	9%	4%	6%	7%	6%
	197	65	132	28	92	21	56	103	95
	-				c d				
I don't know	1%	0%	2%	1%	2%	1%	1%	1%	1%
	39	3	35	6	18	6	8	22	17
	-		a						
NET: More	23%	18%	26%	21%	25%	24%	21%	21%	24%
	689	204	485	109	246	126	208	309	380
	-		A						
NET: Less	15%	12%	16%	14%	17%	12%	14%	14%	15%
	442	133	309	74	167	65	136	203	239
	-		a						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels that do not fit through a letterbox by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	8%	8%	4%	3%	2%	1%	5%	5%	6%	5%	6%	5%	7%	4%
	33	76	36	10	13	3	84	73	40	44	38	35	106	51
	c f	c d F			-		-	-					b	
Slightly more	25%	21%	16%	10%	10%	10%	18%	17%	16%	20%	16%	18%	19%	16%
	104	202	157	34	69	35	289	243	112	177	107	136	303	227
	c D F	d F			-		-	-						
No change	53%	56%	65%	69%	70%	71%	60%	63%	63%	58%	63%	63%	58%	65%
	226	543	636	225	467	242	970	902	452	518	418	484	941	918
			a b	A b	-	A B	-	-						a
Slightly less	7%	9%	7%	10%	9%	9%	9%	7%	9%	9%	7%	6%	9%	7%
	29	86	67	32	62	31	149	96	67	82	48	48	139	105
					-		-	-						
Much less	5%	6%	7%	7%	8%	8%	7%	6%	6%	7%	7%	6%	7%	6%
	20	55	70	23	52	29	106	91	45	62	45	46	108	89
					-		-	-						
I don't know	3%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%
	13	12	7	3	6	3	14	25	6	8	12	13	18	17
					-		-	-						
NET: More	32%	29%	20%	13%	12%	11%	23%	22%	21%	25%	22%	22%	25%	20%
	137	278	193	44	82	38	373	316	153	221	144	171	409	278
	C D F	C D F	f		-		-	-					b	
NET: Less	12%	14%	14%	17%	17%	17%	16%	13%	15%	16%	14%	12%	15%	14%
	50	141	137	55	114	60	255	187	111	144	93	94	248	194
					-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels that do not fit through a letterbox by Demographics Part 3

	UK nation												Rurality		
Column %															
Weighted counts															
Column															
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	3%	4%	7%	5%	7%	4%	4%	7%	8%	5%	4%	3%	3%	5%	5%	**
	9	12	18	15	20	11	12	22	20	139	9	5	3	111	45	
										-						
Slightly more	18%	17%	16%	17%	18%	22%	15%	15%	16%	17%	21%	19%	19%	17%	17%	**
	51	50	39	52	48	60	50	45	38	434	51	30	17	374	156	
										-						
No change	66%	65%	57%	66%	60%	62%	53%	63%	62%	62%	62%	59%	64%	62%	62%	**
	187	188	139	201	166	172	178	190	151	1572	151	90	59	1317	552	
										-						
Slightly less	5%	7%	8%	8%	9%	6%	13%	10%	6%	8%	7%	10%	6%	8%	9%	**
	14	20	19	24	24	16	45	31	15	207	17	15	5	163	82	
										-						
Much less	6%	5%	9%	3%	5%	5%	15%	4%	7%	7%	5%	6%	6%	7%	5%	**
	17	14	22	10	14	15	49	13	17	170	13	9	6	150	47	
							b d e f h k			-						
I don't know	2%	2%	3%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	**
	4	5	6	4	2	2	3	2	3	32	2	3	1	25	13	
										-						
NET: More	21%	22%	23%	22%	25%	26%	19%	22%	24%	22%	25%	23%	22%	23%	22%	**
	60	63	57	67	68	72	62	67	58	574	60	35	20	485	201	
										-						
NET: Less	11%	12%	17%	11%	14%	11%	28%	14%	13%	15%	12%	16%	12%	15%	14%	**
	31	33	41	34	38	31	94	43	32	377	30	24	11	312	129	
							A B D e F h i K m			-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels that do not fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	12%	5%	6%	4%	4%	6%	6%	6%	5%	1%
	22	135	20	15	29	35	20	38	155	2
	B									
Slightly more	23%	17%	17%	17%	20%	21%	19%	11%	18%	3%
	42	490	62	70	134	125	64	77	524	4
					f	f			B	
No change	47%	62%	60%	62%	61%	55%	62%	69%	60%	82%
	84	1787	220	251	403	325	205	467	1724	140
		A						d		A
Slightly less	13%	8%	8%	9%	8%	9%	9%	7%	8%	7%
	24	221	28	36	52	54	30	45	230	13
	b									
Much less	4%	7%	8%	7%	6%	9%	3%	6%	7%	6%
	7	190	31	28	38	51	10	39	187	10
I don't know	1%	1%	1%	2%	1%	1%	0%	2%	1%	1%
	2	37	5	7	9	4	1	14	34	1
NET: More	35%	22%	22%	21%	25%	27%	25%	17%	24%	4%
	64	625	82	86	164	159	84	114	679	7
	B					f			B	
NET: Less	17%	14%	16%	16%	14%	18%	12%	12%	15%	14%
	31	411	59	64	91	105	40	84	417	23
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Much more	4%	3%	4%	3%	4%	5%	2%	3%	4%
	111	37	74	17	44	28	22	52	59
	-		A						
Slightly more	16%	12%	18%	13%	18%	16%	16%	16%	16%
	488	139	348	67	177	87	156	238	250
	-		A						
No change	65%	74%	59%	71%	59%	63%	68%	66%	64%
	1971	856	1115	365	594	333	678	983	987
	-	B		b			b		
Slightly less	8%	6%	9%	6%	8%	9%	8%	7%	9%
	245	67	178	31	81	48	85	106	140
	-		a						
Much less	6%	5%	7%	5%	9%	4%	5%	6%	6%
	193	53	140	26	91	22	54	94	99
	-		a		c d				
I don't know	1%	0%	2%	1%	1%	2%	1%	1%	1%
	35	4	31	5	12	8	9	18	17
	-		a						
NET: More	20%	15%	22%	16%	22%	22%	18%	19%	20%
	599	176	422	84	221	115	178	290	309
	-		A						
NET: Less	14%	10%	17%	11%	17%	13%	14%	13%	15%
	438	120	318	57	172	70	139	200	238
	-		A						
Effective Column n									
	1853	342	1510	314	612	320	607	882	970
Unweighted base	3004	555	2449	509	992	519	984	1431	1573
Weighted base	3042	1156	1886	512	1000	527	1003	1491	1551
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019) ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Much more	7%	6%	2%	0%	1%	1%	4%	3%	3%	5%	4%	3%	5%	2%
	30	55	23	0	3	3	63	48	22	41	27	21	77	33
	c D f	c d f			-		-	-					b	
Slightly more	22%	20%	13%	13%	11%	10%	16%	17%	17%	14%	17%	16%	18%	14%
	93	190	130	41	74	33	251	237	122	129	114	122	287	197
	c d F	c d f			-		-	-					b	
No change	57%	61%	67%	72%	72%	73%	65%	64%	65%	65%	63%	66%	62%	68%
	241	590	657	234	482	249	1049	922	470	579	421	501	998	961
			a b	a b	-	A b	-	-						a
Slightly less	8%	7%	9%	7%	8%	9%	9%	8%	9%	9%	7%	8%	8%	8%
	34	72	86	22	53	30	138	107	62	76	49	59	134	111
					-		-	-						
Much less	3%	6%	7%	8%	8%	7%	6%	7%	6%	7%	7%	7%	7%	6%
	12	59	70	26	51	25	100	93	40	60	43	50	106	86
					-		-	-						
I don't know	4%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%
	16	7	6	3	6	3	12	22	6	6	13	10	14	18
	b c				-		-	-						
NET: More	29%	25%	16%	13%	12%	10%	19%	20%	20%	19%	21%	19%	23%	16%
	123	245	153	41	77	36	314	285	144	170	141	144	364	231
	C D F	C D F			-		-	-					B	
NET: Less	11%	14%	16%	15%	15%	16%	15%	14%	14%	15%	14%	14%	15%	14%
	46	132	157	48	104	55	238	201	102	136	92	109	241	197
					-		-	-						
Effective Column n														
	258	617	597	203	380	178	1022	830	448	574	372	458	963	878
Unweighted base	418	1000	968	329	617	289	1658	1346	727	931	604	742	1561	1423
Weighted base	426	973	973	326	669	343	1612	1430	722	890	667	762	1616	1407
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Much more	4%	3%	2%	3%	6%	2%	4%	5%	6%	4%	2%	3%	2%	4%	3%	**
	11	9	5	10	16	5	12	15	15	99	6	4	2	81	29	
										-						
Slightly more	13%	14%	17%	15%	18%	19%	15%	16%	14%	16%	16%	17%	19%	16%	16%	**
	37	41	41	47	50	54	50	49	35	405	40	26	17	346	140	
										-						
No change	70%	71%	65%	72%	60%	64%	53%	62%	67%	65%	67%	61%	64%	65%	65%	**
	198	206	159	222	163	176	180	188	165	1656	162	93	59	1385	582	
	g	g		g						-						
Slightly less	4%	7%	5%	5%	10%	10%	13%	11%	7%	8%	8%	10%	8%	8%	9%	**
	12	19	13	15	27	27	42	32	16	204	20	15	7	161	85	
										-						
Much less	8%	4%	9%	3%	6%	4%	14%	5%	5%	6%	5%	7%	5%	7%	5%	**
	22	11	21	9	15	12	48	15	13	165	13	10	5	144	48	
							b d f h k			-						
I don't know	1%	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%	3%	1%	1%	1%	**
	2	3	5	4	2	2	5	3	1	27	2	4	1	23	12	
										-						
NET: More	17%	17%	19%	19%	24%	21%	19%	21%	20%	20%	19%	20%	21%	20%	19%	**
	48	50	46	57	67	59	62	63	50	503	46	30	19	427	169	
										-						
NET: Less	12%	10%	14%	8%	15%	14%	27%	16%	12%	14%	14%	16%	13%	14%	15%	**
	34	30	34	23	42	39	90	47	28	369	33	25	12	304	133	
							a B c D f i k			-						
Effective Column n																
	120	132	118	130	128	124	158	133	114	1157	241	229	226	1212	636	4
Unweighted base	194	214	192	211	208	201	256	215	185	1876	390	372	366	1965	1032	7
Weighted base	283	289	244	306	274	277	337	302	244	2555	243	152	91	2140	895	7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Much more	9%	3%	5%	2%	3%	5%	5%	3%	4%	1%
	17	94	18	9	20	27	16	21	109	1
	b									
Slightly more	23%	16%	16%	18%	15%	20%	17%	11%	17%	5%
	42	446	59	74	103	120	56	77	475	9
	b					f			b	
No change	48%	66%	62%	63%	66%	58%	65%	73%	64%	79%
	88	1883	225	257	437	346	213	493	1826	134
		A						d		a
Slightly less	12%	8%	7%	9%	10%	8%	9%	6%	8%	9%
	22	223	26	36	65	48	31	40	230	15
Much less	7%	6%	9%	7%	5%	8%	4%	5%	6%	6%
	12	181	33	27	34	50	12	37	182	11
I don't know	0%	1%	1%	1%	1%	1%	1%	2%	1%	0%
	1	34	3	5	9	4	2	12	32	1
NET: More	32%	19%	21%	20%	18%	25%	22%	14%	20%	6%
	59	540	77	83	122	146	72	98	584	10
	B					f			B	
NET: Less	19%	14%	16%	15%	15%	17%	13%	11%	14%	15%
	34	404	60	63	99	98	43	76	412	26
Effective Column n										
	121	1731	230	254	453	417	207	291	1779	64
Unweighted base	197	2807	373	412	734	677	336	472	2885	104
Weighted base	181	2861	366	407	666	594	330	679	2854	171
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Row %
Column Comparisons

Weighted counts	Much more	Slightly more	No change	Slightly less	Much less	I don't know	NET: More	NET: Less
Addressed direct mail from organisations that you don't have a relationship with	10%	20%	47%	13%	9%	2%	30%	22%
	F	A D E F	A B D E F	a E F	F		-	-
	290	614	1427	395	260	56	905	655
Catalogues and brochures	5%	15%	48%	17%	13%	2%	20%	30%
	F	A F	A B D E F	A e F	A F		-	-
	140	455	1472	516	400	58	596	915
Smaller parcels that fit through a letterbox	4%	19%	62%	8%	6%	1%	23%	13%
	F	A D E F	A B D E F	A e F	a F		-	-
	124	585	1892	233	173	35	709	406
Newsletters, leaflets and promotions from organisations that you have a relationship with	5%	14%	54%	16%	9%	2%	19%	25%
	F	A E F	A B D E F	A E F	A F		-	-
	147	429	1649	497	272	48	576	769
Larger parcels that do not fit through a letterbox	5%	17%	62%	8%	6%	1%	23%	15%
	F	A D E F	A B D E F	A F	F		-	-
	157	532	1872	245	197	39	689	442
Items requiring a signature	4%	16%	65%	8%	6%	1%	20%	14%
	F	A D E F	A B D E F	A F	A F		-	-
	111	488	1971	245	193	35	599	438
Letters from organisations that you have a relationship with	2%	11%	62%	16%	8%	1%	13%	23%
		A e F	A B D E F	A B E F	A F		-	-
	66	321	1898	479	232	45	387	712
Bills, invoices and statements	3%	10%	50%	20%	14%	1%	14%	35%
	F	A F	A B D E F	A B E F	A B F		-	-
	104	316	1536	617	438	31	420	1056
Invitations, greetings cards and postcards	2%	5%	63%	16%	13%	1%	7%	29%
	f	A F	A B D E F	A B e F	A B F		-	-
	56	157	1923	490	387	29	213	877
Magazines you subscribe to	1%	4%	66%	7%	14%	8%	6%	21%
		A	A B D E F	A B	A B D F	A B	-	-
	41	127	2003	210	427	233	169	637
Personal letters (e.g. from a friend)	2%	4%	62%	13%	18%	2%	6%	31%
		A F	A B D E F	A B F	A B D F		-	-
	53	120	1879	392	550	48	173	942

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018); **Base:** All respondents (excl. Aug, Oct, Dec 2018, Feb, Apr, June 2019)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_1: In the last 3 months have you had to… Reduce your use of postage stamps so that you can afford essentials like food or heating by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	9%	3%	12%	9%	9%	9%	8%	8%	9%
	524	61	463	131	139	134	120	238	287
	-		A						
No	89%	96%	85%	89%	89%	88%	90%	90%	88%
	5424	2230	3195	1363	1337	1366	1358	2680	2744
	-	B							
I don't know	2%	1%	3%	2%	2%	3%	2%	2%	2%
	142	24	118	34	31	44	31	66	75
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	11%	13%	7%	5%	4%	3%	8%	9%	9%	8%	8%	10%	10%	7%
	93	244	130	36	57	22	266	258	120	146	106	152	316	204
	c d F	C D F	f		-		-	-					b	
No	85%	84%	92%	94%	95%	96%	90%	88%	90%	90%	89%	87%	88%	91%
	723	1639	1788	613	1271	661	2915	2510	1251	1663	1172	1337	2821	2582
			A B	A B	-	A B c	-	-						a
I don't know	4%	3%	2%	1%	1%	1%	1%	3%	1%	2%	3%	3%	2%	2%
	36	66	30	4	9	5	47	95	14	33	42	53	72	64
	c d f	c d f			-		-	-			c	c d		
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	9%	8%	7%	7%	10%	5%	14%	8%	11%	9%	5%	7%	6%	9%	8%	**
	48	47	37	42	59	25	97	52	59	467	26	20	11	395	129	
							c d F K l		f k	-						
No	90%	90%	91%	89%	86%	94%	84%	88%	87%	89%	92%	90%	91%	89%	90%	**
	477	519	481	507	498	490	568	545	449	4534	448	275	167	3887	1525	
						e g				-	g					
I don't know	1%	2%	2%	3%	4%	2%	2%	3%	2%	2%	3%	3%	3%	2%	2%	**
	5	11	10	17	21	8	13	19	10	114	13	9	5	106	35	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	33%	7%	15%	10%	9%	9%	7%	4%	9%	9%
	125	400	112	82	124	108	45	54	493	31
	B		b c d E F	F	F	F				
No	64%	91%	82%	88%	89%	88%	91%	93%	89%	90%
	242	5182	601	744	1182	1037	595	1265	5106	301
		A		a	A	A	A	A b c d		
I don't know	3%	2%	3%	3%	2%	2%	2%	3%	2%	1%
	11	131	23	22	23	27	10	36	134	2
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	5%	1%	7%	5%	5%	5%	4%	5%	5%
	286	19	267	75	72	73	66	140	146
	-		A						
No	94%	99%	91%	94%	94%	93%	94%	94%	94%
	5716	2288	3428	1436	1418	1444	1417	2805	2910
	-	B							
I don't know	1%	0%	2%	1%	1%	2%	2%	1%	2%
	88	7	81	18	17	27	26	39	50
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	8%	8%	3%	2%	1%	1%	5%	5%	6%	4%	4%	5%	6%	3%
	66	148	53	12	18	7	151	134	77	75	55	80	200	84
	C D F	C D F			-		-	-					B	
No	89%	90%	97%	98%	98%	99%	94%	93%	94%	95%	94%	93%	92%	96%
	755	1762	1882	638	1314	679	3042	2674	1299	1743	1237	1437	2962	2733
			A B	A B	-	A B c	-	-						A
I don't know	4%	2%	1%	1%	0%	0%	1%	2%	1%	1%	2%	2%	1%	1%
	32	38	14	3	5	1	34	54	10	25	28	26	48	33
	C d F	c f			-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	4%	5%	5%	4%	6%	3%	9%	4%	3%	5%	3%	4%	3%	5%	3%	**
	22	29	25	24	37	15	61	26	16	255	14	12	5	235	51	
							f i k			-				b		
No	95%	93%	94%	94%	92%	96%	90%	94%	96%	94%	95%	94%	96%	93%	95%	**
	502	534	498	533	533	500	609	580	498	4789	465	288	175	4092	1611	
										-					a	
I don't know	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	2%	2%	2%	1%	2%	**
	5	13	7	9	8	7	9	10	3	72	8	5	3	62	27	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	25%	3%	7%	6%	5%	6%	6%	1%	4%	8%
	94	192	55	47	62	67	40	15	258	28
	B		F	F	F	F	F			a
No	73%	95%	91%	93%	94%	93%	93%	97%	94%	91%
	275	5441	668	787	1252	1088	604	1317	5398	302
		A			a			A b c D e	b	
I don't know	2%	1%	2%	2%	1%	1%	1%	2%	1%	1%
	9	79	13	13	16	17	6	23	77	4
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF2: Giving your best guess, how much do you think a 1st class stamp costs today? by Demographics Part 1

		Methodology		Quarter				Gender	
Average									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Mean estimated price of a 1st class stamp	0.91	0.70	1.03	0.91	0.92	0.93	0.88	0.89	0.93
	-		A						
Effective Column n		868	3833	939	923	937	914	1773	1939
Standard Deviation	1	0	1	1	1	1	1	1	1
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF2: Giving your best guess, how much do you think a 1st class stamp costs today? by Demographics Part 2

	Age						SEG						Working status	
Average														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Mean estimated price of a 1st class stamp	1.23	1.01	0.77	0.76	0.76	0.77	0.90	0.92	0.90	0.89	0.93	0.91	0.93	0.88
	B C D F	C D F			-		-	-						
Effective Column n	514	1222	1201	418	776	360	2025	1688	873	1151	752	937	1921	1776
Standard Deviation	1.21	1.09	0.69	0.72	0.78	0.83	0.90	0.99	0.90	0.91	0.99	0.99	0.92	0.97
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF2: Giving your best guess, how much do you think a 1st class stamp costs today? by Demographics Part 3

	UK nation													Rurality		
Average																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Mean estimated price of a 1st class stamp	0.85	0.93	0.89	0.90	0.90	0.88	1.14	0.92	0.86	0.93	0.77	0.86	0.83	0.92	0.87	**
							a c d e f h i K I M	k		-						
Effective Column n	233	263	243	255	265	242	313	280	235	2694	494	491	496	2499	1251	7
Standard Deviation	0.74	1.12	0.87	0.94	0.87	0.85	1.30	0.88	0.90	0.97	0.72	0.93	0.79	0.97	0.87	0.74
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF2: Giving your best guess, how much do you think a 1st class stamp costs today? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Average										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Mean estimated price of a 1st class stamp	1.40	0.88	1.00	0.95	0.92	0.94	0.96	0.77	0.91	0.84
	B		F	F	F	F	f			
Effective Column n	252	3469	481	520	900	829	410	606	3601	130
Standard Deviation	1.62	0.87	1.13	1.03	0.95	0.97	1.07	0.63	0.94	0.83
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF3: Giving your best guess, how much do you think a 2nd class stamp costs today? by Demographics Part 1

		Methodology		Quarter				Gender	
Average									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Mean estimated price of a 2nd class stamp	0.69	0.55	0.77	0.69	0.71	0.69	0.66	0.68	0.69
	-		A						
Effective Column n		868	3833	939	923	937	914	1773	1939
Standard Deviation	0.71	0.33	0.86	0.64	0.74	0.79	0.66	0.73	0.69
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF3: Giving your best guess, how much do you think a 2nd class stamp costs today? by Demographics Part 2

	Age						SEG						Working status	
Average														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Mean estimated price of a 2nd class stamp	0.87	0.75	0.59	0.59	0.60	0.62	0.69	0.68	0.71	0.67	0.69	0.67	0.70	0.66
	b C D F	C D F			-		-	-						
Effective Column n	514	1222	1201	418	776	360	2025	1688	873	1151	752	937	1921	1776
Standard Deviation	0.93	0.85	0.47	0.51	0.57	0.61	0.70	0.72	0.75	0.66	0.76	0.68	0.73	0.68
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF3: Giving your best guess, how much do you think a 2nd class stamp costs today? by Demographics Part 3

	UK nation													Rurality		
Average																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Mean estimated price of a 2nd class stamp	0.67	0.67	0.65	0.68	0.70	0.68	0.84	0.69	0.66	0.70	0.58	0.66	0.67	0.70	0.64 **	
							c K l			-				b		
Effective Column n	233	263	243	255	265	242	313	280	235	2694	494	491	496	2499	1250.57	7.40
Standard Deviation	0.66	0.78	0.59	0.64	0.63	0.68	0.98	0.73	0.70	0.73	0.52	0.69	0.68	0.75	0.59	0.29
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF3: Giving your best guess, how much do you think a 2nd class stamp costs today? by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Average										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Mean estimated price of a 2nd class stamp	1.12	0.66	0.73	0.71	0.69	0.72	0.75	0.58	0.68	0.69
	B		F	f	f	F	f			
Effective Column n	252	3469	481	520	900	829	410	606	3601	130
Standard Deviation	1.44	0.62	0.76	0.74	0.69	0.73	0.97	0.46	0.70	0.75
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF4: We can tell you that a first class stamp for a standard letter currently costs 67p. How would you rate Royal Mail's first class service in terms of value for money? (Price changed to 70p March 2019) by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very good (1)	26%	26%	26%	23%	27%	28%	26%	27%	25%
	1585	598	987	350	403	434	398	819	767
	-								
Fairly good	39%	41%	37%	41%	38%	38%	38%	38%	39%
	2350	956	1394	629	571	580	570	1131	1219
	-	b							
Neither good nor poor	19%	17%	20%	20%	18%	19%	19%	19%	19%
	1158	387	771	310	266	290	293	558	600
	-		a						
Fairly poor	11%	10%	11%	11%	12%	10%	10%	10%	11%
	657	227	430	167	176	158	157	302	355
	-								
Very poor (5)	4%	4%	4%	3%	5%	3%	5%	4%	4%
	246	95	151	52	73	52	69	123	123
	-								
I don't know	2%	2%	1%	1%	1%	2%	1%	2%	1%
	93	50	43	22	18	31	23	51	43
	-	b							
NET: Good	65%	67%	63%	64%	65%	66%	64%	65%	64%
	3935	1554	2381	979	974	1014	968	1950	1986
	-	b							
NET: Poor	15%	14%	15%	14%	17%	14%	15%	14%	15%
	904	322	581	219	249	210	226	426	478
	-								
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.3	2.2	2.3	2.3	2.3	2.2	2.3	2.2	2.3
Standard Deviation	1.1	1.1	1.1	1.0	1.1	1.1	1.1	1.1	1.1
Unweighted base	5943	1089	4854	1506	1477	1494	1466	2841	3102
Weighted base	5997	2264	3733	1507	1489	1514	1486	2933	3063
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF4: We can tell you that a first class stamp for a standard letter currently costs 67p. How would you rate Royal Mail's first class service in terms of value for money? (Price changed to 70p March 2019) by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very good (1)	30%	28%	25%	22%	21%	21%	27%	25%	30%	25%	25%	25%	28%	24%
	259	548	495	141	283	142	870	716	415	454	328	387	907	671
	d f	d f			-		-	-	d e f				b	
Fairly good	41%	38%	39%	37%	37%	38%	39%	38%	38%	39%	39%	38%	40%	37%
	351	743	758	238	498	259	1251	1099	531	720	510	589	1275	1065
					-		-	-						
Neither good nor poor	16%	19%	19%	22%	21%	20%	19%	19%	18%	20%	19%	19%	19%	19%
	141	366	372	140	277	138	609	549	243	366	257	292	597	553
					-		-	-						
Fairly poor	8%	10%	11%	14%	15%	15%	10%	11%	10%	11%	10%	12%	9%	13%
	65	191	206	92	195	103	333	325	137	195	136	189	290	366
				a b	-	A b c	-	-						A
Very poor (5)	1%	4%	5%	4%	4%	4%	4%	4%	4%	4%	5%	4%	4%	5%
	9	80	99	28	57	29	125	121	50	76	66	55	115	131
		a	A	a	-	a	-	-						
I don't know	3%	1%	1%	2%	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%
	27	21	18	13	27	15	40	53	10	30	23	31	27	64
	b c				-		-	-						A
NET: Good	72%	66%	64%	58%	58%	58%	66%	63%	68%	64%	63%	63%	68%	61%
	611	1290	1253	379	781	401	2121	1814	946	1175	838	976	2182	1736
	b c D F	d f	d f		-		-	-					B	
NET: Poor	9%	14%	16%	18%	19%	19%	14%	16%	13%	15%	15%	16%	13%	17%
	74	271	305	120	252	133	458	446	187	271	202	244	405	497
		a	A	A b	-	A b	-	-						A
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.0	2.2	2.3	2.4	2.4	2.4	2.2	2.3	2.2	2.3	2.3	2.3	2.2	2.4
Standard Deviation	0.9	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1
Unweighted base	812	1959	1930	669	1240	573	3249	2694	1406	1843	1202	1492	3087	2824
Weighted base	825	1928	1931	640	1310	673	3188	2809	1376	1812	1297	1512	3183	2787
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF4: We can tell you that a first class stamp for a standard letter currently costs 67p. How would you rate Royal Mail's first class service in terms of value for money? (Price changed to 70p March 2019) by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Very good (1)	29%	25%	25%	22%	23%	27%	34%	24%	23%	26%	26%	28%	30%	26%	25%	**
	154	144	131	126	133	140	228	146	119	1321	125	85	55	1152	427	
										-						
Fairly good	39%	42%	38%	42%	42%	34%	37%	35%	37%	38%	40%	39%	39%	38%	39%	**
	205	240	203	239	242	178	253	215	194	1967	193	120	70	1682	664	
										-						
Neither good nor poor	18%	16%	17%	23%	21%	20%	18%	22%	18%	19%	18%	17%	18%	19%	19%	**
	94	90	89	132	121	107	120	137	95	985	88	51	34	835	321	
										-						
Fairly poor	8%	11%	15%	8%	11%	11%	9%	13%	14%	11%	12%	10%	8%	11%	10%	**
	41	62	77	46	65	59	58	78	70	555	58	30	15	485	170	
										-						
Very poor (5)	5%	4%	5%	3%	2%	6%	2%	3%	6%	4%	3%	6%	4%	4%	5%	**
	29	26	26	18	11	30	13	21	33	206	16	18	7	163	83	
										-						
I don't know	1%	3%	1%	1%	1%	2%	1%	3%	1%	2%	2%	0%	1%	2%	1%	**
	7	16	3	7	7	9	7	20	7	82	8	1	2	70	23	
										-						
NET: Good	68%	67%	63%	64%	65%	61%	71%	59%	60%	64%	65%	67%	69%	65%	65%	**
	359	383	334	364	375	317	481	361	312	3288	317	205	125	2834	1091	
							h			-						
NET: Poor	13%	15%	19%	11%	13%	17%	10%	16%	20%	15%	15%	16%	12%	15%	15%	**
	70	87	103	63	76	89	71	99	103	761	73	48	22	648	254	
			g						g	-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	2.2	2.3	2.4	2.3	2.3	2.3	2.1	2.3	2.4	2.3	2.3	2.3	2.2	2.3	2.3	1.9
Standard Deviation	1.1	1.1	1.1	1.0	1.0	1.2	1.0	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.2
Unweighted base	373	416	391	408	423	386	503	444	373	3717	759	740	727	3948	1984	11
Weighted base	523	560	526	560	572	513	672	597	511	5033	479	304	181	4318	1666	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF4: We can tell you that a first class stamp for a standard letter currently costs 67p. How would you rate Royal Mail's first class service in terms of value for money? (Price changed to 70p March 2019) by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Very good (1)	34%	25%	22%	28%	26%	27%	31%	25%	26%	23%	
	129	1456	163	235	340	312	200	335	1507	78	
	b						a				
Fairly good	34%	39%	38%	38%	38%	39%	38%	40%	38%	44%	
	127	2223	279	321	505	462	245	537	2196	147	
Neither good nor poor	17%	19%	20%	20%	21%	18%	19%	18%	19%	14%	
	63	1095	144	166	273	215	122	238	1096	48	
Fairly poor	11%	11%	14%	10%	11%	10%	8%	10%	11%	14%	
	40	617	103	88	152	121	54	139	611	46	
Very poor (5)	4%	4%	4%	2%	3%	4%	4%	5%	4%	1%	
	14	232	29	17	46	52	29	74	242	2	
									b		
I don't know	1%	2%	3%	2%	1%	1%	0%	2%	1%	3%	
	4	90	20	20	12	9	0	32	81	11	
			c d e	c d e				c d e		a	
NET: Good	68%	64%	60%	66%	64%	66%	68%	64%	65%	68%	
	256	3679	441	556	845	775	445	872	3703	226	
NET: Poor	14%	15%	18%	12%	15%	15%	13%	16%	15%	15%	
	55	849	131	105	198	174	83	212	854	49	
Effective Column n											
	251	3461	480	519	895	822	410	587	3570	129	
Average	2.2	2.3	2.4	2.2	2.3	2.3	2.2	2.3	2.3	2.2	
Standard Deviation	1.1	1.1	1.1	1.0	1.1	1.1	1.1	1.1	1.1	1.0	
Unweighted base	403	5540	762	830	1440	1323	663	925	5717	205	
Weighted base	373	5623	717	827	1317	1163	650	1323	5652	322	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF5: We can tell you that a second class stamp for a standard letter currently costs 58p. How would you rate Royal Mail's second class service in terms of value for money? (Price changed to 61p March 2019 by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very good (1)	21%	21%	21%	19%	21%	24%	20%	21%	21%
	1270	484	786	284	311	372	303	633	637
	-					a			
Fairly good	36%	37%	34%	36%	34%	33%	39%	35%	36%
	2168	868	1300	552	520	515	581	1046	1121
	-								
Neither good nor poor	20%	16%	23%	22%	22%	20%	18%	20%	21%
	1243	374	869	334	331	309	270	586	657
	-		A						
Fairly poor	15%	16%	15%	15%	15%	15%	17%	15%	16%
	934	366	568	224	227	233	251	442	492
	-								
Very poor (5)	6%	7%	6%	7%	6%	6%	6%	7%	5%
	375	158	217	110	93	86	86	205	170
	-								
I don't know	2%	3%	1%	2%	2%	2%	1%	2%	1%
	100	65	35	26	25	30	19	72	28
	-	B						B	
NET: Good	56%	58%	55%	55%	55%	57%	59%	56%	57%
	3438	1351	2086	836	830	887	884	1679	1759
	-								
NET: Poor	21%	23%	21%	22%	21%	21%	22%	22%	21%
	1309	524	785	333	320	319	337	647	662
	-								
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.5	2.5	2.5	2.5	2.5	2.4	2.5	2.5	2.5
Standard Deviation	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.1
Unweighted base	5943	1081	4862	1503	1477	1495	1468	2828	3115
Weighted base	5990	2249	3740	1503	1482	1515	1490	2912	3078
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF5: We can tell you that a second class stamp for a standard letter currently costs 58p. How would you rate Royal Mail's second class service in terms of value for money? (Price changed to 61p March 2019 by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very good (1)	24%	21%	20%	19%	20%	20%	22%	20%	23%	20%	19%	21%	22%	19%
	202	415	391	127	262	136	694	576	320	374	253	323	722	543
					-		-	-					b	
Fairly good	37%	37%	35%	35%	34%	32%	35%	36%	34%	36%	38%	34%	37%	34%
	320	713	687	225	448	223	1143	1025	476	667	503	522	1185	976
					-		-	-						
Neither good nor poor	18%	20%	20%	22%	23%	24%	20%	20%	20%	21%	19%	21%	19%	21%
	151	387	397	142	307	167	661	582	282	379	253	329	623	609
					-		-	-						
Fairly poor	14%	15%	17%	16%	16%	15%	15%	15%	15%	16%	15%	16%	15%	16%
	118	285	323	102	208	106	499	435	208	291	194	241	467	466
					-		-	-						
Very poor (5)	3%	6%	7%	7%	7%	7%	6%	7%	5%	6%	8%	6%	5%	7%
	28	122	129	48	95	48	179	196	73	106	99	96	169	206
		a	a	a	-	a	-	-						a
I don't know	4%	1%	1%	1%	1%	1%	2%	2%	2%	1%	1%	2%	1%	2%
	35	27	23	9	16	7	52	49	27	25	17	31	44	51
	B C d f				-		-	-						
NET: Good	61%	58%	55%	54%	53%	52%	57%	56%	57%	57%	57%	55%	59%	53%
	521	1128	1078	352	711	359	1837	1601	796	1041	756	845	1907	1518
					-		-	-					B	
NET: Poor	17%	21%	23%	23%	23%	22%	21%	22%	20%	22%	22%	22%	20%	24%
	146	407	452	150	303	154	678	631	281	397	294	337	636	672
					-		-	-						a
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.3	2.5	2.5	2.6	2.6	2.6	2.5	2.5	2.4	2.5	2.5	2.5	2.4	2.6
Standard Deviation	1.1	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.1	1.2
Unweighted base	811	1959	1925	671	1246	577	3247	2696	1401	1846	1207	1489	3084	2829
Weighted base	818	1922	1926	644	1321	680	3176	2814	1359	1817	1303	1511	3166	2800
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF5: We can tell you that a second class stamp for a standard letter currently costs 58p. How would you rate Royal Mail's second class service in terms of value for money? (Price changed to 61p March 2019 by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very good (1)	25%	18%	19%	20%	18%	23%	27%	18%	18%	21%	20%	21%	27%	21%	19%	**	
	134	103	102	114	102	122	180	110	91	1060	95	65	49	939	326		
										-							
Fairly good	37%	35%	32%	39%	37%	28%	40%	33%	35%	35%	36%	37%	37%	35%	37%	**	
	198	200	171	219	215	147	271	205	183	1809	177	114	67	1543	619		
										-							
Neither good nor poor	15%	22%	20%	26%	21%	24%	17%	22%	19%	21%	19%	19%	20%	20%	22%	**	
	79	127	105	146	124	125	115	137	98	1058	92	58	37	872	370		
										-							
Fairly poor	13%	17%	19%	11%	19%	17%	12%	16%	16%	15%	17%	14%	11%	16%	15%	**	
	70	98	98	63	108	86	79	100	85	787	84	43	19	683	249		
										-							
Very poor (5)	7%	6%	10%	3%	3%	7%	4%	7%	10%	6%	6%	7%	4%	6%	6%	**	
	37	35	50	18	20	36	26	43	54	318	27	23	7	272	103		
			d e g						d e g	-							
I don't know	2%	2%	0%	1%	2%	1%	1%	4%	1%	2%	2%	1%	1%	2%	1%	**	
	11	14	1	6	9	5	8	22	7	84	12	2	2	77	23		
										-							
NET: Good	63%	53%	52%	59%	55%	52%	66%	51%	53%	56%	56%	59%	64%	57%	56%	**	
	333	303	274	333	317	270	451	315	274	2869	273	179	117	2483	944		
	h						b C e F H i k			-							
NET: Poor	20%	23%	28%	14%	22%	23%	15%	23%	27%	22%	23%	22%	15%	22%	21%	**	
	107	133	148	81	128	123	104	142	139	1105	111	66	27	956	351		
		d g	D G m		d	d g		d g	D g m	-	d g m	m					
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	2.4	2.6	2.7	2.4	2.5	2.5	2.3	2.6	2.7	2.5	2.5	2.5	2.3	2.5	2.5	2.0	
Standard Deviation	1.2	1.2	1.2	1.0	1.1	1.2	1.1	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.1	1.1	
Unweighted base	371	416	392	408	422	390	503	443	377	3722	758	739	724	3945	1986	12	
Weighted base	518	563	527	561	569	518	671	594	511	5032	476	302	180	4311	1666	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF5: We can tell you that a second class stamp for a standard letter currently costs 58p. How would you rate Royal Mail's second class service in terms of value for money? (Price changed to 61p March 2019 by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Very good (1)	30%	20%	18%	23%	21%	21%	23%	20%	21%	18%	
	111	1159	130	198	278	243	147	273	1209	60	
	B										
Fairly good	34%	36%	34%	35%	34%	38%	33%	37%	35%	44%	
	128	2039	252	299	456	445	215	500	2018	145	
										a	
Neither good nor poor	15%	21%	20%	20%	23%	19%	23%	17%	21%	16%	
	58	1186	148	173	312	227	147	237	1178	52	
		a									
Fairly poor	14%	15%	17%	16%	15%	15%	15%	15%	15%	17%	
	51	883	127	135	194	172	96	209	878	56	
Very poor (5)	6%	6%	8%	3%	6%	6%	7%	7%	6%	4%	
	23	352	58	27	75	75	43	97	360	14	
			b			b	b	b			
I don't know	1%	2%	3%	2%	1%	1%	0%	3%	2%	2%	
	5	95	20	16	14	9	3	38	90	6	
			c d e					c d e			
NET: Good	64%	56%	52%	59%	55%	59%	56%	57%	56%	61%	
	240	3198	383	497	734	688	362	774	3227	205	
	b										
NET: Poor	20%	22%	25%	19%	20%	21%	21%	23%	22%	21%	
	75	1234	186	162	269	247	139	306	1238	70	
Effective Column n											
	251	3461	480	519	895	822	410	587	3570	129	
Average	2.3	2.5	2.6	2.4	2.5	2.5	2.5	2.5	2.5	2.4	
Standard Deviation	1.2	1.2	1.2	1.1	1.1	1.2	1.2	1.2	1.2	1.1	
Unweighted base	401	5542	760	833	1441	1324	662	923	5719	205	
Weighted base	372	5618	716	832	1315	1163	648	1317	5643	327	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF6: It currently costs £1.25 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? (Price changed to £1.35 March 2019 by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very good (1)	13%	18%	10%	13%	16%	8%	15%	13%	13%
	24	13	11	6	7	4	7	10	13
	-	b							
Fairly good	23%	29%	20%	22%	25%	28%	18%	24%	23%
	43	21	22	10	11	13	8	19	24
	-	b							
Neither good nor poor	18%	16%	19%	16%	17%	22%	14%	18%	17%
	32	11	21	7	8	10	7	14	18
	-								
Fairly poor	25%	17%	30%	30%	21%	22%	26%	24%	26%
	46	12	34	14	9	10	12	19	27
	-		A						
Very poor (5)	17%	13%	19%	17%	14%	15%	21%	17%	17%
	31	9	22	8	6	7	10	14	17
	-		a						
I don't know	4%	7%	2%	1%	7%	5%	5%	5%	4%
	8	5	2	1	3	2	2	4	4
	-	b							
NET: Good	36%	47%	30%	35%	41%	36%	33%	36%	36%
	66	33	33	16	18	17	15	29	37
	-	B							
NET: Poor	42%	30%	50%	47%	35%	37%	48%	41%	43%
	76	21	55	22	16	17	22	33	44
	-		A						
Effective Column n									
	558	108	450	141	140	138	139	238	321
Average	3.1	2.8	3.3	3.2	2.9	3.1	3.2	3.1	3.1
Standard Deviation	1.3	1.3	1.3	1.3	1.3	1.2	1.4	1.3	1.3
Unweighted base	709	131	578	183	177	174	175	300	409
Weighted base	175	66	109	45	42	44	43	76	99
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents in Northern Ireland

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF6: It currently costs £1.25 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? (Price changed to £1.35 March 2019 by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very good (1)	7%	12%	15%	14%	15% **		12%	14%	9%	15%	19%	10%	15%	9%
	1	7	11	3	4		12	11	4	8	7	5	17	6
					-		-	-					b	
Fairly good	34%	28%	21%	15%	12% **		25%	21%	23%	27%	23%	20%	26%	19%
	7	18	15	3	4		26	17	11	15	8	9	29	13
	f	f			-		-	-						
Neither good nor poor	9%	16%	21%	19%	19% **		17%	18%	18%	17%	15%	20%	16%	20%
	2	10	15	4	6		18	14	8	10	5	9	18	14
					-		-	-						
Fairly poor	27%	27%	23%	29%	25% **		24%	26%	26%	22%	22%	29%	22%	29%
	5	17	16	6	7		25	21	12	13	8	13	25	20
					-		-	-						
Very poor (5)	17%	16%	15%	19%	22% **		18%	15%	21%	16%	16%	14%	15%	19%
	3	10	11	4	7		19	12	10	9	5	7	17	14
					-		-	-						
I don't know	6%	1%	6%	4%	6% **		3%	6%	2%	4%	5%	6%	5%	4%
	1	1	4	1	2		3	5	1	2	2	3	5	3
			b		-		-	-						
NET: Good	41%	40%	35%	29%	27% **		37%	35%	32%	42%	42%	30%	41%	28%
	8	25	25	6	8		38	28	15	23	14	14	46	20
					-		-	-					b	
NET: Poor	44%	43%	38%	48%	48% **		42%	41%	48%	38%	38%	43%	38%	48%
	9	27	27	10	14		43	33	22	21	13	20	42	34
					-		-	-						a
Effective Column n														
	59	211	213	57	75	18	321	237	149	172	103	134	334	220
Average	3.1	3.1	3.0	3.2	3.3	3.5	3.1	3.1	3.3	3.0	2.9	3.2	3.0	3.3
Standard Deviation	1.3	1.3	1.3	1.3	1.4	1.5	1.3	1.3	1.3	1.3	1.4	1.2	1.3	1.3
Unweighted base	73	274	267	73	95	22	411	298	192	219	130	168	424	280
Weighted base	18	62	67	20	27	8	99	75	45	54	33	43	106	68
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents in Northern Ireland

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF6: It currently costs £1.25 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? (Price changed to £1.35 March 2019 by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very good (1)	**	**	**	**	**	**	**	**	**	**	**	**	13%	11%	16%	**	
													24	12	11		
													-				
Fairly good	**	**	**	**	**	**	**	**	**	**	**	**	23%	26%	19%	**	
													43	29	13		
													-				
Neither good nor poor	**	**	**	**	**	**	**	**	**	**	**	**	18%	18%	17%	**	
													32	20	12		
													-				
Fairly poor	**	**	**	**	**	**	**	**	**	**	**	**	25%	24%	27%	**	
													46	27	19		
													-				
Very poor (5)	**	**	**	**	**	**	**	**	**	**	**	**	17%	18%	16%	**	
													31	20	11		
													-				
I don't know	**	**	**	**	**	**	**	**	**	**	**	**	4%	4%	5%	**	
													8	4	4		
													-				
NET: Good	**	**	**	**	**	**	**	**	**	**	**	**	36%	37%	35%	**	
													66	41	25		
													-				
NET: Poor	**	**	**	**	**	**	**	**	**	**	**	**	42%	41%	43%	**	
													76	46	30		
													-				
Effective Column n																	
	0	0	0	0	0	0	0	0	0	0	0	0	558	336	222	0	
Average													3.1	3.1	3.1		
Standard Deviation													1.3	1.3	1.4		
Unweighted base	0	0	0	0	0	0	0	0	0	0	0	0	709	427	282	0	
Weighted base	0	0	0	0	0	0	0	0	0	0	0	0	175	108	67	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents in Northern Ireland

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF6: It currently costs £1.25 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? (Price changed to £1.35 March 2019 by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Very good (1)	**	12%	13%	7%	11%	10%	16%	17%	13%	**	
		21	2	1	4	4	3	10	23		
Fairly good	**	23%	25%	22%	20%	21%	15%	29%	23%	**	
		40	3	4	7	7	3	18	40		
Neither good nor poor	**	18%	14%	15%	15%	24%	16%	17%	18%	**	
		31	2	3	5	9	3	11	31		
Fairly poor	**	26%	28%	29%	33%	22%	28%	19%	25%	**	
		44	4	5	12	8	5	12	44		
Very poor (5)	**	17%	20%	14%	16%	20%	22%	14%	17%	**	
		29	3	3	6	7	4	9	30		
I don't know	**	5%	0%	13%	5%	2%	3%	4%	3%	**	
		8	0	2	2	1	1	2	6		
				a d							
NET: Good	**	35%	38%	29%	31%	31%	31%	46%	36%	**	
		61	5	5	11	11	5	28	63		
NET: Poor	**	43%	48%	43%	49%	43%	50%	33%	42%	**	
		74	7	8	18	15	9	20	73		
Effective Column n											
	36	522	56	60	134	129	62	117	541	16	
Average	2.6	3.1	3.2	3.3	3.2	3.2	3.3	2.8	3.1	3.1	
Standard Deviation	1.4	1.3	1.4	1.2	1.3	1.3	1.4	1.3	1.3	1.4	
Unweighted base	47	662	73	74	168	166	81	147	690	17	
Weighted base	10	165	14	16	34	35	17	59	167	7	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents in Northern Ireland

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF7. When sending letters or cards, which service do you tend to use by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
1st class – all the time	26%	34%	21%	27%	29%	24%	23%	27%	25%
	1583	796	787	413	444	373	353	809	773
	-	B			c d				
1st class – most of the time	23%	21%	25%	24%	22%	22%	25%	23%	24%
	1429	482	947	363	338	345	383	672	758
	-		a						
1st and 2nd class in equal amounts	19%	19%	18%	19%	19%	17%	19%	19%	18%
	1136	445	690	295	286	268	287	567	569
	-								
2nd class – most of the time	20%	15%	24%	18%	18%	23%	21%	18%	22%
	1229	337	892	275	276	361	317	547	682
	-		A			a b			a
2nd class – all the time	6%	4%	8%	5%	6%	6%	7%	6%	6%
	377	88	289	84	93	89	111	179	198
	-		A						
I never send letters or cards	4%	6%	3%	5%	4%	6%	3%	5%	3%
	259	134	125	72	55	88	44	163	96
	-	B				d		B	
I don't know	1%	1%	1%	2%	1%	1%	1%	2%	1%
	77	31	46	27	16	20	14	47	30
	-								
NET: (Mostly) 1st class	49%	55%	46%	51%	52%	46%	49%	50%	49%
	3012	1278	1734	776	782	718	736	1481	1531
	-	B							
NET: (Mostly) 2nd class	26%	18%	31%	23%	24%	29%	28%	24%	28%
	1606	425	1181	359	369	451	428	726	881
	-		A			a b	a		a
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF7. When sending letters or cards, which service do you tend to use by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
1st class – all the time	23%	28%	31%	20%	17%	15%	25%	27%	26%	24%	26%	28%	28%	23%
	195	555	603	127	229	102	805	778	354	450	349	429	915	659
	f	a D F	a D F		-		-	-					B	
1st class – most of the time	21%	25%	23%	27%	24%	20%	24%	23%	24%	24%	23%	22%	24%	23%
	182	480	452	178	315	138	783	647	336	446	308	339	784	644
					-		-	-						
1st and 2nd class in equal amounts	21%	19%	18%	19%	18%	17%	19%	19%	19%	19%	20%	17%	20%	17%
	180	362	355	122	239	117	604	532	256	348	266	266	636	495
					-		-	-						
2nd class – most of the time	15%	17%	19%	25%	29%	33%	22%	18%	23%	21%	18%	18%	17%	23%
	129	329	380	165	390	227	709	521	313	395	241	280	562	664
			a	A B c	-	A B C d	-	-						A
2nd class – all the time	4%	5%	6%	8%	11%	13%	6%	6%	6%	7%	6%	6%	5%	8%
	35	92	108	52	142	90	204	173	81	123	74	99	148	226
				a b	-	A B C d	-	-						A
I never send letters or cards	12%	6%	2%	1%	1%	1%	3%	6%	2%	3%	5%	6%	4%	4%
	100	110	38	5	11	6	97	162	33	64	67	95	130	126
	B C D F	C D F			-		-	-			c	C d		
I don't know	4%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%
	32	20	13	4	12	7	26	51	11	15	16	34	35	36
	B C d f				-		-	-				c d		
NET: (Mostly) 1st class	44%	53%	54%	47%	41%	35%	49%	50%	50%	49%	50%	50%	53%	46%
	378	1035	1055	305	544	239	1587	1424	691	897	657	767	1699	1303
	f	A d F	A d F	F	-		-	-					B	
NET: (Mostly) 2nd class	19%	22%	25%	33%	40%	46%	28%	24%	28%	28%	24%	25%	22%	31%
	163	422	488	217	532	317	912	694	394	518	314	380	710	890
			a	A B c	-	A B C D	-	-						A
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF7. When sending letters or cards, which service do you tend to use by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
1st class – all the time	30%	28%	29%	34%	23%	24%	21%	26%	21%	26%	22%	27%	30%	27%	22%	**
	160	160	155	190	134	123	145	160	109	1337	109	81	55	1206	374	
				g i k						-				b		
1st class – most of the time	19%	26%	21%	23%	26%	23%	28%	21%	24%	23%	23%	23%	27%	23%	25%	**
	100	150	109	129	150	118	191	129	127	1201	110	69	49	1010	417	
										-						
1st and 2nd class in equal amounts	24%	16%	19%	16%	19%	19%	20%	19%	16%	19%	17%	19%	18%	19%	17%	**
	129	94	102	93	111	100	133	116	84	961	83	59	33	844	289	
										-						
2nd class – most of the time	16%	18%	22%	17%	21%	20%	17%	22%	25%	20%	26%	20%	16%	19%	23%	**
	84	106	118	96	122	106	117	134	129	1013	127	60	30	832	396	
										-	a d g m				a	
2nd class – all the time	6%	4%	5%	6%	4%	9%	8%	6%	7%	6%	7%	7%	4%	6%	7%	**
	30	23	26	35	25	48	52	39	38	315	33	22	7	251	125	
										-						
I never send letters or cards	4%	6%	3%	3%	5%	4%	4%	5%	6%	4%	4%	4%	2%	4%	4%	**
	22	36	15	19	26	22	27	29	30	227	18	11	3	190	67	
										-						
I don't know	1%	1%	1%	1%	2%	1%	2%	2%	0%	1%	2%	1%	3%	1%	1%	**
	4	7	4	5	12	6	14	10	1	63	8	2	5	55	22	
										-						
NET: (Mostly) 1st class	49%	54%	50%	56%	49%	46%	49%	47%	46%	50%	45%	50%	57%	50%	47%	**
	260	310	264	319	283	241	336	289	236	2538	219	151	104	2216	791	
										-			k			
NET: (Mostly) 2nd class	22%	22%	27%	23%	25%	29%	25%	28%	32%	26%	33%	27%	21%	25%	31%	**
	114	129	144	131	147	153	169	173	166	1327	160	82	37	1083	521	
										-	a b m				A	
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF7. When sending letters or cards, which service do you tend to use by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
1st class – all the time	29%	26%	27%	25%	23%	24%	28%	30%	26%	29%
	108	1474	201	214	303	276	185	404	1480	98
								c		
1st class – most of the time	25%	23%	20%	25%	26%	26%	24%	20%	24%	18%
	93	1337	145	210	340	304	156	275	1361	60
1st and 2nd class in equal amounts	19%	19%	17%	18%	18%	18%	19%	20%	19%	17%
	71	1065	126	157	241	216	126	269	1076	57
2nd class – most of the time	15%	21%	20%	19%	23%	22%	18%	17%	20%	22%
	56	1173	149	165	311	255	118	232	1156	72
		a			f					
2nd class – all the time	8%	6%	9%	6%	7%	6%	5%	5%	6%	8%
	31	345	65	53	89	71	33	64	350	27
I never send letters or cards	3%	4%	5%	4%	3%	3%	5%	6%	4%	3%
	10	249	36	30	37	40	29	86	248	9
								c		
I don't know	2%	1%	2%	2%	1%	1%	0%	2%	1%	3%
	8	69	14	19	8	9	3	24	62	10
										a
NET: (Mostly) 1st class	53%	49%	47%	50%	48%	50%	52%	50%	50%	47%
	201	2811	346	424	642	580	341	679	2841	158
NET: (Mostly) 2nd class	23%	27%	29%	26%	30%	28%	23%	22%	26%	30%
	87	1519	214	218	401	326	151	296	1506	99
			f		e f	f				
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Speed of delivery	73%	70%	75%	74%	72%	73%	73%	72%	74%
	2197	901	1296	573	566	521	537	1062	1136
	-		a						
What stamps I have to hand	22%	22%	21%	21%	22%	23%	20%	21%	23%
	648	285	363	166	170	164	148	304	345
	-								
Security (i.e. that items sent will reach their destination intact)	15%	14%	16%	17%	15%	14%	15%	16%	15%
	462	184	278	134	117	101	111	233	229
	-								
Value for money	15%	10%	19%	15%	15%	13%	18%	17%	14%
	463	134	330	116	119	96	133	254	209
	-		A					b	
Value of the item to be sent	13%	9%	15%	10%	13%	12%	16%	14%	11%
	379	114	264	78	98	87	116	207	172
	-		A						
I don't want others to think that I don't want to use a 1st class stamp	4%	1%	6%	5%	4%	3%	5%	5%	4%
	128	18	110	37	29	23	39	68	60
	-		A						
Other	2%	4%	1%	3%	4%	1%	1%	2%	2%
	67	50	18	20	33	5	10	36	31
	-	B			c d				
No particular reason	4%	5%	3%	4%	4%	5%	3%	3%	5%
	117	63	54	29	31	37	19	47	70
	-								
I don't know	0%	0%	0%	1%	0%	0%	0%	0%	0%
	8	2	7	4	1	2	2	3	5
	-								
Effective Column n									
	1753	377	1376	449	436	428	439	834	918
Unweighted base	2884	620	2264	739	717	705	723	1373	1511
Weighted base	3012	1278	1734	776	782	718	736	1481	1531
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who tend to use 1st class post for sending letters or cards

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Speed of delivery	73%	72%	75%	69%	72%	75%	74%	72%	73%	75%	71%	72%	72%	75%
	276	742	788	212	392	180	1177	1020	502	676	468	552	1215	980
					-		-	-						
What stamps I have to hand	16%	21%	21%	26%	27%	29%	23%	20%	24%	22%	21%	19%	21%	22%
	61	217	223	78	147	69	364	284	168	196	137	147	365	283
					-		-	-						
Security (i.e. that items sent will reach their destination intact)	24%	16%	13%	13%	12%	11%	16%	15%	17%	14%	13%	17%	17%	13%
	90	167	138	40	67	27	249	214	121	128	86	128	282	175
	b C d f				-		-	-						
Value for money	18%	21%	14%	8%	7%	5%	15%	16%	19%	12%	17%	15%	18%	12%
	67	214	146	25	36	11	239	225	129	110	109	115	307	152
	d F	c D F	f		-		-	-	d				B	
Value of the item to be sent	20%	15%	10%	8%	7%	5%	13%	13%	14%	12%	12%	13%	14%	11%
	74	159	107	26	39	13	200	178	96	104	79	99	241	138
	C d F	c d f			-		-	-					b	
I don't want others to think that I don't want to use a 1st class stamp	5%	7%	3%	1%	2%	2%	5%	4%	4%	5%	4%	4%	5%	4%
	17	71	29	5	10	6	74	54	29	45	23	31	78	50
		c d			-		-	-						
Other	2%	2%	3%	5%	3%	1%	2%	2%	2%	3%	3%	1%	3%	2%
	7	18	27	14	15	2	34	33	11	23	23	10	47	20
					-		-	-						
No particular reason	2%	2%	5%	9%	6%	3%	3%	4%	3%	4%	4%	5%	3%	5%
	6	25	52	26	34	8	53	63	21	33	24	39	49	66
				a B	-		-	-						a
I don't know	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	3	4	1	0	0	0	2	6	1	2	2	4	5	3
					-		-	-						
Effective Column n														
	222	629	613	184	289	106	928	825	391	537	356	469	964	782
Unweighted base	365	1035	1008	302	475	174	1527	1357	643	884	585	772	1586	1287
Weighted base	378	1035	1055	305	544	239	1587	1424	691	897	657	767	1699	1303
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who tend to use 1st class post for sending letters or cards

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Speed of delivery	75%	78%	73%	75%	65%	72%	72%	71%	73%	73%	75%	73%	72%	72%	75%	**
	195	244	192	240	183	174	243	206	172	1848	164	110	76	1602	593	
										-						
What stamps I have to hand	12%	16%	16%	28%	34%	26%	24%	23%	24%	23%	15%	15%	15%	21%	23%	**
	32	51	42	90	97	63	79	67	57	579	32	22	15	462	183	
				a k	A b c K l m	a				-						
Security (i.e. that items sent will reach their destination intact)	12%	21%	12%	20%	17%	10%	20%	12%	10%	15%	13%	13%	25%	16%	13%	**
	31	66	32	63	49	23	67	35	23	389	28	19	26	356	106	
										-			f i k l			
Value for money	20%	16%	13%	10%	16%	12%	24%	12%	14%	15%	16%	11%	19%	15%	15%	**
	51	50	34	33	46	30	79	35	32	392	34	17	20	343	119	
										-						
Value of the item to be sent	10%	15%	11%	11%	15%	8%	23%	8%	15%	13%	6%	5%	24%	14%	9%	**
	26	46	28	37	42	19	76	22	36	333	14	8	25	307	70	
		k l			k l		a c d f H K L		k l	-			a c f h K L	b		
I don't want others to think that I don't want to use a 1st class stamp	3%	4%	4%	5%	3%	2%	7%	4%	6%	4%	3%	3%	6%	4%	4%	**
	9	14	12	15	9	5	22	12	14	111	6	4	6	94	34	
										-						
Other	2%	2%	1%	2%	6%	4%	0%	0%	4%	2%	1%	1%	1%	2%	2%	**
	6	6	2	7	17	11	1	1	11	61	3	2	1	50	17	
										-						
No particular reason	5%	3%	6%	1%	5%	1%	2%	7%	4%	4%	5%	6%	4%	4%	3%	**
	13	8	17	2	14	3	7	20	9	93	10	9	5	90	27	
										-						
I don't know	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	**
	0	0	1	2	1	1	0	2	0	7	0	2	0	4	4	
										-						
Effective Column n																
	113	129	111	128	122	103	147	126	106	1084	204	226	239	1188	562	2
Unweighted base	186	212	182	210	201	169	242	208	174	1784	335	372	393	1955	925	4
Weighted base	260	310	264	319	283	241	336	289	236	2538	219	151	104	2216	791	5
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who tend to use 1st class post for sending letters or cards
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Speed of delivery	62%	74%	69%	73%	75%	75%	78%	68%	74%	65%
	125	2072	239	310	482	438	266	464	2090	103
		a								
What stamps I have to hand	26%	21%	19%	24%	18%	21%	20%	26%	21%	22%
	52	596	67	103	113	124	67	174	610	35
Security (i.e. that items sent will reach their destination intact)	19%	15%	17%	19%	15%	14%	11%	16%	15%	17%
	38	424	58	80	98	81	38	108	434	27
Value for money	25%	15%	16%	17%	16%	17%	17%	11%	16%	8%
	51	412	56	73	101	100	57	77	449	13
	b									
Value of the item to be sent	22%	12%	13%	11%	12%	15%	13%	11%	13%	12%
	44	335	46	46	77	90	45	75	359	19
	b									
I don't want others to think that I don't want to use a 1st class stamp	6%	4%	5%	3%	4%	7%	5%	2%	4%	2%
	13	115	19	12	27	38	16	15	124	4
Other	3%	2%	2%	1%	3%	1%	2%	3%	2%	2%
	5	62	6	4	21	6	8	22	64	3
No particular reason	5%	4%	4%	4%	3%	3%	3%	6%	3%	11%
	10	107	15	17	22	15	9	39	98	18
										A
I don't know	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
	1	8	3	0	1	3	0	2	7	0
Effective Column n										
	130	1623	230	244	411	377	200	291	1696	52
Unweighted base	214	2670	378	401	677	621	329	478	2791	86
Weighted base	201	2811	346	424	642	580	341	679	2841	158
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who tend to use 1st class post for sending letters or cards

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Cost of postage	50%	42%	54%	52%	50%	51%	47%	46%	54%
	1371	366	1005	340	330	364	337	592	779
	-		A						A
Speed of delivery	39%	35%	41%	40%	38%	38%	42%	39%	39%
	1081	308	773	259	247	273	301	509	572
	-		a						
What stamps I have to hand	26%	26%	26%	26%	23%	27%	28%	25%	27%
	716	229	487	172	154	192	197	325	390
	-								
Value of the item to be sent	21%	14%	24%	20%	23%	19%	22%	19%	22%
	574	122	452	132	148	139	155	249	325
	-		A						
Security (i.e. that items sent will reach their destination intact)	9%	5%	10%	9%	9%	8%	9%	9%	8%
	237	43	194	57	57	57	66	115	123
	-		A						
I don't want others to think that I don't want to use a 1st class stamp	2%	1%	3%	2%	2%	2%	2%	3%	2%
	58	9	49	12	16	14	16	33	24
	-		a						
Other	3%	7%	1%	1%	4%	3%	4%	3%	3%
	82	61	20	7	27	22	26	38	44
	-	B			a		a		
No particular reason	6%	9%	5%	7%	7%	7%	4%	9%	4%
	166	81	85	43	49	47	27	112	54
	-	B						B	
I don't know	1%	0%	1%	1%	1%	0%	1%	1%	1%
	15	2	13	5	4	1	4	6	8
	-								
Effective Column n									
	1794	260	1534	445	449	458	443	855	939
Unweighted base	2845	412	2433	705	712	726	702	1356	1489
Weighted base	2742	870	1872	654	654	719	715	1293	1449
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Cost of postage	49%	50%	53%	48%	47%	47%	50%	49%	49%	52%	48%	50%	50%	50%
	168	390	449	161	364	203	765	606	316	449	281	325	677	691
					-		-	-						
Speed of delivery	37%	38%	41%	45%	40%	36%	42%	37%	48%	37%	36%	38%	40%	39%
	127	299	347	153	308	155	632	448	310	322	206	242	534	542
					-		-	-	d E f					
What stamps I have to hand	26%	23%	29%	26%	26%	26%	26%	27%	25%	26%	28%	25%	25%	27%
	90	181	241	89	203	114	389	326	162	228	165	161	340	374
					-		-	-						
Value of the item to be sent	29%	26%	18%	14%	15%	15%	20%	22%	18%	22%	22%	21%	24%	18%
	101	206	154	47	112	65	307	267	116	190	129	138	317	253
	c D F	c D F			-		-	-					b	
Security (i.e. that items sent will reach their destination intact)	15%	11%	6%	6%	6%	6%	8%	9%	10%	7%	9%	9%	10%	7%
	51	89	54	19	43	24	124	114	67	56	54	59	138	100
	C d F	c d f			-		-	-					b	
I don't want others to think that I don't want to use a 1st class stamp	4%	3%	1%	2%	1%	1%	2%	2%	2%	2%	3%	2%	2%	2%
	13	22	12	5	10	5	27	30	12	16	15	15	32	26
					-		-	-						
Other	2%	2%	4%	5%	4%	3%	4%	2%	4%	4%	2%	1%	3%	3%
	6	14	32	16	30	13	63	19	26	37	13	6	37	44
					-		-	-	f	f				
No particular reason	9%	4%	6%	4%	7%	9%	6%	6%	5%	7%	5%	7%	5%	7%
	31	34	49	14	51	39	93	72	35	59	29	43	61	103
					-		-	-						a
I don't know	2%	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	1%	0%
	7	6	2	0	0	0	3	12	0	3	5	7	10	5
					-		-	-						
Effective Column n														
	227	526	561	230	479	250	1037	757	465	573	361	396	879	908
Unweighted base	360	834	890	365	760	396	1645	1200	737	908	572	628	1393	1439
Weighted base	343	783	843	339	771	434	1517	1226	650	866	580	645	1346	1386
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Cost of postage	44%	50%	46%	57%	52%	48%	44%	44%	59%	49%	54%	52%	61%	49%	52%	**
	107	112	114	129	133	122	134	125	148	1123	132	74	43	946	421	
										-						
Speed of delivery	37%	33%	41%	46%	32%	35%	39%	49%	39%	39%	40%	42%	40%	40%	39%	**
	90	74	100	103	83	89	119	142	97	896	97	59	28	765	314	
										-						
What stamps I have to hand	24%	19%	23%	17%	33%	34%	29%	26%	32%	27%	25%	21%	18%	26%	26%	**
	59	43	57	38	85	87	87	76	79	611	62	30	13	503	211	
										-						
Value of the item to be sent	18%	24%	23%	21%	21%	17%	23%	21%	21%	21%	19%	19%	27%	20%	23%	**
	44	54	57	47	54	42	70	60	52	481	47	26	19	388	186	
										-						
Security (i.e. that items sent will reach their destination intact)	7%	8%	7%	9%	11%	6%	14%	12%	7%	9%	6%	8%	8%	9%	7%	**
	17	17	16	19	28	16	41	34	18	206	14	11	6	176	59	
										-						
I don't want others to think that I don't want to use a 1st class stamp	1%	4%	0%	1%	2%	1%	5%	2%	1%	2%	3%	2%	2%	2%	2%	**
	4	9	0	1	5	3	16	5	2	46	8	3	1	42	15	
										-						
Other	8%	1%	4%	4%	2%	3%	0%	2%	5%	3%	3%	2%	1%	3%	2%	**
	19	3	11	8	4	8	1	5	12	72	6	3	1	63	18	
	g									-						
No particular reason	7%	5%	4%	3%	5%	5%	14%	6%	6%	6%	4%	5%	2%	7%	4%	**
	17	12	10	6	14	13	42	17	16	147	10	7	2	133	32	
							d k			-						
I don't know	0%	0%	2%	0%	1%	1%	1%	0%	0%	1%	0%	0%	1%	1%	0%	**
	0	1	4	1	3	1	2	0	1	13	1	1	1	12	3	
										-						
Effective Column n																
	108	117	125	113	127	127	146	142	120	1125	252	217	200	1162	629	4
Unweighted base	171	186	198	179	201	202	231	225	191	1784	400	344	317	1842	997	6
Weighted base	243	223	246	224	258	253	302	288	251	2288	243	141	71	1927	809	6
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Cost of postage	53%	50%	58%	48%	53%	54%	44%	43%	50%	49%
	84	1287	197	179	338	293	123	241	1295	76
			e f		f	f				
Speed of delivery	29%	40%	39%	41%	40%	43%	46%	31%	40%	33%
	46	1034	133	155	257	233	127	176	1029	52
		a				f	f			
What stamps I have to hand	29%	26%	28%	23%	25%	26%	27%	27%	26%	26%
	47	669	94	86	163	142	76	155	675	40
Value of the item to be sent	26%	21%	25%	24%	22%	21%	21%	16%	22%	7%
	42	532	84	91	138	114	58	88	560	12
									B	
Security (i.e. that items sent will reach their destination intact)	14%	8%	8%	9%	10%	10%	8%	7%	9%	5%
	22	215	26	34	62	52	23	40	229	8
	b									
I don't want others to think that I don't want to use a 1st class stamp	10%	2%	2%	2%	3%	2%	2%	2%	2%	3%
	15	42	6	9	17	10	5	10	54	4
	B									
Other	4%	3%	4%	3%	2%	1%	1%	7%	3%	4%
	6	76	15	10	10	7	2	37	76	6
								c d e		
No particular reason	2%	6%	4%	4%	5%	5%	7%	11%	6%	8%
	2	163	13	16	30	24	20	62	153	12
		a						a b c d		
I don't know	2%	0%	1%	1%	0%	1%	0%	1%	1%	0%
	3	12	2	3	2	4	0	4	14	1
Effective Column n										
	107	1687	221	251	457	418	197	251	1720	70
Unweighted base	170	2675	350	398	724	663	312	398	2728	111
Weighted base	158	2584	340	375	641	543	277	566	2582	156
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards by Demographics Part 1

		Methodology		Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**	
Very reliant (1)	35%	38%	32%	37%	34%	36%	32%	32%	37%	
	2104	882	1222	560	513	555	477	951	1153	
	-	B							A	
Fairly reliant	40%	37%	42%	41%	39%	40%	41%	39%	41%	
	2442	856	1586	620	586	622	615	1156	1286	
	-		a							
Neither reliant nor not reliant	13%	11%	14%	12%	14%	11%	14%	15%	11%	
	781	244	537	186	215	175	206	434	347	
	-		a					b		
Not very reliant	8%	9%	8%	7%	9%	7%	10%	9%	7%	
	495	205	290	106	134	103	152	278	217	
	-						a c	b		
Not at all reliant (5)	4%	5%	3%	3%	3%	5%	4%	5%	3%	
	229	122	107	49	49	77	54	142	87	
	-	B						b		
I don't know	1%	0%	1%	1%	1%	1%	0%	1%	1%	
	39	5	34	10	10	13	6	23	16	
	-		a							
NET: Reliant	75%	75%	74%	77%	73%	76%	72%	71%	79%	
	4546	1738	2808	1179	1099	1177	1091	2107	2439	
	-								A	
NET: Not reliant	12%	14%	11%	10%	12%	12%	14%	14%	10%	
	723	327	396	154	183	180	206	420	304	
	-	B						B		
Effective Column n										
	3712	685	3027	939	923	937	914	1773	1939	
Average	2.1	2.1	2.1	2.0	2.1	2.0	2.1	2.2	2.0	
Standard Deviation	1.1	1.1	1.0	1.0	1.1	1.1	1.1	1.1	1.0	
Unweighted base	5974	1107	4867	1511	1485	1502	1476	2852	3122	
Weighted base	6051	2310	3741	1519	1497	1532	1503	2961	3090	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very reliant (1)	19%	31%	40%	41%	43%	44%	35%	34%	38%	32%	33%	36%	32%	38%
	162	596	776	268	569	303	1123	981	527	597	431	550	1032	1069
		A	A B	A B	-	A B	-	-						A
Fairly reliant	39%	40%	39%	42%	43%	43%	42%	38%	40%	43%	40%	36%	40%	40%
	329	777	765	273	571	298	1350	1092	549	801	532	560	1289	1144
					-		-	-		f				
Neither reliant nor not reliant	21%	15%	11%	9%	8%	7%	12%	14%	10%	13%	12%	16%	14%	11%
	176	294	211	56	101	45	376	405	141	235	164	241	457	316
	b C D F	c D F	f		-		-	-				c	b	
Not very reliant	12%	9%	7%	6%	5%	5%	8%	8%	8%	8%	9%	7%	9%	7%
	100	179	145	37	69	32	257	237	111	146	123	114	287	207
	c d F	f			-		-	-						
Not at all reliant (5)	8%	4%	2%	3%	2%	1%	3%	4%	4%	3%	4%	4%	4%	4%
	71	86	45	19	27	9	108	121	56	51	59	62	122	102
	b C D F	c f			-		-	-						
I don't know	2%	1%	0%	0%	0%	0%	0%	1%	0%	1%	1%	1%	1%	0%
	14	17	8	0	0	0	13	26	1	12	12	14	23	12
					-		-	-			c	c		
NET: Reliant	58%	70%	79%	83%	85%	87%	77%	72%	78%	76%	73%	72%	72%	78%
	491	1373	1540	541	1140	600	2474	2073	1076	1398	962	1111	2320	2213
		A	A B	A B	-	A B C	-	-	f					A
NET: Not reliant	20%	14%	10%	9%	7%	6%	11%	13%	12%	11%	14%	11%	13%	11%
	171	265	190	56	96	41	365	358	167	198	182	176	409	310
	B C D F	c d F	f		-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.5	2.2	1.9	1.9	1.8	1.8	2.0	2.1	2.0	2.0	2.1	2.1	2.1	2.0
Standard Deviation	1.2	1.1	1.0	1.0	0.9	0.9	1.0	1.1	1.1	1.0	1.1	1.1	1.1	1.1
Unweighted base	816	1961	1938	677	1257	582	3266	2708	1415	1851	1209	1499	3087	2856
Weighted base	839	1932	1941	653	1337	687	3215	2836	1384	1830	1308	1528	3187	2839
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Very reliant (1)	38%	28%	29%	36%	36%	39%	35%	33%	35%	34%	34%	37%	39%	34%	35%	**
	199	163	154	203	207	202	240	204	182	1755	167	111	71	1503	599	
										-						
Fairly reliant	44%	40%	41%	43%	38%	38%	41%	42%	35%	40%	41%	36%	41%	39%	42%	**
	231	230	218	242	220	199	278	260	181	2061	198	109	74	1726	712	
										-						
Neither reliant nor not reliant	11%	15%	14%	12%	12%	10%	13%	14%	15%	13%	11%	14%	11%	13%	11%	**
	60	87	76	68	70	50	90	89	75	666	53	42	20	583	192	
										-						
Not very reliant	6%	13%	11%	7%	9%	8%	5%	6%	10%	8%	9%	8%	6%	9%	7%	**
	30	72	59	41	51	41	36	37	51	418	42	23	11	381	114	
		g								-						
Not at all reliant (5)	1%	4%	4%	2%	4%	5%	4%	4%	5%	4%	5%	6%	3%	4%	4%	**
	7	22	19	10	25	25	28	22	24	182	23	18	5	165	63	
										-						
I don't know	0%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	**
	2	2	3	2	6	5	7	3	4	34	3	1	1	30	9	
										-						
NET: Reliant	81%	68%	70%	79%	74%	77%	76%	75%	70%	75%	75%	72%	79%	74%	78%	**
	430	393	372	446	427	401	518	465	363	3816	365	220	145	3229	1311	
	b									-					a c	
NET: Not reliant	7%	16%	15%	9%	13%	13%	9%	10%	15%	12%	13%	14%	9%	12%	10%	**
	38	94	78	51	76	66	64	59	75	600	65	42	16	546	177	
		a								-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	1.9	2.2	2.2	2.0	2.1	2.0	2.0	2.0	2.1	2.1	2.1	2.1	1.9	2.1	2.0	2.5
Standard Deviation	0.9	1.1	1.1	1.0	1.1	1.1	1.0	1.0	1.1	1.1	1.1	1.2	1.0	1.1	1.0	1.0
Unweighted base	375	423	392	411	424	386	501	450	379	3741	764	742	727	3969	1993	12
Weighted base	528	574	526	565	573	517	672	613	514	5082	484	303	181	4358	1680	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very reliant (1)	41%	34%	36%	36%	35%	31%	33%	36%	34%	49%
	156	1949	266	308	465	363	215	488	1942	162
	b									A
Fairly reliant	33%	41%	35%	39%	42%	44%	40%	39%	41%	29%
	124	2318	257	330	556	511	263	525	2342	96
		a				a			B	
Neither reliant nor not reliant	15%	13%	16%	13%	11%	13%	13%	12%	13%	13%
	55	726	119	114	146	156	83	163	727	43
Not very reliant	8%	8%	8%	8%	8%	8%	9%	8%	8%	7%
	29	465	61	66	105	99	61	104	467	24
Not at all reliant (5)	3%	4%	4%	3%	4%	3%	4%	5%	4%	2%
	11	218	29	24	48	36	26	65	220	7
I don't know	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	2	37	4	6	8	7	3	10	35	2
NET: Reliant	74%	75%	71%	75%	77%	75%	73%	75%	75%	77%
	280	4267	523	638	1021	874	478	1013	4284	258
NET: Not reliant	11%	12%	12%	11%	12%	12%	13%	12%	12%	9%
	40	683	90	90	153	135	87	169	687	31
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	2.0	2.1	2.1	2.0	2.0	2.1	2.1	2.1	2.1	1.8
Standard Deviation	1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.1	1.1	1.0
Unweighted base	402	5572	773	836	1439	1327	660	939	5748	206
Weighted base	375	5676	733	841	1320	1165	647	1345	5698	332
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very reliant (1)	36%	37%	35%	38%	34%	39%	33%	33%	39%
	2188	855	1333	574	510	605	500	981	1208
	-					d			A
Fairly reliant	40%	37%	41%	40%	41%	39%	39%	39%	40%
	2413	847	1567	610	612	600	590	1164	1249
	-		a						
Neither reliant nor not reliant	14%	12%	15%	14%	13%	12%	16%	15%	12%
	826	276	550	207	201	182	236	461	366
	-		a					b	
Not very reliant	7%	8%	6%	6%	8%	6%	8%	8%	6%
	424	195	229	91	124	95	114	231	193
	-	b							
Not at all reliant (5)	3%	6%	2%	2%	3%	3%	4%	4%	2%
	190	132	58	35	51	50	53	124	66
	-	B						B	
I don't know	1%	0%	1%	1%	1%	1%	1%	1%	1%
	48	9	38	12	9	12	15	24	24
	-		a						
NET: Reliant	76%	74%	77%	77%	74%	78%	72%	72%	79%
	4602	1702	2900	1184	1122	1205	1090	2145	2457
	-		a	d		d			A
NET: Not reliant	10%	14%	8%	8%	12%	9%	11%	12%	8%
	614	327	288	127	175	145	167	355	260
	-	B						B	
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.0	2.1	2.0	1.9	2.1	1.9	2.1	2.1	1.9
Standard Deviation	1.0	1.2	0.9	1.0	1.1	1.0	1.1	1.1	1.0
Unweighted base	5971	1105	4866	1510	1486	1506	1469	2853	3118
Weighted base	6042	2305	3738	1517	1498	1533	1494	2960	3082
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very reliant (1)	29%	36%	40%	35%	35%	35%	36%	35%	36%	37%	33%	37%	35%	37%
	246	700	776	228	467	239	1173	1015	496	677	439	577	1138	1046
		a	A		-		-	-						
Fairly reliant	41%	41%	38%	36%	38%	41%	41%	38%	41%	41%	41%	34%	41%	38%
	352	804	744	233	514	281	1336	1077	574	763	547	530	1324	1078
					-		-	-	f	f	f		b	
Neither reliant nor not reliant	17%	12%	13%	15%	14%	13%	12%	15%	12%	13%	14%	16%	13%	14%
	146	239	253	100	188	88	401	425	160	241	183	242	430	388
					-		-	-						
Not very reliant	8%	6%	6%	10%	8%	6%	6%	8%	8%	5%	7%	8%	6%	8%
	68	126	122	64	106	44	206	218	109	97	97	121	197	225
					-		-	-						a
Not at all reliant (5)	3%	3%	2%	4%	4%	4%	3%	3%	3%	3%	3%	4%	3%	3%
	28	62	45	28	54	27	93	97	40	52	42	56	98	91
					-		-	-						
I don't know	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%
	12	18	9	0	9	9	18	29	6	13	12	17	21	24
					-		-	-						
NET: Reliant	70%	77%	78%	71%	73%	76%	78%	73%	77%	78%	75%	72%	77%	74%
	597	1504	1520	461	981	520	2510	2092	1070	1440	986	1107	2463	2123
		a d	a d		-		-	-	f	f				
NET: Not reliant	11%	10%	9%	14%	12%	10%	9%	11%	11%	8%	11%	11%	9%	11%
	97	188	167	92	160	70	299	316	150	149	139	177	296	316
				c	-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.1	2.0	1.9	2.1	2.1	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0
Standard Deviation	1.0	1.0	1.0	1.1	1.1	1.0	1.0	1.1	1.0	1.0	1.0	1.1	1.0	1.1
Unweighted base	820	1961	1938	677	1250	575	3262	2709	1411	1851	1209	1500	3091	2849
Weighted base	840	1931	1940	653	1328	678	3209	2833	1380	1829	1308	1525	3189	2827
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Very reliant (1)	39%	40%	33%	37%	35%	37%	33%	33%	33%	36%	35%	40%	43%	36%	36%	**
	206	229	174	208	203	195	226	206	169	1817	172	121	79	1570	614	
										-						
Fairly reliant	39%	36%	40%	38%	41%	38%	44%	41%	39%	40%	42%	37%	40%	39%	40%	**
	206	208	209	213	238	200	296	251	201	2021	207	112	73	1728	683	
										-						
Neither reliant nor not reliant	15%	14%	13%	13%	14%	15%	13%	14%	15%	14%	12%	11%	8%	14%	13%	**
	79	82	69	76	81	77	88	89	79	720	58	33	15	599	224	
										-						
Not very reliant	4%	8%	10%	9%	6%	5%	6%	7%	9%	7%	6%	9%	4%	7%	6%	**
	21	48	54	48	35	25	41	44	46	362	28	27	8	323	100	
										-						
Not at all reliant (5)	2%	1%	4%	3%	2%	5%	3%	4%	3%	3%	4%	4%	2%	3%	4%	**
	13	6	19	19	14	24	20	24	15	152	22	12	4	130	60	
										-						
I don't know	1%	1%	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	1%	0%	**
	6	4	5	2	8	2	8	1	8	43	1	1	3	38	8	
										-						
NET: Reliant	78%	76%	72%	74%	76%	75%	77%	74%	72%	75%	78%	76%	83%	75%	77%	**
	412	437	383	421	441	394	522	458	371	3838	378	233	152	3298	1297	
										-						
NET: Not reliant	6%	9%	14%	12%	8%	9%	9%	11%	12%	10%	10%	13%	7%	10%	9%	**
	33	53	73	67	49	49	61	68	61	514	50	38	13	453	160	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	1.9	1.9	2.1	2.0	2.0	2.0	2.0	2.1	2.1	2.0	2.0	2.0	1.8	2.0	2.0	2.2
Standard Deviation	1.0	1.0	1.1	1.1	1.0	1.1	1.0	1.1	1.1	1.0	1.1	1.1	0.9	1.0	1.0	1.3
Unweighted base	373	421	390	411	422	390	500	452	377	3736	768	742	725	3966	1994	11
Weighted base	524	572	524	565	571	521	670	615	510	5072	486	304	180	4350	1681	12
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Very reliant (1)	37%	36%	36%	38%	36%	34%	37%	35%	36%	33%	
	140	2048	268	321	475	403	241	481	2079	109	
Fairly reliant	36%	40%	35%	37%	40%	45%	41%	38%	41%	23%	
	134	2280	257	312	537	530	264	514	2330	76	
						A b f			B		
Neither reliant nor not reliant	17%	13%	17%	15%	14%	12%	13%	13%	13%	17%	
	63	764	125	126	182	140	83	171	761	57	
Not very reliant	8%	7%	7%	6%	7%	7%	7%	8%	6%	16%	
	30	395	51	54	93	77	47	103	364	54	
										A	
Not at all reliant (5)	2%	3%	4%	3%	3%	1%	2%	5%	3%	9%	
	8	182	27	26	34	15	15	73	160	30	
			d					c D		A	
I don't know	1%	1%	1%	1%	1%	1%	0%	1%	1%	2%	
	2	45	10	9	8	6	1	13	39	7	
										a	
NET: Reliant	73%	76%	71%	75%	76%	80%	78%	73%	77%	56%	
	274	4328	524	633	1012	933	505	995	4409	185	
						a			B		
NET: Not reliant	10%	10%	11%	9%	10%	8%	9%	13%	9%	25%	
	38	577	78	80	127	92	62	176	524	84	
								d		A	
Effective Column n											
	251	3461	480	519	895	822	410	587	3570	129	
Average	2.0	2.0	2.1	2.0	2.0	1.9	2.0	2.1	2.0	2.4	
Standard Deviation	1.0	1.0	1.1	1.0	1.0	0.9	1.0	1.1	1.0	1.3	
Unweighted base	404	5567	770	834	1442	1327	663	935	5749	201	
Weighted base	375	5668	727	838	1321	1166	650	1342	5694	326	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1: How much would you say you rely on the postal services for sending and receiving... Summary

Column % Column Comparisons Weighted counts	Letters and cards	Parcels
Very reliant (1)	35%	36%
	2104	2188
Fairly reliant	40%	40%
	2442	2413
Neither reliant nor not reliant	13%	14%
	781	826
Not very reliant	8%	7%
	b	
	495	424
Not at all reliant (5)	4%	3%
	229	190
I don't know	1%	1%
	39	48
NET: Reliant	75%	76%
	4546	4602
NET: Not reliant	12%	10%
	b	
	723	614
Effective Column n		
	3712	3712
Columns	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	31%	41%	25%	31%	30%	32%	30%	32%	30%
	1877	947	930	467	459	498	453	952	925
	-	B							
Fairly satisfied	45%	44%	46%	47%	44%	44%	46%	44%	46%
	2759	1009	1751	713	669	685	692	1323	1436
	-								
Neither satisfied nor dissatisfied	15%	9%	18%	14%	16%	15%	16%	15%	15%
	914	220	694	211	235	233	236	439	475
	-		A						
Fairly dissatisfied	6%	4%	8%	7%	7%	5%	6%	6%	6%
	381	97	284	104	101	82	94	193	189
	-		A						
Very dissatisfied (5)	2%	1%	2%	1%	2%	1%	2%	1%	2%
	93	15	77	17	29	23	23	44	49
	-		A						
I don't know	1%	1%	1%	1%	1%	2%	1%	1%	1%
	66	26	39	16	14	24	10	33	32
	-								
NET: Satisfied	76%	85%	71%	77%	75%	77%	76%	76%	76%
	4637	1956	2681	1181	1128	1183	1146	2275	2362
	-	B							
NET: Dissatisfied	8%	5%	10%	8%	9%	7%	8%	8%	8%
	474	113	361	121	130	105	117	237	237
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.0	1.8	2.2	2.0	2.0	2.0	2.0	2.0	2.0
Standard Deviation	0.9	0.8	0.9	0.9	1.0	0.9	0.9	0.9	0.9
Unweighted base	5956	1100	4856	1506	1481	1496	1473	2850	3106
Weighted base	6024	2288	3736	1513	1493	1521	1499	2951	3074
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	28%	30%	32%	31%	32%	33%	29%	33%	32%	27%	33%	32%	31%	30%
	235	583	629	205	429	226	938	939	438	500	440	499	1009	864
					-		-	-			d	d		
Fairly satisfied	49%	45%	45%	45%	44%	44%	48%	43%	45%	49%	44%	42%	46%	44%
	420	876	871	291	592	301	1536	1224	629	906	579	644	1486	1261
					-		-	-		f				
Neither satisfied nor dissatisfied	16%	16%	14%	15%	14%	13%	14%	16%	15%	14%	14%	17%	14%	16%
	135	315	273	100	190	90	466	448	202	263	180	268	446	461
					-		-	-						
Fairly dissatisfied	4%	6%	7%	7%	8%	9%	7%	6%	7%	7%	6%	6%	6%	7%
	33	117	127	43	103	61	222	159	91	131	74	86	180	201
					-	a	-	-						
Very dissatisfied (5)	1%	2%	2%	2%	1%	1%	2%	1%	2%	1%	2%	1%	2%	1%
	9	33	36	10	15	5	51	42	23	27	22	20	57	35
					-		-	-						
I don't know	2%	1%	1%	1%	1%	1%	0%	2%	0%	1%	2%	2%	1%	1%
	19	25	13	3	8	5	16	50	1	15	26	24	31	28
	c				-		-	-		c	C d	C		
NET: Satisfied	77%	75%	77%	76%	76%	77%	77%	76%	77%	76%	77%	74%	78%	75%
	655	1458	1500	496	1021	527	2474	2163	1068	1406	1019	1144	2496	2126
					-		-	-					b	
NET: Dissatisfied	5%	8%	8%	8%	9%	9%	8%	7%	8%	9%	7%	7%	7%	8%
	42	150	163	53	117	65	273	201	115	158	95	106	238	236
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.1	2.0	2.0	2.0	2.0
Standard Deviation	0.8	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9
Unweighted base	814	1956	1932	675	1252	579	3263	2693	1413	1850	1200	1493	3085	2843
Weighted base	833	1924	1936	649	1329	682	3212	2812	1385	1827	1295	1518	3179	2822
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	38%	31%	30%	34%	30%	32%	32%	25%	27%	31%	29%	31%	33%	32%	28%	**	
	202	179	161	193	171	165	219	153	138	1581	141	96	60	1399	472		
	h									-							
Fairly satisfied	40%	46%	41%	46%	49%	44%	46%	47%	45%	45%	47%	47%	47%	45%	47%	**	
	210	264	218	258	283	229	314	292	236	2303	228	142	87	1959	797		
										-							
Neither satisfied nor dissatisfied	13%	14%	18%	14%	15%	14%	14%	17%	15%	15%	17%	15%	13%	15%	16%	**	
	68	79	95	81	84	75	96	106	78	763	82	45	24	642	267		
										-							
Fairly dissatisfied	5%	8%	8%	5%	5%	7%	6%	8%	9%	7%	5%	4%	5%	6%	6%	**	
	27	48	41	27	27	36	38	47	45	335	25	13	9	272	109		
										-							
Very dissatisfied (5)	3%	1%	1%	0%	1%	2%	1%	2%	3%	1%	1%	2%	1%	1%	2%	**	
	16	3	7	2	5	11	8	10	14	76	7	7	2	64	29		
										-							
I don't know	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	0%	1%	1%	1%	**	
	7	3	7	6	9	5	4	10	7	57	6	1	1	51	14		
										-							
NET: Satisfied	78%	77%	72%	80%	78%	76%	78%	72%	72%	76%	76%	78%	80%	77%	75%	**	
	413	443	379	450	454	395	533	444	374	3884	368	238	147	3359	1269		
										-							
NET: Dissatisfied	8%	9%	9%	5%	6%	9%	7%	9%	11%	8%	6%	7%	6%	8%	8%	**	
	43	51	48	29	32	47	46	56	59	411	31	20	11	336	138		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	1.9	2.0	2.1	1.9	2.0	2.0	2.0	2.1	2.1	2.0	2.0	2.0	1.9	2.0	2.1	1.9	
Standard Deviation	1.0	0.9	1.0	0.8	0.9	1.0	0.9	0.9	1.0	0.9	0.9	0.9	0.9	0.9	0.9	0.9	
Unweighted base	373	421	389	407	421	389	504	448	376	3728	761	740	727	3958	1987	11	
Weighted base	523	573	522	561	570	517	675	606	511	5058	481	303	182	4337	1675	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	36%	31%	28%	34%	29%	27%	31%	35%	30%	47%
	135	1743	207	292	388	317	204	469	1717	155
				d				d		A
Fairly satisfied	39%	46%	40%	44%	46%	50%	46%	45%	46%	35%
	147	2612	291	371	612	581	298	606	2638	116
		a				a			b	
Neither satisfied nor dissatisfied	14%	15%	20%	14%	16%	15%	14%	13%	15%	11%
	55	859	148	120	208	172	89	177	869	36
			b d e f							
Fairly dissatisfied	7%	6%	8%	6%	7%	7%	6%	5%	6%	4%
	27	354	58	49	94	77	36	67	367	14
Very dissatisfied (5)	2%	1%	2%	1%	1%	2%	3%	1%	2%	1%
	9	84	15	9	17	19	19	13	89	4
I don't know	1%	1%	2%	1%	1%	1%	1%	2%	1%	3%
	5	61	16	7	9	7	5	22	52	8
										a
NET: Satisfied	75%	76%	68%	78%	75%	77%	77%	79%	76%	81%
	281	4355	499	663	1000	898	502	1075	4356	272
				A	a	A	a	A		
NET: Dissatisfied	10%	8%	10%	7%	8%	8%	8%	6%	8%	5%
	36	438	74	58	112	95	55	80	457	17
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	2.0	2.0	2.1	1.9	2.0	2.1	2.0	1.9	2.0	1.8
Standard Deviation	1.0	0.9	1.0	0.9	0.9	0.9	1.0	0.9	0.9	0.9
Unweighted base	399	5557	763	835	1440	1326	661	931	5736	203
Weighted base	372	5652	720	841	1320	1165	645	1333	5681	325
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	43%	53%	37%	43%	43%	44%	42%	44%	43%
	2629	1224	1405	664	653	676	636	1304	1325
	-	B							
Fairly satisfied	41%	39%	43%	43%	40%	41%	41%	39%	43%
	2512	893	1619	654	609	629	619	1172	1339
	-		a						a
Neither satisfied or dissatisfied	10%	5%	13%	9%	10%	9%	11%	11%	9%
	602	116	485	136	158	143	166	331	271
	-		A					b	
Fairly dissatisfied	4%	2%	5%	3%	4%	3%	4%	4%	3%
	220	50	170	47	54	52	67	115	105
	-		A						
Very dissatisfied (5)	1%	1%	2%	1%	1%	2%	1%	1%	1%
	80	21	59	11	19	31	19	37	43
	-								
I don't know	1%	0%	1%	1%	1%	1%	0%	1%	1%
	48	10	38	17	13	15	2	25	23
	-			d		d			
NET: Satisfied	84%	91%	80%	86%	84%	84%	83%	83%	86%
	5141	2117	3024	1318	1263	1304	1256	2476	2664
	-	B							a
NET: Dissatisfied	5%	3%	6%	4%	5%	5%	6%	5%	5%
	300	71	229	58	73	83	85	152	148
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	1.8	1.6	1.9	1.7	1.8	1.8	1.8	1.8	1.8
Standard Deviation	0.9	0.8	0.9	0.8	0.9	0.9	0.9	0.9	0.9
Unweighted base	5965	1106	4859	1501	1479	1505	1480	2854	3111
Weighted base	6042	2304	3738	1512	1494	1530	1507	2959	3083
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	33%	38%	47%	50%	51%	53%	44%	43%	46%	42%	44%	41%	41%	46%
	281	746	913	325	687	364	1412	1217	643	769	583	634	1319	1304
		a	A B	A B	-	A B c	-	-						a
Fairly satisfied	47%	44%	38%	38%	38%	37%	41%	41%	39%	43%	41%	42%	43%	40%
	399	861	750	247	502	255	1326	1185	535	791	536	649	1373	1128
	c d f	c d f			-		-	-					b	
Neither satisfied or dissatisfied	14%	12%	9%	5%	5%	5%	9%	11%	9%	9%	9%	12%	11%	9%
	119	236	177	34	70	36	297	305	129	168	123	183	349	245
	c D F	c D F	d f		-		-	-					b	
Fairly dissatisfied	3%	3%	4%	6%	4%	3%	4%	3%	4%	4%	3%	3%	3%	4%
	25	65	72	39	58	19	125	95	54	71	42	53	102	116
					-		-	-						
Very dissatisfied (5)	1%	1%	2%	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	1%
	11	22	31	4	16	12	50	30	18	31	15	15	43	36
					-		-	-						
I don't know	2%	1%	0%	0%	0%	0%	1%	1%	0%	1%	2%	1%	1%	1%
	18	20	6	3	4	1	19	29	6	12	20	8	24	21
	C f				-		-	-						
NET: Satisfied	80%	82%	85%	88%	89%	90%	85%	84%	85%	85%	85%	83%	84%	85%
	679	1607	1662	572	1189	620	2738	2403	1178	1560	1120	1283	2693	2432
			a	a b	-	A B c	-	-						
NET: Dissatisfied	4%	4%	5%	7%	5%	4%	5%	4%	5%	6%	4%	4%	5%	5%
	36	86	103	43	73	30	174	125	72	102	57	68	145	152
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	1.9	1.8	1.7	1.7	1.7	1.6	1.8	1.8	1.7	1.8	1.7	1.8	1.8	1.7
Standard Deviation	0.8	0.8	0.9	0.9	0.9	0.8	0.9	0.8	0.9	0.9	0.8	0.8	0.9	0.9
Unweighted base	816	1953	1939	675	1255	582	3261	2704	1409	1852	1197	1507	3085	2848
Weighted base	834	1929	1943	650	1333	686	3209	2833	1379	1830	1300	1534	3186	2830
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Very satisfied (1)	48%	46%	41%	53%	40%	45%	33%	45%	38%	43%	44%	46%	43%	42%	46%	**
	256	264	217	300	229	234	224	278	196	2197	215	139	79	1844	782	
	G	g	c e G i			g		g		-	g	g				
Fairly satisfied	41%	39%	42%	35%	45%	39%	50%	36%	43%	41%	40%	41%	45%	43%	37%	**
	215	225	222	199	259	205	337	224	224	2110	196	124	82	1875	627	
							d h			-				b		
Neither satisfied or dissatisfied	7%	10%	10%	8%	11%	11%	11%	10%	12%	10%	10%	10%	8%	10%	10%	**
	37	57	54	46	63	55	75	64	61	512	46	29	15	428	174	
										-						
Fairly dissatisfied	3%	4%	4%	3%	3%	4%	4%	4%	5%	4%	4%	2%	2%	3%	4%	**
	14	22	23	16	16	19	29	28	24	190	19	7	4	146	73	
										-						
Very dissatisfied (5)	1%	1%	2%	0%	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	**
	3	7	12	2	4	4	12	14	9	68	6	4	2	63	17	
										-						
I don't know	1%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	**
	3	2	1	4	9	5	2	8	4	39	5	2	1	33	15	
										-						
NET: Satisfied	89%	85%	83%	88%	84%	84%	83%	81%	81%	84%	84%	86%	88%	85%	83%	**
	472	489	439	499	488	438	560	502	420	4307	411	262	161	3719	1410	
										-						
NET: Dissatisfied	3%	5%	6%	3%	3%	4%	6%	7%	6%	5%	5%	4%	3%	5%	5%	**
	18	28	34	19	20	23	41	42	33	258	25	11	6	208	90	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	1.7	1.8	1.8	1.6	1.8	1.8	1.9	1.8	1.9	1.8	1.8	1.7	1.7	1.8	1.8	2.0
Standard Deviation	0.8	0.9	0.9	0.8	0.8	0.8	0.9	1.0	0.9	0.9	0.9	0.8	0.8	0.9	0.9	0.8
Unweighted base	374	422	392	409	420	389	506	448	377	3737	763	739	726	3967	1986	12
Weighted base	527	574	527	563	570	517	677	608	513	5076	482	303	181	4355	1674	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	39%	43%	37%	43%	42%	43%	44%	47%	42%	58%
	149	2480	276	367	558	505	286	636	2432	193
								a		A
Fairly satisfied	36%	42%	41%	42%	43%	40%	41%	40%	42%	30%
	136	2376	304	359	570	467	268	544	2406	101
									B	
Neither satisfied or dissatisfied	15%	10%	13%	10%	9%	12%	8%	8%	10%	4%
	57	545	96	88	117	139	55	107	578	13
	b								b	
Fairly dissatisfied	5%	4%	6%	2%	4%	4%	4%	2%	3%	7%
	18	201	46	20	51	42	29	32	198	22
			b f							a
Very dissatisfied (5)	3%	1%	1%	1%	2%	1%	2%	1%	1%	1%
	13	67	7	11	21	13	10	18	77	2
	b									
I don't know	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%
	4	43	7	3	11	7	2	18	43	2
NET: Satisfied	75%	85%	79%	86%	85%	83%	85%	87%	84%	88%
	285	4856	580	727	1128	972	555	1180	4838	294
		A		a	a		a	a		
NET: Dissatisfied	8%	5%	7%	4%	5%	5%	6%	4%	5%	7%
	32	268	54	30	73	54	39	50	274	24
	b									
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	2.0	1.8	1.9	1.8	1.8	1.8	1.8	1.7	1.8	1.6
Standard Deviation	1.0	0.9	0.9	0.8	0.9	0.9	0.9	0.8	0.9	0.9
Unweighted base	400	5565	769	839	1438	1324	660	935	5739	206
Weighted base	373	5669	730	845	1318	1165	648	1337	5690	332
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	46%	57%	38%	46%	47%	46%	42%	45%	46%
	2776	1329	1447	708	713	718	637	1351	1425
	-	B							
Fairly satisfied	40%	34%	44%	40%	38%	39%	44%	38%	42%
	2445	793	1652	613	568	600	664	1144	1300
	-		A				b		a
Neither satisfied or dissatisfied	9%	4%	12%	9%	10%	9%	8%	10%	8%
	540	101	439	136	146	133	124	299	241
	-		A					b	
Fairly dissatisfied	2%	1%	3%	2%	3%	2%	3%	2%	2%
	147	19	128	33	41	33	39	70	77
	-		A						
Very dissatisfied (5)	1%	1%	1%	1%	1%	1%	1%	2%	1%
	72	21	51	10	18	22	22	50	22
	-							b	
I don't know	2%	2%	2%	2%	1%	2%	1%	2%	1%
	110	51	59	28	21	38	22	70	40
	-							b	
NET: Satisfied	86%	92%	82%	86%	85%	85%	86%	84%	88%
	5221	2122	3099	1321	1281	1318	1301	2495	2725
	-	B							A
NET: Dissatisfied	4%	2%	5%	3%	4%	4%	4%	4%	3%
	219	41	179	44	59	56	61	120	100
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	1.7	1.5	1.8	1.7	1.7	1.7	1.8	1.7	1.7
Standard Deviation	0.8	0.7	0.9	0.8	0.8	0.8	0.8	0.9	0.8
Unweighted base	5921	1087	4834	1498	1476	1485	1462	2825	3096
Weighted base	5980	2264	3717	1501	1486	1507	1487	2914	3066
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	36%	41%	49%	55%	54%	53%	46%	45%	49%	44%	46%	45%	44%	48%
	306	799	947	358	724	366	1486	1290	678	808	603	686	1409	1362
			A B	A B c	-	A B	-	-						a
Fairly satisfied	42%	41%	40%	35%	37%	40%	41%	40%	38%	42%	39%	40%	41%	39%
	361	808	774	228	499	274	1310	1135	529	781	513	621	1316	1120
					-		-	-						
Neither satisfied or dissatisfied	13%	11%	7%	6%	5%	4%	8%	10%	8%	8%	9%	10%	9%	8%
	113	214	144	41	70	29	261	279	114	147	125	154	304	225
	C D F	c d F	f		-		-	-						
Fairly dissatisfied	3%	3%	2%	2%	2%	1%	3%	2%	3%	2%	2%	2%	3%	2%
	28	57	43	11	20	9	85	62	45	41	26	35	90	57
					-		-	-						
Very dissatisfied (5)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
	12	27	22	6	11	5	36	36	13	23	20	16	44	27
					-		-	-						
I don't know	4%	2%	1%	1%	1%	1%	2%	2%	1%	2%	2%	2%	1%	2%
	34	44	19	9	13	4	49	61	7	42	32	28	47	60
	C d f	c			-		-	-		c	c	c		
NET: Satisfied	78%	82%	88%	90%	91%	93%	87%	85%	87%	86%	85%	85%	85%	87%
	667	1607	1721	586	1223	640	2796	2424	1207	1589	1117	1308	2725	2482
		a	A B	A B	-	A B c	-	-						
NET: Dissatisfied	5%	4%	3%	3%	2%	2%	4%	3%	4%	3%	3%	3%	4%	3%
	39	84	65	18	31	14	121	98	58	64	46	52	134	83
					-		-	-					b	
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	1.9	1.8	1.7	1.6	1.6	1.6	1.7	1.7	1.7	1.7	1.7	1.7	1.7	1.7
Standard Deviation	0.9	0.9	0.8	0.8	0.7	0.7	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8
Unweighted base	805	1941	1928	669	1245	578	3237	2684	1407	1830	1194	1490	3075	2814
Weighted base	819	1905	1930	644	1324	683	3178	2802	1378	1800	1288	1514	3163	2790
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	49%	47%	49%	53%	49%	48%	35%	44%	39%	46%	43%	49%	45%	46%	45%		**
	258	272	257	303	285	248	240	273	199	2337	207	150	82	2002	765		
	g	g	g	G i k	g	g				-		g					
Fairly satisfied	40%	38%	38%	32%	37%	37%	48%	40%	47%	40%	45%	38%	43%	40%	40%		**
	213	219	201	181	215	194	324	244	243	2035	217	115	78	1771	671		
							D		d	-	d						
Neither satisfied or dissatisfied	6%	8%	8%	8%	9%	10%	11%	11%	8%	9%	8%	10%	7%	9%	10%		**
	34	45	45	46	53	50	78	66	41	457	41	30	13	376	162		
										-							
Fairly dissatisfied	1%	3%	3%	3%	2%	2%	3%	2%	3%	3%	2%	1%	3%	2%	3%		**
	7	19	14	16	14	10	20	15	17	132	8	2	5	104	43		
										-							
Very dissatisfied (5)	1%	0%	2%	1%	1%	2%	2%	1%	2%	1%	2%	1%	1%	1%	1%		**
	3	2	9	6	3	11	11	4	9	59	8	3	2	55	17		
										-							
I don't know	3%	3%	0%	2%	1%	2%	1%	2%	2%	2%	1%	1%	2%	2%	2%		**
	15	19	2	14	8	9	6	14	9	95	7	4	4	79	31		
										-							
NET: Satisfied	89%	85%	87%	85%	86%	85%	83%	84%	85%	85%	87%	87%	87%	86%	85%		**
	471	491	459	484	500	442	565	518	442	4372	424	265	160	3773	1436		
										-							
NET: Dissatisfied	2%	4%	4%	4%	3%	4%	5%	3%	5%	4%	3%	2%	4%	4%	4%		**
	10	21	23	23	17	21	31	19	26	191	16	6	7	159	60		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	1.6	1.7	1.7	1.6	1.7	1.7	1.9	1.7	1.8	1.7	1.7	1.6	1.7	1.7	1.7	1.5	
Standard Deviation	0.7	0.8	0.9	0.8	0.8	0.9	0.8	0.8	0.9	0.8	0.8	0.8	0.8	0.8	0.8	0.7	
Unweighted base	370	414	392	401	420	386	501	447	376	3707	758	733	723	3936	1973	12	
Weighted base	515	557	527	553	571	514	673	602	509	5021	480	300	179	4308	1658	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	44%	46%	38%	48%	43%	43%	48%	51%	45%	64%
	166	2610	282	407	573	506	315	693	2555	215
				a			a	A c d		A
Fairly satisfied	33%	41%	42%	39%	43%	42%	39%	36%	41%	22%
	124	2321	309	328	577	490	253	488	2371	72
		a							B	
Neither satisfied or dissatisfied	13%	9%	13%	9%	8%	10%	7%	7%	9%	6%
	51	489	96	80	108	117	47	93	507	22
	b		c e f							
Fairly dissatisfied	6%	2%	3%	2%	2%	3%	3%	2%	2%	3%
	21	126	21	13	33	32	19	29	135	10
	b									
Very dissatisfied (5)	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%
	6	66	11	10	20	12	10	11	65	7
I don't know	2%	2%	3%	1%	1%	1%	1%	3%	2%	2%
	9	101	19	10	19	13	6	42	99	7
NET: Satisfied	77%	86%	80%	87%	86%	85%	87%	87%	86%	86%
	290	4931	590	735	1149	997	568	1181	4926	287
		A		a	a		a	a		
NET: Dissatisfied	7%	3%	4%	3%	4%	4%	4%	3%	3%	5%
	28	192	31	23	53	45	29	39	200	18
	b									
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	1.9	1.7	1.8	1.7	1.7	1.8	1.7	1.6	1.7	1.5
Standard Deviation	1.0	0.8	0.9	0.8	0.8	0.8	0.8	0.8	0.8	0.9
Unweighted base	397	5524	758	833	1431	1321	658	920	5699	203
Weighted base	368	5612	717	837	1310	1158	644	1313	5634	326
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	44%	59%	35%	45%	45%	44%	43%	45%	44%
	2690	1366	1325	687	676	677	650	1329	1362
	-	B							
Fairly satisfied	41%	34%	45%	42%	38%	42%	42%	40%	42%
	2489	793	1695	635	576	650	627	1181	1308
	-		A						
Neither satisfied or dissatisfied	10%	4%	14%	9%	12%	9%	10%	11%	9%
	606	88	518	143	185	131	146	314	292
	-		A		c				
Fairly dissatisfied	3%	1%	4%	2%	3%	3%	3%	3%	3%
	170	24	146	35	44	45	46	86	85
	-		A						
Very dissatisfied (5)	1%	1%	1%	1%	1%	1%	1%	1%	1%
	68	15	54	14	14	19	22	44	25
	-		a						
I don't know	1%	1%	1%	1%	1%	1%	1%	1%	1%
	66	28	38	14	12	22	18	32	34
	-								
NET: Satisfied	85%	93%	80%	87%	83%	86%	85%	84%	86%
	5179	2159	3020	1323	1252	1327	1277	2509	2670
	-	B							
NET: Dissatisfied	4%	2%	5%	3%	4%	4%	5%	4%	4%
	239	39	200	49	58	64	68	129	109
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	1.7	1.5	1.9	1.7	1.8	1.7	1.8	1.8	1.7
Standard Deviation	0.8	0.7	0.9	0.8	0.8	0.8	0.9	0.9	0.8
Unweighted base	5958	1096	4862	1506	1483	1500	1469	2849	3109
Weighted base	6024	2286	3738	1515	1495	1523	1491	2952	3071
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	37%	39%	46%	54%	54%	54%	45%	43%	45%	45%	44%	43%	42%	47%
	317	758	894	350	719	371	1449	1242	618	831	584	658	1343	1342
			a B	A B c	-	A B c	-	-						a
Fairly satisfied	41%	43%	41%	38%	38%	38%	41%	40%	41%	42%	39%	41%	42%	39%
	352	838	795	245	503	259	1337	1152	567	769	519	633	1357	1119
					-		-	-						
Neither satisfied or dissatisfied	13%	12%	9%	7%	7%	7%	9%	10%	11%	9%	10%	11%	10%	9%
	109	229	179	43	89	46	306	300	148	157	128	172	337	262
	d f	d f			-		-	-						
Fairly dissatisfied	4%	4%	2%	1%	1%	1%	3%	3%	2%	3%	3%	3%	3%	2%
	37	69	49	9	16	8	83	88	31	52	44	44	108	63
	d f	f			-		-	-					b	
Very dissatisfied (5)	2%	1%	1%	1%	0%	0%	1%	1%	1%	1%	2%	1%	1%	1%
	13	26	25	4	5	1	31	37	15	16	20	17	42	26
					-		-	-						
I don't know	3%	1%	0%	0%	0%	0%	1%	2%	0%	1%	2%	1%	1%	1%
	25	28	8	2	5	2	22	44	6	17	25	19	24	39
	C d f	c			-		-	-			c			
NET: Satisfied	78%	82%	87%	91%	91%	92%	86%	84%	86%	87%	84%	84%	84%	86%
	669	1597	1689	595	1222	630	2785	2394	1185	1600	1103	1290	2699	2461
			A b	A B c	-	A B c	-	-						
NET: Dissatisfied	6%	5%	4%	2%	2%	1%	4%	4%	3%	4%	5%	4%	5%	3%
	50	95	73	13	21	9	114	125	46	68	64	61	150	88
	d F	d f	f		-		-	-					b	
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	1.9	1.8	1.7	1.6	1.6	1.6	1.7	1.8	1.7	1.7	1.8	1.8	1.8	1.7
Standard Deviation	0.9	0.9	0.8	0.7	0.7	0.7	0.8	0.9	0.8	0.8	0.9	0.8	0.9	0.8
Unweighted base	811	1955	1936	675	1254	581	3259	2699	1408	1851	1200	1499	3091	2835
Weighted base	827	1921	1941	650	1332	685	3205	2818	1380	1826	1295	1523	3186	2812
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	50%	46%	48%	54%	45%	45%	33%	43%	39%	44%	42%	47%	39%	44%	44%		**
	267	266	253	306	259	233	221	266	200	2271	204	144	71	1942	743		
	G i	g	G	G h l k m	g	g		g		-	g	G m					
Fairly satisfied	40%	40%	36%	34%	39%	40%	48%	40%	46%	41%	44%	37%	49%	41%	40%		**
	210	231	191	194	229	210	324	248	237	2072	214	113	89	1811	672		
							d			-			l				
Neither satisfied or dissatisfied	7%	10%	10%	7%	10%	10%	14%	11%	10%	10%	8%	11%	8%	10%	11%		**
	39	57	54	38	60	53	97	67	54	520	38	33	15	421	182		
										-							
Fairly dissatisfied	1%	3%	4%	4%	3%	2%	3%	2%	3%	3%	3%	3%	2%	3%	3%		**
	6	17	22	20	19	11	18	12	16	141	16	10	4	114	56		
										-							
Very dissatisfied (5)	1%	0%	1%	1%	0%	1%	2%	2%	1%	1%	2%	1%	1%	1%	1%		**
	5	1	8	3	1	7	13	11	6	56	9	3	1	50	19		
										-							
I don't know	0%	1%	0%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%		**
	2	5	2	5	11	8	5	12	5	55	6	3	2	50	16		
										-							
NET: Satisfied	90%	86%	84%	88%	84%	85%	80%	83%	84%	85%	86%	84%	88%	86%	84%		**
	477	497	444	500	487	443	545	514	437	4344	418	257	161	3753	1415		
	g									-							
NET: Dissatisfied	2%	3%	6%	4%	3%	3%	5%	4%	4%	4%	5%	4%	3%	4%	4%		**
	11	18	29	23	20	18	32	23	22	197	24	13	5	164	75		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	1.6	1.7	1.7	1.6	1.7	1.7	1.9	1.8	1.8	1.7	1.8	1.7	1.8	1.7	1.8	1.7	
Standard Deviation	0.8	0.8	0.9	0.8	0.8	0.8	0.9	0.9	0.8	0.8	0.9	0.9	0.7	0.8	0.9	0.8	
Unweighted base	375	423	392	408	420	387	503	447	377	3732	761	737	728	3956	1990	12	
Weighted base	528	572	527	562	567	514	673	604	513	5060	481	302	181	4338	1673	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Very satisfied (1)	40%	44%	38%	45%	42%	40%	46%	52%	43%	72%	
	151	2540	281	378	556	473	297	706	2447	239	
								A C D		A	
Fairly satisfied	36%	41%	42%	40%	44%	44%	39%	36%	42%	19%	
	137	2352	310	338	586	510	255	490	2419	64	
					f	f			B		
Neither satisfied or dissatisfied	14%	10%	13%	11%	9%	11%	11%	7%	10%	5%	
	53	553	99	92	125	129	69	92	583	16	
	b		f			f			b		
Fairly dissatisfied	5%	3%	4%	2%	3%	3%	3%	2%	3%	3%	
	17	153	28	19	42	40	17	24	161	10	
Very dissatisfied (5)	4%	1%	2%	2%	1%	1%	2%	0%	1%	1%	
	14	55	11	15	10	15	11	6	64	4	
	B										
I don't know	1%	1%	1%	1%	1%	1%	0%	3%	1%	0%	
	5	61	7	6	9	6	2	37	59	2	
								c d e			
NET: Satisfied	76%	86%	80%	84%	86%	84%	85%	88%	85%	91%	
	288	4891	591	715	1142	983	552	1196	4865	303	
		A			a			a		a	
NET: Dissatisfied	8%	4%	5%	4%	4%	5%	4%	2%	4%	4%	
	31	208	39	34	53	55	28	30	225	14	
	B										
Effective Column n											
	251	3461	480	519	895	822	410	587	3570	129	
Average	1.9	1.7	1.9	1.8	1.8	1.8	1.8	1.6	1.8	1.4	
Standard Deviation	1.0	0.8	0.9	0.9	0.8	0.9	0.9	0.7	0.8	0.8	
Unweighted base	401	5557	770	837	1441	1323	662	925	5734	207	
Weighted base	372	5651	730	841	1320	1166	649	1318	5674	332	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	34%	45%	27%	35%	36%	34%	32%	34%	34%
	2070	1050	1020	531	535	521	483	1016	1054
	-	B							
Fairly satisfied	49%	46%	50%	50%	46%	49%	49%	47%	50%
	2956	1070	1886	766	691	756	742	1415	1540
	-		a						
Neither satisfied or dissatisfied	12%	5%	16%	11%	12%	11%	12%	13%	11%
	708	121	587	166	184	172	187	374	334
	-		A						
Fairly dissatisfied	3%	1%	5%	3%	4%	3%	4%	3%	4%
	206	32	174	39	60	46	61	95	111
	-		A						
Very dissatisfied (5)	2%	1%	2%	1%	2%	1%	2%	2%	1%
	100	22	78	18	30	23	29	53	46
	-		a						
I don't know	1%	1%	1%	1%	0%	2%	1%	1%	1%
	50	20	30	8	8	26	8	30	20
	-					a b d			
NET: Satisfied	83%	92%	77%	85%	81%	83%	81%	81%	84%
	5026	2120	2906	1297	1226	1278	1225	2431	2595
	-	B							
NET: Dissatisfied	5%	2%	7%	4%	6%	4%	6%	5%	5%
	306	54	252	58	89	69	90	148	157
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	1.9	1.7	2.0	1.8	1.9	1.9	1.9	1.9	1.9
Standard Deviation	0.9	0.7	0.9	0.8	0.9	0.8	0.9	0.9	0.8
Unweighted base	5971	1101	4870	1511	1487	1500	1473	2851	3120
Weighted base	6040	2295	3745	1521	1499	1519	1501	2954	3086
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	30%	31%	36%	36%	38%	40%	33%	35%	35%	32%	35%	35%	33%	35%
	256	612	696	232	505	275	1073	998	486	586	458	539	1060	1003
					-	a b	-	-						
Fairly satisfied	48%	49%	49%	48%	48%	48%	50%	47%	48%	51%	48%	46%	50%	47%
	407	956	951	315	641	327	1611	1345	668	942	631	714	1597	1351
					-		-	-						
Neither satisfied or dissatisfied	16%	13%	10%	11%	9%	7%	11%	12%	10%	12%	11%	13%	12%	11%
	135	256	194	72	123	51	360	348	145	215	145	203	371	327
	c F	c f			-		-	-						
Fairly dissatisfied	3%	4%	3%	2%	3%	3%	4%	3%	4%	3%	3%	3%	3%	3%
	29	72	65	16	40	23	119	87	62	57	38	49	110	96
					-		-	-						
Very dissatisfied (5)	1%	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	1%	2%
	12	31	36	11	20	9	51	49	18	33	25	25	48	51
					-		-	-						
I don't know	2%	1%	0%	1%	1%	0%	0%	1%	0%	0%	2%	1%	1%	1%
	13	22	6	6	8	3	15	35	6	9	23	12	24	22
					-		-	-			c d			
NET: Satisfied	78%	80%	85%	84%	86%	88%	83%	82%	83%	83%	83%	81%	83%	83%
	663	1568	1647	547	1146	602	2684	2343	1155	1529	1090	1253	2657	2354
			a b	a	-	A b	-	-						
NET: Dissatisfied	5%	5%	5%	4%	4%	5%	5%	5%	6%	5%	5%	5%	5%	5%
	41	103	101	28	60	32	169	136	80	90	62	74	158	147
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.0	1.9	1.9	1.9	1.8	1.8	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9
Standard Deviation	0.9	0.9	0.9	0.8	0.8	0.8	0.9	0.9	0.9	0.8	0.9	0.9	0.8	0.9
Unweighted base	821	1959	1937	672	1252	582	3263	2708	1409	1854	1203	1505	3090	2850
Weighted base	840	1927	1942	647	1329	684	3213	2827	1379	1833	1297	1531	3186	2828
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	40%	35%	35%	43%	36%	33%	26%	32%	26%	34%	32%	38%	36%	35%	32%	**	
	211	204	186	245	208	175	177	195	135	1736	154	115	65	1519	547		
	g i			G h i k	g					-		g i					
Fairly satisfied	47%	47%	46%	41%	48%	48%	55%	47%	56%	48%	52%	46%	51%	48%	49%	**	
	250	272	241	231	275	249	374	291	287	2470	252	140	94	2115	835		
							d		d	-	d						
Neither satisfied or dissatisfied	9%	12%	12%	10%	11%	11%	14%	14%	12%	12%	9%	13%	9%	11%	12%	**	
	45	72	66	57	66	59	93	86	63	609	46	38	16	500	205		
										-							
Fairly dissatisfied	2%	3%	6%	4%	3%	4%	3%	4%	3%	3%	5%	2%	3%	3%	4%	**	
	12	16	30	20	15	21	18	24	15	171	23	7	5	139	67		
										-							
Very dissatisfied (5)	2%	2%	1%	1%	2%	2%	2%	2%	3%	2%	1%	1%	1%	2%	2%	**	
	9	10	4	6	9	13	12	11	16	89	6	2	2	74	26		
										-							
I don't know	1%	0%	0%	1%	1%	1%	1%	2%	0%	1%	1%	1%	0%	1%	1%	**	
	3	2	3	7	6	6	4	10	1	41	6	2	1	41	9		
										-							
NET: Satisfied	87%	83%	81%	84%	83%	81%	81%	79%	82%	82%	83%	84%	87%	83%	82%	**	
	461	476	427	476	483	424	551	486	422	4206	407	255	159	3634	1382		
										-							
NET: Dissatisfied	4%	5%	6%	5%	4%	6%	5%	6%	6%	5%	6%	3%	4%	5%	5%	**	
	20	26	33	27	24	34	31	34	31	260	29	9	7	213	93		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	1.8	1.9	1.9	1.8	1.9	1.9	2.0	2.0	2.0	1.9	1.9	1.8	1.8	1.9	1.9	1.9	
Standard Deviation	0.8	0.9	0.9	0.9	0.8	0.9	0.8	0.9	0.9	0.9	0.8	0.8	0.8	0.9	0.9	0.8	
Unweighted base	376	423	391	407	423	388	504	449	380	3741	762	739	729	3966	1993	12	
Weighted base	527	574	526	559	573	516	675	606	517	5074	481	303	182	4347	1680	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	36%	34%	32%	35%	32%	29%	36%	40%	33%	59%
	136	1935	233	293	424	344	231	545	1868	196
								a c D		A
Fairly satisfied	38%	49%	45%	48%	50%	52%	48%	46%	50%	31%
	143	2813	330	409	670	608	313	626	2848	103
		A							B	
Neither satisfied or dissatisfied	15%	11%	17%	12%	12%	12%	10%	9%	12%	6%
	57	651	123	99	158	144	68	117	680	19
			f						b	
Fairly dissatisfied	8%	3%	4%	3%	4%	4%	3%	2%	3%	2%
	29	177	30	25	50	47	21	33	199	7
	B									
Very dissatisfied (5)	3%	2%	1%	2%	2%	2%	2%	2%	2%	1%
	10	90	10	16	22	19	12	20	96	4
I don't know	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%
	3	47	10	5	4	11	6	13	42	4
NET: Satisfied	74%	83%	76%	83%	82%	81%	84%	86%	82%	90%
	278	4748	563	702	1094	951	544	1171	4716	299
		A		a	a		a	A d		a
NET: Dissatisfied	10%	5%	6%	5%	5%	6%	5%	4%	5%	3%
	39	267	41	41	72	66	32	54	295	11
	B									
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	2.0	1.9	2.0	1.9	1.9	2.0	1.9	1.8	1.9	1.5
Standard Deviation	1.0	0.8	0.9	0.9	0.9	0.9	0.9	0.8	0.9	0.8
Unweighted base	403	5568	768	836	1447	1320	661	939	5746	206
Weighted base	375	5666	726	842	1325	1161	644	1342	5691	329
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	34%	41%	30%	34%	34%	35%	33%	35%	33%
	2081	944	1137	524	519	545	493	1049	1032
	-	B							
Fairly satisfied	43%	44%	43%	42%	42%	44%	44%	42%	44%
	2627	1013	1614	645	632	685	666	1257	1370
	-								
Neither satisfied or dissatisfied	12%	8%	15%	12%	14%	11%	13%	13%	12%
	749	182	566	191	204	164	190	375	374
	-		A						
Fairly dissatisfied	7%	4%	8%	7%	7%	6%	7%	7%	7%
	414	103	311	111	107	86	109	195	219
	-		A						
Very dissatisfied (5)	2%	1%	2%	3%	2%	1%	2%	2%	2%
	117	30	87	39	25	21	33	56	61
	-		a						
I don't know	2%	2%	2%	1%	1%	3%	1%	2%	2%
	103	43	60	20	20	44	19	53	50
	-								
NET: Satisfied	77%	85%	73%	76%	76%	80%	77%	77%	77%
	4708	1957	2751	1169	1151	1229	1158	2306	2402
	-	B							
NET: Dissatisfied	9%	6%	11%	10%	9%	7%	9%	8%	9%
	531	133	398	150	132	108	142	251	280
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.0	1.8	2.1	2.0	2.0	1.9	2.0	2.0	2.0
Standard Deviation	1.0	0.9	1.0	1.0	1.0	0.9	1.0	1.0	1.0
Unweighted base	5927	1091	4836	1503	1475	1484	1465	2833	3094
Weighted base	5987	2271	3716	1509	1487	1501	1490	2931	3056
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	29%	32%	37%	38%	36%	34%	34%	34%	36%	33%	34%	35%	33%	36%
	244	625	729	247	482	236	1096	985	497	599	449	535	1065	1014
			a b	a	-		-	-						
Fairly satisfied	44%	44%	41%	41%	44%	47%	44%	42%	43%	45%	42%	42%	45%	42%
	378	861	799	268	586	321	1421	1206	598	823	552	654	1433	1186
					-		-	-						
Neither satisfied or dissatisfied	15%	14%	11%	12%	10%	9%	11%	13%	10%	12%	14%	13%	13%	12%
	124	269	215	77	140	63	364	384	135	229	186	199	404	336
					-		-	-			c			
Fairly dissatisfied	7%	7%	7%	6%	6%	7%	7%	6%	7%	7%	6%	7%	6%	7%
	60	128	140	38	86	47	233	181	102	131	78	103	209	203
					-		-	-						
Very dissatisfied (5)	2%	1%	2%	3%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%
	13	22	49	18	34	16	64	53	29	34	27	26	48	68
					-		-	-						
I don't know	4%	2%	1%	1%	1%	1%	2%	2%	2%	1%	2%	2%	2%	2%
	33	43	18	5	9	4	49	53	24	26	28	25	52	44
	C d f	c			-		-	-						
NET: Satisfied	73%	76%	78%	79%	80%	81%	78%	77%	79%	77%	76%	77%	78%	77%
	623	1486	1528	514	1068	557	2517	2191	1095	1422	1001	1189	2498	2200
					-	a	-	-						
NET: Dissatisfied	9%	8%	10%	9%	9%	9%	9%	8%	9%	9%	8%	8%	8%	9%
	73	150	188	56	119	63	297	234	131	166	105	129	257	270
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.0	2.0	2.0	1.9	1.9	2.0	2.0	2.0	1.9	2.0	2.0	2.0	2.0	2.0
Standard Deviation	0.9	0.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	0.9	1.0
Unweighted base	805	1940	1932	671	1248	579	3240	2687	1399	1841	1196	1491	3068	2831
Weighted base	820	1906	1931	647	1328	683	3178	2809	1362	1816	1292	1517	3158	2806
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	35%	35%	34%	37%	36%	31%	31%	36%	34%	34%	29%	36%	35%	35%	33%	**	
	186	204	180	211	210	165	209	224	174	1763	143	111	63	1528	550		
										-							
Fairly satisfied	46%	41%	40%	40%	42%	46%	48%	41%	43%	43%	45%	41%	46%	43%	44%	**	
	242	237	210	226	245	241	325	252	221	2199	221	124	83	1880	737		
										-							
Neither satisfied or dissatisfied	10%	11%	12%	15%	13%	10%	13%	14%	10%	12%	13%	13%	11%	12%	13%	**	
	52	65	64	86	76	54	87	89	53	625	65	40	19	530	218		
										-							
Fairly dissatisfied	6%	7%	9%	6%	5%	7%	5%	5%	9%	7%	8%	7%	6%	7%	8%	**	
	31	42	48	34	30	39	36	32	47	340	41	22	11	286	128		
										-							
Very dissatisfied (5)	2%	1%	4%	1%	1%	2%	2%	2%	3%	2%	1%	2%	2%	2%	2%	**	
	11	7	23	4	4	11	12	14	15	101	7	5	3	82	35		
										-							
I don't know	2%	4%	1%	1%	2%	3%	1%	1%	1%	2%	2%	1%	1%	2%	1%	**	
	8	21	4	7	13	13	9	6	7	88	10	2	3	82	20		
										-							
NET: Satisfied	81%	77%	74%	77%	79%	78%	79%	77%	76%	77%	75%	77%	80%	78%	76%	**	
	428	441	390	437	455	405	534	476	395	3962	364	235	147	3408	1288		
										-							
NET: Dissatisfied	8%	9%	13%	7%	6%	10%	7%	7%	12%	9%	10%	9%	8%	8%	10%	**	
	42	50	71	38	34	50	49	45	63	441	48	27	14	368	163		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	1.9	1.9	2.1	1.9	1.9	2.0	2.0	1.9	2.0	2.0	2.1	2.0	1.9	2.0	2.0	1.9	
Standard Deviation	0.9	1.0	1.1	0.9	0.9	1.0	0.9	1.0	1.0	1.0	1.0	1.0	0.9	1.0	1.0	0.5	
Unweighted base	373	412	389	406	421	382	499	448	374	3704	758	740	725	3938	1978	11	
Weighted base	522	556	525	560	566	509	670	610	511	5027	477	302	180	4306	1669	12	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	32%	34%	31%	33%	35%	32%	37%	37%	34%	33%
	122	1959	225	277	461	380	241	496	1967	110
Fairly satisfied	37%	44%	40%	44%	43%	44%	42%	44%	43%	41%
	139	2488	297	369	577	512	275	597	2483	138
		a								
Neither satisfied or dissatisfied	17%	12%	16%	14%	11%	13%	11%	11%	12%	11%
	63	685	117	115	146	155	72	144	703	37
	b									
Fairly dissatisfied	8%	7%	10%	7%	7%	8%	6%	5%	7%	9%
	29	385	72	57	96	90	37	62	383	29
			f							
Very dissatisfied (5)	4%	2%	2%	2%	2%	2%	3%	2%	2%	4%
	17	100	14	18	28	19	17	21	103	14
	b									a
I don't know	2%	2%	1%	1%	2%	1%	1%	3%	2%	1%
	8	94	11	11	21	16	9	35	93	5
NET: Satisfied	69%	78%	71%	76%	78%	76%	79%	81%	78%	74%
	260	4447	522	646	1038	892	516	1093	4450	248
		a			a		a	a		
NET: Dissatisfied	12%	9%	12%	9%	9%	9%	8%	6%	8%	13%
	45	486	86	76	124	109	54	83	486	43
			f							a
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	2.1	2.0	2.1	2.0	2.0	2.0	1.9	1.9	2.0	2.1
Standard Deviation	1.1	1.0	1.0	1.0	1.0	1.0	1.0	0.9	1.0	1.1
Unweighted base	396	5531	766	829	1432	1317	656	927	5703	206
Weighted base	369	5619	725	837	1308	1156	641	1320	5640	329
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	28%	35%	24%	29%	31%	30%	24%	28%	29%
	1726	804	921	438	462	458	367	826	900
	-	B			d	d			
Fairly satisfied	40%	38%	41%	41%	37%	42%	40%	40%	40%
	2442	890	1552	633	559	643	607	1206	1236
	-								
Neither satisfied or dissatisfied	14%	10%	17%	13%	14%	13%	16%	15%	13%
	851	220	630	199	214	197	240	446	404
	-		A						
Fairly dissatisfied	11%	11%	12%	12%	11%	10%	13%	11%	12%
	696	246	451	177	167	155	198	321	375
	-								
Very dissatisfied (5)	5%	5%	5%	4%	6%	5%	6%	5%	5%
	309	116	193	65	89	71	84	144	165
	-								
I don't know	1%	2%	1%	1%	1%	1%	1%	1%	1%
	66	38	28	16	17	20	13	40	25
	-	b							
NET: Satisfied	68%	73%	66%	70%	68%	71%	65%	68%	69%
	4168	1694	2474	1072	1020	1102	974	2032	2136
	-	B		d		d			
NET: Dissatisfied	17%	16%	17%	16%	17%	15%	19%	16%	17%
	1006	362	644	242	256	226	282	465	540
	-								
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.2	2.1	2.3	2.2	2.2	2.2	2.3	2.2	2.2
Standard Deviation	1.1	1.2	1.1	1.1	1.2	1.1	1.1	1.1	1.2
Unweighted base	5966	1093	4873	1509	1482	1503	1472	2849	3117
Weighted base	6024	2276	3748	1513	1490	1525	1496	2944	3081
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	26%	29%	30%	29%	28%	26%	28%	29%	29%	27%	29%	29%	28%	29%
	220	557	581	191	368	177	903	823	405	498	381	442	894	830
					-		-	-						
Fairly satisfied	45%	43%	38%	33%	36%	39%	41%	40%	38%	42%	38%	41%	43%	37%
	385	834	738	218	486	267	1310	1132	531	780	501	631	1375	1063
	c D	c d			-		-	-					B	
Neither satisfied or dissatisfied	16%	16%	12%	13%	12%	12%	13%	15%	14%	12%	16%	15%	14%	14%
	136	303	243	83	166	85	416	434	197	219	209	226	447	390
					-		-	-						
Fairly dissatisfied	8%	9%	12%	17%	15%	14%	12%	10%	12%	13%	11%	10%	11%	12%
	67	183	240	109	207	98	400	296	160	240	147	149	341	352
			a b	A B c	-	a b	-	-						
Very dissatisfied (5)	2%	3%	7%	8%	8%	8%	5%	5%	6%	5%	5%	5%	4%	6%
	15	55	134	50	105	56	171	138	84	87	65	74	125	182
			A B	A B	-	A B	-	-						A
I don't know	3%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	30	18	13	2	5	4	27	39	9	18	18	20	30	33
	B C d f				-		-	-						
NET: Satisfied	71%	71%	68%	63%	64%	65%	69%	68%	68%	69%	67%	70%	71%	66%
	605	1390	1319	409	854	445	2213	1955	935	1278	882	1073	2268	1893
	d	d f			-		-	-					b	
NET: Dissatisfied	10%	12%	19%	24%	23%	22%	18%	15%	18%	18%	16%	14%	14%	19%
	82	238	374	159	312	154	572	434	245	327	211	223	465	534
			A B	A B c	-	A B	-	-						A
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.1	2.1	2.3	2.4	2.4	2.4	2.3	2.2	2.3	2.3	2.2	2.2	2.2	2.3
Standard Deviation	1.0	1.0	1.2	1.3	1.3	1.2	1.2	1.1	1.2	1.1	1.1	1.1	1.1	1.2
Unweighted base	812	1962	1936	675	1254	581	3259	2707	1409	1850	1203	1504	3088	2846
Weighted base	823	1931	1936	651	1332	684	3201	2824	1377	1824	1302	1522	3181	2818
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	32%	23%	31%	29%	35%	23%	28%	28%	28%	29%	22%	30%	36%	30%	24%	**	
	167	130	165	164	205	119	193	172	146	1461	109	91	66	1309	413		
	k		k		b f K					-		k	b f K	b			
Fairly satisfied	42%	40%	37%	40%	41%	43%	44%	36%	36%	40%	41%	38%	44%	39%	42%	**	
	221	232	195	226	239	226	296	223	189	2047	199	116	80	1724	712		
										-							
Neither satisfied or dissatisfied	11%	14%	12%	17%	12%	16%	15%	16%	13%	14%	14%	14%	12%	14%	14%	**	
	57	83	64	95	69	82	100	98	68	716	69	43	22	614	233		
										-							
Fairly dissatisfied	11%	15%	12%	9%	8%	13%	9%	12%	14%	11%	15%	13%	6%	11%	13%	**	
	60	85	63	48	45	66	61	74	75	576	71	39	10	477	220		
										-	m	m					
Very dissatisfied (5)	4%	5%	7%	5%	2%	5%	4%	7%	8%	5%	6%	5%	2%	5%	6%	**	
	19	30	38	31	11	27	25	41	39	262	31	14	3	206	104		
			e					e	e	-	e m						
I don't know	1%	3%	1%	0%	2%	0%	1%	1%	0%	1%	2%	1%	1%	1%	0%	**	
	6	16	4	2	10	3	4	8	2	54	8	2	1	58	8		
										-							
NET: Satisfied	73%	63%	68%	69%	77%	66%	72%	64%	65%	69%	63%	68%	80%	69%	67%	**	
	388	363	359	390	444	346	488	395	334	3508	308	207	146	3033	1125		
	b k				B f h i K		b k			-			b c f h i K L				
NET: Dissatisfied	15%	20%	19%	14%	10%	18%	13%	19%	22%	16%	21%	17%	7%	16%	19%	**	
	79	115	101	79	56	92	86	115	114	837	102	53	13	683	323		
		e g m	e m			e m		e m	d E g M	-	d E g M	e M			a		
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	2.1	2.4	2.3	2.2	2.0	2.3	2.2	2.3	2.4	2.2	2.4	2.2	1.9	2.2	2.3	2.0	
Standard Deviation	1.1	1.2	1.2	1.1	1.0	1.1	1.1	1.2	1.2	1.1	1.2	1.1	0.9	1.1	1.2	0.7	
Unweighted base	375	417	389	411	424	390	503	448	379	3736	760	741	729	3961	1993	12	
Weighted base	524	560	525	565	569	520	675	608	515	5062	479	303	181	4330	1681	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	29%	28%	25%	28%	28%	26%	31%	31%	28%	32%
	109	1617	186	236	379	304	201	420	1614	108
Fairly satisfied	33%	41%	38%	40%	40%	43%	38%	40%	41%	33%
	123	2319	279	335	532	503	246	547	2329	109
		a							b	
Neither satisfied or dissatisfied	15%	14%	16%	14%	15%	15%	15%	9%	14%	12%
	58	792	120	122	203	177	100	127	802	40
			f	f	f	f	f			
Fairly dissatisfied	15%	11%	12%	12%	11%	11%	11%	12%	11%	14%
	56	641	89	103	144	130	72	159	648	46
Very dissatisfied (5)	8%	5%	8%	6%	4%	4%	4%	5%	5%	8%
	29	281	60	47	57	52	27	66	281	28
			c d							a
I don't know	1%	1%	0%	0%	1%	0%	1%	3%	1%	1%
	2	63	3	3	14	5	5	36	59	4
								b d		
NET: Satisfied	61%	69%	63%	67%	69%	69%	69%	71%	69%	65%
	232	3936	464	572	911	807	447	967	3943	217
		a								
NET: Dissatisfied	22%	16%	20%	18%	15%	16%	15%	17%	16%	22%
	85	921	149	150	201	182	99	225	929	73
	b									a
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	2.4	2.2	2.4	2.3	2.2	2.2	2.2	2.2	2.2	2.3
Standard Deviation	1.3	1.1	1.2	1.2	1.1	1.1	1.1	1.1	1.1	1.3
Unweighted base	402	5564	774	838	1440	1325	661	928	5740	206
Weighted base	375	5650	733	844	1315	1167	646	1319	5674	330
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	20%	26%	16%	19%	20%	21%	20%	21%	19%
	1205	603	601	284	305	319	296	624	580
	-	B							
Fairly satisfied	41%	44%	38%	42%	39%	41%	41%	40%	41%
	2469	1018	1451	645	585	627	613	1197	1273
	-	B							
Neither satisfied or dissatisfied	20%	16%	22%	19%	21%	20%	20%	20%	20%
	1217	368	849	296	321	305	295	594	624
	-		A						
Fairly dissatisfied	13%	9%	16%	13%	13%	13%	13%	12%	14%
	789	200	590	197	196	199	197	364	426
	-		A						
Very dissatisfied (5)	6%	4%	7%	6%	6%	5%	7%	6%	6%
	356	97	259	87	93	74	102	171	185
	-		A						
I don't know	1%	1%	1%	1%	0%	1%	0%	1%	1%
	53	28	25	20	7	20	6	35	19
	-								
NET: Satisfied	60%	70%	54%	61%	59%	61%	60%	61%	60%
	3674	1621	2053	929	890	946	909	1821	1853
	-	B							
NET: Dissatisfied	19%	13%	22%	19%	19%	18%	20%	18%	20%
	1145	296	849	283	289	273	299	535	610
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.4	2.2	2.6	2.4	2.5	2.4	2.5	2.4	2.5
Standard Deviation	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1
Unweighted base	5975	1099	4876	1506	1489	1503	1477	2855	3120
Weighted base	6037	2286	3751	1509	1500	1525	1503	2950	3087
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	19%	24%	19%	16%	16%	16%	19%	20%	21%	19%	19%	21%	22%	18%
	163	461	365	106	216	110	629	576	285	344	255	321	693	510
		c d f			-		-	-					b	
Fairly satisfied	44%	40%	41%	39%	39%	39%	40%	41%	40%	40%	40%	41%	42%	39%
	373	772	803	254	520	268	1300	1169	558	742	532	637	1343	1114
					-		-	-						
Neither satisfied or dissatisfied	23%	20%	19%	21%	20%	19%	20%	20%	20%	20%	20%	20%	19%	21%
	193	385	372	140	268	128	641	577	273	368	269	308	623	586
					-		-	-						
Fairly dissatisfied	8%	11%	14%	16%	17%	18%	13%	13%	13%	13%	13%	12%	11%	15%
	70	213	279	103	226	123	425	364	177	248	178	186	354	433
			A b	A b	-	A B	-	-						A
Very dissatisfied (5)	4%	5%	6%	7%	8%	8%	6%	5%	6%	7%	5%	5%	5%	6%
	30	97	126	47	103	56	208	148	86	123	68	80	174	180
			a	a	-	a b	-	-						
I don't know	3%	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	23	21	5	1	4	3	24	29	7	17	19	10	23	27
	b C d f	c			-		-	-						
NET: Satisfied	63%	63%	60%	55%	55%	55%	60%	61%	61%	59%	60%	62%	63%	57%
	536	1233	1167	360	736	378	1929	1745	843	1086	787	958	2037	1624
	d f	d f			-		-	-					B	
NET: Dissatisfied	12%	16%	21%	23%	25%	26%	20%	18%	19%	20%	19%	17%	16%	22%
	101	311	404	151	329	179	634	512	262	371	246	266	528	613
		a	A b	A b	-	A B c	-	-						A
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.3	2.3	2.5	2.6	2.6	2.6	2.5	2.4	2.4	2.5	2.4	2.4	2.4	2.5
Standard Deviation	1.0	1.1	1.1	1.2	1.2	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1
Unweighted base	815	1962	1940	676	1256	582	3265	2710	1412	1853	1204	1506	3097	2846
Weighted base	829	1928	1944	651	1333	684	3203	2833	1378	1825	1302	1532	3187	2823
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	27%	19%	23%	21%	18%	21%	20%	17%	15%	20%	15%	21%	24%	21%	17%	**	
	142	107	122	121	104	111	134	103	78	1023	72	65	44	911	289		
	h i k									-			k	b			
Fairly satisfied	42%	43%	36%	40%	42%	38%	42%	37%	41%	40%	44%	43%	42%	40%	41%	**	
	223	246	193	228	240	196	283	227	211	2048	215	130	76	1770	694		
										-							
Neither satisfied or dissatisfied	15%	18%	17%	23%	23%	21%	20%	21%	20%	20%	22%	19%	21%	20%	21%	**	
	82	104	89	133	134	108	134	131	102	1017	106	57	38	858	358		
										-							
Fairly dissatisfied	7%	13%	16%	11%	12%	13%	14%	18%	15%	13%	13%	11%	9%	13%	13%	**	
	36	74	84	61	72	66	92	113	75	673	65	34	17	573	215		
			a					A	a	-	a						
Very dissatisfied (5)	8%	6%	8%	4%	4%	7%	5%	6%	9%	6%	5%	5%	4%	5%	7%	**	
	43	34	41	21	21	36	31	38	44	308	24	17	7	236	119		
										-							
I don't know	1%	2%	0%	1%	1%	1%	1%	1%	2%	1%	1%	1%	0%	1%	1%	**	
	4	11	1	4	6	4	4	5	8	46	4	2	0	39	14		
										-							
NET: Satisfied	69%	61%	60%	62%	60%	59%	62%	54%	56%	60%	59%	64%	66%	61%	58%	**	
	366	354	315	349	345	308	418	330	288	3071	287	195	120	2682	983		
	h i									-							
NET: Dissatisfied	15%	19%	24%	14%	16%	20%	18%	24%	23%	19%	18%	17%	13%	18%	20%	**	
	78	108	125	81	93	102	123	151	120	981	90	51	24	809	334		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	2.3	2.4	2.5	2.3	2.4	2.5	2.4	2.6	2.6	2.4	2.5	2.4	2.3	2.4	2.5	2.4	
Standard Deviation	1.2	1.1	1.2	1.0	1.0	1.2	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.4	
Unweighted base	375	420	393	409	422	390	504	451	377	3741	764	740	730	3971	1992	12	
Weighted base	526	566	528	563	572	518	674	612	510	5069	483	303	182	4349	1675	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	23%	20%	13%	20%	19%	18%	22%	23%	19%	30%
	86	1118	99	170	258	216	145	317	1100	101
				a	a	a	a	A		A
Fairly satisfied	38%	41%	39%	42%	40%	42%	41%	41%	41%	40%
	142	2327	286	352	525	487	267	552	2328	134
Neither satisfied or dissatisfied	17%	20%	25%	19%	21%	20%	19%	18%	20%	14%
	63	1155	184	158	279	230	127	240	1163	47
									b	
Fairly dissatisfied	17%	13%	15%	15%	14%	13%	12%	11%	13%	12%
	64	726	109	124	185	150	77	145	748	42
Very dissatisfied (5)	5%	6%	6%	5%	5%	7%	5%	6%	6%	2%
	19	337	48	40	71	83	35	79	348	6
									b	
I don't know	1%	1%	2%	0%	1%	1%	0%	2%	1%	1%
	4	49	12	3	11	7	0	21	47	4
NET: Satisfied	60%	60%	52%	62%	59%	60%	63%	64%	60%	70%
	228	3446	385	522	782	703	412	870	3427	235
				a	a	a	a	A		a
NET: Dissatisfied	22%	19%	21%	19%	19%	20%	17%	16%	19%	14%
	83	1063	156	164	257	233	112	223	1096	48
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	2.4	2.4	2.6	2.4	2.5	2.5	2.4	2.3	2.5	2.1
Standard Deviation	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1
Unweighted base	399	5576	767	838	1444	1326	664	936	5749	206
Weighted base	373	5664	725	844	1318	1165	651	1334	5687	329
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	29%	35%	26%	30%	29%	30%	28%	29%	29%
	1776	802	974	459	437	458	421	861	914
	-	B							
Fairly satisfied	43%	41%	44%	43%	42%	43%	43%	42%	44%
	2600	946	1654	654	637	659	649	1246	1354
	-								
Neither satisfied or dissatisfied	18%	12%	21%	19%	17%	17%	18%	19%	16%
	1076	276	800	283	253	264	276	564	512
	-		A						
Fairly dissatisfied	5%	4%	5%	4%	6%	3%	5%	4%	5%
	279	91	188	65	87	47	79	130	149
	-				c		c		
Very dissatisfied (5)	2%	1%	2%	2%	1%	2%	2%	2%	2%
	99	34	65	26	21	28	24	49	50
	-								
I don't know	4%	7%	2%	3%	5%	6%	4%	4%	4%
	260	166	94	40	72	87	61	134	127
	-	B			a	a			
NET: Satisfied	72%	76%	70%	73%	71%	72%	71%	71%	73%
	4376	1748	2628	1114	1074	1118	1070	2107	2269
	-	B							
NET: Dissatisfied	6%	5%	7%	6%	7%	5%	7%	6%	6%
	378	124	253	92	108	75	103	179	199
	-								
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.0	1.9	2.1	2.0	2.0	2.0	2.1	2.0	2.0
Standard Deviation	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9
Unweighted base	5816	1026	4790	1483	1446	1454	1433	2781	3035
Weighted base	5830	2148	3682	1489	1435	1458	1448	2850	2979
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	26%	30%	30%	29%	29%	29%	28%	30%	30%	27%	31%	30%	29%	29%
	222	584	584	188	385	197	905	871	414	491	403	468	939	835
					-		-	-						
Fairly satisfied	45%	43%	42%	44%	42%	40%	44%	41%	41%	47%	39%	42%	45%	40%
	385	833	823	287	557	272	1431	1169	571	860	520	649	1444	1144
					-		-	-		c e			b	
Neither satisfied or dissatisfied	16%	19%	17%	16%	18%	19%	17%	18%	18%	17%	19%	18%	17%	19%
	139	367	335	103	236	133	550	526	243	307	255	271	537	529
					-		-	-						
Fairly dissatisfied	4%	4%	5%	5%	5%	6%	5%	4%	6%	4%	4%	4%	4%	5%
	38	73	95	34	73	39	165	113	87	79	57	56	132	146
					-		-	-						
Very dissatisfied (5)	1%	1%	2%	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%	2%
	11	27	45	11	16	5	52	47	18	34	21	25	53	45
					-		-	-						
I don't know	7%	3%	3%	5%	5%	6%	4%	5%	4%	4%	5%	5%	3%	5%
	58	66	67	30	70	40	124	136	53	72	63	73	106	151
	b c				-		-	-						a
NET: Satisfied	71%	73%	72%	73%	70%	68%	72%	71%	71%	73%	70%	72%	74%	69%
	607	1417	1407	475	943	469	2336	2040	985	1351	923	1117	2383	1980
					-		-	-					b	
NET: Dissatisfied	6%	5%	7%	7%	7%	6%	7%	6%	8%	6%	6%	5%	6%	7%
	49	99	140	45	89	44	218	160	105	113	78	82	185	190
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0
Standard Deviation	0.9	0.9	1.0	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9
Unweighted base	790	1926	1891	655	1207	554	3181	2635	1372	1809	1175	1460	3030	2754
Weighted base	794	1883	1882	623	1267	647	3103	2726	1333	1771	1257	1469	3104	2699
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	35%	28%	33%	28%	35%	28%	25%	29%	26%	29%	24%	30%	34%	30%	26%	**	
	185	160	173	161	201	145	171	176	136	1509	116	90	61	1332	440		
	k				k					-			k	b			
Fairly satisfied	43%	42%	41%	38%	42%	41%	51%	36%	45%	42%	47%	42%	45%	42%	44%	**	
	229	244	215	217	243	216	344	220	235	2162	227	129	82	1854	739		
							d h			-	h						
Neither satisfied or dissatisfied	13%	19%	18%	18%	16%	21%	16%	22%	17%	18%	18%	19%	12%	17%	19%	**	
	68	107	95	102	93	108	110	137	90	910	89	56	21	746	327		
										-							
Fairly dissatisfied	5%	4%	6%	4%	3%	3%	4%	7%	6%	5%	5%	4%	2%	4%	6%	**	
	26	23	30	21	20	17	24	43	30	236	26	12	4	174	105		
										-					a		
Very dissatisfied (5)	2%	1%	2%	1%	1%	3%	2%	1%	3%	2%	1%	3%	0%	2%	1%	**	
	9	6	9	5	3	13	14	7	17	84	7	8	1	75	24		
										-							
I don't know	2%	6%	2%	11%	3%	4%	2%	5%	2%	4%	5%	3%	7%	5%	3%	**	
	11	36	8	60	19	23	16	32	9	216	23	9	13	206	55		
		a c g i		A C e f G h i k l				c		-	c		a c g i l				
NET: Satisfied	78%	70%	73%	67%	77%	69%	76%	64%	72%	72%	70%	72%	79%	73%	70%	**	
	414	403	388	378	444	360	515	396	371	3670	343	219	144	3186	1179		
	d h				h		h			-			h				
NET: Dissatisfied	7%	5%	7%	5%	4%	6%	6%	8%	9%	6%	7%	7%	3%	6%	8%	**	
	36	29	39	26	23	31	38	50	48	320	33	20	5	249	129		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	1.9	2.0	2.0	2.0	1.9	2.1	2.0	2.1	2.1	2.0	2.1	2.0	1.8	2.0	2.1	2.0	
Standard Deviation	0.9	0.9	0.9	0.9	0.8	0.9	0.9	1.0	1.0	0.9	0.9	0.9	0.8	0.9	0.9	0.7	
Unweighted base	370	408	386	389	414	377	496	433	377	3650	740	725	701	3859	1945	12	
Weighted base	518	540	521	506	560	499	662	584	509	4900	465	295	170	4182	1634	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	33%	29%	24%	29%	29%	27%	29%	34%	29%	30%
	125	1651	179	250	383	317	192	455	1671	101
								a		
Fairly satisfied	35%	43%	37%	43%	44%	45%	41%	42%	43%	34%
	132	2468	275	368	590	529	265	573	2481	114
		a							b	
Neither satisfied or dissatisfied	19%	18%	22%	17%	18%	18%	19%	14%	18%	15%
	71	1005	165	144	242	216	122	188	1016	49
			f							
Fairly dissatisfied	7%	4%	6%	5%	4%	6%	4%	3%	4%	8%
	27	252	44	45	49	65	29	46	250	28
										a
Very dissatisfied (5)	3%	2%	2%	1%	2%	1%	2%	1%	2%	3%
	10	89	18	12	24	16	11	18	88	11
I don't know	3%	4%	7%	3%	3%	2%	5%	6%	4%	9%
	12	248	55	28	40	28	33	75	226	31
			b C D				d	c d		A
NET: Satisfied	68%	72%	62%	73%	73%	72%	70%	76%	72%	64%
	257	4119	454	618	973	846	456	1028	4152	215
				A	A	A	a	A	b	
NET: Dissatisfied	10%	6%	8%	7%	5%	7%	6%	5%	6%	12%
	37	341	62	57	73	82	40	64	339	39
	b									A
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	2.1	2.0	2.2	2.0	2.0	2.1	2.0	1.9	2.0	2.1
Standard Deviation	1.0	0.9	1.0	0.9	0.9	0.9	0.9	0.9	0.9	1.1
Unweighted base	396	5420	738	820	1420	1301	645	892	5607	190
Weighted base	365	5464	682	819	1288	1143	618	1280	5507	303
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	18%	20%	17%	18%	21%	18%	16%	19%	18%
	1118	473	646	283	320	273	243	566	553
	-	b			d				
Fairly satisfied	29%	25%	31%	30%	28%	29%	29%	28%	30%
	1768	583	1185	459	424	450	436	849	919
	-		A						
Neither satisfied or dissatisfied	24%	17%	29%	24%	26%	22%	25%	24%	24%
	1466	385	1081	364	392	337	374	709	757
	-		A						
Fairly dissatisfied	5%	2%	6%	5%	5%	4%	5%	5%	4%
	282	58	224	70	69	69	74	147	135
	-		A						
Very dissatisfied (5)	2%	2%	2%	2%	3%	2%	2%	3%	2%
	141	52	89	28	38	37	38	82	59
	-								
I don't know	22%	33%	15%	21%	18%	25%	23%	21%	22%
	1315	764	551	326	265	380	344	631	683
	-	B				B	b		
NET: Satisfied	47%	46%	48%	49%	49%	47%	45%	47%	47%
	2886	1056	1830	742	743	722	679	1415	1471
	-								
NET: Dissatisfied	7%	5%	8%	6%	7%	7%	7%	8%	6%
	423	110	314	98	108	106	112	229	194
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.3	2.1	2.4	2.3	2.3	2.3	2.3	2.3	2.3
Standard Deviation	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Unweighted base	4911	729	4182	1226	1259	1233	1193	2347	2564
Weighted base	4775	1550	3225	1203	1242	1165	1165	2353	2423
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	19%	20%	19%	15%	14%	14%	17%	20%	19%	16%	20%	20%	20%	17%
	165	398	365	97	191	94	549	569	259	291	266	303	628	488
		f			-		-	-						
Fairly satisfied	34%	31%	28%	24%	24%	24%	29%	29%	27%	30%	27%	32%	31%	27%
	293	603	554	154	318	165	927	841	371	557	353	488	1001	759
	c D f	d f			-		-	-					b	
Neither satisfied or dissatisfied	22%	24%	24%	28%	26%	24%	24%	24%	24%	24%	24%	25%	23%	26%
	191	463	464	185	349	164	765	701	331	434	322	379	724	732
					-		-	-						a
Fairly dissatisfied	5%	5%	4%	4%	4%	4%	5%	5%	5%	4%	5%	5%	5%	4%
	43	103	85	25	52	27	150	132	73	77	61	71	167	114
					-		-	-						
Very dissatisfied (5)	2%	2%	3%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%
	15	46	58	10	22	12	80	61	38	42	32	29	80	60
					-		-	-						
I don't know	17%	17%	22%	28%	30%	33%	23%	20%	23%	24%	22%	18%	19%	24%
	147	337	423	182	406	227	755	559	314	441	287	273	610	696
			a b	A B c	-	A B C	-	-	f	f				A
NET: Satisfied	54%	51%	47%	38%	38%	38%	46%	49%	45%	46%	47%	51%	51%	44%
	457	1000	919	251	509	258	1477	1410	629	847	619	791	1629	1247
	c D F	D F	d f		-		-	-				c d	B	
NET: Dissatisfied	7%	8%	7%	5%	5%	6%	7%	7%	8%	6%	7%	6%	8%	6%
	58	149	143	35	73	38	231	192	111	119	93	99	247	174
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.2	2.3	2.3	2.4	2.4	2.3	2.3	2.3	2.3	2.3	2.3	2.2	2.3	2.3
Standard Deviation	0.9	1.0	1.0	0.9	0.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Unweighted base	728	1692	1569	511	922	411	2633	2278	1137	1496	1002	1276	2630	2256
Weighted base	706	1612	1526	471	931	460	2472	2303	1071	1401	1033	1269	2600	2154
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	23%	17%	21%	17%	21%	17%	20%	17%	14%	19%	15%	19%	16%	19%	16%	**	
	122	100	113	99	121	90	135	106	75	960	72	57	29	844	270		
										-							
Fairly satisfied	28%	25%	28%	32%	31%	27%	38%	24%	26%	29%	32%	26%	28%	29%	29%	**	
	149	144	149	184	178	139	255	149	134	1481	158	79	50	1279	485		
							b f h i l			-							
Neither satisfied or dissatisfied	20%	23%	32%	19%	26%	21%	21%	25%	27%	24%	26%	29%	18%	23%	28%	**	
	108	131	172	107	150	111	140	157	140	1216	127	90	34	989	474		
			a d f g m							-		d M			a		
Fairly dissatisfied	4%	4%	5%	4%	2%	6%	6%	4%	7%	5%	5%	4%	3%	5%	5%	**	
	19	21	26	25	14	31	40	28	35	239	25	13	5	201	81		
										-							
Very dissatisfied (5)	1%	1%	2%	1%	2%	3%	3%	4%	4%	2%	2%	3%	2%	2%	2%	**	
	6	4	10	4	14	14	18	27	21	118	12	8	3	103	38		
										-							
I don't know	24%	31%	11%	26%	17%	26%	13%	24%	22%	22%	19%	19%	34%	22%	20%	**	
	126	176	59	147	101	138	90	150	114	1101	94	58	61	972	341		
	C g	C E G i K l		C e G		C e G k		C G	c g	-	c g	c	C E G i K L				
NET: Satisfied	51%	42%	50%	50%	52%	44%	57%	41%	40%	48%	47%	45%	44%	48%	45%	**	
	271	244	262	283	300	228	390	254	208	2441	230	136	80	2123	755		
					i		B f H I k l m			-							
NET: Dissatisfied	5%	4%	7%	5%	5%	9%	9%	9%	11%	7%	8%	7%	4%	7%	7%	**	
	25	25	36	29	28	45	58	55	56	357	37	21	8	304	119		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	2.1	2.2	2.3	2.2	2.2	2.3	2.2	2.4	2.5	2.3	2.4	2.3	2.2	2.3	2.4	2.0	
Standard Deviation	0.9	0.9	1.0	0.9	1.0	1.0	1.0	1.1	1.1	1.0	1.0	1.0	0.9	1.0	1.0	0.8	
Unweighted base	311	325	344	335	365	307	447	361	311	3106	625	618	562	3264	1637	10	
Weighted base	404	400	470	419	478	384	589	466	404	4014	393	247	121	3416	1348	11	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	29%	18%	17%	19%	18%	18%	18%	19%	18%	17%
	109	1009	128	158	241	208	120	264	1057	57
	B									
Fairly satisfied	28%	29%	30%	29%	29%	32%	31%	25%	30%	23%
	105	1663	222	245	388	376	205	332	1692	75
						f			b	
Neither satisfied or dissatisfied	21%	24%	27%	23%	28%	25%	24%	18%	24%	20%
	81	1385	196	196	373	298	157	246	1388	66
			f		F	f				
Fairly dissatisfied	7%	5%	6%	4%	5%	5%	4%	4%	5%	4%
	25	257	41	31	63	61	28	59	268	12
Very dissatisfied (5)	4%	2%	2%	2%	2%	2%	3%	2%	2%	2%
	15	126	15	18	30	25	21	32	134	7
I don't know	11%	22%	18%	24%	18%	17%	18%	31%	21%	35%
	42	1273	134	199	234	204	119	423	1195	116
		A		c d				A b C D E		A
NET: Satisfied	57%	47%	48%	47%	47%	50%	50%	44%	48%	39%
	214	2672	351	402	628	584	325	596	2748	132
	b								b	
NET: Dissatisfied	11%	7%	8%	6%	7%	7%	8%	7%	7%	6%
	40	383	56	49	93	85	49	90	402	20
	b									
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	2.2	2.3	2.3	2.2	2.3	2.3	2.3	2.2	2.3	2.3
Standard Deviation	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Unweighted base	366	4545	649	695	1232	1120	558	657	4744	149
Weighted base	335	4440	602	648	1094	968	531	932	4539	218
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	19%	22%	17%	19%	21%	19%	17%	20%	18%
	1151	512	639	291	311	299	251	597	554
	-	B							
Fairly satisfied	34%	31%	35%	35%	32%	33%	35%	33%	35%
	2060	727	1333	543	483	509	526	978	1082
	-		a						
Neither satisfied or dissatisfied	29%	21%	33%	28%	30%	27%	29%	29%	28%
	1745	481	1264	434	450	423	439	869	876
	-		A						
Fairly dissatisfied	3%	2%	4%	2%	3%	4%	4%	4%	3%
	207	42	165	38	47	62	61	105	102
	-		A						
Very dissatisfied (5)	1%	1%	1%	1%	1%	1%	1%	1%	1%
	67	17	49	14	17	19	17	37	30
	-								
I don't know	14%	23%	9%	14%	13%	15%	14%	13%	15%
	860	535	325	210	199	234	216	398	462
	-	B							
NET: Satisfied	53%	54%	52%	55%	53%	52%	51%	53%	53%
	3211	1239	1972	833	794	807	777	1575	1636
	-								
NET: Dissatisfied	4%	3%	6%	3%	4%	5%	5%	5%	4%
	274	59	215	51	64	80	78	142	132
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	2.2	2.1	2.3	2.2	2.2	2.2	2.3	2.2	2.2
Standard Deviation	0.9	0.9	0.9	0.8	0.9	0.9	0.9	0.9	0.9
Unweighted base	5350	854	4496	1355	1336	1352	1307	2567	2783
Weighted base	5230	1779	3451	1319	1308	1311	1293	2586	2644
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	19%	21%	20%	14%	14%	13%	17%	21%	18%	16%	21%	21%	21%	17%
	158	414	397	93	183	89	556	595	253	303	272	324	659	491
	f	d F	d f		-		-	-				d	b	
Fairly satisfied	41%	34%	32%	30%	32%	33%	33%	35%	31%	35%	34%	35%	36%	32%
	351	663	622	198	424	226	1071	989	428	642	449	540	1147	906
	b C d f				-		-	-					b	
Neither satisfied or dissatisfied	23%	28%	30%	33%	31%	30%	30%	27%	32%	30%	26%	27%	27%	31%
	196	537	591	215	421	206	983	762	437	546	343	419	852	879
			a	a	-		-	-						a
Fairly dissatisfied	4%	4%	3%	2%	2%	1%	3%	3%	4%	3%	3%	4%	4%	3%
	38	85	59	15	25	10	109	99	52	57	43	56	129	78
	f	f			-		-	-					b	
Very dissatisfied (5)	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	8	26	26	4	7	3	36	30	12	24	11	20	39	27
					-		-	-						
I don't know	12%	12%	13%	19%	21%	22%	15%	13%	15%	15%	15%	12%	12%	16%
	101	224	254	127	278	154	473	386	203	271	203	183	385	470
				a B c	-	A B C	-	-						A
NET: Satisfied	60%	55%	52%	45%	45%	46%	50%	55%	49%	51%	55%	56%	56%	49%
	509	1077	1019	291	606	315	1626	1585	681	945	721	864	1806	1397
	c D F	D f	d f		-		-	-				c	B	
NET: Dissatisfied	5%	6%	4%	3%	2%	2%	4%	5%	5%	4%	4%	5%	5%	4%
	46	110	85	19	32	13	145	129	64	80	53	76	167	105
	f	f			-		-	-					b	
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	2.2	2.2	2.2	2.3	2.3	2.3	2.3	2.2	2.3	2.3	2.2	2.2	2.2	2.3
Standard Deviation	0.9	0.9	0.9	0.8	0.8	0.8	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9
Unweighted base	758	1810	1736	579	1046	467	2914	2436	1253	1661	1075	1361	2837	2486
Weighted base	751	1724	1695	526	1059	534	2754	2476	1183	1571	1117	1359	2825	2381
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	27%	17%	20%	19%	22%	18%	22%	13%	15%	19%	13%	22%	21%	20%	16%	**	
	143	101	105	108	130	92	148	80	77	982	63	67	39	878	271		
	b f H i K				h k		h k			-		h K	k	b			
Fairly satisfied	35%	32%	32%	29%	33%	37%	41%	28%	37%	34%	35%	30%	40%	34%	33%	**	
	184	183	171	162	191	194	277	172	191	1727	170	91	72	1503	551		
							d h			-			l				
Neither satisfied or dissatisfied	25%	29%	35%	26%	29%	24%	26%	32%	30%	28%	32%	31%	20%	27%	33%	**	
	134	168	187	147	166	124	174	200	157	1456	157	95	37	1176	563		
			f m							-	m	m			A		
Fairly dissatisfied	2%	3%	5%	3%	4%	3%	4%	3%	3%	3%	3%	2%	4%	4%	3%	**	
	12	18	25	18	25	17	26	21	15	177	16	8	7	160	47		
										-							
Very dissatisfied (5)	1%	0%	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	**	
	3	2	3	5	4	9	11	7	11	55	7	3	1	45	21		
										-							
I don't know	10%	18%	7%	22%	11%	16%	6%	22%	13%	14%	15%	13%	14%	14%	14%	**	
	53	105	38	127	64	86	42	136	67	718	75	40	26	624	236		
		a C e G		A C E G i k l	g	a c G		A C E G i k l	g	-	C G	c g	c g				
NET: Satisfied	62%	49%	52%	48%	55%	55%	63%	41%	52%	53%	48%	52%	61%	54%	49%	**	
	327	284	276	270	321	286	425	252	268	2709	232	159	111	2382	822		
	b d H K		h		H	h	b c D H i K l		h	-		h	d H K l	b			
NET: Dissatisfied	3%	3%	5%	4%	5%	5%	5%	5%	5%	5%	5%	3%	4%	5%	4%	**	
	16	20	28	23	28	26	37	28	25	232	23	10	8	206	68		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Average	2.1	2.2	2.3	2.2	2.2	2.2	2.2	2.4	2.3	2.2	2.4	2.2	2.1	2.2	2.3	2.3	
Standard Deviation	0.9	0.8	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.8	0.9	0.9	0.9	0.9	0.7	
Unweighted base	351	370	364	353	386	343	475	379	339	3360	672	661	657	3565	1773	12	
Weighted base	477	472	491	440	515	436	636	480	451	4397	412	264	156	3764	1453	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Very satisfied (1)	24%	19%	16%	19%	18%	17%	19%	23%	19%	16%	
	91	1060	121	157	239	201	125	307	1094	53	
	b										
Fairly satisfied	31%	34%	33%	33%	34%	36%	32%	34%	34%	27%	
	118	1942	243	278	448	425	209	458	1964	89	
									b		
Neither satisfied or dissatisfied	26%	29%	30%	31%	30%	31%	29%	23%	29%	26%	
	97	1649	221	262	398	363	191	311	1652	85	
			f	f	f	f					
Fairly dissatisfied	7%	3%	4%	3%	3%	4%	5%	2%	3%	2%	
	25	182	32	26	43	47	29	29	198	8	
	b										
Very dissatisfied (5)	3%	1%	1%	1%	1%	1%	2%	1%	1%	1%	
	9	57	9	11	14	11	12	10	63	3	
	b										
I don't know	10%	14%	15%	13%	14%	11%	13%	18%	13%	28%	
	37	823	111	113	187	125	84	241	762	95	
								d		A	
NET: Satisfied	55%	53%	49%	51%	52%	53%	51%	56%	53%	43%	
	209	3002	364	435	687	626	335	765	3058	142	
									b		
NET: Dissatisfied	9%	4%	6%	4%	4%	5%	6%	3%	5%	3%	
	34	239	41	37	57	58	41	39	261	11	
	B										
Effective Column n											
	251	3461	480	519	895	822	410	587	3570	129	
Average	2.2	2.2	2.3	2.3	2.3	2.3	2.3	2.1	2.2	2.2	
Standard Deviation	1.0	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	
Unweighted base	377	4973	684	762	1298	1213	611	782	5175	157	
Weighted base	340	4890	626	734	1142	1047	567	1114	4971	239	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG5: How would you rate your overall satisfaction with Royal Mail? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	38%	49%	31%	38%	39%	39%	34%	38%	37%
	2295	1132	1162	587	581	610	516	1146	1148
	-	B							
Fairly satisfied	46%	43%	49%	47%	44%	46%	49%	44%	49%
	2826	988	1838	712	659	715	740	1316	1510
	-		A						a
Neither satisfied nor dissatisfied	11%	6%	15%	11%	12%	10%	13%	12%	11%
	699	136	563	173	187	149	189	362	336
	-		A						
Fairly dissatisfied	3%	2%	4%	3%	4%	3%	3%	3%	3%
	180	35	146	44	54	43	39	96	85
	-		A						
Very dissatisfied (5)	1%	0%	1%	0%	1%	1%	1%	1%	1%
	61	11	50	5	20	16	19	43	17
	-		a					b	
I don't know	0%	1%	0%	0%	0%	1%	0%	1%	0%
	30	13	17	7	6	13	5	21	9
	-								
NET: Satisfied	84%	92%	79%	85%	82%	86%	83%	83%	86%
	5121	2120	3000	1299	1240	1325	1256	2462	2658
	-	B							a
NET: Dissatisfied	4%	2%	5%	3%	5%	4%	4%	5%	3%
	241	46	195	49	74	59	58	139	102
	-		A					b	
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	1.8	1.6	2.0	1.8	1.9	1.8	1.9	1.8	1.8
Unweighted base	5994	1105	4889	1516	1490	1509	1479	2862	3132
Weighted base	6060	2301	3759	1522	1501	1532	1504	2963	3097
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG5: How would you rate your overall satisfaction with Royal Mail? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	34%	35%	40%	39%	40%	41%	37%	39%	39%	34%	39%	39%	38%	37%
	289	686	783	252	535	285	1179	1116	544	635	515	600	1235	1054
			a b		-	a b	-	-						
Fairly satisfied	50%	47%	44%	48%	46%	45%	48%	45%	45%	50%	46%	44%	46%	47%
	429	921	856	313	620	307	1538	1288	626	912	612	676	1471	1343
					-		-	-						
Neither satisfied nor dissatisfied	11%	12%	12%	9%	10%	10%	11%	12%	11%	12%	10%	13%	11%	12%
	96	239	230	62	133	71	362	336	148	215	137	199	355	335
					-		-	-						
Fairly dissatisfied	2%	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	3%	3%
	21	68	53	19	38	19	104	77	43	61	30	47	91	89
					-		-	-						
Very dissatisfied (5)	0%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	4	23	25	5	8	3	33	27	18	15	13	14	40	19
					-		-	-						
I don't know	2%	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%
	14	12	2	1	2	1	11	19	7	4	13	6	17	9
	c				-		-	-						
NET: Satisfied	84%	82%	84%	87%	86%	86%	84%	84%	84%	84%	85%	83%	84%	84%
	718	1606	1639	565	1155	592	2717	2403	1170	1547	1127	1276	2707	2397
					-		-	-						
NET: Dissatisfied	3%	5%	4%	4%	4%	3%	4%	4%	4%	4%	3%	4%	4%	4%
	24	91	78	24	47	23	137	104	61	76	43	61	131	109
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	1.8	1.9	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.9	1.8	1.8	1.8	1.8
Unweighted base	825	1966	1945	676	1256	582	3274	2720	1412	1862	1210	1510	3099	2863
Weighted base	839	1937	1947	651	1335	686	3217	2843	1379	1838	1307	1536	3193	2842
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG5: How would you rate your overall satisfaction with Royal Mail? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Very satisfied (1)	44%	41%	37%	44%	37%	34%	37%	34%	30%	38%	35%	41%	41%	38%	36% **	
	230	239	194	250	217	176	253	207	155	1922	172	125	75	1678	612	
	i			i						-						
Fairly satisfied	44%	43%	46%	42%	48%	48%	46%	48%	52%	46%	49%	44%	46%	46%	48% **	
	235	249	244	235	280	251	310	293	272	2370	240	133	84	2013	807	
										-						
Neither satisfied nor dissatisfied	8%	11%	13%	11%	11%	13%	13%	13%	12%	12%	11%	11%	9%	11%	11% **	
	44	62	69	62	61	68	85	82	60	593	56	33	17	502	194	
										-						
Fairly dissatisfied	2%	4%	3%	2%	2%	2%	3%	4%	3%	3%	3%	3%	3%	3%	3% **	
	13	25	17	9	14	12	20	25	16	152	13	10	5	130	50	
										-						
Very dissatisfied (5)	1%	0%	1%	1%	0%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1% **	
	6	1	4	5	3	10	8	5	11	53	4	3	1	43	17	
										-						
I don't know	0%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%	0%	0% **	
	1	0	0	5	5	5	3	5	4	27	3	0	0	22	8	
										-						
NET: Satisfied	88%	85%	83%	86%	86%	82%	83%	81%	82%	84%	85%	85%	87%	84%	84% **	
	465	488	439	485	497	428	563	500	427	4291	412	258	159	3691	1419	
										-						
NET: Dissatisfied	4%	5%	4%	3%	3%	4%	4%	5%	5%	4%	3%	4%	4%	4%	4% **	
	20	26	21	15	16	21	28	30	27	204	17	13	7	173	67	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Average	1.7	1.8	1.9	1.7	1.8	1.9	1.8	1.9	1.9	1.8	1.8	1.8	1.8	1.8	1.8	1.9
Unweighted base	376	425	394	409	424	389	506	451	380	3754	765	744	731	3983	1999	12
Weighted base	529	576	529	562	574	517	676	612	514	5089	484	305	182	4366	1681	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG5: How would you rate your overall satisfaction with Royal Mail? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	37%	38%	33%	43%	35%	35%	39%	42%	37%	51%
	140	2154	240	367	462	407	252	568	2118	171
				A c d				a c d		A
Fairly satisfied	38%	47%	46%	42%	49%	48%	47%	45%	47%	35%
	143	2683	342	358	645	558	309	614	2702	118
		a							b	
Neither satisfied nor dissatisfied	16%	11%	14%	12%	12%	13%	9%	9%	11%	10%
	60	638	105	98	162	151	56	126	657	33
	b									
Fairly dissatisfied	5%	3%	5%	2%	3%	3%	4%	2%	3%	2%
	20	160	38	14	37	37	23	30	172	8
	b		b							
Very dissatisfied (5)	3%	1%	1%	1%	1%	1%	2%	0%	1%	0%
	10	50	7	9	15	14	10	5	61	0
	b									
I don't know	1%	0%	1%	0%	1%	0%	0%	1%	0%	1%
	3	27	4	1	7	5	0	13	23	3
NET: Satisfied	75%	85%	79%	86%	83%	82%	86%	87%	84%	87%
	284	4837	582	725	1107	965	561	1181	4820	289
		A		a			a	a d		
NET: Dissatisfied	8%	4%	6%	3%	4%	4%	5%	3%	4%	2%
	30	211	46	23	53	51	33	35	233	8
	b		b f							
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	2.0	1.8	2.0	1.7	1.9	1.9	1.8	1.7	1.8	1.6
Unweighted base	402	5592	773	841	1447	1327	664	942	5769	206
Weighted base	374	5686	732	846	1322	1167	651	1342	5710	331
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG6: Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	39%	50%	32%	40%	42%	39%	36%	39%	38%
	2372	1148	1223	611	629	595	537	1178	1194
	-	B			d				
Fairly satisfied	47%	43%	50%	46%	43%	49%	52%	46%	49%
	2887	1004	1883	705	646	754	783	1365	1522
	-		A			b	a B		a
Neither satisfied nor dissatisfied	10%	5%	14%	11%	12%	9%	10%	11%	10%
	620	108	513	161	177	139	143	316	304
	-		A						
Fairly dissatisfied	2%	1%	3%	2%	3%	2%	2%	2%	2%
	126	29	98	37	38	25	26	65	61
	-		a						
Very dissatisfied (5)	1%	1%	1%	0%	1%	1%	1%	1%	0%
	49	13	35	5	11	17	16	37	11
	-							b	
I don't know	1%	1%	1%	1%	0%	1%	0%	1%	0%
	36	13	23	10	7	15	4	22	14
	-								
NET: Satisfied	86%	93%	82%	86%	85%	87%	87%	85%	87%
	5258	2152	3106	1315	1274	1349	1320	2543	2715
	-	B							a
NET: Dissatisfied	3%	2%	4%	3%	3%	3%	3%	3%	2%
	175	42	133	42	49	42	42	102	73
	-		a					b	
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Average	1.8	1.6	1.9	1.8	1.8	1.8	1.8	1.8	1.8
Unweighted base	5985	1106	4879	1512	1487	1506	1480	2860	3125
Weighted base	6054	2301	3753	1519	1500	1530	1505	2962	3092
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG6: Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	34%	36%	41%	44%	44%	45%	38%	40%	42%	35%	40%	39%	39%	39%
	291	694	792	285	593	310	1233	1138	580	653	533	606	1243	1120
			a b	a b	-	a B	-	-	d					
Fairly satisfied	51%	49%	47%	44%	44%	45%	49%	46%	45%	51%	47%	45%	48%	47%
	434	947	910	289	595	306	1568	1319	626	942	620	699	1545	1335
					-		-	-		c f				
Neither satisfied nor dissatisfied	11%	12%	9%	8%	8%	9%	10%	11%	9%	10%	9%	12%	10%	11%
	93	233	183	52	111	60	314	307	129	184	117	190	308	304
					-		-	-						
Fairly dissatisfied	2%	2%	2%	3%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%
	14	41	41	21	31	9	74	53	33	41	22	31	63	62
					-		-	-						
Very dissatisfied (5)	0%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	0%
	3	21	19	4	6	2	27	22	11	16	13	9	34	14
					-		-	-						
I don't know	2%	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	1%
	18	13	4	1	1	0	13	23	6	7	16	8	18	15
	b C d f				-		-	-						
NET: Satisfied	85%	84%	87%	88%	89%	90%	87%	86%	87%	87%	87%	85%	87%	86%
	725	1641	1702	574	1188	616	2801	2458	1206	1595	1153	1304	2787	2455
					-		-	-						
NET: Dissatisfied	2%	3%	3%	4%	3%	2%	3%	3%	3%	3%	3%	3%	3%	3%
	16	62	59	26	37	11	100	74	44	57	35	40	97	76
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Average	1.8	1.8	1.8	1.7	1.7	1.7	1.8	1.8	1.7	1.8	1.7	1.8	1.8	1.8
Unweighted base	821	1964	1941	676	1257	583	3272	2713	1412	1860	1206	1507	3098	2856
Weighted base	834	1936	1945	651	1336	687	3215	2839	1380	1835	1304	1534	3193	2836
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG6: Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	47%	40%	36%	47%	39%	36%	39%	33%	33%	39%	38%	42%	40%	39%	39%		**
	249	232	188	264	227	188	263	206	170	1987	184	127	73	1714	655		
	h i			h i						-							
Fairly satisfied	43%	46%	53%	39%	49%	50%	46%	50%	51%	47%	49%	46%	48%	47%	48%		**
	229	264	280	222	281	259	315	308	262	2419	239	140	89	2076	802		
			d							-							
Neither satisfied nor dissatisfied	8%	11%	8%	12%	10%	10%	12%	11%	11%	10%	10%	9%	9%	10%	10%		**
	40	62	44	68	55	52	78	70	59	530	49	26	16	451	168		
										-							
Fairly dissatisfied	1%	3%	2%	2%	2%	2%	2%	3%	3%	2%	2%	3%	2%	2%	2%		**
	6	15	10	9	10	10	13	19	13	104	11	8	3	88	39		
										-							
Very dissatisfied (5)	1%	0%	1%	0%	0%	2%	1%	1%	2%	1%	0%	0%	1%	1%	1%		**
	6	2	7	1	1	8	4	7	9	44	2	1	1	33	15		
										-							
I don't know	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%		**
	1	1	0	3	5	5	5	6	5	32	3	1	1	26	10		
										-							
NET: Satisfied	90%	86%	89%	86%	88%	86%	85%	83%	83%	86%	87%	88%	89%	86%	86%		**
	477	496	469	485	508	447	578	514	432	4406	423	268	162	3790	1457		
										-							
NET: Dissatisfied	2%	3%	3%	2%	2%	4%	2%	4%	4%	3%	3%	3%	2%	3%	3%		**
	11	17	16	10	11	18	17	27	22	148	13	10	4	121	54		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236		7
Average	1.7	1.8	1.8	1.7	1.7	1.8	1.8	1.9	1.9	1.8	1.8	1.7	1.7	1.8	1.8		1.9
Unweighted base	376	423	394	410	424	389	504	450	379	3749	765	741	730	3977	1996		12
Weighted base	529	575	529	563	574	517	673	611	513	5084	484	304	182	4362	1679		13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG6: Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	42%	39%	36%	42%	36%	35%	41%	44%	38%	57%
	159	2213	266	359	479	410	267	590	2176	191
				d				c d		A
Fairly satisfied	37%	48%	43%	46%	51%	51%	46%	45%	49%	30%
	140	2747	320	391	676	599	296	605	2781	101
		a							B	
Neither satisfied nor dissatisfied	15%	10%	15%	9%	10%	10%	9%	9%	10%	11%
	55	566	108	78	134	120	58	123	576	35
	b		b c d e f							
Fairly dissatisfied	4%	2%	4%	1%	1%	2%	2%	1%	2%	1%
	16	111	33	12	19	28	15	19	121	5
	b		b c f							
Very dissatisfied (5)	1%	1%	0%	1%	1%	1%	2%	0%	1%	0%
	4	45	3	5	12	11	13	4	49	0
I don't know	1%	1%	1%	0%	1%	0%	0%	1%	1%	1%
	4	32	6	3	8	4	1	14	30	2
NET: Satisfied	79%	87%	80%	88%	87%	86%	87%	88%	86%	87%
	299	4960	586	750	1155	1009	563	1195	4957	292
		a		A	A	a	a	A		
NET: Dissatisfied	5%	3%	5%	2%	2%	3%	4%	2%	3%	1%
	19	155	36	17	32	39	29	23	170	5
	b		b c f				f			
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Average	1.8	1.8	1.9	1.7	1.8	1.8	1.8	1.7	1.8	1.6
Unweighted base	400	5585	770	839	1445	1326	663	942	5760	206
Weighted base	373	5681	730	844	1321	1168	649	1341	5703	332
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	12%	6%	16%	10%	13%	11%	13%	11%	13%
	737	131	605	158	201	177	200	325	411
	-		A						a
Damaged mail	13%	6%	17%	12%	14%	13%	14%	13%	14%
	806	146	660	182	206	203	215	374	432
	-		A						
Delayed mail	18%	10%	23%	16%	19%	18%	20%	18%	19%
	1119	233	887	249	291	279	301	540	579
	-		A						
Mis-delivered mail - you have received someone else's mail or they have received yours	36%	29%	41%	34%	37%	37%	38%	36%	36%
	2213	671	1542	519	556	572	566	1085	1128
	-		A						
Mail that has been tampered with	8%	4%	10%	7%	8%	7%	9%	8%	7%
	459	88	371	108	115	103	134	226	233
	-		A						
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	22%	15%	26%	22%	23%	20%	24%	21%	24%
	1357	357	999	331	347	313	366	617	740
	-		A						a
NET: Problems with Royal Mail's services	53%	40%	61%	50%	54%	53%	56%	51%	54%
	3229	928	2301	760	809	811	849	1536	1692
	-		A				a		
NET: No Problem with Royal Mail's services	47%	60%	39%	50%	46%	47%	44%	49%	46%
	2861	1386	1475	769	698	734	660	1448	1414
	-	B		d					
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	13%	16%	11%	9%	8%	6%	11%	13%	12%	11%	12%	14%	13%	12%
	107	310	217	59	102	43	366	371	168	198	159	212	402	334
	f	c d F	f		-		-	-						
Damaged mail	14%	16%	13%	10%	9%	7%	14%	13%	14%	13%	13%	13%	14%	12%
	119	315	258	68	114	46	437	370	189	247	176	194	463	342
	f	d F	F		-		-	-					b	
Delayed mail	23%	23%	17%	12%	11%	10%	19%	18%	20%	18%	18%	18%	20%	16%
	199	456	324	76	141	66	605	514	281	325	235	279	652	463
	c D F	C D F	d F		-		-	-					b	
Mis-delivered mail - you have received someone else's mail or they have received yours	28%	34%	40%	40%	39%	38%	37%	35%	38%	37%	37%	34%	35%	38%
	241	667	782	260	523	263	1205	1008	522	684	486	521	1129	1075
		a	A b	A	-	a	-	-						
Mail that has been tampered with	9%	11%	6%	4%	4%	3%	7%	8%	8%	7%	8%	8%	9%	6%
	77	213	120	25	49	24	231	228	108	123	107	121	275	181
	d f	C D F			-		-	-					b	
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	25%	26%	21%	19%	17%	15%	24%	21%	25%	22%	21%	21%	24%	20%
	213	514	403	123	226	104	760	596	348	412	271	325	772	579
	d F	c d F	f		-		-	-					b	
NET: Problems with Royal Mail's services	49%	55%	54%	53%	51%	49%	55%	51%	55%	55%	52%	51%	53%	53%
	421	1074	1049	348	684	336	1765	1464	760	1005	681	783	1702	1513
					-		-	-						
NET: No Problem with Royal Mail's services	51%	45%	46%	47%	49%	51%	45%	49%	45%	45%	48%	49%	47%	47%
	431	874	900	305	653	351	1463	1398	626	838	639	759	1508	1337
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 3

	UK nation													Rurality
Column %														
Weighted counts														
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**
Lost mail	12%	13%	14%	10%	12%	14%	12%	13%	12%	12%	10%	11%	10%	12%
	65	75	75	56	71	72	81	79	63	636	50	32	18	518
										-				
Damaged mail	13%	11%	14%	12%	14%	12%	16%	14%	14%	13%	13%	14%	10%	13%
	71	64	73	66	82	61	106	84	74	682	65	41	18	591
										-				
Delayed mail	19%	13%	22%	16%	15%	19%	22%	21%	18%	19%	19%	16%	15%	18%
	100	77	117	92	89	101	149	129	94	948	94	50	27	802
										-				
Mis-delivered mail - you have received someone else's mail or they have received yours	37%	37%	34%	34%	32%	37%	35%	45%	40%	37%	38%	37%	26%	36%
	194	212	178	192	186	191	235	278	205	1870	183	112	48	1565
								c d e g m		-	m	m		
Mail that has been tampered with	8%	6%	6%	7%	9%	7%	11%	9%	6%	8%	6%	7%	4%	8%
	45	33	33	38	55	39	76	53	31	403	29	20	7	339
										-				
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	22%	20%	24%	19%	20%	22%	30%	25%	22%	23%	19%	20%	17%	23%
	115	115	127	110	117	116	206	153	116	1173	92	60	31	1018
							b d e k l m			-				
NET: Problems with Royal Mail's services	52%	50%	57%	48%	50%	51%	57%	62%	56%	54%	51%	53%	39%	53%
	275	290	301	271	290	267	384	382	291	2750	247	160	72	2314
			m				m	b d e f k M	m	-	m	M		
NET: No Problem with Royal Mail's services	48%	50%	43%	52%	50%	49%	43%	38%	44%	46%	49%	47%	61%	47%
	255	287	228	296	289	255	294	234	227	2365	241	144	111	2074
		h		h	h	h				-	h		c g H i k L	
Effective Column n														
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Rural	Unknown
13% **	
218	
13% **	
213	
19% **	
314	
38% **	
644	
7% **	
121	
20% **	
336	
54% **	
907	
46% **	
782	
1236	7
B	C

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	
Lost mail	26%	11%	16%	12%	12%	15%	12%	7%	12%	
	100	637	117	100	162	179	81	98	709	
	B		F	f	f	F	f		b	
Damaged mail	28%	12%	16%	11%	14%	17%	15%	7%	14%	
	106	700	121	97	190	201	97	100	787	
	B		b F	f	F	b F	F		B	
Delayed mail	34%	17%	20%	17%	19%	22%	22%	13%	19%	
	129	990	151	146	248	261	140	173	1097	
	B		f		f	F	f		B	
Mis-delivered mail - you have received someone else's mail or they have received yours	43%	36%	38%	38%	37%	40%	37%	30%	37%	
	162	2051	283	325	485	470	238	412	2135	
	b		f	f		F			B	
Mail that has been tampered with	26%	6%	10%	5%	7%	10%	8%	6%	8%	
	99	361	75	43	98	112	52	79	431	
	B		b f			b f				
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	36%	21%	22%	22%	22%	26%	23%	19%	23%	
	136	1221	161	186	292	310	150	257	1312	
	B					f			B	
NET: Problems with Royal Mail's services	67%	52%	55%	56%	54%	58%	55%	44%	54%	
	254	2974	408	471	722	675	360	593	3110	
	B		F	F	F	F	f		B	
NET: No Problem with Royal Mail's services	33%	48%	45%	44%	46%	42%	45%	56%	46%	
	123	2738	328	376	607	497	290	762	2623	
		A						A B C D e		
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	
Columns	A	B	A	B	C	D	E	F	A	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

NET: Internet non-user
8%
25
5%
18
7%
22
23%
75
8%
26
13%
42
34%
115
66%
219
A
129
B

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 1 - Those with problems

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	23%	14%	26%	21%	25%	22%	24%	21%	24%
	737	131	605	158	201	177	200	325	411
	-		A						
Damaged mail	25%	16%	29%	24%	25%	25%	25%	24%	26%
	806	146	660	182	206	203	215	374	432
	-		A						
Delayed mail	35%	25%	39%	33%	36%	34%	35%	35%	34%
	1119	233	887	249	291	279	301	540	579
	-		A						
Mis-delivered mail - you have received someone else's mail or they have received yours	69%	72%	67%	68%	69%	70%	67%	71%	67%
	2213	671	1542	519	556	572	566	1085	1128
	-	b						b	
Mail that has been tampered with	14%	10%	16%	14%	14%	13%	16%	15%	14%
	459	88	371	108	115	103	134	226	233
	-		A						
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	42%	38%	43%	44%	43%	39%	43%	40%	44%
	1357	357	999	331	347	313	366	617	740
	-		a						
NET: Problems with Royal Mail's services	100%	100%	100%	100%	100%	100%	100%	100%	100%
	3229	928	2301	760	809	811	849	1536	1692
	-	-	-	-	-	-	-	-	-
NET: No Problem with Royal Mail's services	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	2170	258	1912	528	549	543	551	1010	1160
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 2 - Those with problems

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	25%	29%	21%	17%	15%	13%	21%	25%	22%	20%	23%	27%	24%	22%
	107	310	217	59	102	43	366	371	168	198	159	212	402	334
	d F	C D F	f		-		-	-				d		
Damaged mail	28%	29%	25%	20%	17%	14%	25%	25%	25%	25%	26%	25%	27%	23%
	119	315	258	68	114	46	437	370	189	247	176	194	463	342
	d F	d F	f		-		-	-					b	
Delayed mail	47%	42%	31%	22%	21%	20%	34%	35%	37%	32%	35%	36%	38%	31%
	199	456	324	76	141	66	605	514	281	325	235	279	652	463
	C D F	C D F	d f		-		-	-					B	
Mis-delivered mail - you have received someone else's mail or they have received yours	57%	62%	75%	75%	76%	78%	68%	69%	69%	68%	71%	67%	66%	71%
	241	667	782	260	523	263	1205	1008	522	684	486	521	1129	1075
			A B	A B	-	A B	-	-						a
Mail that has been tampered with	18%	20%	11%	7%	7%	7%	13%	16%	14%	12%	16%	16%	16%	12%
	77	213	120	25	49	24	231	228	108	123	107	121	275	181
	c D F	C D F			-		-	-					b	
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	51%	48%	38%	35%	33%	31%	43%	41%	46%	41%	40%	42%	45%	38%
	213	514	403	123	226	104	760	596	348	412	271	325	772	579
	C D F	C d F			-		-	-					B	
NET: Problems with Royal Mail's services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	421	1074	1049	348	684	336	1765	1464	760	1005	681	783	1702	1513
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: No Problem with Royal Mail's services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n														
	300	731	712	238	427	189	1220	950	536	684	433	517	1132	1028
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 3 - Those with problems

	UK nation												Rurality	
Column %														
Weighted counts														
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**
Lost mail	24%	26%	25%	21%	24%	27%	21%	21%	22%	23%	20%	20%	25%	22%
	65	75	75	56	71	72	81	79	63	636	50	32	18	518
										-				
Damaged mail	26%	22%	24%	24%	28%	23%	28%	22%	25%	25%	26%	26%	25%	26%
	71	64	73	66	82	61	106	84	74	682	65	41	18	591
										-				
Delayed mail	36%	27%	39%	34%	31%	38%	39%	34%	32%	34%	38%	31%	38%	35%
	100	77	117	92	89	101	149	129	94	948	94	50	27	802
										-				
Mis-delivered mail - you have received someone else's mail or they have received yours	70%	73%	59%	71%	64%	72%	61%	73%	70%	68%	74%	70%	67%	68%
	194	212	178	192	186	191	235	278	205	1870	183	112	48	1565
										-				
Mail that has been tampered with	16%	11%	11%	14%	19%	15%	20%	14%	11%	15%	12%	12%	10%	15%
	45	33	33	38	55	39	76	53	31	403	29	20	7	339
										-				
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	42%	40%	42%	41%	40%	43%	53%	40%	40%	43%	37%	38%	43%	44%
	115	115	127	110	117	116	206	153	116	1173	92	60	31	1018
							k			-				b
NET: Problems with Royal Mail's services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	275	290	301	271	290	267	384	382	291	2750	247	160	72	2314
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: No Problem with Royal Mail's services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Effective Column n														
	128	147	154	146	150	138	202	185	143	1392	277	268	233	1446
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Rural	Unknown
24% **	
218	
24% **	
213	
35% **	
314	
71% **	
644	
13% **	
121	
37% **	
336	
100% **	
907	
-	
0% **	
0	
-	
720	4
B	C

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 4 - Those with problems

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage
Column %									
Weighted counts									
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**
Lost mail	39%	21%	29%	21%	22%	26%	23%	17%	23%
	100	637	117	100	162	179	81	98	709
	B		f			f			
Damaged mail	42%	24%	30%	21%	26%	30%	27%	17%	25%
	106	700	121	97	190	201	97	100	787
	B		b f		f	b F	f		
Delayed mail	51%	33%	37%	31%	34%	39%	39%	29%	35%
	129	990	151	146	248	261	140	173	1097
	B								b
Mis-delivered mail - you have received someone else's mail or they have received yours	64%	69%	69%	69%	67%	70%	66%	70%	69%
	162	2051	283	325	485	470	238	412	2135
Mail that has been tampered with	39%	12%	18%	9%	14%	17%	14%	13%	14%
	99	361	75	43	98	112	52	79	431
	B		b			b			
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	53%	41%	39%	39%	40%	46%	42%	43%	42%
	136	1221	161	186	292	310	150	257	1312
	b								
NET: Problems with Royal Mail's services	100%	100%	100%	100%	100%	100%	100%	100%	100%
	254	2974	408	471	722	675	360	593	3110
	-	-	-	-	-	-	-	-	-
NET: No Problem with Royal Mail's services	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	173	1997	277	316	535	512	257	273	2119
Columns	A	B	A	B	C	D	E	F	A

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

NET: Internet non-user
22%
25
16%
18
19%
22
66%
75
23%
26
a
37%
42
100%
115
-
0%
0
-
49
B

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	9%	5%	12%	9%	9%	9%	10%	9%	9%
	572	108	465	136	142	137	158	280	292
	-		A						
No	89%	95%	85%	90%	88%	90%	88%	89%	89%
	5425	2198	3228	1375	1332	1388	1330	2663	2762
	-	B							
Don't know	2%	0%	2%	1%	2%	1%	1%	1%	2%
	92	9	83	18	32	20	21	41	52
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	10%	12%	9%	5%	5%	5%	9%	9%	11%	8%	9%	10%	11%	7%
	88	243	173	32	68	36	301	271	154	148	124	147	360	210
	d f	c D F	d f		-		-	-					B	
No	87%	85%	90%	95%	94%	94%	89%	89%	88%	91%	89%	89%	87%	91%
	740	1663	1757	618	1262	647	2888	2537	1216	1672	1171	1367	2801	2605
			B	A B c	-	A B c	-	-						A
Don't know	3%	2%	1%	0%	0%	1%	1%	2%	1%	1%	2%	2%	2%	1%
	24	43	19	2	7	4	39	54	16	22	26	28	50	36
	c d f	c d			-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services? by Demographics Part 3

	UK nation												Rurality		
Column %															
Weighted counts															
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	8%	8%	9%	8%	10%	11%	13%	10%	10%	10%	8%	9%	7%	9%	10%	**
	43	49	49	45	56	56	88	60	52	498	37	26	12	410	163	
										-						
No	91%	90%	89%	90%	89%	88%	85%	87%	89%	89%	91%	89%	93%	89%	89%	**
	481	520	472	512	516	462	580	537	461	4540	444	273	169	3906	1508	
										-						
Don't know	1%	1%	2%	2%	1%	1%	2%	3%	1%	2%	1%	2%	1%	2%	1%	**
	6	8	8	9	7	5	11	19	5	78	6	6	2	72	19	
										-						
Effective Column n																
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	25%	8%	12%	10%	8%	12%	10%	5%	10%	4%
	93	479	91	87	113	142	68	71	556	14
	B		c F	f	f	c F	f		b	
No	71%	90%	85%	88%	90%	86%	89%	93%	89%	94%
	270	5156	628	749	1198	1013	578	1260	5099	312
		A			a d			A b D		a
Don't know	4%	1%	2%	1%	1%	1%	1%	2%	1%	2%
	14	78	18	11	18	17	5	23	78	7
	b									
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH3: Did you make a complaint to Royal Mail? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
No	13%	**	14%	12%	14%	19%	10%	12%	15%
	77		65	17	20	25	15	33	44
	-								
Yes, by telephone	23%	**	24%	21%	25%	29%	18%	23%	23%
	131		110	28	35	40	28	63	68
	-								
Yes, by email	23%	**	22%	23%	27%	13%	29%	23%	23%
	132		104	31	38	18	46	64	69
	-				c		c		
Yes, in person (e.g. to the postman/woman)	13%	**	11%	13%	9%	14%	17%	15%	12%
	77		53	18	12	19	27	43	34
	-								
Yes, by letter	5%	**	5%	9%	4%	3%	3%	7%	3%
	29		25	13	6	4	5	20	9
	-							b	
Yes, on an online web forum	13%	**	14%	14%	14%	15%	11%	13%	13%
	76		67	19	19	21	17	37	39
	-								
Yes, by other means	5%	**	4%	4%	4%	2%	9%	3%	7%
	28		20	5	5	2	15	8	19
	-								
Yes, via social media (Facebook, Twitter, etc)	4%	**	5%	4%	4%	5%	3%	4%	4%
	23		22	6	6	6	5	12	11
	-								
NET: Yes	87%	**	86%	88%	86%	81%	90%	88%	85%
	495		400	119	122	112	142	247	248
	-								
Effective Column n									
	435	34	401	109	103	105	119	195	240
Unweighted base	620	49	571	155	147	149	169	278	342
Weighted base	572	108	465	136	142	137	158	280	292
Columns	A	A B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH3: Did you make a complaint to Royal Mail? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
No	14%	10%	19% **		13% **		13%	14%	14%	12%	12%	15%	12%	16%
	12	23	32		9		39	38	22	18	15	22	42	34
					-		-	-						
Yes, by telephone	25%	29%	15% **		22% **		23%	23%	22%	24%	21%	25%	24%	21%
	22	69	25		15		69	63	33	35	26	37	85	45
		c			-		-	-						
Yes, by email	22%	21%	26% **		22% **		23%	23%	21%	25%	23%	23%	23%	24%
	20	52	45		15		69	63	32	37	29	34	82	51
					-		-	-						
Yes, in person (e.g. to the postman/woman)	14%	11%	15% **		17% **		12%	15%	13%	12%	15%	14%	14%	13%
	13	26	26		11		37	40	20	17	19	21	50	26
					-		-	-						
Yes, by letter	6%	7%	4% **		1% **		5%	5%	8%	3%	4%	5%	5%	4%
	5	16	6		1		16	12	12	4	5	7	20	9
					-		-	-						
Yes, on an online web forum	13%	14%	14% **		8% **		15%	11%	14%	16%	16%	8%	16%	9%
	12	35	24		6		45	31	22	23	20	12	57	19
					-		-	-					b	
Yes, by other means	0%	1%	8% **		16% **		6%	4%	6%	6%	4%	3%	2%	9%
	0	3	14		11		18	10	9	8	5	5	9	19
			a b		-		-	-						a
Yes, via social media (Facebook, Twitter, etc)	5%	7%	0% **		0% **		3%	5%	2%	3%	4%	6%	5%	3%
	5	18	0		0		9	14	4	5	5	9	17	6
	c	c			-		-	-						
NET: Yes	86%	90%	81% **		87% **		87%	86%	86%	88%	88%	85%	88%	84%
	76	220	140		59		262	233	132	130	109	125	318	175
					-		-	-						
Effective Column n														
	71	195	124	24	46	22	224	211	109	115	93	119	270	162
Unweighted base	101	277	176	34	66	32	319	301	155	164	132	169	384	231
Weighted base	88	243	173	32	68	36	301	271	154	148	124	147	360	210
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH3: Did you make a complaint to Royal Mail? by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
No	**	**	**	**	11% **		15%	19% **		14%	10%	6%	21%	13%	16% **	
					6		13	12		69	4	1	3	52	25	
										-						
Yes, by telephone	**	**	**	**	16% **		24%	32% **		22%	25%	31%	31%	23%	23% **	
					9		21	19		110	9	8	4	93	38	
										-						
Yes, by email	**	**	**	**	33% **		25%	13% **		24%	18%	19%	19%	24%	21% **	
					19		22	8		119	6	5	2	99	34	
										-						
Yes, in person (e.g. to the postman/woman)	**	**	**	**	11% **		16%	12% **		13%	18%	18%	11%	14%	12% **	
					6		14	7		64	6	5	1	57	19	
										-						
Yes, by letter	**	**	**	**	8% **		4%	6% **		5%	4%	4%	4%	6%	4% **	
					5		4	4		26	1	1	0	23	6	
										-						
Yes, on an online web forum	**	**	**	**	14% **		11%	12% **		14%	10%	13%	9%	13%	15% **	
					8		9	7		68	4	3	1	51	25	
										-						
Yes, by other means	**	**	**	**	0% **		2%	4% **		5%	12%	2%	2%	4%	6% **	
					0		1	2		23	4	0	0	17	10	
										-						
Yes, via social media (Facebook, Twitter, etc)	**	**	**	**	6% **		3%	2% **		4%	3%	9%	3%	4%	3% **	
					4		3	1		19	1	2	0	18	5	
										-						
NET: Yes	**	**	**	**	89% **		85%	81% **		86%	90%	94%	79%	87%	84% **	
					50		75	49		428	33	25	9	358	137	
										-						
Effective Column n																
	23	27	32	26	37	33	53	37	31	298	48	48	41	292	143	0
Unweighted base	33	38	45	37	52	47	76	52	44	424	69	68	59	416	204	0
Weighted base	43	49	49	45	56	56	88	60	52	498	37	26	12	410	163	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH3: Did you make a complaint to Royal Mail? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
No	10%	14%	15%	13%	15%	14%	11%	9%	14%	**	
	10	67	14	11	17	20	8	6	77		
Yes, by telephone	24%	23%	23%	23%	18%	22%	25%	29%	23%	**	
	22	109	21	20	21	32	17	21	128		
Yes, by email	21%	24%	20%	31%	32%	15%	24%	19%	23%	**	
	20	113	18	27	36	21	16	14	131		
Yes, in person (e.g. to the postman/woman)	12%	14%	17%	12%	8%	14%	15%	16%	13%	**	
	12	65	15	10	10	20	10	11	74		
Yes, by letter	11%	4%	4%	7%	6%	4%	5%	4%	4%	**	
	11	18	4	6	7	6	3	3	25		
	b										
Yes, on an online web forum	15%	13%	11%	6%	14%	19%	17%	9%	14%	**	
	14	62	10	6	16	27	11	6	76		
Yes, by other means	0%	6%	3%	7%	2%	4%	4%	12%	4%	**	
	0	28	3	6	2	5	2	9	24		
		a									
Yes, via social media (Facebook, Twitter, etc)	6%	4%	6%	1%	4%	8%	0%	1%	4%	**	
	5	17	6	1	5	11	0	1	22		
NET: Yes	90%	86%	85%	87%	85%	86%	89%	91%	86%	**	
	83	412	77	76	96	122	60	65	479		
Effective Column n											
	74	362	68	67	91	116	53	40	423	11	
Unweighted base	105	515	97	96	129	165	76	57	603	15	
Weighted base	93	479	91	87	113	142	68	71	556	14	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH4: Where did you find information about how to make a complaint, or did you not need this information? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
On Royal Mail's website	64% **		66%	72%	62%	63%	61%	63%	65%
	318		266	86	76	70	86	156	162
	-								
Didn't need this information	14% **		13%	11%	13%	11%	22%	16%	13%
	71		52	13	15	12	31	39	32
	-								
Speaking to someone who works for Royal Mail over the phone	11% **		13%	11%	16%	12%	6%	9%	13%
	55		53	13	20	14	9	23	33
	-		a						
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	7% **		8%	9%	5%	8%	8%	5%	9%
	36		30	11	6	9	11	14	23
	-								
Another way	9% **		6%	6%	12%	10%	7%	10%	7%
	44		23	8	14	12	11	25	19
	-								
I don't know	3% **		3%	2%	4%	4%	2%	3%	3%
	15		14	2	5	5	3	7	7
	-								
Effective Column n									
	374	31	343	94	91	83	106	170	204
Unweighted base	532	44	488	133	130	118	151	242	290
Weighted base	495	95	400	119	122	112	142	247	248
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH4: Where did you find information about how to make a complaint, or did you not need this information? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
On Royal Mail's website	65%	67%	65% **		50% **		65%	64%	66%	63%	65%	62%	67%	60%
	50	147	92		29		169	149	87	82	71	78	212	104
					-		-	-						
Didn't need this information	20%	10%	15% **		24% **		16%	13%	19%	12%	12%	15%	15%	13%
	15	21	21		14		41	31	25	16	13	18	48	23
					-		-	-						
Speaking to someone who works for Royal Mail over the phone	9%	20%	2% **		4% **		12%	10%	15%	10%	10%	10%	13%	8%
	7	44	3		3		33	23	19	13	10	12	41	14
		C			-		-	-						
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	10%	8%	5% **		4% **		7%	7%	8%	7%	10%	5%	7%	8%
	8	19	8		2		19	17	10	9	11	6	23	13
					-		-	-						
Another way	1%	8%	14% **		10% **		8%	10%	8%	9%	8%	11%	6%	14%
	1	17	20		6		21	22	10	11	9	14	19	25
					-		-	-						a
I don't know	3%	2%	2% **		8% **		2%	4%	1%	3%	3%	4%	2%	4%
	2	5	3		4		6	8	2	4	4	5	7	6
					-		-	-						
Effective Column n														
	57	172	105	21	41	20	193	181	95	98	82	99	234	139
Unweighted base	81	244	149	30	58	28	275	257	135	140	116	141	332	197
Weighted base	76	220	140	27	59	32	262	233	132	130	109	125	318	175
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH4: Where did you find information about how to make a complaint, or did you not need this information? by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
On Royal Mail's website	**	**	**	**	**	**	68%	**	**	65%	51%	69%	**	65%	62%	**
							51			278	17	17		232	86	
										-						
Didn't need this information	**	**	**	**	**	**	15%	**	**	14%	19%	8%	**	15%	14%	**
							11			62	6	2		52	19	
										-						
Speaking to someone who works for Royal Mail over the phone	**	**	**	**	**	**	16%	**	**	12%	5%	11%	**	13%	7%	**
							12			51	2	3		46	10	
										-						
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**	**	**	**	**	**	4%	**	**	7%	10%	8%	**	7%	8%	**
							3			29	3	2		26	11	
										-						
Another way	**	**	**	**	**	**	4%	**	**	9%	15%	5%	**	10%	7%	**
							3			38	5	1		34	10	
										-						
I don't know	**	**	**	**	**	**	5%	**	**	3%	1%	4%	**	3%	4%	**
							3			13	0	1		9	5	
										-						
Effective Column n																
	23		25	28	21	32	30	45	29	23	255	44	44	32	252	122	0
Unweighted base	32		35	40	30	45	42	64	41	33	362	62	63	45	358	174	0
Weighted base	42		46	44	34	50	51	75	49	39	428	33	25	9	358	137	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH4: Where did you find information about how to make a complaint, or did you not need this information? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
On Royal Mail's website	71%	63%	64%	58%	70%	68%	67% **		64% **		
	59	259	50	44	67	83	40		308		
Didn't need this information	10%	15%	10%	16%	12%	15%	15% **		15% **		
	8	63	7	12	12	18	9		71		
Speaking to someone who works for Royal Mail over the phone	24%	9%	7%	11%	10%	15%	13% **		11% **		
	20	35	5	8	9	18	8		52		
	B										
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	7%	7%	11%	7%	5%	7%	12% **		7% **		
	6	31	9	5	4	8	7		36		
Another way	5%	10%	11%	16%	6%	3%	6% **		9% **		
	4	40	9	12	6	4	4		42		
I don't know	3%	3%	4%	3%	3%	2%	2% **		3% **		
	3	12	3	2	3	3	1		13		
Effective Column n											
	64	310	58	57	77	101	47	34	362	11	
Unweighted base	91	441	82	81	110	143	67	49	515	15	
Weighted base	83	412	77	76	96	122	60	65	479	14	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH5: How easy or difficult did you find it to make a complaint about Royal Mail? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very easy (1)	25%	**	25%	25%	21%	29%	24%	26%	23%
	122		99	29	26	33	34	64	58
	-								
Fairly easy	39%	**	37%	42%	40%	28%	43%	37%	40%
	192		148	50	49	31	61	93	99
	-								
Neither easy nor difficult	10%	**	12%	9%	13%	10%	10%	8%	13%
	52		50	11	16	11	14	19	33
	-		a						
Fairly difficult	14%	**	14%	16%	11%	17%	12%	14%	14%
	69		56	20	14	19	17	35	34
	-								
Very difficult (5)	12%	**	12%	7%	15%	15%	11%	15%	9%
	59		46	8	18	17	16	36	23
	-								
I don't know	0%	**	0%	1%	0%	1%	0%	0%	0%
	2		2	1	0	1	0	1	1
	-								
NET: Easy	63%	**	62%	67%	61%	57%	67%	63%	63%
	314		247	80	75	64	95	156	157
	-								
NET: Difficult	26%	**	25%	23%	26%	32%	23%	29%	23%
	128		102	28	32	36	33	71	57
	-								
Effective Column n									
	374	31	343	94	91	83	106	170	204
Average	2.5	2.5	2.5	2.4	2.6	2.6	2.4	2.5	2.5
Standard Deviation	1.3	1.4	1.3	1.2	1.3	1.4	1.3	1.4	1.2
Unweighted base	530	44	486	132	130	117	151	241	289
Weighted base	494	95	399	118	122	111	142	246	247
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH5: How easy or difficult did you find it to make a complaint about Royal Mail? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very easy (1)	35%	28%	20% **		10% **		26%	23%	33%	18%	22%	24%	27%	20%
	26	61	28		6		68	54	44	24	23	30	87	34
					-		-	-						
Fairly easy	40%	40%	32% **		49% **		37%	41%	33%	41%	45%	37%	37%	41%
	30	88	45		29		97	95	44	54	49	46	118	72
					-		-	-						
Neither easy nor difficult	13%	9%	12% **		11% **		11%	10%	9%	13%	8%	12%	10%	11%
	10	19	16		6		28	24	12	17	9	15	32	20
					-		-	-						
Fairly difficult	10%	14%	15% **		19% **		15%	12%	15%	16%	10%	15%	12%	17%
	7	30	21		11		40	29	20	20	11	18	39	30
					-		-	-						
Very difficult (5)	2%	10%	21% **		11% **		10%	14%	10%	11%	15%	12%	12%	11%
	1	21	29		7		27	32	13	14	16	15	40	19
			a b		-		-	-						
I don't know	1%	0%	1% **		0% **		0%	0%	0%	1%	0%	1%	1%	0%
	1	0	1		0		1	1	0	1	0	1	2	0
					-		-	-						
NET: Easy	74%	68%	52% **		59% **		63%	64%	66%	60%	67%	61%	65%	61%
	57	149	73		35		165	148	88	78	72	76	205	107
	c	c			-		-	-						
NET: Difficult	12%	23%	36% **		30% **		26%	26%	25%	27%	25%	27%	25%	28%
	9	52	50		18		67	61	33	35	27	34	79	49
			a		-		-	-						
Effective Column n														
	57	172	105	21	41	20	193	181	95	98	82	99	234	139
Average	2.0	2.4	2.8	2.6	2.7	2.8	2.5	2.5	2.4	2.6	2.5	2.5	2.5	2.6
Standard Deviation	1.0	1.3	1.5	1.2	1.2	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3
Unweighted base	80	244	148	30	58	28	274	256	135	139	116	140	330	197
Weighted base	75	220	139	27	59	32	261	233	132	129	109	124	316	175
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH5: How easy or difficult did you find it to make a complaint about Royal Mail? by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Very easy (1)	**	**	**	**	**	**	28%	**	**	25%	19%	28%	**	25%	22%	**
							21			106	6	7		91	31	
										-						
Fairly easy	**	**	**	**	**	**	45%	**	**	38%	44%	40%	**	40%	35%	**
							33			165	15	10		145	48	
										-						
Neither easy nor difficult	**	**	**	**	**	**	15%	**	**	11%	9%	6%	**	9%	13%	**
							11			46	3	1		34	18	
										-						
Fairly difficult	**	**	**	**	**	**	5%	**	**	13%	16%	20%	**	13%	17%	**
							3			57	5	5		46	23	
										-						
Very difficult (5)	**	**	**	**	**	**	8%	**	**	12%	12%	6%	**	12%	12%	**
							6			52	4	1		42	17	
										-						
I don't know	**	**	**	**	**	**	0%	**	**	0%	0%	0%	**	0%	1%	**
							0			2	0	0		1	1	
										-						
NET: Easy	**	**	**	**	**	**	73%	**	**	63%	63%	68%	**	66%	57%	**
							54			271	21	17		235	78	
										-						
NET: Difficult	**	**	**	**	**	**	13%	**	**	26%	28%	26%	**	25%	29%	**
							9			109	9	6		88	40	
										-						
Effective Column n																
	23	25	28	21	32	30	45	29	23	255	44	44	32	252	122	0
Average	2.4	2.2	2.6	2.9	2.1	2.5	2.2	2.9	3.0	2.5	2.6	2.4	2.7	2.5	2.6	
Standard Deviation	1.5	1.0	1.3	1.3	1.2	1.3	1.1	1.4	1.6	1.3	1.3	1.3	1.4	1.3	1.3	
Unweighted base	31	35	40	30	44	42	64	41	33	360	62	63	45	357	173	0
Weighted base	41	46	44	34	49	51	75	49	39	426	33	25	9	358	136	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH5: How easy or difficult did you find it to make a complaint about Royal Mail? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Very easy (1)	40%	21%	24%	24%	20%	27%	27% **		25% **		
	33	88	18	18	19	33	16		120		
	b										
Fairly easy	33%	40%	34%	42%	48%	37%	29% **		38% **		
	27	165	26	32	46	45	17		182		
Neither easy nor difficult	7%	11%	15%	10%	10%	12%	9% **		10% **		
	6	46	11	8	10	14	5		50		
Fairly difficult	12%	14%	12%	12%	10%	19%	7% **		14% **		
	10	59	9	9	10	23	4		66		
Very difficult (5)	8%	13%	15%	12%	12%	5%	27% **		12% **		
	7	52	12	9	11	5	16		59		
							D				
I don't know	0%	0%	0%	0%	0%	1%	2% **		0% **		
	0	2	0	0	0	1	1		2		
NET: Easy	73%	61%	58%	66%	68%	64%	56% **		63% **		
	61	253	44	50	65	78	34		302		
NET: Difficult	20%	27%	28%	24%	22%	23%	33% **		26% **		
	17	111	21	18	21	28	20		125		
Effective Column n											
	64	310	58	57	77	101	47	34	362	11	
Average	2.2	2.6	2.6	2.5	2.5	2.4	2.8	2.5	2.5	2.2	
Standard Deviation	1.3	1.3	1.4	1.3	1.3	1.2	1.6	1.3	1.3	0.9	
Unweighted base	91	439	82	81	110	142	66	49	513	15	
Weighted base	83	410	77	76	96	121	59	65	477	14	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH6: What was difficult about making the complaint to Royal Mail? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Getting through to the right person to speak to	65%	**	66%	**	**	**	**	70%	59%
	84		67					50	34
	-								
Finding out how to make a complaint	35%	**	33%	**	**	**	**	27%	46%
	45		34					19	26
	-								
Other	22%	**	19%	**	**	**	**	26%	16%
	28		19					18	9
	-								
I don't know	0%	**	0%	**	**	**	**	0%	0%
	0		0					0	0
	-	-						-	-
Effective Column n									
	101	8	92	24	22	24	30	52	49
Unweighted base	145	12	133	35	32	35	43	75	70
Weighted base	128	26	102	28	32	36	33	71	57
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH6: What was difficult about making the complaint to Royal Mail? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Getting through to the right person to speak to	**	71%	57%	**	**	**	67%	63%	**	**	**	**	65%	67%
		36	28				45	38					51	33
							-	-						
Finding out how to make a complaint	**	43%	33%	**	**	**	36%	34%	**	**	**	**	38%	30%
		22	17				24	21					30	15
							-	-						
Other	**	18%	26%	**	**	**	21%	22%	**	**	**	**	17%	29%
		9	13				14	14					14	14
							-	-						
I don't know	**	0%	0%	**	**	**	0%	0%	**	**	**	**	0%	0%
		0	0				0	0					0	0
		-	-				-	-					-	-
Effective Column n														
	8	38	41	5	13	8	53	48	27	26	21	27	60	40
Unweighted base	12	55	59	7	19	12	76	69	39	37	30	39	87	57
Weighted base	9	52	50	6	18	11	67	61	33	35	27	34	79	49
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH6: What was difficult about making the complaint to Royal Mail? by Demographics Part 3

	UK nation														Rurality		
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Getting through to the right person to speak to	**	**	**	**	**	**	**	**	**	64%	**	**	**	66%	64%	**	
										70				58	25		
										-							
Finding out how to make a complaint	**	**	**	**	**	**	**	**	**	34%	**	**	**	41%	24%	**	
										37				36	9		
										-							
Other	**	**	**	**	**	**	**	**	**	23%	**	**	**	23%	18%	**	
										25				20	7		
										-							
I don't know	**	**	**	**	**	**	**	**	**	0%	**	**	**	0%	0%	**	
										0				0	0		
										-				-	-		
Effective Column n																	
	7	6	9	6	5	9	6	10	8	65	12	11	12	62	38	0	
Unweighted base	10	8	13	8	7	13	9	15	11	94	18	16	17	90	55	0	
Weighted base	11	8	15	10	7	14	9	19	16	109	9	6	3	88	40	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH6: What was difficult about making the complaint to Royal Mail? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage	
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Getting through to the right person to speak to	**	65%	**	**	**	**	**	**	65%	**
		72							81	
Finding out how to make a complaint	**	35%	**	**	**	**	**	**	36%	**
		39							44	
Other	**	24%	**	**	**	**	**	**	22%	**
		27							28	
I don't know	**	0%	**	**	**	**	**	**	0%	**
		0							0	
		-							-	
Effective Column n										
	13	87	17	15	19	24	15	11	98	2
Unweighted base	19	126	25	21	27	34	22	16	141	3
Weighted base	17	111	21	18	21	28	20	20	125	2
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	18%	**	20%	22%	20%	21%	12%	19%	17%
	91		79	26	24	23	17	48	43
	-								
Fairly satisfied	27%	**	28%	30%	29%	27%	24%	22%	33%
	134		111	36	35	30	34	54	81
	-								a
Neither satisfied nor dissatisfied	19%	**	18%	15%	17%	16%	25%	18%	19%
	92		70	18	20	18	36	45	47
	-								
Fairly dissatisfied	14%	**	16%	15%	10%	14%	16%	15%	13%
	69		64	18	13	16	23	37	32
	-		a						
Very dissatisfied (5)	21%	**	18%	18%	21%	22%	23%	25%	16%
	103		73	21	25	24	32	63	40
	-							b	
I don't know	1%	**	1%	1%	4%	1%	0%	0%	2%
	6		3	1	4	1	0	1	6
	-								
NET: Satisfied	45%	**	47%	52%	49%	47%	36%	41%	50%
	225		190	62	60	53	51	102	124
	-								
NET: Dissatisfied	35%	**	34%	33%	31%	36%	39%	40%	29%
	172		137	39	38	40	55	100	72
	-							b	
Effective Column n									
	374	31	343	94	91	83	106	170	204
Average	2.9	3.2	2.9	2.8	2.8	2.9	3.1	3.1	2.8
Standard Deviation	1.4	1.5	1.4	1.4	1.4	1.5	1.3	1.5	1.3
Unweighted base	525	42	483	132	127	116	150	241	284
Weighted base	489	92	397	119	118	111	142	247	242
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	34%	21%	9% **		11% **		18%	19%	23%	13%	24%	14%	21%	14%
	26	46	13		6		47	44	30	17	26	17	67	24
	C	c			-		-	-						
Fairly satisfied	30%	30%	22% **		24% **		30%	24%	31%	29%	23%	25%	28%	25%
	23	66	31		14		78	56	41	37	25	31	90	44
					-		-	-						
Neither satisfied nor dissatisfied	14%	16%	24% **		21% **		16%	22%	11%	20%	17%	26%	15%	25%
	10	35	34		12		41	51	15	26	19	33	48	43
					-		-	-						a
Fairly dissatisfied	14%	12%	13% **		22% **		16%	12%	17%	15%	11%	12%	12%	17%
	11	27	18		13		42	27	22	20	12	15	38	30
					-		-	-						
Very dissatisfied (5)	6%	20%	31% **		20% **		19%	23%	16%	21%	23%	22%	22%	18%
	4	43	43		12		49	53	22	28	25	28	71	31
		a	A d		-		-	-						
I don't know	2%	1%	1% **		2% **		2%	1%	2%	2%	1%	1%	1%	1%
	2	2	1		1		4	2	2	2	1	1	3	3
					-		-	-						
NET: Satisfied	64%	51%	31% **		34% **		48%	43%	54%	42%	47%	39%	49%	39%
	49	112	44		20		126	100	71	55	51	48	157	68
	C f	c			-		-	-						
NET: Dissatisfied	20%	32%	44% **		43% **		35%	35%	33%	36%	35%	35%	34%	35%
	15	70	61		25		91	81	44	47	37	43	110	61
			a		-		-	-						
Effective Column n														
	57	172	105	21	41	20	193	181	95	98	82	99	234	139
Average	2.3	2.8	3.3	2.7	3.2	3.5	2.9	3.0	2.7	3.0	2.9	3.0	2.9	3.0
Standard Deviation	1.3	1.4	1.4	1.1	1.3	1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.5	1.3
Unweighted base	78	243	147	29	57	28	272	253	133	139	114	139	330	193
Weighted base	75	217	140	25	58	32	257	232	130	128	108	124	315	173
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled by Demographics Part 3

	UK nation														Rurality		
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	**	**	**	**	**	**	24%	**	**	18%	18%	18%	**	18%	19%	**	
							18			78	6	5		64	27		
										-							
Fairly satisfied	**	**	**	**	**	**	27%	**	**	28%	15%	25%	**	28%	24%	**	
							21			120	5	6		102	33		
										-							
Neither satisfied nor dissatisfied	**	**	**	**	**	**	20%	**	**	18%	20%	23%	**	18%	20%	**	
							15			78	7	6		65	27		
										-							
Fairly dissatisfied	**	**	**	**	**	**	12%	**	**	13%	22%	17%	**	13%	16%	**	
							9			55	7	4		47	22		
										-							
Very dissatisfied (5)	**	**	**	**	**	**	17%	**	**	21%	22%	12%	**	22%	18%	**	
							13			91	7	3		78	24		
										-							
I don't know	**	**	**	**	**	**	0%	**	**	1%	2%	5%	**	1%	3%	**	
							0			5	1	1		3	4		
										-							
NET: Satisfied	**	**	**	**	**	**	51%	**	**	46%	33%	44%	**	46%	43%	**	
							39			199	11	11		166	59		
										-							
NET: Dissatisfied	**	**	**	**	**	**	29%	**	**	34%	45%	29%	**	35%	34%	**	
							22			147	15	7		125	47		
										-							
Effective Column n																	
	23	25	28	21	32	30	45	29	23	255	44	44	32	252	122	0	
Average	2.8	2.7	2.9	3.4	2.5	3.2	2.7	2.9	3.4	2.9	3.2	2.8	2.8	2.9	2.9		
Standard Deviation	1.4	1.3	1.3	1.4	1.4	1.6	1.4	1.3	1.6	1.4	1.4	1.3	1.4	1.4	1.4		
Unweighted base	31	35	40	30	45	41	64	40	33	359	61	60	45	353	172	0	
Weighted base	41	46	44	34	50	49	75	47	39	424	33	23	9	356	133	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Very satisfied (1)	31%	16%	20%	12%	17%	23%	24%	**	18%	**	
	26	65	16	9	16	28	14		85		
	b										
Fairly satisfied	33%	26%	24%	41%	20%	28%	27%	**	27%	**	
	27	107	18	31	19	34	17		129		
Neither satisfied nor dissatisfied	13%	20%	19%	21%	22%	15%	7%	**	18%	**	
	11	81	15	16	21	19	4		88		
Fairly dissatisfied	13%	14%	17%	8%	12%	17%	14%	**	14%	**	
	11	58	13	6	12	20	8		68		
Very dissatisfied (5)	9%	23%	19%	16%	27%	17%	27%	**	21%	**	
	7	95	15	12	25	20	16		103		
		a									
I don't know	2%	1%	0%	1%	3%	1%	0%	**	1%	**	
	1	5	0	1	3	1	0		6		
NET: Satisfied	63%	42%	44%	53%	37%	51%	52%	**	45%	**	
	53	172	34	40	35	62	31		215		
	b										
NET: Dissatisfied	22%	37%	37%	25%	39%	33%	41%	**	36%	**	
	18	153	28	19	37	40	25		171		
		a							b		
Effective Column n											
	64	310	58	57	77	101	47	34	362	11	
Average	2.4	3.0	2.9	2.8	3.1	2.8	2.9	3.1	2.9	2.0	
Standard Deviation	1.3	1.4	1.4	1.3	1.5	1.4	1.6	1.3	1.4	1.0	
Unweighted base	90	435	82	80	108	141	67	47	509	15	
Weighted base	82	407	77	75	93	121	60	63	473	14	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	17%	**	19%	17%	22%	16%	14%	17%	18%
	86		76	20	27	18	21	41	45
	-								
Fairly satisfied	29%	**	30%	34%	26%	31%	27%	26%	32%
	145		118	41	31	34	38	64	80
	-								
Neither satisfied nor dissatisfied	17%	**	15%	15%	12%	13%	24%	17%	17%
	82		60	18	15	15	35	41	41
	-								
Fairly dissatisfied	13%	**	15%	15%	11%	14%	13%	12%	15%
	66		60	18	14	15	18	29	36
	-		a						
Very dissatisfied (5)	21%	**	19%	17%	24%	25%	19%	28%	15%
	106		78	21	30	28	27	70	36
	-							b	
I don't know	2%	**	2%	1%	5%	1%	3%	1%	4%
	11		8	1	6	1	4	2	9
	-								a
NET: Satisfied	47%	**	49%	51%	48%	47%	41%	43%	50%
	231		195	61	58	52	58	105	125
	-								
NET: Dissatisfied	35%	**	34%	33%	36%	39%	32%	40%	29%
	171		138	39	44	44	45	99	72
	-							b	
Effective Column n									
	374	31	343	94	91	83	106	170	204
Average	2.9	3.2	2.9	2.8	2.9	3.0	3.0	3.1	2.7
Standard Deviation	1.4	1.4	1.4	1.4	1.5	1.5	1.3	1.5	1.3
Unweighted base	519	42	477	132	125	117	145	240	279
Weighted base	484	92	393	119	117	111	138	246	239
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	32%	19%	10% **		8% **		19%	15%	22%	16%	15%	16%	20%	14%
	25	42	14		5		50	36	29	21	16	20	62	24
	c				-		-	-						
Fairly satisfied	31%	33%	26% **		21% **		31%	27%	32%	31%	30%	24%	31%	25%
	24	72	36		12		82	62	43	40	32	30	100	45
					-		-	-						
Neither satisfied nor dissatisfied	14%	15%	16% **		27% **		14%	20%	10%	18%	17%	22%	13%	23%
	11	33	23		16		36	46	13	24	18	28	42	40
					-		-	-						a
Fairly dissatisfied	10%	11%	16% **		18% **		14%	12%	13%	15%	10%	14%	12%	16%
	7	24	23		11		37	29	17	20	11	18	37	28
					-		-	-						
Very dissatisfied (5)	8%	20%	30% **		21% **		19%	24%	21%	17%	25%	22%	23%	19%
	6	44	43		13		51	55	28	22	27	28	72	34
			a		-		-	-						
I don't know	4%	2%	1% **		4% **		2%	2%	2%	3%	4%	1%	2%	3%
	3	4	1		2		6	5	2	4	4	1	5	5
					-		-	-						
NET: Satisfied	64%	52%	36% **		29% **		51%	42%	54%	47%	45%	40%	51%	39%
	49	115	51		17		132	98	72	61	48	50	162	68
	c d f	c d			-		-	-					b	
NET: Dissatisfied	18%	31%	47% **		40% **		33%	36%	34%	32%	35%	37%	34%	35%
	14	68	66		23		87	84	45	42	38	46	108	62
			a b		-		-	-						
Effective Column n														
	57	172	105	21	41	20	193	181	95	98	82	99	234	139
Average	2.3	2.8	3.3	3.2	3.3	3.3	2.8	3.0	2.8	2.9	3.0	3.0	2.9	3.0
Standard Deviation	1.3	1.4	1.4	1.1	1.3	1.4	1.4	1.4	1.5	1.4	1.4	1.4	1.5	1.3
Unweighted base	77	241	145	29	56	27	270	249	133	137	110	139	328	189
Weighted base	73	215	139	25	57	31	256	228	130	126	104	124	312	170
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Very satisfied (1)	**	**	**	**	**	**	21%	**	**	18%	9%	20%	**	16%	20%	**
							15			76	3	5		59	27	
										-						
Fairly satisfied	**	**	**	**	**	**	29%	**	**	31%	14%	23%	**	33%	20%	**
							22			131	5	6		117	28	
										-				b		
Neither satisfied nor dissatisfied	**	**	**	**	**	**	15%	**	**	16%	19%	20%	**	17%	15%	**
							11			70	6	5		62	20	
										-						
Fairly dissatisfied	**	**	**	**	**	**	11%	**	**	12%	26%	22%	**	11%	19%	**
							8			50	9	5		39	27	
										-					a	
Very dissatisfied (5)	**	**	**	**	**	**	23%	**	**	22%	28%	12%	**	22%	21%	**
							18			93	9	3		77	29	
										-						
I don't know	**	**	**	**	**	**	1%	**	**	2%	3%	4%	**	1%	5%	**
							1			8	1	1		5	6	
										-						
NET: Satisfied	**	**	**	**	**	**	49%	**	**	48%	23%	43%	**	49%	40%	**
							37			207	8	11		175	55	
										-						
NET: Dissatisfied	**	**	**	**	**	**	35%	**	**	33%	54%	33%	**	32%	40%	**
							26			143	18	8		116	55	
										-						
Effective Column n																
	23	25	28	21	32	30	45	29	23	255	44	44	32	252	122	0
Average	2.8	2.6	2.9	3.0	2.6	2.8	2.9	3.0	3.4	2.9	3.5	2.8	2.6	2.9	3.0	
Standard Deviation	1.5	1.3	1.3	1.5	1.4	1.5	1.5	1.3	1.6	1.4	1.3	1.3	1.3	1.4	1.5	
Unweighted base	31	34	40	29	45	41	63	40	32	355	60	61	43	351	168	0
Weighted base	41	45	44	32	50	49	74	47	38	420	32	24	9	354	131	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	33%	14%	20%	17%	19%	22%	10% **		18% **	
	27	59	15	13	19	27	6		85	
	B									
Fairly satisfied	36%	28%	24%	40%	23%	30%	38% **		28% **	
	30	114	19	30	22	36	23		136	
Neither satisfied nor dissatisfied	7%	19%	19%	19%	18%	15%	7% **		16% **	
	6	77	15	14	18	19	4		77	
		a								
Fairly dissatisfied	13%	13%	13%	9%	13%	11%	17% **		14% **	
	11	55	10	7	13	14	10		65	
Very dissatisfied (5)	9%	24%	23%	15%	21%	20%	27% **		22% **	
	8	98	18	11	20	25	16		106	
		a								
I don't know	2%	2%	2%	1%	6%	1%	0% **		2% **	
	1	9	1	1	5	1	0		10	
NET: Satisfied	69%	42%	44%	56%	42%	52%	48% **		46% **	
	57	173	34	43	40	64	29		221	
	B									
NET: Dissatisfied	22%	37%	36%	24%	34%	32%	44% **		36% **	
	19	153	28	18	32	38	27		171	
		a							b	
Effective Column n										
	64	310	58	57	77	101	47	34	362	11
Average	2.3	3.0	3.0	2.7	2.9	2.8	3.1	3.3	2.9	2.4
Standard Deviation	1.3	1.4	1.5	1.3	1.4	1.4	1.4	1.4	1.4	0.7
Unweighted base	90	429	80	80	105	141	67	46	503	15
Weighted base	82	402	76	75	90	121	60	62	469	14
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Very satisfied (1)	19%	**	20%	20%	21%	21%	16%	22%	16%
	94		82	24	25	23	22	54	40
	-								
Fairly satisfied	23%	**	24%	32%	17%	22%	22%	20%	27%
	116		97	38	21	24	32	48	68
	-								
Neither satisfied nor dissatisfied	20%	**	19%	17%	22%	17%	23%	15%	24%
	98		77	21	27	19	32	38	60
	-								a
Fairly dissatisfied	14%	**	15%	13%	18%	11%	14%	13%	15%
	70		59	16	23	13	19	33	37
	-								
Very dissatisfied (5)	21%	**	19%	16%	18%	28%	23%	29%	14%
	106		78	19	22	32	33	71	35
	-							B	
I don't know	2%	**	2%	2%	4%	1%	2%	1%	3%
	11		7	2	4	1	3	3	8
	-								
NET: Satisfied	42%	**	45%	52%	38%	43%	38%	42%	43%
	210		179	62	46	48	54	103	108
	-								
NET: Dissatisfied	36%	**	34%	29%	37%	40%	37%	42%	29%
	176		137	35	45	45	52	104	73
	-							b	
Effective Column n									
	374	31	343	94	91	83	106	170	204
Average	3.0	3.3	2.9	2.7	3.0	3.0	3.1	3.1	2.8
Standard Deviation	1.4	1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.5	1.3
Unweighted base	518	42	476	130	127	117	144	237	281
Weighted base	485	92	393	117	118	111	139	244	240
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Very satisfied (1)	33%	21%	11% **		15% **		20%	18%	25%	16%	22%	14%	21%	16%
	25	46	15		9		53	42	33	20	24	18	66	28
	c				-		-	-						
Fairly satisfied	29%	26%	18% **		18% **		22%	25%	23%	21%	24%	26%	25%	21%
	22	58	26		10		57	59	30	27	26	33	79	36
					-		-	-						
Neither satisfied nor dissatisfied	17%	16%	26% **		20% **		19%	21%	13%	26%	17%	24%	19%	22%
	13	36	37		12		50	48	17	33	19	30	60	38
					-		-	-						
Fairly dissatisfied	14%	14%	13% **		17% **		14%	14%	14%	14%	16%	13%	13%	16%
	10	31	19		10		37	33	19	18	17	16	41	28
					-		-	-						
Very dissatisfied (5)	6%	20%	29% **		27% **		22%	21%	24%	20%	19%	22%	21%	23%
	4	45	41		16		57	49	31	26	21	28	65	41
		a	a		-		-	-						
I don't know	2%	2%	2% **		3% **		3%	1%	2%	4%	2%	1%	2%	2%
	1	4	3		2		7	3	2	5	3	1	6	4
					-		-	-						
NET: Satisfied	61%	47%	29% **		32% **		42%	43%	48%	36%	46%	40%	46%	37%
	47	104	41		19		110	100	63	47	50	50	146	64
	C f	c			-		-	-						
NET: Dissatisfied	20%	34%	42% **		44% **		36%	35%	38%	34%	35%	35%	34%	39%
	15	76	59		26		94	82	50	44	38	44	107	68
			a		-		-	-						
Effective Column n														
	57	172	105	21	41	20	193	181	95	98	82	99	234	139
Average	2.3	2.9	3.3	2.9	3.3	3.6	3.0	3.0	2.9	3.0	2.9	3.0	2.9	3.1
Standard Deviation	1.2	1.4	1.4	1.4	1.4	1.4	1.5	1.4	1.5	1.4	1.4	1.4	1.4	1.4
Unweighted base	79	241	142	28	56	28	266	252	132	134	112	140	327	189
Weighted base	75	216	137	25	57	32	255	230	129	125	106	124	312	171
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Very satisfied (1)	**	**	**	**	**	**	25%	**	**	20%	9%	19%	**	19%	18%	**	
							19			85	3	5		69	25		
										-							
Fairly satisfied	**	**	**	**	**	**	26%	**	**	22%	30%	26%	**	24%	21%	**	
							19			96	10	6		87	29		
										-							
Neither satisfied nor dissatisfied	**	**	**	**	**	**	22%	**	**	20%	17%	21%	**	22%	15%	**	
							17			86	6	5		77	21		
										-							
Fairly dissatisfied	**	**	**	**	**	**	6%	**	**	14%	14%	12%	**	12%	19%	**	
							4			60	5	3		44	26		
										-							
Very dissatisfied (5)	**	**	**	**	**	**	21%	**	**	22%	25%	15%	**	21%	22%	**	
							16			93	8	4		76	30		
										-							
I don't know	**	**	**	**	**	**	0%	**	**	2%	4%	7%	**	1%	5%	**	
							0			7	1	2		4	7		
										-					a		
NET: Satisfied	**	**	**	**	**	**	51%	**	**	42%	39%	46%	**	44%	39%	**	
							38			182	13	11		157	54		
										-							
NET: Dissatisfied	**	**	**	**	**	**	27%	**	**	36%	39%	26%	**	34%	40%	**	
							20			153	13	7		121	55		
										-							
Effective Column n																	
	23	25	28	21	32	30	45	29	23	255	44	44	32	252	122	0	
Average	2.9	2.6	3.0	3.1	2.6	3.0	2.7	3.4	3.5	3.0	3.2	2.7	2.9	2.9	3.0		
Standard Deviation	1.5	1.3	1.2	1.4	1.5	1.6	1.5	1.3	1.6	1.4	1.4	1.4	1.3	1.4	1.5		
Unweighted base	31	35	40	29	44	41	64	40	33	357	59	59	43	352	166	0	
Weighted base	41	46	44	32	49	49	75	47	39	421	32	23	9	355	130	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Very satisfied (1)	36%	16%	21%	21%	15%	24%	21% **		19% **	
	30	64	16	16	14	30	13		92	
	B									
Fairly satisfied	28%	22%	22%	29%	21%	22%	25% **		23% **	
	23	93	17	22	20	27	15		109	
Neither satisfied nor dissatisfied	15%	21%	21%	22%	20%	23%	11% **		20% **	
	13	86	16	17	19	28	6		94	
Fairly dissatisfied	8%	15%	13%	9%	20%	12%	12% **		14% **	
	7	63	10	7	19	15	7		69	
Very dissatisfied (5)	10%	24%	24%	19%	19%	17%	29% **		22% **	
	8	98	19	15	18	21	17		106	
		a								
I don't know	2%	2%	0%	1%	5%	1%	2% **		2% **	
	2	9	0	1	4	2	1		10	
NET: Satisfied	64%	38%	43%	49%	36%	47%	46% **		42% **	
	54	157	33	38	35	57	28		201	
	B									
NET: Dissatisfied	18%	39%	37%	28%	39%	29%	40% **		36% **	
	15	161	28	21	37	35	24		175	
		a								
Effective Column n										
	64	310	58	57	77	101	47	34	362	11
Average	2.3	3.1	3.0	2.8	3.1	2.7	3.0	3.3	3.0	2.3
Standard Deviation	1.3	1.4	1.5	1.4	1.4	1.4	1.6	1.4	1.4	0.9
Unweighted base	89	429	82	80	106	139	65	46	502	15
Weighted base	82	403	77	75	91	120	59	62	469	14
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH8: Why didn't you make a complaint to Royal Mail? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Not worth the hassle	50%	**	52%	**	**	**	**	**	47%
	39		34						21
	-								
Wouldn't change anything anyway	43%	**	44%	**	**	**	**	**	40%
	33		28						18
	-								
Didn't know where to go/ who to complain to	19%	**	23%	**	**	**	**	**	20%
	15		15						9
	-								
Didn't have the time	18%	**	17%	**	**	**	**	**	18%
	14		11						8
	-								
Any other reason	16%	**	12%	**	**	**	**	**	10%
	12		8						4
	-								
The problem was sorted without needing to complain	6%	**	7%	**	**	**	**	**	7%
	5		5						3
	-								
Not a major issue	12%	**	6%	**	**	**	**	**	7%
	9		4						3
	-								
I don't know	1%	**	1%	**	**	**	**	**	1%
	1		1						1
	-								
Effective Column n									
	61	3	58	15	12	22	13	25	36
Unweighted base	88	5	83	22	17	31	18	36	52
Weighted base	77	13	65	17	20	25	15	33	44
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year but did not do so ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH8: Why didn't you make a complaint to Royal Mail? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Not worth the hassle	**	**	**	**	**	**	**	**	**	**	**	**	38%	**
													16	
Wouldn't change anything anyway	**	**	**	**	**	**	**	**	**	**	**	**	34%	**
													14	
Didn't know where to go/ who to complain to	**	**	**	**	**	**	**	**	**	**	**	**	17%	**
													7	
Didn't have the time	**	**	**	**	**	**	**	**	**	**	**	**	25%	**
													11	
Any other reason	**	**	**	**	**	**	**	**	**	**	**	**	19%	**
													8	
The problem was sorted without needing to complain	**	**	**	**	**	**	**	**	**	**	**	**	8%	**
													3	
Not a major issue	**	**	**	**	**	**	**	**	**	**	**	**	13%	**
													6	
I don't know	**	**	**	**	**	**	**	**	**	**	**	**	1%	**
													1	
Effective Column n														
	14	23	19	3	6	3	31	31	14	17	11	19	36	24
Unweighted base	20	33	27	4	8	4	44	44	20	24	16	28	52	34
Weighted base	12	23	32	5	9	4	39	38	22	18	15	22	42	34
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year but did not do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH8: Why didn't you make a complaint to Royal Mail? by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Not worth the hassle	**	**	**	**	**	**	**	**	**	49%	**	**	**	56%	**	**
										34				29		
										-						
Wouldn't change anything anyway	**	**	**	**	**	**	**	**	**	45%	**	**	**	38%	**	**
										31				19		
										-						
Didn't know where to go/ who to complain to	**	**	**	**	**	**	**	**	**	20%	**	**	**	14%	**	**
										14				7		
										-						
Didn't have the time	**	**	**	**	**	**	**	**	**	17%	**	**	**	22%	**	**
										12				11		
										-						
Any other reason	**	**	**	**	**	**	**	**	**	17%	**	**	**	17%	**	**
										12				9		
										-						
The problem was sorted without needing to complain	**	**	**	**	**	**	**	**	**	6%	**	**	**	9%	**	**
										4				5		
										-						
Not a major issue	**	**	**	**	**	**	**	**	**	12%	**	**	**	13%	**	**
										8				7		
										-						
I don't know	**	**	**	**	**	**	**	**	**	0%	**	**	**	0%	**	**
										0				0		
										-						
Effective Column n																
	1	2	3	5	5	3	8	8	8	43	5	3	10	40	21	0
Unweighted base	1	3	5	7	7	5	12	11	11	62	7	5	14	58	30	0
Weighted base	1	3	5	12	6	5	13	12	13	69	4	1	3	52	25	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year but did not do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH8: Why didn't you make a complaint to Royal Mail? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage	
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Not worth the hassle	**	52%	**	**	**	**	**	**	50%	**
		35							39	
									-	
Wouldn't change anything anyway	**	44%	**	**	**	**	**	**	43%	**
		30							33	
									-	
Didn't know where to go/ who to complain to	**	19%	**	**	**	**	**	**	19%	**
		13							15	
									-	
Didn't have the time	**	19%	**	**	**	**	**	**	18%	**
		13							14	
									-	
Any other reason	**	18%	**	**	**	**	**	**	16%	**
		12							12	
									-	
The problem was sorted without needing to complain	**	4%	**	**	**	**	**	**	6%	**
		3							5	
									-	
Not a major issue	**	13%	**	**	**	**	**	**	12%	**
		9							9	
									-	
I don't know	**	1%	**	**	**	**	**	**	1%	**
		0							1	
									-	
Effective Column n										
	10	52	10	10	13	15	6	6	61	0
Unweighted base	14	74	15	15	19	22	9	8	88	0
Weighted base	10	67	14	11	17	20	8	6	77	0
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year but did not do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH9: And did you complain to anyone else about the service you received from Royal Mail? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
No	56%	**	56%	51%	57%	50%	65%	53%	59%
	321		261	70	81	68	102	149	172
	-								
Yes - over the counter at the Post Office	21%	**	20%	19%	22%	28%	15%	22%	19%
	118		93	26	31	38	23	63	55
	-								
Yes - by phone/ letter/ email to the Post Office	16%	**	18%	19%	14%	18%	15%	18%	15%
	94		84	26	20	24	24	50	44
	-		a						
Yes - to someone else	7%	**	6%	11%	7%	6%	6%	7%	8%
	43		30	15	10	8	9	20	23
	-								
Yes - to the regulator (Ofcom)	6%	**	6%	7%	3%	7%	6%	6%	5%
	32		28	10	4	9	9	17	16
	-								
Yes - to Citizens Advice Bureau	2%	**	2%	2%	2%	2%	1%	2%	2%
	10		9	3	2	2	2	5	5
	-								
I don't know	1%	**	1%	2%	1%	3%	0%	2%	1%
	7		7	2	2	3	0	6	2
	-								
NET: Yes	43%	**	42%	47%	42%	48%	35%	45%	40%
	244		197	64	59	65	55	126	118
	-								
Effective Column n									
	435	34	401	109	103	105	119	195	240
Unweighted base	620	49	571	155	147	149	169	278	342
Weighted base	572	108	465	136	142	137	158	280	292
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH9: And did you complain to anyone else about the service you received from Royal Mail? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
No	46%	48%	65% **		75% **		54%	59%	49%	58%	54%	63%	50%	66%
	41	116	113		51		162	160	76	86	67	93	180	139
			a b		-		-	-						a
Yes - over the counter at the Post Office	26%	28%	14% **		6% **		21%	20%	25%	16%	21%	20%	25%	14%
	23	68	24		4		63	56	39	24	26	29	89	30
	f	c f			-		-	-					b	
Yes - by phone/ letter/ email to the Post Office	14%	25%	9% **		7% **		18%	14%	19%	18%	21%	9%	21%	8%
	13	60	16		5		56	38	30	26	26	13	76	18
		c			-		-	-			f		B	
Yes - to someone else	10%	4%	10% **		11% **		8%	7%	8%	7%	7%	7%	6%	10%
	8	9	18		7		24	19	13	11	9	10	21	22
					-		-	-						
Yes - to the regulator (Ofcom)	4%	9%	4% **		0% **		7%	5%	8%	5%	5%	4%	7%	3%
	3	23	7		0		20	12	13	7	6	6	27	6
					-		-	-					b	
Yes - to Citizens Advice Bureau	3%	2%	1% **		0% **		3%	1%	3%	2%	1%	1%	2%	1%
	3	6	1		0		8	2	4	3	1	1	7	3
					-		-	-						
I don't know	3%	1%	1% **		1% **		1%	1%	1%	1%	2%	1%	1%	1%
	3	3	1		1		4	4	2	2	2	2	5	2
					-		-	-						
NET: Yes	51%	51%	34% **		24% **		45%	40%	49%	40%	44%	36%	49%	33%
	45	124	58		16		136	108	76	60	55	53	174	69
	d	c d			-		-	-					b	
Effective Column n														
	71	195	124	24	46	22	224	211	109	115	93	119	270	162
Unweighted base	101	277	176	34	66	32	319	301	155	164	132	169	384	231
Weighted base	88	243	173	32	68	36	301	271	154	148	124	147	360	210
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH9: And did you complain to anyone else about the service you received from Royal Mail? by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
No	**	**	**	**	52% **		41%	60% **		55%	65%	62%	62%	50%	71% **		
					29		36	36		274	24	16	7	206	115		
										-					A		
Yes - over the counter at the Post Office	**	**	**	**	32% **		28%	19% **		22%	10%	19%	9%	25%	10% **		
					18		25	12		108	4	5	1	102	16		
										-				B			
Yes - by phone/ letter/ email to the Post Office	**	**	**	**	13% **		26%	21% **		18%	4%	8%	15%	21%	6% **		
					7		23	12		89	2	2	2	84	10		
										-				B			
Yes - to someone else	**	**	**	**	5% **		10%	8% **		7%	14%	3%	7%	6%	11% **		
					3		9	5		36	5	1	1	24	19		
										-					a		
Yes - to the regulator (Ofcom)	**	**	**	**	10% **		10%	3% **		6%	6%	4%	3%	7%	2% **		
					6		9	2		29	2	1	0	30	3		
										-				b			
Yes - to Citizens Advice Bureau	**	**	**	**	2% **		1%	1% **		2%	3%	0%	6%	2%	0% **		
					1		1	1		8	1	0	1	10	0		
										-							
I don't know	**	**	**	**	2% **		0%	0% **		1%	1%	6%	0%	1%	2% **		
					1		0	0		6	0	1	0	4	3		
										-							
NET: Yes	**	**	**	**	46% **		59%	40% **		44%	34%	32%	38%	49%	27% **		
					26		52	24		218	12	8	5	200	44		
										-				B			
Effective Column n																	
	23	27	32	26	37	33	53	37	31	298	48	48	41	292	143	0	
Unweighted base	33	38	45	37	52	47	76	52	44	424	69	68	59	416	204	0	
Weighted base	43	49	49	45	56	56	88	60	52	498	37	26	12	410	163	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH9: And did you complain to anyone else about the service you received from Royal Mail? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
No	21%	63%	58%	61%	53%	53%	49%	66%	57%	**	
	19	302	53	53	59	75	33	47	317		
		A							b		
Yes - over the counter at the Post Office	38%	17%	21%	19%	20%	21%	35%	9%	21%	**	
	35	83	19	17	23	29	23	7	116		
	B										
Yes - by phone/ letter/ email to the Post Office	37%	12%	14%	16%	19%	19%	23%	5%	16%	**	
	34	60	12	14	21	27	15	4	88		
	B										
Yes - to someone else	7%	7%	9%	5%	9%	5%	4%	15%	8%	**	
	7	36	8	4	10	7	3	10	43		
Yes - to the regulator (Ofcom)	14%	4%	3%	2%	6%	8%	10%	5%	5%	**	
	13	20	3	2	6	11	7	3	28		
	b										
Yes - to Citizens Advice Bureau	6%	1%	3%	1%	1%	3%	2%	0%	2%	**	
	5	5	3	1	1	4	1	0	9		
	b										
I don't know	3%	1%	1%	2%	1%	3%	0%	1%	1%	**	
	2	5	0	1	1	4	0	1	6		
NET: Yes	77%	36%	41%	38%	47%	44%	50%	33%	42%	**	
	71	172	38	33	52	63	34	24	234		
	B										
Effective Column n											
	74	362	68	67	91	116	53	40	423		11
Unweighted base	105	515	97	96	129	165	76	57	603		15
Weighted base	93	479	91	87	113	142	68	71	556		14
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q1: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Royal Mail	95%	97%	94%	95%	94%	95%	96%	95%	95%
	5784	2241	3543	1457	1417	1465	1445	2836	2949
	-	B							
Parcelforce	79%	78%	79%	79%	76%	80%	80%	78%	79%
	4792	1810	2982	1205	1146	1229	1212	2326	2466
	-								
Net: Royal Mail / Parcelforce	97%	98%	96%	97%	96%	98%	97%	97%	97%
	5904	2279	3625	1477	1446	1510	1471	2891	3013
	-	B							
DHL	80%	76%	82%	80%	78%	81%	80%	82%	78%
	4856	1752	3105	1219	1172	1256	1209	2436	2421
	-		A					b	
FedEx	77%	68%	83%	75%	77%	79%	77%	78%	76%
	4679	1563	3116	1140	1156	1219	1164	2320	2360
	-		A						
Hermes	76%	68%	81%	77%	77%	74%	76%	73%	79%
	4627	1563	3064	1175	1158	1149	1146	2178	2449
	-		A						A
Yodel	69%	61%	73%	69%	69%	67%	69%	68%	69%
	4181	1416	2764	1061	1039	1032	1048	2028	2153
	-		A						
UPS	65%	58%	69%	66%	63%	65%	64%	68%	62%
	3935	1348	2587	1003	955	1005	972	2025	1910
	-		A					B	
DPD	68%	66%	69%	69%	66%	69%	69%	70%	66%
	4142	1524	2618	1050	998	1059	1035	2085	2057
	-		a					b	
TNT Express	53%	51%	54%	55%	52%	52%	53%	59%	47%
	3221	1185	2036	838	779	801	802	1762	1459
	-							B	
Interlink	39%	39%	38%	38%	36%	39%	41%	42%	35%
	2355	909	1446	585	538	610	623	1254	1102
	-							B	
Amazon Logistics	44%	47%	43%	44%	42%	45%	46%	45%	44%
	2694	1089	1605	666	638	701	689	1341	1353
	-	b							
UK Mail	31%	23%	36%	30%	29%	33%	34%	36%	27%
	1912	536	1376	458	432	511	511	1076	836
	-		A					B	
Collect +	28%	24%	30%	29%	27%	28%	28%	23%	33%
	1709	560	1149	437	411	438	423	689	1020
	-		A						A
TNT Post UK	26%	23%	27%	26%	25%	25%	26%	30%	21%
	1561	532	1028	401	377	384	399	900	661
	-		a					B	
Citipost	18%	18%	18%	19%	18%	16%	18%	22%	14%
	1085	423	662	296	267	252	271	647	438
	-							B	
DX	13%	14%	12%	13%	14%	13%	12%	15%	11%
	782	330	452	194	205	202	180	438	344
	-	b						B	
Any other postal services company	1%	1%	1%	1%	0%	1%	1%	1%	1%
	48	29	19	19	8	10	11	20	28
	-	b							
Net: Any	99%	100%	99%	99%	99%	100%	99%	100%	99%
	6052	2305	3747	1519	1493	1538	1501	2970	3082
	-								
None of the above	1%	0%	1%	1%	1%	0%	1%	0%	1%
	38	9	29	10	14	7	8	14	24
	-								
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q1: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Royal Mail	92%	94%	96%	97%	97%	98%	95%	95%	94%	96%	94%	95%	94%	96%
	781	1829	1872	631	1300	671	3070	2715	1297	1773	1244	1471	3024	2738
			A b	a b	-	A b	-	-		c				a
Parcelforce	59%	74%	86%	88%	88%	87%	80%	77%	79%	81%	77%	76%	75%	83%
	505	1435	1682	575	1171	596	2593	2199	1096	1497	1020	1179	2410	2368
		A	A B	A B	-	A B	-	-		f				A
Net: Royal Mail / Parcelforce	93%	96%	99%	98%	99%	100%	97%	97%	96%	98%	97%	97%	96%	98%
	792	1861	1926	640	1321	684	3137	2767	1334	1803	1276	1491	3096	2785
		a	A B	A b	-	A B	-	-						a
DHL	64%	79%	88%	82%	79%	75%	82%	77%	82%	83%	78%	76%	80%	80%
	547	1541	1712	537	1055	518	2653	2203	1129	1524	1032	1171	2577	2266
		A	A B d F	A f	-	A	-	-	f	e F				
FedEx	70%	76%	82%	78%	75%	73%	80%	73%	79%	81%	75%	72%	76%	78%
	600	1473	1599	506	1005	501	2583	2097	1092	1491	990	1107	2448	2215
		a	A B F	a	-		-	-	f	e F				
Hermes	70%	75%	80%	77%	75%	72%	78%	74%	77%	78%	75%	73%	76%	76%
	595	1465	1568	502	997	497	2517	2110	1072	1445	990	1120	2432	2180
		a	A b f	a	-		-	-		f				
Yodel	57%	69%	75%	68%	66%	65%	71%	66%	69%	72%	67%	66%	69%	68%
	490	1337	1465	442	888	446	2285	1896	951	1334	883	1013	2220	1948
		A	A B d F	a	-	a	-	-		e f				
UPS	56%	64%	71%	64%	62%	61%	67%	62%	67%	68%	63%	60%	65%	64%
	476	1244	1378	420	835	416	2174	1761	923	1251	837	924	2088	1835
		a	A B d F	a	-		-	-	f	F				
DPD	61%	71%	73%	63%	61%	60%	69%	67%	67%	71%	68%	65%	71%	65%
	519	1391	1415	409	817	409	2237	1905	928	1309	899	1006	2275	1855
		A d F	A D F		-		-	-		f			B	
TNT Express	30%	47%	66%	57%	57%	56%	56%	49%	56%	56%	51%	48%	53%	53%
	257	925	1280	371	758	387	1806	1416	782	1024	673	743	1686	1523
		A	A B d F	A b	-	A b	-	-	f	f				
Interlink	25%	39%	47%	37%	35%	33%	40%	38%	38%	41%	38%	37%	42%	35%
	212	756	921	240	467	227	1279	1076	532	747	506	571	1345	1003
		A f	A B D F	A	-	a	-	-					B	
Amazon Logistics	40%	45%	49%	40%	39%	37%	45%	43%	45%	45%	44%	42%	45%	44%
	345	877	956	259	516	257	1455	1239	623	833	585	654	1439	1248
		f	a d F		-		-	-						
UK Mail	26%	32%	35%	29%	28%	28%	33%	30%	32%	33%	29%	31%	32%	31%
	222	630	682	187	377	190	1050	861	440	611	381	481	1033	875
		a	a f		-		-	-						
Collect +	31%	37%	28%	13%	14%	14%	28%	28%	25%	30%	28%	28%	33%	22%
	262	712	553	87	181	95	899	809	352	548	373	436	1068	634
	D F	a C D F	D F		-		-	-					B	
TNT Post UK	18%	26%	30%	24%	23%	22%	25%	26%	24%	27%	27%	25%	28%	23%
	155	513	586	158	306	148	821	740	332	489	359	381	893	665
		A	A f		-		-	-					b	
Citipost	10%	18%	23%	18%	15%	13%	19%	16%	20%	19%	18%	15%	20%	15%
	82	349	453	115	202	87	614	472	272	341	233	239	648	433
		A f	A b d F	A	-		-	-					B	
DX	11%	16%	15%	8%	7%	6%	13%	12%	13%	14%	13%	11%	16%	10%
	95	304	290	53	94	41	433	349	180	253	172	177	501	278
	f	a D F	d F		-		-	-					B	
Any other postal services company	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	3	12	19	6	15	8	31	17	9	22	6	11	18	30
					-		-	-						
Net: Any	98%	99%	100%	99%	100%	100%	99%	99%	99%	100%	100%	99%	100%	99%
	837	1937	1943	647	1331	686	3211	2840	1377	1834	1314	1527	3197	2830
			a		-		-	-						
None of the above	2%	1%	0%	1%	0%	0%	1%	1%	1%	0%	0%	1%	0%	1%
	15	11	5	6	7	1	17	22	8	8	6	16	13	20
	c				-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI1: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Royal Mail	95%	94%	95%	95%	95%	94%	95%	95%	98%	95%	95%	92%	95%	95%	96%	**	
	503	540	502	539	549	492	646	588	508	4867	463	281	174	4153	1619		
									I	-							
Parcelforce	81%	80%	77%	77%	72%	86%	70%	84%	83%	79%	79%	81%	77%	77%	84%	**	
	427	459	407	437	419	449	474	515	430	4018	386	248	140	3359	1424		
	g	g				c d E G		e G	e G	-	g	g			A		
Net: Royal Mail / Parcelforce	97%	95%	96%	97%	97%	98%	97%	98%	99%	97%	97%	95%	97%	97%	98%	**	
	514	549	508	549	560	512	657	604	512	4965	473	289	177	4237	1655		
										-							
DHL	78%	82%	82%	76%	79%	83%	79%	85%	81%	80%	78%	78%	67%	79%	82%	**	
	413	475	436	430	456	433	534	521	417	4116	379	239	122	3463	1385		
		m	m	m		M	m	d M	m	-	m	M					
FedEx	75%	81%	75%	74%	69%	85%	77%	82%	81%	78%	76%	75%	60%	74%	83%	**	
	399	469	395	420	398	445	521	505	420	3972	369	228	110	3266	1403		
	m	E M	m	m		a c d E g k l M	M	d E M	e M	-	M	M			A		
Hermes	80%	79%	77%	75%	67%	83%	66%	79%	78%	76%	79%	79%	64%	74%	81%	**	
	426	458	407	427	390	433	451	489	405	3886	383	241	118	3242	1376		
	E G M	e G m	e g m	g m		E G M		e G m	e g m	-	e G M	e g M			A		
Yodel	72%	71%	73%	58%	62%	77%	61%	71%	75%	69%	68%	74%	64%	66%	75%	**	
	382	408	384	330	358	401	416	439	387	3506	331	227	117	2901	1274		
	d e g	d g	D e g			D E G k m		d e g	D e G	-	d	D e g m			A c		
UPS	63%	74%	65%	58%	62%	71%	64%	70%	65%	66%	62%	60%	50%	63%	69%	**	
	334	424	341	330	356	372	437	430	334	3359	302	182	92	2759	1166		
	m	a D e g k l M	m			d e k l M	m	d l M	m	-	m	m			a		
DPD	70%	68%	64%	61%	72%	73%	59%	72%	75%	68%	67%	73%	61%	66%	72%	**	
	370	393	341	344	416	383	404	442	388	3481	328	222	111	2912	1224		
	g				d g	d G m		d g	c d G m	-		d g M			a		
TNT Express	54%	57%	51%	51%	47%	62%	47%	57%	58%	54%	51%	55%	34%	51%	58%	**	
	287	328	269	287	273	325	322	349	302	2742	250	166	63	2230	987		
	M	e g M	m	m	m	c d E G k M	m	e g M	e g M	-	M	M			A		
Interlink	39%	38%	35%	38%	35%	48%	34%	46%	42%	39%	34%	41%	28%	38%	40%	**	
	207	222	185	216	203	251	231	284	218	2016	165	124	51	1671	683		
						c e g K M		c e g k m	m	-		M					
Amazon Logistics	41%	48%	48%	47%	42%	48%	45%	45%	48%	46%	40%	37%	22%	45%	43%	**	
	217	274	255	268	244	252	307	278	250	2345	195	113	41	1971	719		
	m	M	l M	M	M	l M	M	M	l M	-	M	M					
UK Mail	29%	33%	32%	33%	28%	42%	32%	35%	32%	33%	27%	27%	12%	31%	34%	**	
	156	188	167	186	162	221	214	214	167	1675	134	81	22	1338	573		
	M	M	M	M	M	a b c E g i K L M	M	M	M	-	M	M					
Collect +	26%	30%	28%	24%	33%	33%	29%	27%	25%	28%	25%	25%	33%	29%	26%	**	
	137	172	148	135	192	170	195	168	128	1448	124	77	60	1263	444		
										-							
TNT Post UK	26%	27%	23%	22%	25%	34%	26%	29%	24%	26%	24%	25%	15%	25%	27%	**	
	135	157	122	127	143	177	176	177	126	1341	117	75	28	1110	449		
						c d k M		m		-	m	m					
Citipost	14%	18%	16%	19%	15%	20%	21%	21%	15%	18%	17%	16%	16%	18%	17%	**	
	77	106	84	110	85	106	144	132	79	924	83	48	30	801	284		
										-							
DX	15%	14%	9%	10%	15%	17%	14%	13%	11%	13%	14%	11%	6%	14%	11%	**	
	78	82	49	59	87	86	92	82	55	670	66	34	12	602	180		
										-				b			
Any other postal services company	0%	0%	0%	1%	2%	0%	1%	1%	2%	1%	2%	0%	1%	1%	1%	**	
	0	0	0	3	9	2	4	9	10	37	8	1	2	39	9		
										-							
Net: Any	99%	98%	99%	99%	99%	100%	100%	100%	100%	99%	100%	98%	100%	99%	100%	**	
	527	566	524	562	575	520	678	615	516	5084	486	299	183	4355	1683		
										-							
None of the above	1%	2%	1%	1%	1%	0%	0%	0%	0%	1%	0%	2%	0%	1%	0%	**	
	3	10	5	5	4	2	1	1	2	32	2	5	0	32	6		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI1: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Royal Mail	87%	96%	94%	96%	94%	95%	95%	96%	95%	88%	
	328	5456	696	814	1251	1110	617	1296	5474	295	
		A							B		
Parcelforce	58%	80%	75%	79%	79%	82%	80%	76%	80%	63%	
	217	4575	549	668	1053	965	522	1035	4572	210	
		A				a f			B		
Net: Royal Mail / Parcelforce	89%	97%	96%	97%	97%	96%	98%	98%	97%	91%	
	335	5569	705	825	1285	1130	636	1323	5586	302	
		A							B		
DHL	65%	81%	74%	80%	80%	84%	88%	74%	82%	40%	
	247	4609	547	682	1066	987	575	999	4716	134	
		A		a f	a f	A c F	A b C F		B		
FedEx	61%	78%	71%	77%	80%	84%	83%	67%	79%	38%	
	229	4450	526	652	1058	989	542	913	4539	128	
		A		f	A F	A B c F	A b F		B		
Hermes	62%	77%	72%	79%	79%	81%	79%	68%	79%	34%	
	235	4392	527	668	1050	954	511	917	4506	112	
		A		a F	a F	A F	a F		B		
Yodel	50%	70%	62%	66%	72%	74%	73%	63%	71%	27%	
	190	3990	459	562	956	873	476	855	4081	91	
		A			A b F	A b F	A b f		B		
UPS	45%	66%	58%	63%	65%	71%	76%	58%	67%	30%	
	170	3765	429	533	860	828	492	793	3828	100	
		A			a f	A b c F	A B C F		B		
DPD	51%	69%	60%	66%	69%	73%	73%	66%	70%	38%	
	194	3948	439	558	920	854	475	896	4009	126	
		A			A	A b f	A b		B		
TNT Express	38%	54%	45%	53%	54%	57%	59%	50%	55%	21%	
	143	3078	329	446	716	669	382	679	3142	70	
		A		a	a	A f	A f		B		
Interlink	36%	39%	32%	39%	39%	44%	42%	36%	40%	17%	
	135	2221	235	332	517	513	276	483	2292	57	
				a	a	A f	a		B		
Amazon Logistics	32%	45%	35%	44%	43%	49%	52%	43%	46%	19%	
	119	2575	255	374	572	580	336	577	2621	63	
		A		a	a	A c f	A b c f	a	B		
UK Mail	27%	32%	29%	30%	34%	36%	37%	25%	33%	3%	
	100	1812	210	258	451	418	241	334	1894	11	
					F	a F	a F		B		
Collect +	28%	28%	22%	26%	29%	33%	35%	24%	29%	11%	
	107	1601	159	219	391	382	226	332	1669	35	
					a	A b f	A b f		B		
TNT Post UK	18%	26%	18%	24%	28%	30%	31%	22%	27%	6%	
	69	1491	131	205	369	350	205	301	1531	21	
		a		a	A f	A b f	A b f		B		
Citipost	18%	18%	15%	15%	18%	21%	24%	15%	19%	6%	
	68	1017	110	126	238	248	153	209	1064	19	
						a b f	a b c f		B		
DX	10%	13%	8%	10%	11%	15%	22%	13%	13%	5%	
	39	743	60	84	149	176	142	171	764	17	
						A b c	A B C d F	a	B		
Any other postal services company	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	
	2	46	7	7	9	3	6	15	45	3	
Net: Any	99%	99%	98%	100%	100%	100%	100%	99%	100%	97%	
	373	5678	724	844	1324	1169	649	1341	5709	325	
									B		
None of the above	1%	1%	2%	0%	0%	0%	0%	1%	0%	3%	
	4	35	12	3	5	3	1	14	24	8	
										A	
Effective Column n											
	251	3461	480	519	895	822	410	587	3570	129	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Royal Mail	85%	88%	83%	86%	83%	83%	87%	83%	86%
	5162	2032	3129	1313	1250	1282	1317	2483	2679
	-	B					b c		a
Hermes	16%	11%	19%	16%	17%	15%	15%	15%	17%
	963	245	718	246	259	228	230	444	519
	-		A						
Parcelforce	12%	12%	12%	14%	12%	10%	12%	13%	10%
	720	275	445	211	180	152	176	396	324
	-			c				b	
Net: Royal Mail / Parcelforce	85%	88%	84%	87%	84%	83%	88%	84%	87%
	5192	2038	3154	1323	1260	1287	1322	2498	2694
	-	B					b c		a
DHL	8%	8%	7%	9%	9%	6%	6%	9%	7%
	469	187	282	145	137	92	95	261	208
	-			c d	c d			b	
DPD	7%	6%	7%	10%	7%	5%	5%	8%	6%
	411	139	272	147	109	81	74	238	173
	-			C D				b	
Yodel	5%	5%	6%	6%	7%	4%	5%	5%	6%
	328	109	219	97	100	62	69	151	177
	-								
Collect +	8%	7%	8%	9%	7%	8%	7%	7%	9%
	465	156	308	133	100	123	109	200	264
	-								a
Amazon Logistics	5%	5%	5%	5%	6%	3%	5%	5%	5%
	295	109	186	71	98	53	73	142	153
	-				c				
FedEx	4%	3%	5%	5%	4%	3%	4%	5%	4%
	257	70	187	83	61	46	67	144	112
	-		a	c					
UPS	4%	4%	4%	5%	4%	3%	4%	5%	3%
	239	85	154	74	58	50	56	139	100
	-							b	
UK Mail	2%	2%	3%	3%	3%	1%	3%	3%	2%
	145	37	107	44	43	20	38	80	65
	-		a						
Interlink	1%	1%	1%	2%	1%	1%	1%	1%	1%
	60	16	44	28	11	10	12	38	22
	-								
TNT Express	1%	1%	1%	2%	1%	1%	1%	1%	1%
	63	17	45	24	15	12	11	38	24
	-								
Citipost	1%	0%	1%	1%	1%	0%	1%	1%	0%
	39	5	34	16	10	3	11	28	10
	-		a					b	
DX	1%	0%	1%	1%	0%	0%	1%	1%	0%
	37	8	28	12	8	4	13	25	12
	-								
TNT Post UK	1%	0%	1%	1%	0%	0%	1%	1%	0%
	34	7	28	15	3	8	9	25	9
	-							b	
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%
	12	9	3	4	3	1	4	2	10
	-	b							
Net: Any	90%	90%	89%	90%	89%	88%	91%	88%	91%
	5454	2083	3371	1376	1343	1358	1377	2640	2814
	-								a
None of the above	10%	10%	10%	9%	10%	12%	8%	11%	9%
	597	222	375	143	150	181	124	330	267
	-							b	
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Royal Mail	76%	84%	87%	89%	88%	87%	86%	83%	87%	86%	84%	82%	85%	84%
	646	1634	1704	581	1177	596	2781	2381	1202	1579	1112	1268	2743	2401
		A	A b	A b	-	A	-	-						
Hermes	15%	17%	17%	12%	12%	13%	16%	15%	16%	17%	16%	14%	17%	14%
	128	337	331	76	167	91	530	433	222	309	214	219	559	403
					-		-	-					b	
Parcelforce	6%	14%	14%	10%	9%	8%	12%	11%	14%	11%	13%	10%	15%	9%
	51	277	272	63	120	57	396	325	190	206	176	148	467	249
		A d f	A f		-		-	-	f		f		B	
Net: Royal Mail / Parcelforce	76%	84%	88%	89%	89%	87%	87%	84%	87%	86%	85%	83%	86%	85%
	649	1644	1714	584	1184	601	2801	2391	1211	1590	1119	1272	2762	2412
		A	A b	A b	-	A	-	-	f					
DHL	7%	11%	8%	4%	4%	3%	9%	7%	9%	8%	9%	5%	10%	5%
	59	209	153	26	49	23	279	190	128	151	113	77	324	144
	f	a c D F	d f		-		-	-	F	f	f		B	
DPD	7%	10%	7%	2%	2%	2%	7%	6%	6%	8%	8%	5%	9%	4%
	60	190	134	14	28	14	228	183	90	138	108	75	286	123
	d F	c D F	D F		-		-	-		f	f		B	
Yodel	5%	7%	6%	2%	3%	4%	5%	6%	5%	6%	7%	4%	7%	4%
	39	133	117	13	38	26	169	159	65	104	93	66	215	113
		D	d		-		-	-					B	
Collect +	8%	10%	7%	5%	4%	3%	8%	7%	8%	8%	8%	6%	10%	6%
	67	201	144	30	52	22	265	199	113	152	109	90	305	159
	f	c D F	f		-		-	-					B	
Amazon Logistics	4%	6%	5%	3%	3%	4%	5%	5%	5%	4%	7%	4%	5%	4%
	35	123	90	22	46	24	147	148	67	79	86	62	173	122
					-		-	-						
FedEx	5%	6%	3%	3%	2%	2%	5%	4%	5%	4%	5%	3%	6%	2%
	43	123	59	19	31	12	147	109	75	72	64	45	186	71
	f	C d F			-		-	-	f				B	
UPS	3%	6%	4%	2%	2%	2%	4%	4%	4%	4%	5%	3%	5%	2%
	26	112	72	12	28	17	135	103	58	77	65	39	168	70
		a c d f			-		-	-			f		B	
UK Mail	3%	3%	2%	2%	1%	1%	2%	3%	3%	2%	3%	2%	3%	2%
	22	61	43	11	19	8	71	74	35	35	39	35	93	51
					-		-	-					b	
Interlink	1%	2%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	2%	0%
	4	38	14	1	4	3	37	23	20	17	14	9	49	11
		c d			-		-	-					B	
TNT Express	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	7	26	24	4	5	2	33	30	11	22	17	13	45	17
					-		-	-					b	
Citipost	1%	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%	0%	1%	0%
	9	23	5	2	2	0	23	16	11	11	12	5	30	8
					-		-	-					b	
DX	1%	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%	0%	1%	0%
	7	17	9	2	3	1	21	15	8	13	11	4	23	13
					-		-	-						
TNT Post UK	1%	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%	0%	1%	0%
	8	18	6	2	2	0	20	15	9	11	10	5	27	8
					-		-	-					b	
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	3	4	3	4	1	10	2	4	6	0	2	6	6
					-		-	-						
Net: Any	82%	90%	91%	92%	91%	90%	91%	88%	92%	90%	90%	86%	91%	88%
	698	1762	1773	602	1221	619	2941	2513	1276	1665	1184	1329	2916	2518
		A	A	A	-	a	-	-	F	f			b	
None of the above	16%	9%	9%	7%	8%	10%	8%	11%	7%	9%	10%	13%	9%	11%
	140	176	170	44	110	68	271	327	101	169	130	197	281	312
	B C D f				-		-	-				C d		a
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Royal Mail	85%	79%	87%	84%	87%	85%	85%	86%	88%	85%	82%	81%	86%	84%	86%	**	
	450	453	462	478	505	443	578	532	458	4357	399	248	158	3707	1447		
										-							
Hermes	19%	16%	18%	17%	14%	20%	12%	15%	13%	16%	16%	19%	11%	15%	17%	**	
	100	93	97	94	81	107	81	92	66	809	77	57	20	675	287		
										-							
Parcelforce	12%	13%	9%	11%	11%	14%	13%	11%	15%	12%	10%	8%	13%	12%	11%	**	
	62	75	48	60	63	74	90	71	77	619	51	26	24	534	186		
										-							
Net: Royal Mail / Parcelforce	85%	79%	87%	84%	88%	85%	86%	87%	89%	86%	83%	82%	88%	85%	86%	**	
	451	454	462	478	509	444	582	537	459	4376	405	250	160	3733	1451		
										-							
DHL	8%	7%	8%	4%	9%	7%	13%	6%	8%	8%	6%	7%	6%	9%	5%	**	
	42	43	43	22	50	38	88	40	43	408	29	22	11	389	79		
							D k			-				B			
DPD	7%	8%	7%	3%	5%	8%	8%	6%	7%	7%	7%	8%	6%	7%	6%	**	
	37	47	39	18	31	42	53	38	38	343	33	24	12	302	108		
										-							
Yodel	5%	5%	5%	4%	4%	8%	7%	6%	4%	5%	5%	6%	5%	6%	5%	**	
	27	29	27	21	22	43	49	36	20	274	25	19	10	245	83		
										-							
Collect +	5%	6%	7%	5%	8%	13%	10%	7%	7%	8%	8%	6%	14%	8%	7%	**	
	28	33	36	29	45	66	65	45	38	384	38	17	26	342	123		
						a b d l				-			a b d k L				
Amazon Logistics	6%	4%	5%	4%	5%	7%	7%	4%	4%	5%	3%	5%	2%	5%	4%	**	
	32	21	26	21	28	37	49	25	22	261	16	14	4	223	72		
										-							
FedEx	4%	3%	4%	2%	4%	5%	9%	6%	3%	4%	3%	3%	2%	5%	3%	**	
	20	20	21	13	21	24	59	34	16	227	16	9	4	208	49		
							d k			-				b			
UPS	4%	4%	4%	3%	3%	5%	7%	5%	2%	4%	3%	2%	3%	4%	3%	**	
	23	21	22	15	15	28	49	29	9	212	16	7	5	190	48		
										-							
UK Mail	3%	2%	3%	1%	2%	3%	4%	2%	3%	2%	2%	2%	1%	2%	2%	**	
	14	12	15	6	13	17	24	12	14	127	10	6	1	105	39		
										-							
Interlink	1%	1%	1%	1%	1%	1%	2%	0%	1%	1%	1%	1%	0%	1%	1%	**	
	5	8	3	5	5	6	13	2	3	51	7	2	1	48	12		
										-							
TNT Express	1%	1%	0%	1%	1%	1%	2%	0%	1%	1%	1%	1%	0%	1%	1%	**	
	6	5	1	6	5	7	13	3	7	52	7	3	0	51	11		
										-							
Citipost	0%	0%	0%	1%	0%	0%	2%	0%	0%	1%	1%	0%	1%	1%	0%	**	
	1	3	1	7	1	2	15	2	1	33	3	2	1	37	2		
										-				b			
DX	1%	0%	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	0%	1%	0%	**	
	7	3	2	1	3	1	10	4	1	32	3	2	0	29	7		
										-							
TNT Post UK	1%	0%	0%	0%	1%	0%	2%	0%	0%	1%	1%	1%	0%	1%	0%	**	
	5	2	0	2	5	1	10	1	2	28	4	2	1	33	2		
										-							
Other	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	1	1	4	6	5	0	1	10	1		
										-							
Net: Any	90%	83%	91%	89%	91%	89%	92%	92%	91%	90%	88%	87%	92%	90%	90%	**	
	475	478	484	502	528	466	623	567	471	4594	427	264	168	3929	1516		
			b		b		b	b		-							
None of the above	10%	15%	8%	11%	8%	10%	8%	8%	9%	10%	12%	11%	8%	10%	10%	**	
	52	88	40	60	46	54	55	48	45	490	58	35	14	427	167		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236		7
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004		12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689		13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI2_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**		**NET: Internet user**	**NET: Internet non-user**	
Royal Mail	79%	85%	78%	87%	83%	87%	86%	86%		86%	85%	80%
	297	4864	577	737	1105	1021	561	1161		4880	267	
		a		A		A	a	a		b		
Hermes	20%	16%	15%	16%	18%	18%	17%	10%		16%	6%	
	75	889	112	139	242	216	113	142		941	21	
				f	F	F	f			B		
Parcelforce	10%	12%	8%	10%	13%	14%	17%	10%		12%	5%	
	39	681	58	81	170	164	113	135		704	16	
					a	a b f	A B f			b		
Net: Royal Mail / Parcelforce	80%	86%	79%	87%	84%	88%	87%	86%		86%	81%	
	300	4892	581	741	1110	1026	565	1169		4909	269	
		a		A		A	a	a		b		
DHL	11%	7%	6%	5%	6%	10%	13%	7%		8%	4%	
	41	428	46	41	80	121	87	96		453	13	
						a B c	A B C f			b		
DPD	11%	6%	5%	6%	7%	8%	12%	5%		7%	1%	
	41	370	35	47	89	92	76	73		402	5	
	b						A b c f			b		
Yodel	8%	5%	5%	4%	5%	7%	7%	4%		6%	2%	
	31	298	40	37	68	87	44	52		323	5	
										b		
Collect +	8%	8%	5%	7%	7%	9%	12%	7%		8%	3%	
	32	433	35	59	97	102	78	94		453	11	
						a	A b c f			b		
Amazon Logistics	6%	5%	4%	6%	4%	6%	6%	4%		5%	2%	
	23	272	27	51	59	67	37	55		287	7	
FedEx	10%	4%	3%	3%	4%	6%	8%	3%		4%	5%	
	40	217	22	27	50	68	54	36		240	16	
	B					a b f	A b c F					
UPS	5%	4%	3%	3%	4%	4%	8%	3%		4%	1%	
	17	222	18	24	57	52	51	37		235	3	
							A b c d F			b		
UK Mail	4%	2%	2%	2%	2%	3%	3%	2%		2%	0%	
	17	128	13	19	32	34	19	28		140	2	
	b											
Interlink	3%	1%	1%	1%	1%	2%	2%	0%		1%	0%	
	10	49	4	4	10	24	10	6		58	1	
	b											
TNT Express	2%	1%	1%	1%	1%	2%	2%	0%		1%	0%	
	7	56	6	9	13	20	10	5		62	1	
Citipost	3%	0%	1%	0%	1%	1%	1%	0%		1%	1%	
	12	27	5	2	11	12	7	1		37	2	
	B											
DX	1%	1%	0%	0%	1%	0%	1%	0%		1%	0%	
	6	31	2	2	11	6	9	6		36	1	
TNT Post UK	2%	0%	0%	0%	1%	1%	1%	0%		1%	0%	
	8	27	1	1	8	11	9	4		34	1	
	b											
Other	0%	0%	0%	0%	0%	0%	0%	0%		0%	0%	
	0	12	3	2	2	1	0	4		12	0	
Net: Any	91%	89%	84%	91%	89%	93%	90%	89%		90%	87%	
	343	5111	615	770	1189	1093	587	1200		5148	291	
				A	a	A c f	a	a				
None of the above	8%	10%	15%	9%	10%	6%	10%	10%		10%	10%	
	31	567	109	74	135	76	62	142		561	34	
			b c D e		d			d				
Effective Column n												
	251	3461	480	519	895	822	410	587		3570	129	
Unweighted base	407	5612	779	842	1451	1332	664	951		5788	209	
Weighted base	377	5713	736	847	1329	1172	651	1355		5733	334	
Columns	A	B	A	B	C	D	E	F		A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Royal Mail	83%	86%	81%	85%	82%	84%	82%	83%	84%
	5068	1998	3070	1301	1235	1292	1240	2464	2603
	-	B							
Hermes	49%	38%	56%	50%	45%	52%	51%	45%	54%
	3008	890	2118	762	678	800	768	1345	1662
	-		A			b	b		A
Parcelforce	37%	37%	37%	37%	33%	38%	38%	37%	37%
	2242	850	1392	570	500	593	579	1096	1146
	-								
Net: Royal Mail / Parcelforce	87%	89%	86%	88%	85%	88%	87%	86%	88%
	5291	2060	3231	1340	1281	1352	1317	2564	2727
	-	b							
Yodel	37%	30%	41%	37%	35%	37%	39%	36%	38%
	2248	702	1546	565	527	575	581	1074	1174
	-		A						
DHL	35%	34%	36%	35%	34%	35%	36%	37%	34%
	2140	776	1364	536	511	548	545	1091	1048
	-								
DPD	37%	31%	40%	38%	34%	37%	37%	37%	36%
	2224	724	1499	583	512	568	561	1116	1108
	-		A						
Amazon Logistics	27%	27%	27%	28%	23%	29%	27%	27%	27%
	1631	618	1013	427	344	446	413	805	826
	-			b		b			
FedEx	21%	18%	22%	20%	20%	22%	22%	22%	20%
	1261	419	842	302	299	335	325	650	612
	-		a						
UPS	19%	17%	20%	19%	17%	19%	20%	21%	17%
	1139	387	753	295	250	288	306	615	524
	-		a					b	
UK Mail	11%	6%	14%	10%	9%	11%	14%	13%	9%
	671	149	522	147	136	171	216	384	287
	-		A				a b	B	
Collect +	9%	9%	9%	10%	8%	7%	10%	7%	11%
	533	208	325	158	117	109	149	199	335
	-								A
Interlink	7%	8%	6%	6%	6%	8%	8%	8%	5%
	404	179	226	87	84	117	117	244	160
	-	b						B	
TNT Express	8%	8%	8%	8%	6%	8%	8%	9%	6%
	458	174	284	128	91	122	116	277	181
	-							B	
TNT Post UK	3%	2%	3%	3%	2%	3%	3%	4%	2%
	177	52	125	41	37	47	52	117	60
	-							B	
Citipost	2%	3%	2%	3%	2%	3%	2%	3%	2%
	145	61	84	47	30	40	29	95	50
	-							b	
DX	2%	2%	3%	3%	2%	3%	3%	3%	2%
	146	40	106	43	25	39	40	75	71
	-		a						
Other	0%	1%	0%	1%	0%	0%	1%	0%	0%
	29	16	13	12	3	5	9	14	15
	-								
Net: Any	95%	95%	95%	95%	95%	95%	95%	95%	95%
	5786	2200	3586	1456	1427	1473	1430	2822	2964
	-								
None of the above	4%	5%	4%	4%	4%	4%	5%	5%	4%
	266	105	161	63	66	66	71	148	117
	-								
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Royal Mail	75%	80%	86%	90%	89%	89%	84%	82%	83%	85%	81%	83%	81%	85%
	639	1567	1666	587	1195	608	2719	2348	1149	1571	1074	1275	2616	2433
		a	A b	A B c	-	A B	-	-						a
Hermes	44%	49%	53%	50%	50%	49%	52%	46%	53%	52%	48%	44%	49%	50%
	376	945	1024	327	662	335	1688	1320	738	949	637	683	1563	1437
			a		-		-	-	F	f				
Parcelforce	24%	36%	44%	38%	36%	34%	40%	33%	44%	37%	35%	32%	37%	36%
	203	709	853	246	477	231	1288	954	603	685	461	493	1196	1039
		A	A B F	A	-	a	-	-	d E F	f				
Net: Royal Mail / Parcelforce	79%	84%	90%	92%	91%	91%	88%	86%	87%	89%	85%	86%	85%	89%
	670	1643	1755	600	1223	624	2842	2449	1199	1643	1124	1325	2743	2530
		a	A B	A B	-	A b	-	-						a
Yodel	29%	38%	42%	35%	33%	32%	38%	35%	37%	39%	36%	34%	38%	36%
	244	743	815	228	446	218	1242	1006	516	726	480	526	1209	1036
		A f	A d F		-		-	-						
DHL	27%	37%	41%	33%	29%	26%	39%	31%	43%	36%	32%	30%	38%	32%
	227	729	793	213	392	178	1249	890	592	657	428	463	1212	922
		A F	A d F		-		-	-	d E F	f			B	
DPD	32%	42%	40%	30%	25%	21%	39%	34%	37%	39%	36%	32%	40%	33%
	274	826	784	193	339	146	1243	980	516	727	480	500	1272	945
	F	A D F	a D F	f	-		-	-		f			B	
Amazon Logistics	25%	28%	29%	23%	22%	21%	28%	26%	28%	28%	27%	25%	27%	27%
	210	554	572	152	295	143	895	736	387	508	351	386	862	764
		f	f		-		-	-						
FedEx	20%	23%	22%	16%	16%	16%	23%	19%	25%	21%	20%	17%	23%	19%
	168	452	433	102	208	107	731	531	345	385	264	267	725	530
		d f	d f		-		-	-	F				b	
UPS	16%	21%	20%	16%	14%	13%	21%	17%	22%	20%	17%	16%	20%	18%
	136	410	398	105	194	90	667	472	299	369	230	242	638	500
		a f	f		-		-	-	f	f				
UK Mail	7%	12%	13%	10%	10%	10%	12%	10%	13%	11%	11%	10%	11%	11%
	58	228	254	62	131	69	377	293	177	201	146	147	350	320
		a	A		-		-	-						
Collect +	11%	13%	8%	2%	3%	3%	10%	8%	8%	11%	8%	7%	11%	6%
	95	252	152	14	34	19	314	219	113	201	106	114	366	166
	c D F	C D F	D F		-		-	-		f			B	
Interlink	4%	8%	7%	5%	5%	4%	7%	6%	8%	7%	6%	5%	9%	5%
	38	165	138	35	63	28	238	166	106	132	85	81	275	129
		a f			-		-	-					B	
TNT Express	6%	9%	8%	7%	6%	5%	8%	7%	9%	7%	7%	6%	9%	6%
	48	171	160	46	80	34	267	191	131	136	94	97	285	173
					-		-	-					b	
TNT Post UK	3%	4%	3%	2%	2%	1%	3%	3%	3%	3%	3%	3%	4%	2%
	22	79	52	16	24	9	93	84	41	53	44	40	112	64
					-		-	-					b	
Citipost	1%	3%	3%	1%	1%	1%	3%	2%	3%	3%	2%	1%	3%	1%
	12	53	65	8	15	7	97	48	48	49	25	23	104	40
					-		-	-	f				B	
DX	2%	4%	2%	0%	1%	1%	3%	2%	3%	3%	2%	2%	3%	2%
	15	75	46	3	11	8	88	59	35	53	32	27	97	49
		d f	d		-		-	-					b	
Other	0%	0%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	0%	1%
	3	5	13	3	9	6	19	10	9	10	3	7	10	19
					-		-	-						
Net: Any	91%	94%	97%	97%	96%	96%	96%	94%	95%	97%	95%	94%	95%	95%
	777	1839	1883	630	1284	657	3091	2695	1313	1778	1250	1445	3047	2717
		a	A b	a	-	a	-	-		f				
None of the above	7%	5%	3%	3%	3%	4%	4%	5%	5%	3%	5%	5%	5%	4%
	60	98	61	17	47	30	120	145	64	56	64	82	150	113
	c d				-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Royal Mail	83%	83%	84%	83%	83%	84%	83%	85%	83%	83%	82%	81%	85%	82%	85%	**	
	437	479	446	473	479	437	563	526	429	4269	397	245	156	3619	1439		
										-							
Hermes	47%	52%	53%	44%	37%	58%	44%	54%	50%	49%	55%	54%	45%	47%	56%	**	
	249	298	282	251	217	304	300	331	261	2493	268	165	82	2056	945		
		e	E			a d E g m		E g	e	-	d E g m	E m			A		
Parcelforce	38%	40%	36%	40%	32%	34%	36%	37%	38%	37%	35%	36%	44%	36%	40%	**	
	201	229	189	228	187	179	242	229	199	1883	170	110	80	1567	672		
										-							
Net: Royal Mail / Parcelforce	87%	85%	89%	88%	87%	87%	85%	90%	86%	87%	85%	85%	90%	86%	90%	**	
	462	491	471	496	501	456	579	553	446	4456	412	259	164	3766	1515		
										-					a		
Yodel	35%	34%	41%	28%	29%	43%	35%	40%	41%	36%	41%	43%	40%	36%	41%	**	
	187	195	215	160	171	225	235	245	210	1843	200	132	73	1559	685		
			d e			D e		d e	d e	-	d e	D e			a		
DHL	32%	40%	37%	31%	37%	32%	33%	39%	35%	35%	36%	34%	33%	35%	36%	**	
	172	230	198	175	214	168	224	241	180	1803	173	103	61	1536	602		
										-							
DPD	31%	34%	36%	28%	43%	41%	35%	38%	38%	36%	39%	43%	37%	35%	40%	**	
	163	196	188	160	250	213	237	232	195	1834	192	130	67	1548	671		
					a d	d				-	d	a d			a		
Amazon Logistics	23%	31%	30%	27%	25%	27%	31%	29%	26%	28%	22%	24%	13%	27%	25%	**	
	122	177	158	155	145	140	211	181	134	1426	109	73	23	1205	425		
		M	M	m	m	m	k M	m	m	-	m	M					
FedEx	19%	21%	20%	21%	17%	25%	22%	27%	19%	21%	18%	21%	17%	20%	21%	**	
	99	123	104	117	97	128	148	164	99	1079	86	65	32	899	360		
										-							
UPS	15%	22%	19%	15%	18%	20%	22%	22%	16%	19%	19%	19%	17%	19%	19%	**	
	81	129	98	83	102	103	149	135	82	962	90	57	30	816	321		
										-							
UK Mail	10%	13%	15%	9%	8%	13%	13%	13%	8%	11%	10%	10%	4%	11%	12%	**	
	52	76	77	53	46	69	90	82	40	584	49	30	8	468	203		
		m	m			m	m	m		-	m	m					
Collect +	8%	8%	12%	5%	9%	9%	10%	10%	7%	9%	8%	6%	15%	10%	7%	**	
	43	44	63	28	50	50	70	62	39	448	39	19	28	419	115		
			d							-			d k L	b			
Interlink	7%	5%	6%	7%	5%	7%	8%	9%	7%	7%	5%	6%	7%	7%	6%	**	
	36	27	33	40	29	38	57	54	36	348	25	18	14	302	103		
										-							
TNT Express	6%	9%	8%	10%	6%	6%	8%	9%	7%	8%	6%	9%	6%	8%	7%	**	
	30	54	42	57	37	31	55	53	34	393	27	27	11	342	116		
										-							
TNT Post UK	2%	4%	3%	2%	2%	2%	6%	2%	2%	3%	3%	3%	2%	3%	2%	**	
	12	24	15	11	12	9	38	12	13	147	16	11	3	143	34		
										-							
Citipost	2%	2%	4%	2%	1%	3%	5%	1%	2%	2%	2%	2%	3%	3%	2%	**	
	12	11	20	11	6	14	33	9	9	124	12	5	5	120	25		
										-							
DX	4%	3%	2%	1%	3%	3%	3%	2%	1%	2%	2%	3%	1%	3%	2%	**	
	24	16	13	5	16	13	22	10	8	126	10	9	2	111	36		
										-							
Other	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	2%	0%	1%	1%	0%	**	
	0	0	0	2	2	2	4	3	6	19	8	1	2	22	7		
										-							
Net: Any	93%	93%	96%	94%	96%	96%	96%	98%	93%	95%	95%	93%	96%	95%	96%	**	
	495	536	509	534	554	501	651	602	484	4865	462	284	175	4158	1616		
										-							
None of the above	6%	5%	3%	5%	4%	4%	4%	2%	6%	4%	5%	5%	4%	5%	4%	**	
	32	31	16	28	21	20	27	13	32	219	23	15	8	198	67		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236		7
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004		12
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689		13
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI2_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Royal Mail	69%	84%	80%	84%	82%	84%	83%	85%	84%	80%	
	259	4809	587	710	1090	986	542	1152	4790	266	
		A									
Hermes	46%	50%	44%	50%	54%	55%	55%	40%	52%	10%	
	174	2834	326	423	715	650	355	539	2971	33	
				f	a F	A F	a F		B		
Parcelforce	32%	37%	28%	35%	37%	42%	47%	34%	38%	16%	
	120	2122	209	294	486	489	305	459	2184	54	
				a	a	A b c f	A B C F		B		
Net: Royal Mail / Parcelforce	73%	88%	83%	88%	86%	87%	88%	88%	87%	81%	
	276	5015	610	750	1145	1023	571	1192	5007	272	
		A							b		
Yodel	30%	37%	31%	33%	38%	44%	45%	31%	39%	9%	
	111	2137	231	282	504	518	294	418	2213	30	
		a			a f	A B c F	A B c F		B		
DHL	36%	35%	26%	31%	36%	39%	51%	30%	37%	13%	
	137	2003	193	265	484	460	332	406	2094	42	
					A f	A b F	A B C D F		B		
DPD	29%	37%	26%	32%	37%	44%	51%	32%	38%	8%	
	110	2114	194	269	488	510	333	430	2191	28	
		a			A	A B c F	A B C d F		B		
Amazon Logistics	22%	27%	21%	27%	26%	30%	34%	25%	28%	6%	
	83	1549	153	226	342	350	220	340	1608	20	
						A	A c f		B		
FedEx	22%	21%	17%	17%	21%	23%	35%	16%	21%	8%	
	84	1178	123	142	285	268	229	214	1233	25	
					a b f	a b f	A B C D F		B		
UPS	17%	19%	13%	15%	19%	23%	28%	17%	20%	4%	
	63	1077	98	124	246	264	182	226	1127	12	
					a	A B f	A B C F		B		
UK Mail	13%	11%	7%	11%	12%	13%	17%	8%	12%	0%	
	50	621	54	92	156	151	114	104	671	0	
					a f	a f	A b c d F		B		
Collect +	9%	9%	5%	6%	9%	11%	14%	8%	9%	2%	
	34	499	35	51	119	127	93	109	527	6	
					a	A b	A B c f		B		
Interlink	6%	7%	3%	5%	6%	8%	12%	6%	7%	2%	
	22	383	26	42	86	91	81	78	399	6	
					a	a	A B C d F		b		
TNT Express	7%	8%	4%	6%	8%	9%	11%	7%	8%	1%	
	28	430	26	54	103	102	74	99	452	3	
					a	A	A b	a	B		
TNT Post UK	4%	3%	1%	3%	3%	3%	6%	2%	3%	0%	
	14	163	11	24	40	33	39	30	176	1	
							A c d f		b		
Citipost	4%	2%	1%	2%	2%	3%	3%	2%	3%	0%	
	16	129	9	20	23	40	21	33	144	0	
									b		
DX	2%	2%	1%	1%	2%	4%	5%	2%	3%	0%	
	8	138	9	5	27	46	32	28	145	1	
					b	a B c	a B c f				
Other	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%	
	0	29	2	4	6	3	3	11	29	0	
Net: Any	90%	95%	91%	96%	95%	97%	96%	94%	95%	90%	
	340	5446	673	815	1261	1133	623	1280	5471	299	
		A		a	a	A	a		B		
None of the above	9%	4%	7%	3%	5%	3%	4%	5%	4%	8%	
	34	232	51	29	62	36	26	61	238	26	
	B		d							a	
Effective Column n											
	251	3461	480	519	895	822	410	587	3570	129	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	8%	**	13%	**	**	**	**	8%	8%
	13		13					8	4
	-		a						
Damaged mail	8%	**	12%	**	**	**	**	8%	7%
	12		12					8	4
	-		a						
Delayed mail	8%	**	12%	**	**	**	**	9%	5%
	12		12					9	3
	-		a						
Mis-delivered mail	9%	**	14%	**	**	**	**	10%	5%
	14		14					11	3
	-		a						
Mail that has been tampered with	6%	**	10%	**	**	**	**	5%	7%
	10		10					6	4
	-								
Other problems	4%	**	2%	**	**	**	**	5%	2%
	6		2					5	1
	-								
No - there have been no problems	79%	**	70%	**	**	**	**	76%	84%
	127		70					82	45
	-								
NET: Yes	21%	**	30%	**	**	**	**	24%	16%
	34		30					25	9
	-		a						
Effective Column n									
	97	18	79	26	21	25	25	66	32
Unweighted base	154	28	126	42	34	39	39	104	50
Weighted base	161	61	100	52	36	40	34	108	54
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Citipost to send or receive items ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	**	15%	0% **	**	**		6%	11% **		5% **	**		8% **	
		9	0				7	6		3			10	
		c					-	-						
Damaged mail	**	14%	0% **	**	**		5%	13% **		3% **	**		9% **	
		8	0				5	7		2			10	
		c					-	-						
Delayed mail	**	13%	2% **	**	**		8%	7% **		7% **	**		10% **	
		8	1				8	4		4			11	
							-	-						
Mis-delivered mail	**	14%	0% **	**	**		8%	10% **		6% **	**		9% **	
		8	0				8	5		3			10	
							-	-						
Mail that has been tampered with	**	13%	0% **	**	**		4%	10% **		0% **	**		8% **	
		8	0				5	5		0			10	
							-	-						
Other problems	**	4%	4% **	**	**		6%	0% **		10% **	**		4% **	
		2	3				6	0		5			5	
							-	-						
No - there have been no problems	**	67%	94% **	**	**		81%	76% **		80% **	**		75% **	
		41	64				87	40		44			86	
			A b				-	-						
NET: Yes	**	33%	6% **	**	**		19%	24% **		20% **	**		25% **	
		20	4				21	13		11			28	
		c					-	-						
Effective Column n														
	9	38	38	7	11	4	62	35	29	33	18	16	66	30
Unweighted base	14	61	61	11	18	7	99	55	46	53	29	26	105	48
Weighted base	18	60	68	9	16	7	108	53	53	55	28	25	115	46
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Citipost to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Lost mail	**	**	**	**	**	**	**	**	**	8%	**	**	**	9%	**	**
										11				13		
										-						
Damaged mail	**	**	**	**	**	**	**	**	**	8%	**	**	**	9%	**	**
										12				12		
										-						
Delayed mail	**	**	**	**	**	**	**	**	**	9%	**	**	**	9%	**	**
										12				12		
										-						
Mis-delivered mail	**	**	**	**	**	**	**	**	**	9%	**	**	**	10%	**	**
										12				14		
										-						
Mail that has been tampered with	**	**	**	**	**	**	**	**	**	7%	**	**	**	7%	**	**
										10				10		
										-						
Other problems	**	**	**	**	**	**	**	**	**	4%	**	**	**	5%	**	**
										5				6		
										-						
No - there have been no problems	**	**	**	**	**	**	**	**	**	78%	**	**	**	75%	**	**
										107				102		
										-						
NET: Yes	**	**	**	**	**	**	**	**	**	22%	**	**	**	25%	**	**
										30				34		
										-				b		
Effective Column n																
	5	6	8	8	4	6	16	4	6	62	12	8	15	76	21	0
Unweighted base	8	10	13	12	6	9	25	7	9	99	19	12	24	120	34	0
Weighted base	13	12	21	16	6	14	36	10	10	138	13	5	6	136	26	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Citipost to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage	
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Lost mail	**	5%	**	**	**	**	**	**	8%	**
		7							13	
									-	
Damaged mail	**	4%	**	**	**	**	**	**	8%	**
		6							12	
									-	
Delayed mail	**	6%	**	**	**	**	**	**	8%	**
		8							12	
									-	
Mis-delivered mail	**	5%	**	**	**	**	**	**	8%	**
		7							12	
									-	
Mail that has been tampered with	**	3%	**	**	**	**	**	**	6%	**
		5							10	
									-	
Other problems	**	3%	**	**	**	**	**	**	4%	**
		5							6	
									-	
No - there have been no problems	**	86%	**	**	**	**	**	**	80%	**
		119							126	
		A							-	
NET: Yes	**	14%	**	**	**	**	**	**	20%	**
		20							32	
									-	
Effective Column n										
	16	81	9	11	23	28	12	13	95	1
Unweighted base	25	129	15	18	37	44	19	21	151	2
Weighted base	22	139	13	20	31	43	22	33	158	2
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Citipost to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	2%	0%	4%	3%	2%	2%	2%	3%	2%
	18	0	18	6	3	4	4	8	9
	-		a						
Damaged mail	2%	2%	3%	2%	4%	1%	3%	3%	2%
	18	4	14	5	6	1	6	10	8
	-								
Delayed mail	4%	1%	6%	4%	8%	2%	3%	4%	4%
	32	4	28	8	13	4	6	12	20
	-		a						
Mis-delivered mail	2%	0%	3%	2%	2%	1%	2%	2%	2%
	13	0	13	5	3	2	3	5	8
	-		a						
Mail that has been tampered with	2%	0%	3%	1%	3%	2%	1%	3%	1%
	13	0	13	3	5	3	2	8	5
	-		a						
Other problems	2%	1%	2%	2%	3%	1%	1%	1%	2%
	13	2	12	5	5	2	1	3	11
	-								
No - there have been no problems	91%	96%	88%	91%	82%	95%	93%	93%	90%
	696	269	427	194	134	181	187	283	413
	-	b				b	b		
NET: Yes	9%	4%	12%	9%	18%	5%	7%	7%	10%
	71	10	60	19	29	10	14	22	48
	-		a		c d				
Effective Column n									
	487	84	403	133	101	117	135	178	309
Unweighted base	809	140	669	221	168	195	225	295	514
Weighted base	767	280	487	213	162	191	200	306	461
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used Collect+ to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	1%	4%	1% **		2% **		3%	2%	3%	2%	3%	1%	3%	1%
	1	14	1		2		11	6	5	7	5	1	15	3
					-		-	-						
Damaged mail	5%	3%	0% **		3% **		2%	3%	3%	0%	4%	3%	2%	3%
	7	9	0		2		7	11	6	1	6	5	10	8
					-		-	-						
Delayed mail	5%	5%	4% **		0% **		4%	4%	6%	3%	4%	4%	4%	4%
	6	16	9		0		18	14	11	7	7	7	22	10
					-		-	-						
Mis-delivered mail	1%	2%	1% **		0% **		2%	1%	4%	1%	1%	1%	2%	1%
	1	8	3		0		11	3	7	3	1	1	11	2
					-		-	-						
Mail that has been tampered with	2%	3%	0% **		0% **		2%	2%	4%	0%	2%	1%	2%	1%
	3	10	0		0		8	5	7	1	4	1	11	2
					-		-	-						
Other problems	1%	3%	1% **		0% **		2%	1%	2%	2%	2%	1%	2%	2%
	1	9	3		0		9	5	3	5	3	2	10	4
					-		-	-						
No - there have been no problems	91%	88%	94% **		94% **		91%	90%	88%	93%	90%	90%	90%	91%
	118	304	207		66		406	290	155	251	147	144	468	226
					-		-	-						
NET: Yes	9%	12%	6% **		6% **		9%	10%	12%	7%	10%	10%	10%	9%
	12	41	14		4		38	32	21	18	17	16	49	21
					-		-	-						
Effective Column n														
	77	223	143	29	45	16	282	205	116	167	107	98	320	166
Unweighted base	128	370	237	48	74	26	469	340	192	277	178	162	531	276
Weighted base	130	345	221	40	70	30	444	323	176	268	163	160	518	247
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Collect+ to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 3

	UK nation													Rurality				
Column %																		
Weighted counts																		
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Lost mail	**	**	0% **	4%	1%	5%	2% **			3%	0%	3%	2%	3%	2% **		
			0	3	1	5	2			16	0	1	1	14	3		
										-							
Damaged mail	**	**	3% **	2%	5%	5%	0% **			3%	0%	2%	2%	3%	1% **		
			2	2	4	5	0			17	0	1	1	17	1		
										-							
Delayed mail	**	**	1% **	8%	3%	8%	3% **			4%	4%	4%	1%	4%	4% **		
			1	6	3	8	2			28	2	1	0	24	8		
										-							
Mis-delivered mail	**	**	0% **	3%	2%	3%	1% **			2%	1%	3%	1%	2%	1% **		
			0	3	2	3	1			12	0	1	0	11	2		
										-							
Mail that has been tampered with	**	**	0% **	1%	0%	4%	1% **			2%	0%	2%	0%	2%	1% **		
			0	1	0	4	1			12	0	1	0	11	2		
										-							
Other problems	**	**	0% **	1%	1%	3%	4% **			2%	1%	0%	2%	2%	2% **		
			0	1	1	3	3			12	1	0	1	10	3		
										-							
No - there have been no problems	**	**	97% **	87%	91%	87%	90% **			90%	95%	93%	94%	90%	92% **		
			73	66	80	87	73			579	58	25	34	517	179		
										-							
NET: Yes	**	**	3% **	13%	9%	13%	10% **			10%	5%	7%	6%	10%	8% **		
			2	10	8	13	8			63	3	2	2	55	16		
										-							
Effective Column n																	
	29	27	36	26	31	37	48	33	25	291	67	47	82	339	147	0	
Unweighted base	48	45	59	43	52	61	79	55	42	484	111	78	136	564	245	0	
Weighted base	55	64	76	46	76	88	100	82	56	642	61	27	36	572	195	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Collect+ to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	12%	2%	0%	1%	4%	3%	4%	0%	2%	**	
	6	11	0	1	6	6	5	0	13		
	B										
Damaged mail	5%	2%	5%	0%	1%	1%	4%	4%	2%	**	
	3	16	3	0	2	3	5	6	16		
Delayed mail	19%	3%	0%	4%	4%	5%	6%	4%	4%	**	
	9	23	0	3	6	9	8	6	29		
	B										
Mis-delivered mail	13%	1%	0%	1%	2%	2%	2%	1%	2%	**	
	7	7	0	1	3	4	3	2	13		
	B										
Mail that has been tampered with	11%	1%	0%	0%	1%	3%	4%	0%	1%	**	
	6	7	0	0	2	6	5	0	10		
	B										
Other problems	2%	2%	0%	2%	2%	2%	2%	1%	2%	**	
	1	12	0	2	4	4	3	1	11		
No - there have been no problems	68%	92%	95%	93%	91%	89%	89%	92%	92%	**	
	34	662	51	80	149	158	117	140	691		
		A							B		
NET: Yes	32%	8%	5%	7%	9%	11%	11%	8%	8%	**	
	16	54	3	6	15	20	14	13	62		
	B										
Effective Column n											
	33	454	36	55	122	122	81	71	479		7
Unweighted base	54	755	60	92	203	202	134	118	796		12
Weighted base	51	716	54	86	164	178	131	153	753		13
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Collect+ to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	2%	1%	2%	2%	2%	1%	1%	1%	2%
	38	12	26	13	12	8	5	14	25
	-								
Damaged mail	2%	0%	3%	2%	3%	2%	1%	2%	2%
	49	3	46	13	15	13	8	27	22
	-		A						
Delayed mail	3%	3%	3%	4%	4%	2%	3%	3%	4%
	76	27	49	23	23	14	16	33	44
	-								
Mis-delivered mail	2%	1%	2%	1%	2%	2%	1%	1%	2%
	35	6	29	6	11	10	8	15	20
	-								
Mail that has been tampered with	1%	0%	2%	1%	2%	1%	1%	1%	1%
	30	4	26	6	10	8	5	17	13
	-		a						
Other problems	1%	0%	1%	1%	1%	1%	1%	1%	1%
	18	2	16	3	3	7	5	8	10
	-								
No - there have been no problems	93%	95%	92%	91%	92%	94%	94%	94%	91%
	2123	788	1335	522	509	543	549	1098	1025
	-	b						b	
NET: Yes	7%	5%	8%	9%	8%	6%	6%	6%	9%
	164	43	121	53	45	33	33	68	96
	-		a						a
Effective Column n									
	1400	225	1175	353	325	361	361	716	684
Unweighted base	2290	368	1922	577	532	591	590	1171	1119
Weighted base	2288	831	1456	575	554	576	582	1167	1121
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used DHL to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	2%	3%	1%	0%	0%	0%	2%	1%	2%	2%	3%	0%	2%	1%
	5	25	9	0	0	0	26	13	12	13	12	1	31	7
					-		-	-					b	
Damaged mail	2%	4%	1%	1%	1%	1%	2%	2%	3%	2%	3%	1%	3%	1%
	6	30	10	2	3	1	32	17	19	13	12	5	40	8
					-		-	-					b	
Delayed mail	6%	5%	2%	0%	1%	2%	4%	2%	4%	4%	3%	2%	4%	2%
	15	38	19	0	4	4	53	23	26	27	13	10	56	20
	d	d			-		-	-					b	
Mis-delivered mail	1%	2%	1%	0%	0%	0%	1%	2%	2%	1%	2%	1%	2%	0%
	3	20	12	1	1	0	19	16	11	8	10	6	30	5
					-		-	-					b	
Mail that has been tampered with	1%	3%	1%	1%	0%	0%	1%	2%	1%	1%	2%	1%	2%	1%
	1	21	6	1	1	0	14	16	9	5	11	4	25	5
					-		-	-					b	
Other problems	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	0%
	2	10	5	1	1	0	10	8	4	5	4	4	14	4
					-		-	-						
No - there have been no problems	91%	89%	95%	97%	97%	97%	92%	95%	91%	92%	93%	97%	90%	96%
	216	704	796	225	408	183	1230	893	578	652	426	467	1181	935
			b	a b	-	b	-	-				c d		A
NET: Yes	9%	11%	5%	3%	3%	3%	8%	5%	9%	8%	7%	3%	10%	4%
	22	88	43	6	11	5	114	50	54	60	34	16	129	36
	d	c d f			-		-	-	f	f			B	
Effective Column n														
	130	481	517	164	273	108	843	557	402	441	261	296	764	633
Unweighted base	213	786	845	269	446	177	1379	911	658	721	427	484	1250	1035
Weighted base	238	792	839	231	419	188	1344	944	632	712	460	484	1310	971
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used DHL to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Lost mail	0%	1%	0%	3%	6%	0%	2%	1%	4%	2%	1%	1%	0%	2%	1%	**	
	0	2	0	5	13	0	6	2	7	35	2	1	0	35	4		
										-							
Damaged mail	2%	2%	3%	1%	2%	0%	5%	4%	1%	2%	1%	1%	0%	3%	1%	**	
	3	6	6	2	4	0	12	9	2	45	2	1	0	44	5		
										-							
Delayed mail	3%	0%	4%	1%	9%	2%	5%	2%	5%	4%	1%	4%	2%	4%	2%	**	
	5	1	9	2	20	3	13	5	9	68	3	4	1	65	11		
										-							
Mis-delivered mail	1%	1%	1%	3%	2%	1%	4%	0%	2%	2%	1%	1%	1%	2%	1%	**	
	2	2	2	5	4	1	9	1	5	31	2	1	1	30	5		
										-							
Mail that has been tampered with	0%	1%	1%	1%	4%	0%	4%	1%	0%	2%	0%	0%	0%	2%	1%	**	
	0	2	1	2	10	1	11	2	0	29	0	0	0	25	5		
										-							
Other problems	1%	2%	1%	1%	0%	0%	0%	0%	0%	1%	0%	2%	2%	1%	0%	**	
	2	5	2	2	1	0	0	1	0	14	0	2	2	15	3		
										-							
No - there have been no problems	94%	96%	93%	94%	85%	97%	88%	94%	92%	93%	95%	92%	95%	92%	96%	**	
	171	232	201	172	193	181	224	235	180	1790	173	101	60	1527	593		
										-					a		
NET: Yes	6%	4%	7%	6%	15%	3%	12%	6%	8%	7%	5%	8%	5%	8%	4%	**	
	11	9	15	11	33	5	29	16	15	144	8	9	3	137	27		
										-				b			
Effective Column n																	
	80	98	103	87	100	87	116	111	86	869	193	168	171	919	479		2
Unweighted base	131	161	169	143	164	142	190	181	140	1421	315	275	279	1503	784		3
Weighted base	182	241	216	183	226	186	253	251	195	1934	181	110	63	1664	620		4
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DHL to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	9%	1%	0%	1%	2%	2%	1%	3%	2%	**	
	14	25	0	2	10	11	3	13	37		
	B										
Damaged mail	10%	2%	2%	3%	1%	4%	2%	1%	2%	**	
	16	33	5	7	7	22	6	3	43		
	B										
Delayed mail	12%	3%	3%	2%	2%	5%	2%	5%	3%	**	
	18	58	6	6	9	27	9	21	74		
	B										
Mis-delivered mail	8%	1%	1%	1%	1%	3%	2%	0%	1%	**	
	12	23	2	2	6	15	8	1	33		
	B										
Mail that has been tampered with	7%	1%	0%	1%	1%	2%	2%	0%	1%	**	
	11	19	1	3	7	12	8	0	27		
	B										
Other problems	3%	1%	1%	1%	1%	1%	0%	0%	1%	**	
	4	13	3	1	4	6	1	2	16		
	b										
No - there have been no problems	77%	94%	95%	95%	95%	89%	93%	93%	93%	**	
	116	2007	201	264	474	452	328	405	2078		
		A							b		
NET: Yes	23%	6%	5%	5%	5%	11%	7%	7%	7%	**	
	35	129	11	15	26	56	25	32	155		
	B										
Effective Column n											
	97	1304	141	171	341	353	210	183	1379		21
Unweighted base	158	2132	231	280	558	578	344	299	2255		34
Weighted base	151	2136	212	279	500	508	352	437	2233		51
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DHL to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	2%	2%	3%	2%	4%	3%	2%	3%	2%
	34	8	26	5	11	11	6	20	14
	-								
Damaged mail	2%	0%	2%	2%	1%	1%	2%	2%	1%
	21	0	21	5	4	4	8	13	8
	-		a						
Delayed mail	3%	1%	4%	3%	4%	3%	2%	3%	3%
	41	6	35	11	13	9	7	24	17
	-		a						
Mis-delivered mail	1%	0%	2%	1%	1%	2%	1%	2%	1%
	20	0	20	2	4	9	5	13	7
	-		a						
Mail that has been tampered with	1%	0%	1%	1%	1%	1%	0%	1%	1%
	10	0	10	3	4	2	1	5	5
	-								
Other problems	1%	0%	1%	2%	0%	1%	1%	1%	1%
	14	1	12	5	1	3	5	9	4
	-								
No - there have been no problems	93%	97%	91%	93%	92%	93%	94%	93%	93%
	1262	425	837	308	299	332	323	648	614
	-	B							
NET: Yes	7%	3%	9%	7%	8%	7%	6%	7%	7%
	93	11	81	22	25	23	22	48	44
	-		A						
Effective Column n									
	853	115	738	196	196	227	234	428	425
Unweighted base	1386	187	1199	318	319	369	380	696	690
Weighted base	1355	436	919	330	324	355	345	696	658
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used FedEx to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	7%	4%	1%	0%	0%	0%	1%	4%	1%	1%	6%	3%	4%	1%
	14	18	2	0	0	0	9	25	4	5	17	8	30	4
	C	c			-		-	-			c d		b	
Damaged mail	2%	2%	1%	0%	0%	0%	1%	2%	1%	1%	3%	2%	2%	1%
	4	12	5	0	0	0	8	13	5	2	9	4	18	3
					-		-	-						
Delayed mail	6%	4%	1%	1%	1%	1%	3%	4%	3%	2%	5%	2%	4%	1%
	11	21	7	1	2	1	20	21	11	9	14	6	32	8
					-		-	-					b	
Mis-delivered mail	3%	2%	0%	0%	0%	0%	0%	3%	1%	0%	4%	2%	2%	1%
	6	12	2	0	0	0	4	16	3	1	10	6	15	5
					-		-	-			d			
Mail that has been tampered with	1%	1%	1%	0%	0%	0%	1%	1%	0%	1%	1%	0%	1%	1%
	2	5	3	0	0	0	5	4	2	4	3	1	6	4
					-		-	-						
Other problems	1%	2%	1%	0%	0%	0%	1%	2%	1%	1%	1%	2%	2%	0%
	2	9	3	0	0	0	5	9	2	2	4	5	12	1
					-		-	-						
No - there have been no problems	85%	91%	97%	99%	99%	99%	95%	90%	95%	96%	88%	92%	91%	96%
	164	443	436	112	220	108	753	509	355	397	253	256	715	541
			A b	a b	-	a b	-	-	e	e				a
NET: Yes	15%	9%	3%	1%	1%	1%	5%	10%	5%	4%	12%	8%	9%	4%
	28	46	16	1	2	1	36	56	19	18	33	23	72	21
	C d f	c d f			-		-	-			c d		b	
Effective Column n														
	124	300	290	81	140	59	509	344	243	266	166	178	462	387
Unweighted base	201	487	471	131	227	96	827	559	395	432	270	289	751	629
Weighted base	192	488	451	113	222	109	789	566	374	415	286	279	787	562
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used FedEx to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Lost mail	0%	4%	2%	4%	1%	6%	2%	3%	4%	3%	0%	0%	1%	3%	2%	**
	0	5	3	5	1	8	3	5	4	34	0	0	0	28	6	
										-						
Damaged mail	0%	1%	2%	4%	2%	1%	3%	0%	1%	2%	0%	2%	1%	2%	1%	**
	0	1	2	5	2	2	6	0	1	19	0	2	0	18	3	
										-						
Delayed mail	2%	1%	2%	2%	5%	4%	7%	1%	2%	3%	4%	2%	3%	3%	1%	**
	2	1	2	3	6	5	11	2	2	35	3	2	1	34	5	
										-						
Mis-delivered mail	1%	1%	2%	2%	2%	1%	3%	1%	2%	2%	1%	2%	1%	2%	1%	**
	1	1	2	3	2	1	4	2	2	18	1	1	0	17	3	
										-						
Mail that has been tampered with	0%	0%	1%	1%	2%	0%	2%	1%	0%	1%	0%	0%	0%	1%	0%	**
	0	0	1	1	2	0	4	1	0	9	0	0	0	9	1	
										-						
Other problems	1%	1%	1%	2%	3%	0%	1%	0%	1%	1%	0%	2%	1%	1%	1%	**
	1	1	1	2	3	0	1	0	1	11	0	2	0	11	2	
										-						
No - there have been no problems	97%	96%	95%	90%	92%	91%	89%	95%	93%	93%	94%	95%	94%	92%	95%	**
	103	129	107	111	100	121	147	165	100	1083	85	64	31	900	361	
										-						
NET: Yes	3%	4%	5%	10%	8%	9%	11%	5%	7%	7%	6%	5%	6%	8%	5%	**
	3	6	6	12	9	12	18	9	7	82	5	4	2	74	18	
										-						
Effective Column n																
	52	54	56	56	56	63	82	79	50	548	104	106	94	567	284	1
Unweighted base	84	87	91	91	91	103	133	129	82	891	169	173	153	922	462	2
Weighted base	105	135	113	123	108	134	165	174	107	1164	90	68	33	974	378	3
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used FedEx to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	14%	2%	4%	1%	2%	1%	4%	3%	2%	**	
	14	20	5	2	8	3	9	7	29		
	B										
Damaged mail	10%	1%	3%	2%	2%	1%	2%	0%	2%	**	
	9	12	4	4	5	4	4	1	20		
	B										
Delayed mail	14%	2%	4%	3%	2%	2%	4%	3%	3%	**	
	14	27	6	4	7	7	10	6	40		
	B										
Mis-delivered mail	7%	1%	3%	3%	2%	1%	1%	0%	1%	**	
	7	13	4	5	5	4	2	0	16		
	B										
Mail that has been tampered with	7%	0%	0%	1%	0%	1%	1%	0%	1%	**	
	7	3	0	2	1	2	3	1	9		
	B										
Other problems	5%	1%	3%	1%	1%	1%	1%	0%	1%	**	
	5	9	4	1	2	4	2	0	14		
	b										
No - there have been no problems	73%	95%	87%	92%	94%	94%	93%	95%	94%	**	
	72	1190	113	142	291	277	221	218	1234		
		A							b		
NET: Yes	27%	5%	13%	8%	6%	6%	7%	5%	6%	**	
	26	67	16	12	19	17	18	11	86		
	B										
Effective Column n											
	63	790	89	102	212	199	145	106	838		14
Unweighted base	103	1283	145	165	344	324	236	172	1361		23
Weighted base	98	1257	130	154	310	294	239	228	1319		32
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used FedEx to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	4%	2%	4%	4%	4%	4%	3%	4%	3%
	119	23	96	30	31	34	24	59	60
	-		a						
Damaged mail	5%	3%	5%	4%	5%	5%	4%	5%	4%
	144	30	113	34	37	44	29	76	67
	-								
Delayed mail	8%	6%	8%	8%	8%	7%	7%	7%	8%
	239	59	180	62	55	61	60	103	136
	-								
Mis-delivered mail	3%	2%	3%	3%	3%	3%	3%	4%	3%
	99	23	76	25	25	24	23	51	47
	-								
Mail that has been tampered with	1%	1%	1%	1%	2%	1%	1%	2%	1%
	40	8	32	11	11	8	11	24	16
	-								
Other problems	3%	3%	3%	3%	2%	3%	3%	3%	3%
	99	29	70	26	17	27	28	47	52
	-								
No - there have been no problems	84%	88%	82%	84%	85%	83%	85%	84%	84%
	2664	820	1845	675	616	689	684	1210	1455
	-	b							
NET: Yes	16%	12%	18%	16%	15%	17%	15%	16%	16%
	510	115	395	130	110	145	125	229	281
	-		a						
Effective Column n									
	2132	276	1856	545	504	547	536	930	1202
Unweighted base	3388	438	2950	866	801	869	852	1478	1910
Weighted base	3175	935	2240	805	726	834	809	1439	1736
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used Hermes to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	6%	5%	3%	1%	2%	2%	3%	5%	3%	3%	5%	4%	4%	3%
	23	52	31	5	13	8	53	66	27	26	36	30	70	49
					-		-	-						
Damaged mail	4%	6%	4%	3%	2%	2%	3%	6%	3%	4%	6%	6%	5%	4%
	17	64	48	9	15	7	61	83	23	38	38	45	87	55
					-		-	-						
Delayed mail	11%	10%	7%	2%	2%	2%	8%	7%	7%	8%	8%	7%	9%	6%
	46	104	74	8	15	7	136	103	58	78	55	48	154	83
	c D F	c D F	d f		-		-	-					b	
Mis-delivered mail	4%	5%	2%	2%	2%	1%	3%	3%	2%	3%	4%	3%	4%	2%
	16	47	25	7	11	4	50	48	16	34	24	24	67	30
					-		-	-					b	
Mail that has been tampered with	1%	2%	1%	1%	1%	0%	1%	2%	1%	1%	1%	3%	2%	1%
	5	23	8	3	4	1	11	29	5	5	7	22	27	13
					-		-	-				c d		
Other problems	6%	4%	2%	1%	1%	1%	3%	3%	2%	3%	4%	2%	3%	3%
	23	44	26	2	7	4	53	46	19	33	29	17	56	43
	c d f	d			-		-	-						
No - there have been no problems	77%	79%	86%	92%	92%	93%	85%	83%	85%	85%	82%	83%	81%	87%
	309	807	926	306	623	316	1519	1145	661	858	544	601	1358	1300
			A b	A B c	-	A B c	-	-						A
NET: Yes	23%	21%	14%	8%	8%	7%	15%	17%	15%	15%	18%	17%	19%	13%
	94	209	155	28	53	25	268	242	117	151	121	121	311	197
	C D F	c D F	d f		-		-	-					B	
Effective Column n														
	262	693	741	237	435	198	1219	913	529	690	418	495	1080	1045
Unweighted base	416	1102	1178	377	692	315	1937	1451	841	1096	665	786	1716	1661
Weighted base	404	1015	1081	334	675	341	1787	1388	778	1009	665	723	1670	1497
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used Hermes to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Lost mail	3%	6%	4%	6%	3%	2%	5%	5%	2%	4%	3%	2%	1%	4%	4%	**	
	8	17	12	17	6	6	16	17	5	106	9	3	1	78	40		
										-							
Damaged mail	3%	6%	4%	8%	5%	2%	4%	6%	3%	5%	5%	3%	5%	5%	4%	**	
	9	18	12	21	13	5	14	22	7	122	13	5	4	104	39		
										-							
Delayed mail	4%	6%	8%	9%	8%	9%	8%	9%	5%	7%	10%	6%	7%	8%	7%	**	
	11	20	24	24	17	28	27	30	14	196	27	10	6	167	71		
										-							
Mis-delivered mail	2%	4%	5%	4%	4%	3%	2%	3%	2%	3%	3%	1%	4%	3%	3%	**	
	5	14	15	11	8	9	7	11	6	85	8	2	3	72	26		
										-							
Mail that has been tampered with	0%	2%	1%	2%	1%	1%	2%	2%	1%	1%	0%	1%	4%	2%	1%	**	
	1	5	2	7	3	2	6	7	3	35	1	1	3	33	7		
										-			k				
Other problems	4%	6%	4%	2%	3%	1%	3%	6%	1%	3%	1%	4%	3%	4%	2%	**	
	10	18	12	5	7	5	8	20	3	87	3	6	2	79	20		
										-							
No - there have been no problems	89%	82%	82%	82%	83%	86%	83%	80%	88%	84%	83%	88%	86%	84%	85%	**	
	241	256	244	222	193	275	264	274	241	2211	230	152	71	1832	826		
										-							
NET: Yes	11%	18%	18%	18%	17%	14%	17%	20%	12%	16%	17%	12%	14%	16%	15%	**	
	30	57	52	50	39	46	55	68	33	431	46	22	12	359	151		
										-							
Effective Column n																	
	128	143	149	138	129	163	159	162	133	1305	300	286	241	1343	785		4
Unweighted base	204	228	237	219	205	259	253	257	212	2074	476	455	383	2134	1248		6
Weighted base	270	313	296	272	232	322	319	342	273	2641	277	174	83	2191	976		7
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Hermes to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	7%	4%	7%	3%	3%	3%	7%	2%	4%	**	
	13	106	23	12	23	23	26	13	117		
	b		b c d f				b c d f				
Damaged mail	6%	4%	6%	4%	5%	5%	5%	3%	4%	**	
	12	132	19	19	38	32	20	14	141		
Delayed mail	8%	7%	10%	6%	6%	8%	11%	5%	7%	**	
	16	223	34	29	49	58	40	29	235		
Mis-delivered mail	6%	3%	3%	4%	3%	3%	6%	1%	3%	**	
	11	88	10	19	20	24	21	6	96		
							f				
Mail that has been tampered with	4%	1%	3%	1%	1%	1%	1%	1%	1%	**	
	7	33	9	3	10	9	3	6	39		
	b										
Other problems	4%	3%	4%	3%	3%	3%	5%	1%	3%	**	
	7	92	15	12	25	23	18	7	99		
No - there have been no problems	80%	84%	80%	86%	84%	83%	77%	91%	84%	**	
	150	2515	275	389	632	581	282	505	2633		
				e	e			a c d E			
NET: Yes	20%	16%	20%	14%	16%	17%	23%	9%	16%	**	
	37	474	69	65	119	118	87	51	503		
			f		f	f	b c F				
Effective Column n											
	130	2002	247	299	550	519	259	258	2117		12
Unweighted base	207	3181	393	475	874	825	411	410	3365		19
Weighted base	186	2988	344	454	752	700	369	556	3136		34
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Hermes to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	1%	0%	2%	0%	2%	1%	1%	2%	0%
	4	0	4	0	2	1	1	4	0
	-								
Damaged mail	2%	2%	2%	2%	0%	1%	5%	3%	0%
	9	4	6	2	0	1	6	9	0
	-								
Delayed mail	3%	1%	4%	4%	2%	1%	4%	3%	1%
	12	3	9	4	2	1	5	9	3
	-								
Mis-delivered mail	2%	1%	2%	5%	3%	0%	1%	2%	2%
	8	2	6	5	3	0	1	4	4
	-								
Mail that has been tampered with	1%	0%	3%	1%	1%	1%	2%	2%	1%
	6	0	6	1	1	1	3	4	2
	-								
Other problems	2%	2%	1%	3%	0%	3%	0%	2%	2%
	7	5	3	3	0	4	0	4	3
	-								
No - there have been no problems	93%	93%	93%	89%	95%	96%	92%	92%	94%
	402	171	231	88	84	117	113	245	157
	-								
NET: Yes	7%	7%	7%	11%	5%	4%	8%	8%	6%
	31	13	18	10	5	5	10	20	10
	-								
Effective Column n									
	253	54	199	59	50	67	77	157	96
Unweighted base	401	85	316	93	79	106	123	249	152
Weighted base	433	184	249	99	89	122	122	265	168
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used Interlink to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	**	1%	0%	**	0%	**	0%	2%	1%	0%	1%	2%	1%	0%
		2	0		0		1	3	1	0	1	2	4	0
					-		-	-						
Damaged mail	**	2%	0%	**	0%	**	2%	3%	2%	1%	1%	5%	3%	1%
		4	1		0		4	5	2	2	1	4	8	1
					-		-	-						
Delayed mail	**	4%	2%	**	0%	**	4%	1%	4%	4%	1%	0%	3%	1%
		7	3		0		10	1	5	6	1	0	10	1
					-		-	-						
Mis-delivered mail	**	3%	0%	**	0%	**	2%	2%	3%	1%	1%	2%	3%	0%
		6	0		0		6	3	4	2	1	2	8	0
					-		-	-						
Mail that has been tampered with	**	3%	0%	**	0%	**	2%	1%	4%	1%	1%	0%	2%	0%
		5	0		0		5	1	4	1	1	0	6	0
					-		-	-						
Other problems	**	2%	2%	**	0%	**	2%	1%	1%	3%	0%	2%	2%	0%
		4	3		0		6	2	1	5	0	2	7	0
					-		-	-						
No - there have been no problems	**	91%	95%	**	100%	**	92%	95%	91%	92%	99%	91%	90%	99%
		168	138		63		235	167	108	127	88	79	269	132
					-		-	-						a
NET: Yes	**	9%	5%	**	0%	**	8%	5%	9%	8%	1%	9%	10%	1%
		16	7		0		22	9	11	11	1	8	29	1
					-		-	-					b	
Effective Column n														
	17	101	95	24	40	16	160	93	74	86	47	45	159	93
Unweighted base	27	160	151	38	63	25	254	147	117	137	75	72	253	147
Weighted base	40	185	145	36	63	28	256	176	119	138	89	87	298	134
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Interlink to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Lost mail	**	**	**	**	**	**	**	**	**	1%	**	**	**	1%	0%	**
										4				4	0	
										-						
Damaged mail	**	**	**	**	**	**	**	**	**	2%	**	**	**	3%	1%	**
										9				8	1	
										-						
Delayed mail	**	**	**	**	**	**	**	**	**	3%	**	**	**	3%	3%	**
										10				8	4	
										-						
Mis-delivered mail	**	**	**	**	**	**	**	**	**	2%	**	**	**	2%	1%	**
										8				7	1	
										-						
Mail that has been tampered with	**	**	**	**	**	**	**	**	**	2%	**	**	**	2%	1%	**
										6				5	1	
										-						
Other problems	**	**	**	**	**	**	**	**	**	2%	**	**	**	2%	0%	**
										6				7	0	
										-						
No - there have been no problems	**	**	**	**	**	**	**	**	**	93%	**	**	**	92%	96%	**
										345				299	103	
										-						
NET: Yes	**	**	**	**	**	**	**	**	**	7%	**	**	**	8%	4%	**
										27				26	4	
										-						
Effective Column n																
	18	13	14	16	16	22	26	23	16	164	30	27	31	174	79	0
Unweighted base	28	21	23	25	25	35	42	36	26	261	48	43	49	276	125	0
Weighted base	39	32	33	42	30	42	60	56	38	372	27	20	14	325	107	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Interlink to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	**	0%	**	**	0%	1%	1%	0%	1%	**	
		2			0	1	1	0	2		
Damaged mail	**	2%	**	**	0%	3%	2%	0%	2%	**	
		7			0	3	2	0	8		
Delayed mail	**	2%	**	**	3%	2%	5%	3%	2%	**	
		8			3	3	4	3	10		
Mis-delivered mail	**	2%	**	**	1%	2%	4%	0%	2%	**	
		6			1	2	3	0	7		
Mail that has been tampered with	**	1%	**	**	0%	2%	4%	0%	1%	**	
		3			0	2	4	0	6		
Other problems	**	2%	**	**	2%	0%	5%	0%	2%	**	
		6			2	0	4	0	7		
No - there have been no problems	**	94%	**	**	96%	94%	88%	97%	94%	**	
		380			86	100	74	77	398		
		a							b		
NET: Yes	**	6%	**	**	4%	6%	12%	3%	6%	**	
		24			4	7	10	3	28		
Effective Column n											
	20	232	17	26	60	67	47	35	251	2	
Unweighted base	32	369	27	42	95	107	75	55	398	3	
Weighted base	29	404	27	45	90	107	84	79	426	7	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Interlink to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	1%	1%	1%	1%	2%	1%	1%	1%	1%
	32	9	22	9	13	6	4	16	15
	-								
Damaged mail	2%	2%	2%	2%	3%	3%	2%	2%	2%
	51	17	34	9	17	15	9	28	23
	-								
Delayed mail	4%	3%	4%	3%	7%	3%	3%	4%	4%
	88	24	64	21	35	15	17	47	41
	-				c				
Mis-delivered mail	2%	2%	2%	2%	4%	2%	1%	2%	2%
	49	12	37	11	20	14	4	29	20
	-				d				
Mail that has been tampered with	1%	0%	1%	0%	1%	1%	1%	1%	0%
	13	0	13	3	3	3	3	9	4
	-		a						
Other problems	1%	1%	1%	1%	2%	1%	1%	2%	1%
	34	11	23	8	13	7	5	22	12
	-								
No - there have been no problems	92%	92%	91%	93%	86%	93%	94%	92%	92%
	2124	691	1433	570	460	547	548	1076	1048
	-			b		b	B		
NET: Yes	8%	8%	9%	7%	14%	7%	6%	8%	8%
	193	58	135	45	75	41	32	99	94
	-				a c D				
Effective Column n									
	1525	228	1297	396	355	397	376	733	792
Unweighted base	2461	368	2093	640	573	641	607	1183	1278
Weighted base	2317	749	1568	615	535	588	580	1176	1142
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used DPD to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	1%	2%	1%	0%	0%	0%	1%	1%	1%	1%	2%	1%	2%	1%
	4	16	12	0	0	0	16	15	5	11	10	5	24	7
					-		-	-						
Damaged mail	3%	3%	2%	1%	0%	0%	2%	3%	1%	2%	3%	3%	2%	2%
	8	26	15	1	1	0	22	28	7	15	14	14	29	20
					-		-	-						
Delayed mail	8%	4%	4%	2%	1%	0%	4%	4%	3%	4%	4%	3%	4%	3%
	22	33	29	3	3	0	49	39	16	33	22	17	56	32
					-		-	-						
Mis-delivered mail	4%	2%	2%	1%	0%	0%	2%	2%	3%	2%	2%	2%	3%	1%
	13	18	17	1	1	0	28	21	15	13	12	9	34	14
					-		-	-						
Mail that has been tampered with	2%	0%	0%	0%	0%	0%	1%	1%	0%	1%	1%	0%	0%	1%
	5	4	4	0	0	0	7	6	1	6	4	1	5	7
					-		-	-						
Other problems	2%	1%	2%	1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%
	5	12	15	2	3	1	24	10	10	14	6	4	26	8
					-		-	-						
No - there have been no problems	84%	91%	92%	98%	98%	99%	92%	92%	92%	91%	91%	92%	90%	93%
	244	793	742	196	344	148	1184	941	496	688	459	481	1209	908
		a	a	A b c	-	A b c	-	-						a
NET: Yes	16%	9%	8%	2%	2%	1%	8%	8%	8%	9%	9%	8%	10%	7%
	45	74	68	5	6	1	110	83	43	67	44	39	128	64
	b c D F	d f	d f		-		-	-					b	
Effective Column n														
	184	566	536	154	239	85	870	654	372	498	313	341	839	681
Unweighted base	297	914	865	248	385	137	1405	1056	601	804	505	551	1354	1099
Weighted base	289	868	810	201	350	149	1293	1024	538	755	503	521	1337	972
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used DPD to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Lost mail	0%	0%	1%	1%	4%	2%	2%	1%	0%	1%	2%	0%	2%	1%	1%	**	
	0	1	2	1	9	5	4	3	1	26	3	0	1	23	9		
										-							
Damaged mail	0%	2%	1%	2%	4%	4%	2%	3%	1%	2%	3%	2%	2%	2%	2%	**	
	0	4	2	3	9	9	5	7	2	41	5	3	2	37	13		
										-							
Delayed mail	3%	0%	4%	1%	5%	3%	7%	4%	5%	4%	6%	4%	4%	4%	3%	**	
	5	0	8	2	12	6	18	9	10	69	11	5	3	70	18		
										-							
Mis-delivered mail	3%	1%	2%	1%	3%	2%	3%	1%	3%	2%	3%	2%	3%	2%	2%	**	
	6	3	3	1	6	4	8	2	5	39	6	2	2	36	13		
										-							
Mail that has been tampered with	0%	0%	0%	2%	1%	0%	2%	0%	0%	1%	0%	1%	1%	1%	0%	**	
	0	0	0	3	3	0	4	1	0	10	1	1	0	11	2		
										-							
Other problems	2%	0%	2%	0%	1%	1%	3%	2%	0%	1%	2%	2%	2%	2%	0%	**	
	3	1	4	1	4	2	7	4	1	26	3	3	1	31	3		
										-							
No - there have been no problems	93%	97%	92%	97%	89%	92%	86%	90%	94%	92%	91%	91%	91%	91%	93%	**	
	159	199	181	164	231	207	210	214	191	1756	181	124	63	1474	645		
										-							
NET: Yes	7%	3%	8%	3%	11%	8%	14%	10%	6%	8%	9%	9%	9%	9%	7%	**	
	12	6	16	6	28	17	35	24	12	156	19	12	6	143	50		
										-							
Effective Column n																	
	81	90	95	83	120	109	119	116	100	913	216	211	185	978	544		3
Unweighted base	130	146	154	134	193	176	192	187	161	1473	349	341	298	1578	878		5
Weighted base	172	204	197	170	259	224	246	238	203	1912	200	137	69	1617	695		5
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DPD to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	8%	1%	2%	1%	1%	2%	1%	2%	1%	**	
	11	21	5	3	5	8	3	8	31		
	B										
Damaged mail	10%	2%	5%	3%	2%	1%	2%	2%	2%	**	
	13	38	10	8	9	8	7	10	50		
	B										
Delayed mail	11%	3%	5%	5%	3%	3%	7%	2%	4%	**	
	13	74	10	13	15	16	24	9	88		
	B										
Mis-delivered mail	7%	2%	4%	3%	2%	2%	2%	2%	2%	**	
	8	41	7	7	10	11	6	8	46		
	b										
Mail that has been tampered with	6%	0%	2%	0%	0%	1%	1%	0%	1%	**	
	7	6	4	0	2	3	2	2	12		
	B										
Other problems	6%	1%	2%	1%	2%	2%	1%	0%	1%	**	
	8	26	4	2	12	9	5	1	33		
	B										
No - there have been no problems	75%	93%	88%	91%	93%	92%	89%	94%	92%	**	
	94	2031	180	256	470	494	307	416	2091		
		A									
NET: Yes	25%	7%	12%	9%	7%	8%	11%	6%	8%	**	
	32	162	24	26	36	43	37	27	191		
	B										
Effective Column n											
	89	1435	146	182	379	391	219	208	1510		11
Unweighted base	144	2317	236	293	612	631	354	335	2438		18
Weighted base	125	2192	205	282	507	537	343	444	2281		30
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DPD to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Parcelforce by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	1%	1%	1%	1%	2%	0%	1%	1%	1%
	25	10	15	5	11	3	6	17	7
	-								
Damaged mail	1%	1%	2%	1%	2%	1%	2%	2%	1%
	36	12	24	7	12	6	10	25	10
	-							b	
Delayed mail	2%	1%	3%	2%	3%	2%	3%	2%	3%
	57	12	45	12	17	10	18	26	31
	-		a						
Mis-delivered mail	1%	0%	2%	1%	1%	1%	2%	1%	1%
	28	3	25	7	4	7	10	15	13
	-		a						
Mail that has been tampered with	1%	0%	1%	1%	1%	0%	1%	1%	1%
	17	1	16	6	4	2	4	10	7
	-		a						
Other problems	1%	0%	1%	1%	2%	1%	0%	1%	1%
	21	4	17	3	8	7	3	12	9
	-								
No - there have been no problems	95%	97%	93%	95%	93%	95%	94%	94%	95%
	2290	873	1417	593	516	600	582	1126	1164
	-	b							
NET: Yes	5%	3%	7%	5%	7%	5%	6%	6%	5%
	130	27	103	29	37	28	36	70	60
	-		a						
Effective Column n									
	1488	255	1232	374	341	391	382	729	759
Unweighted base	2449	420	2029	615	561	644	629	1200	1249
Weighted base	2420	900	1520	622	553	628	618	1196	1224
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used Parcelforce to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Parcelforce by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	0%	2%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	2%	0%
	1	17	6	1	1	0	14	10	9	5	7	4	20	4
					-		-	-					b	
Damaged mail	1%	2%	1%	0%	1%	1%	1%	2%	1%	0%	2%	2%	2%	1%
	3	19	11	1	4	2	12	24	9	2	12	13	20	16
					-		-	-			d	d		
Delayed mail	4%	3%	2%	1%	1%	1%	2%	3%	1%	3%	4%	2%	3%	1%
	8	24	19	2	6	3	28	29	9	19	20	9	41	15
					-		-	-					b	
Mis-delivered mail	1%	2%	0%	0%	1%	2%	1%	2%	2%	0%	2%	1%	1%	1%
	3	17	4	0	4	4	12	16	10	2	10	6	18	10
					-		-	-						
Mail that has been tampered with	1%	1%	0%	1%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%
	2	11	2	2	2	0	11	6	9	2	3	3	11	6
					-		-	-						
Other problems	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	3	9	5	2	4	3	14	8	7	6	2	5	13	9
					-		-	-						
No - there have been no problems	93%	92%	96%	97%	97%	96%	95%	94%	94%	96%	93%	94%	94%	96%
	201	729	870	256	490	235	1308	982	606	702	477	505	1228	1054
					-		-	-						
NET: Yes	7%	8%	4%	3%	3%	4%	5%	6%	6%	4%	7%	6%	6%	4%
	14	60	38	7	17	10	67	63	39	28	33	30	83	47
					-		-	-						
Effective Column n														
	125	489	573	173	301	128	853	634	404	449	299	335	783	700
Unweighted base	206	805	943	284	495	211	1405	1044	665	740	493	551	1289	1153
Weighted base	215	789	908	263	508	245	1375	1045	645	730	510	535	1310	1102
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used Parcelforce to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Parcelforce by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Lost mail	0%	1%	0%	0%	1%	4%	2%	1%	1%	1%	1%	2%	2%	1%	1%	**	
	0	3	0	0	2	8	5	1	2	20	1	2	1	19	6		
										-							
Damaged mail	0%	0%	1%	2%	1%	4%	2%	1%	1%	1%	2%	2%	2%	2%	1%	**	
	0	0	3	5	3	8	6	2	2	28	4	2	2	31	5		
										-							
Delayed mail	1%	3%	2%	0%	1%	7%	2%	3%	3%	2%	2%	3%	2%	2%	2%	**	
	1	7	3	1	2	14	4	8	7	47	4	3	2	42	15		
										-							
Mis-delivered mail	2%	0%	0%	1%	1%	2%	1%	3%	0%	1%	0%	2%	2%	1%	1%	**	
	4	0	0	2	2	4	4	8	0	24	0	2	2	23	5		
										-							
Mail that has been tampered with	1%	0%	0%	0%	2%	0%	2%	0%	0%	1%	1%	2%	0%	1%	0%	**	
	1	0	1	1	3	0	5	1	0	12	3	2	0	14	3		
										-							
Other problems	0%	0%	0%	1%	0%	1%	2%	2%	1%	1%	1%	1%	0%	1%	1%	**	
	1	0	0	3	0	3	4	4	3	18	2	1	0	15	6		
										-							
No - there have been no problems	96%	97%	96%	96%	98%	89%	93%	92%	96%	95%	94%	93%	94%	94%	96%	**	
	204	240	191	231	202	178	242	231	216	1934	170	107	79	1605	683		
										-							
NET: Yes	4%	3%	4%	4%	2%	11%	7%	8%	4%	5%	6%	7%	6%	6%	4%	**	
	8	7	7	10	5	21	18	19	10	105	11	8	5	100	31		
										-							
Effective Column n																	
	92	100	98	98	94	95	118	118	95	909	192	180	207	963	524		1
Unweighted base	151	164	161	162	155	157	195	194	157	1496	316	297	340	1585	862		2
Weighted base	212	247	198	241	207	199	260	250	226	2040	181	115	84	1704	714		2
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Parcelforce to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Parcelforce by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	5%	1%	1%	1%	0%	1%	1%	1%	1%	**	
	7	18	2	2	3	8	4	7	25		
	B										
Damaged mail	5%	1%	1%	2%	2%	1%	1%	2%	1%	**	
	6	30	3	6	9	4	4	8	33		
	b										
Delayed mail	5%	2%	3%	1%	3%	4%	2%	1%	2%	**	
	7	50	6	3	17	19	7	5	57		
Mis-delivered mail	3%	1%	2%	1%	2%	1%	1%	0%	1%	**	
	4	25	4	2	12	6	3	1	28		
Mail that has been tampered with	1%	1%	2%	0%	0%	1%	2%	0%	1%	**	
	2	15	4	1	2	4	5	0	16		
Other problems	2%	1%	1%	1%	1%	0%	1%	1%	1%	**	
	2	19	3	5	7	0	3	4	20		
No - there have been no problems	91%	95%	92%	95%	93%	95%	95%	97%	95%	**	
	120	2170	208	299	506	505	304	468	2232		
NET: Yes	9%	5%	8%	5%	7%	5%	5%	3%	5%	**	
	11	119	19	15	36	28	17	15	126		
Effective Column n											
	87	1400	153	191	373	360	196	215	1471		16
Unweighted base	144	2305	252	314	614	593	322	354	2421		26
Weighted base	131	2289	226	314	542	534	321	483	2359		58
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Parcelforce to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	1%	0%	2%	0%	3%	0%	2%	1%	0%
	5	0	5	0	3	0	2	4	1
	-								
Damaged mail	1%	0%	2%	0%	2%	0%	3%	1%	1%
	6	0	6	0	2	0	4	4	3
	-								
Delayed mail	1%	2%	1%	3%	0%	0%	3%	2%	0%
	7	3	3	3	0	0	3	7	0
	-								
Mis-delivered mail	0%	0%	1%	0%	0%	0%	2%	1%	0%
	2	0	2	0	0	0	2	2	0
	-								
Mail that has been tampered with	1%	0%	1%	0%	0%	0%	2%	1%	0%
	3	0	3	0	0	0	2	3	0
	-								
Other problems	1%	0%	1%	1%	1%	0%	0%	1%	1%
	3	0	3	2	1	0	0	2	1
	-								
No - there have been no problems	96%	98%	95%	96%	95%	99%	93%	95%	98%
	474	185	289	133	97	130	114	285	189
	-								
NET: Yes	4%	2%	5%	4%	5%	1%	7%	5%	2%
	18	3	15	5	5	1	8	15	4
	-								
Effective Column n									
	293	52	241	71	61	80	82	177	116
Unweighted base	471	84	387	114	98	128	131	285	186
Weighted base	493	189	304	138	102	131	122	300	193
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used TNT Express to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	**	2%	0%	0%	0%	**	1%	1%	1%	0%	3%	0%	1%	0%
		3	0	0	0		2	3	2	0	3	0	5	0
					-		-	-						
Damaged mail	**	2%	1%	0%	0%	**	1%	2%	0%	1%	3%	1%	2%	0%
		4	1	0	0		2	4	0	2	3	1	6	0
					-		-	-						
Delayed mail	**	1%	0%	0%	0%	**	0%	3%	1%	0%	2%	3%	2%	0%
		2	0	0	0		1	6	1	0	2	3	7	0
					-		-	-						
Mis-delivered mail	**	1%	0%	3%	2%	**	0%	1%	1%	0%	1%	0%	0%	1%
		1	0	1	1		1	1	1	0	1	0	1	1
					-		-	-						
Mail that has been tampered with	**	1%	0%	0%	0%	**	1%	1%	1%	0%	1%	0%	1%	0%
		2	0	0	0		2	1	2	0	1	0	2	0
					-		-	-						
Other problems	**	1%	0%	0%	0%	**	0%	1%	0%	0%	1%	1%	1%	0%
		3	0	0	0		0	3	0	0	1	2	3	0
					-		-	-						
No - there have been no problems	**	95%	99%	97%	98%	**	98%	94%	97%	99%	94%	94%	95%	99%
		176	171	47	82		278	197	134	144	97	100	292	182
			a		-		-	-						
NET: Yes	**	5%	1%	3%	2%	**	2%	6%	3%	1%	6%	6%	5%	1%
		9	1	1	1		7	12	5	2	6	6	17	2
					-		-	-						
Effective Column n														
	26	101	114	34	53	19	176	117	88	88	55	62	171	122
Unweighted base	41	162	183	55	85	30	283	188	142	141	88	100	274	196
Weighted base	52	185	172	49	83	35	284	208	138	146	103	105	309	183
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Express to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Lost mail	**	**	**	**	**	**	0%	**	**	1%	0%	0%	**	1%	2%	**
							0			5	0	0		2	3	
										-						
Damaged mail	**	**	**	**	**	**	2%	**	**	1%	0%	2%	**	1%	2%	**
							1			6	0	0		4	2	
										-						
Delayed mail	**	**	**	**	**	**	0%	**	**	2%	0%	1%	**	1%	4%	**
							0			7	0	0		2	4	
										-						
Mis-delivered mail	**	**	**	**	**	**	2%	**	**	1%	0%	0%	**	1%	0%	**
							1			2	0	0		2	0	
										-						
Mail that has been tampered with	**	**	**	**	**	**	0%	**	**	1%	0%	2%	**	1%	0%	**
							0			2	0	0		3	0	
										-						
Other problems	**	**	**	**	**	**	4%	**	**	1%	0%	0%	**	1%	0%	**
							3			3	0	0		3	0	
										-						
No - there have been no problems	**	**	**	**	**	**	94%	**	**	96%	100%	98%	**	97%	93%	**
							57			404	31	29		358	116	
										-						
NET: Yes	**	**	**	**	**	**	6%	**	**	4%	0%	2%	**	3%	7%	**
							4			18	0	1		10	8	
										-						
Effective Column n																
	17	21	19	23	19	18	31	24	16	187	34	42	31	197	97	0
Unweighted base	27	33	31	37	30	29	50	38	25	300	55	67	49	316	155	0
Weighted base	31	59	42	60	38	36	60	54	39	421	31	29	11	369	124	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Express to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	**	1%	**	4%	0%	0%	3%	0%	1%	**	
		3		3	0	0	2	0	5		
Damaged mail	**	1%	**	1%	1%	1%	3%	0%	1%	**	
		3		1	2	1	2	0	6		
Delayed mail	**	1%	**	0%	1%	0%	3%	3%	1%	**	
		6		0	1	0	2	3	3		
Mis-delivered mail	**	0%	**	0%	0%	0%	3%	0%	0%	**	
		1		0	0	0	2	0	2		
Mail that has been tampered with	**	0%	**	0%	1%	0%	1%	0%	0%	**	
		1		0	1	0	1	0	2		
Other problems	**	0%	**	0%	1%	1%	0%	0%	1%	**	
		2		0	2	1	0	0	3		
No - there have been no problems	**	97%	**	94%	95%	99%	94%	97%	97%	**	
		447		57	105	113	73	98	471		
		a							b		
NET: Yes	**	3%	**	6%	5%	1%	6%	3%	3%	**	
		14		4	6	1	4	3	14		
Effective Column n											
	22	271	22	36	72	68	47	48	290	2	
Unweighted base	35	436	35	58	116	110	75	77	466	4	
Weighted base	32	461	29	60	110	114	77	102	485	4	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Express to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	3%	**	3%	**	**	0%	7%	3%	1%
	5		5			0	4	4	1
	-								
Damaged mail	2%	**	3%	**	**	2%	6%	3%	2%
	5		5			1	3	3	1
	-								
Delayed mail	3%	**	3%	**	**	0%	7%	3%	1%
	5		5			0	4	4	1
	-								
Mis-delivered mail	2%	**	3%	**	**	2%	4%	2%	3%
	4		4			1	2	2	2
	-								
Mail that has been tampered with	4%	**	5%	**	**	2%	7%	3%	5%
	8		8			1	4	4	3
	-								
Other problems	1%	**	1%	**	**	0%	0%	1%	1%
	2		2			0	0	2	0
	-								
No - there have been no problems	92%	**	89%	**	**	96%	85%	92%	92%
	181		128			51	49	121	60
	-								
NET: Yes	8%	**	11%	**	**	4%	15%	8%	8%
	16		16			2	8	10	5
	-		a						
Effective Column n									
	133	16	118	32	25	40	37	84	49
Unweighted base	204	24	180	49	38	61	56	129	75
Weighted base	197	53	143	47	39	53	58	131	66
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Post UK to send or receive items ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	**	4%	0% **	**	**		3%	2%	3%	3% **	**		3%	1%
		3	0				3	2	1	2			4	1
							-	-						
Damaged mail	**	4%	0% **	**	**		2%	2%	3%	2% **	**		3%	2%
		3	0				2	2	1	1			3	1
							-	-						
Delayed mail	**	3%	0% **	**	**		1%	4%	2%	0% **	**		3%	1%
		3	0				1	4	1	0			4	1
							-	-						
Mis-delivered mail	**	4%	0% **	**	**		0%	4%	1%	0% **	**		3%	0%
		3	0				0	4	0	0			4	0
							-	-						
Mail that has been tampered with	**	5%	1% **	**	**		3%	5%	3%	3% **	**		5%	2%
		5	1				3	4	2	2			6	1
							-	-						
Other problems	**	2%	1% **	**	**		0%	2%	0%	1% **	**		1%	0%
		2	0				0	2	0	0			2	0
							-	-						
No - there have been no problems	**	91%	98% **	**	**		93%	91%	92%	93% **	**		91%	94%
		81	53				98	83	45	53			117	64
							-	-						
NET: Yes	**	9%	2% **	**	**		7%	9%	8%	7% **	**		9%	6%
		8	1				8	8	4	4			12	4
							-	-						
Effective Column n														
	15	51	48	14	20	6	74	59	37	37	30	29	82	52
Unweighted base	23	78	73	21	30	9	113	91	56	57	46	45	125	79
Weighted base	27	89	54	18	26	9	106	91	49	56	48	43	129	68
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Post UK to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Lost mail	**	**	**	**	**	**	**	**	**	3%	**	**	**	3%	0%	**
										5				5	0	
										-						
Damaged mail	**	**	**	**	**	**	**	**	**	3%	**	**	**	3%	0%	**
										5				5	0	
										-						
Delayed mail	**	**	**	**	**	**	**	**	**	3%	**	**	**	3%	0%	**
										5				5	0	
										-						
Mis-delivered mail	**	**	**	**	**	**	**	**	**	2%	**	**	**	3%	0%	**
										4				4	0	
										-						
Mail that has been tampered with	**	**	**	**	**	**	**	**	**	5%	**	**	**	4%	2%	**
										8				7	1	
										-						
Other problems	**	**	**	**	**	**	**	**	**	1%	**	**	**	1%	0%	**
										2				2	0	
										-						
No - there have been no problems	**	**	**	**	**	**	**	**	**	91%	**	**	**	91%	98%	**
										149				146	35	
										-						
NET: Yes	**	**	**	**	**	**	**	**	**	9%	**	**	**	9%	2%	**
										15				15	1	
										-						
Effective Column n																
	6	10	7	7	10	7	23	9	7	84	20	18	12	98	35	0
Unweighted base	9	15	10	10	15	10	35	14	11	129	30	27	18	150	54	0
Weighted base	14	26	15	12	16	10	43	13	14	164	17	12	4	161	36	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Post UK to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage	
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Lost mail	**	1%	**	**	**	5%	**	**	3%	**
		3				2			5	
									-	
Damaged mail	**	1%	**	**	**	5%	**	**	2%	**
		2				2			5	
									-	
Delayed mail	**	2%	**	**	**	3%	**	**	2%	**
		3				1			4	
									-	
Mis-delivered mail	**	2%	**	**	**	3%	**	**	2%	**
		3				1			4	
									-	
Mail that has been tampered with	**	2%	**	**	**	8%	**	**	4%	**
		4				3			7	
									-	
Other problems	**	1%	**	**	**	1%	**	**	1%	**
		2				0			2	
									-	
No - there have been no problems	**	94%	**	**	**	89%	**	**	92%	**
		168				36			180	
		a							-	
NET: Yes	**	6%	**	**	**	11%	**	**	8%	**
		11				4			15	
									-	
Effective Column n										
	14	120	9	16	31	34	27	16	132	1
Unweighted base	21	183	14	24	48	52	42	24	202	2
Weighted base	18	179	11	25	45	41	43	32	195	1
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Post UK to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	1%	0%	1%	0%	0%	0%	1%	1%	1%
	7	0	7	1	1	1	4	4	3
	-								
Damaged mail	1%	2%	1%	1%	1%	2%	2%	1%	2%
	17	7	11	4	4	5	5	6	12
	-								
Delayed mail	3%	2%	4%	4%	3%	1%	5%	4%	3%
	40	10	30	13	7	4	16	23	17
	-								
Mis-delivered mail	1%	1%	1%	1%	0%	2%	1%	1%	1%
	13	4	9	2	1	7	3	7	6
	-								
Mail that has been tampered with	1%	0%	1%	0%	0%	1%	1%	0%	1%
	6	0	6	0	1	2	3	1	5
	-								
Other problems	1%	1%	2%	1%	1%	2%	1%	1%	2%
	18	5	13	4	2	7	4	7	11
	-								
No - there have been no problems	94%	95%	93%	95%	95%	93%	92%	94%	93%
	1136	383	753	302	256	279	300	611	525
	-								
NET: Yes	6%	5%	7%	5%	5%	7%	8%	6%	7%
	78	22	56	17	14	21	25	41	37
	-								
Effective Column n									
	784	118	666	200	168	195	221	410	374
Unweighted base	1240	187	1053	317	266	308	349	648	592
Weighted base	1214	405	809	319	270	300	325	652	562
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used UPS to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	1%	1%	0%	1%	1%	0%	1%	1%	1%	0%	1%	0%	1%	0%
	1	4	1	1	1	0	5	3	3	2	2	1	4	2
					-		-	-						
Damaged mail	3%	2%	1%	0%	0%	0%	1%	2%	1%	1%	1%	2%	1%	2%
	4	11	3	0	0	0	10	8	5	5	3	5	9	9
					-		-	-						
Delayed mail	9%	4%	2%	1%	1%	1%	3%	4%	3%	2%	4%	4%	3%	3%
	12	18	7	1	3	1	19	21	9	10	11	10	23	15
	c				-		-	-						
Mis-delivered mail	2%	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	0%
	3	5	4	0	0	0	8	5	2	6	2	3	9	2
					-		-	-						
Mail that has been tampered with	1%	1%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%	1%	0%
	1	4	1	0	0	0	4	2	2	2	1	1	5	1
					-		-	-						
Other problems	1%	1%	1%	1%	2%	4%	1%	2%	2%	1%	1%	2%	1%	2%
	1	6	6	1	5	4	9	9	6	3	3	6	8	10
					-		-	-						
No - there have been no problems	87%	92%	96%	97%	96%	95%	94%	93%	94%	94%	94%	92%	94%	94%
	125	410	400	110	200	91	668	468	295	373	231	237	636	500
			a		-		-	-						
NET: Yes	13%	8%	4%	3%	4%	5%	6%	7%	6%	6%	6%	8%	6%	6%
	18	33	17	4	9	5	42	36	19	22	15	21	43	33
	c				-		-	-						
Effective Column n														
	93	276	276	83	138	56	466	318	212	254	158	160	420	362
Unweighted base	147	437	437	131	218	88	737	503	336	401	250	253	665	573
Weighted base	143	444	417	114	208	96	710	504	314	396	246	258	679	534
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used UPS to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Lost mail	0%	0%	0%	1%	2%	0%	1%	1%	0%	1%	1%	0%	1%	1%	0%	**	
	0	0	0	1	2	0	1	1	0	6	1	0	0	6	1		
										-							
Damaged mail	1%	0%	0%	1%	1%	3%	4%	1%	0%	1%	3%	0%	1%	2%	1%	**	
	1	0	0	1	1	3	7	1	0	14	3	0	0	15	3		
										-							
Delayed mail	1%	3%	0%	6%	4%	5%	7%	3%	3%	4%	0%	3%	3%	4%	2%	**	
	1	4	0	6	5	6	11	4	2	37	0	2	1	34	6		
										-							
Mis-delivered mail	0%	0%	0%	2%	1%	0%	2%	5%	0%	1%	0%	0%	0%	1%	0%	**	
	0	0	0	2	1	0	3	7	0	13	0	0	0	12	1		
										-							
Mail that has been tampered with	1%	0%	0%	0%	2%	0%	1%	1%	0%	1%	0%	1%	0%	1%	0%	**	
	1	0	0	0	2	0	2	1	0	6	0	0	0	5	1		
										-							
Other problems	1%	0%	0%	2%	1%	2%	5%	1%	0%	1%	2%	2%	2%	2%	0%	**	
	1	0	0	2	1	2	7	1	0	14	2	1	1	18	0		
										-				b			
No - there have been no problems	96%	97%	100%	92%	94%	90%	87%	91%	97%	93%	95%	95%	94%	92%	97%	**	
	85	132	108	84	103	98	139	127	83	959	90	57	30	805	329		
										-					a		
NET: Yes	4%	3%	0%	8%	6%	10%	13%	9%	3%	7%	5%	5%	6%	8%	3%	**	
	4	4	0	7	6	11	21	12	2	68	5	3	2	66	12		
										-				b			
Effective Column n																	
	44	55	51	49	55	54	76	66	43	493	106	99	86	520	262		1
Unweighted base	70	87	80	78	87	85	120	105	68	780	168	156	136	823	415		2
Weighted base	89	136	108	91	110	109	160	139	85	1026	96	60	32	871	340		3
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used UPS to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	2%	1%	0%	0%	0%	0%	1%	1%	1%	**	
	2	6	0	0	1	1	2	2	6		
Damaged mail	4%	1%	4%	1%	0%	1%	2%	2%	1%	**	
	2	15	4	1	1	2	4	5	17		
Delayed mail	9%	3%	2%	4%	2%	1%	6%	5%	3%	**	
	6	33	2	6	6	3	11	11	36		
	b										
Mis-delivered mail	2%	1%	0%	0%	1%	0%	3%	2%	1%	**	
	1	12	0	0	2	1	6	4	12		
Mail that has been tampered with	5%	0%	1%	0%	1%	1%	1%	0%	0%	**	
	3	3	1	0	2	2	1	1	5		
	B										
Other problems	4%	1%	5%	1%	1%	1%	1%	2%	1%	**	
	3	15	5	1	4	2	2	5	18		
No - there have been no problems	87%	94%	91%	94%	95%	97%	90%	91%	94%	**	
	59	1077	93	126	260	274	171	213	1127		
									b		
NET: Yes	13%	6%	9%	6%	5%	3%	10%	9%	6%	**	
	9	69	9	8	13	8	19	21	73		
Effective Column n											
	49	735	74	83	197	198	122	109	778		6
Unweighted base	77	1163	117	132	312	313	193	173	1230		9
Weighted base	68	1146	102	134	272	282	190	234	1200		13
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used UPS to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	1%	0%	2%	1%	1%	2%	1%	1%	1%
	9	0	9	1	1	3	3	4	4
	-								
Damaged mail	2%	0%	2%	1%	2%	2%	2%	2%	1%
	13	0	13	1	3	4	4	9	4
	-								
Delayed mail	2%	5%	2%	1%	3%	1%	4%	3%	2%
	17	8	10	2	4	1	10	11	7
	-								
Mis-delivered mail	2%	0%	2%	0%	3%	1%	2%	2%	2%
	12	0	12	0	4	2	5	6	5
	-								
Mail that has been tampered with	1%	0%	1%	0%	1%	0%	1%	1%	1%
	5	0	5	0	1	0	3	2	2
	-								
Other problems	2%	0%	2%	1%	0%	1%	3%	1%	2%
	11	0	11	2	0	2	7	4	8
	-								
No - there have been no problems	94%	95%	93%	96%	94%	94%	91%	94%	93%
	685	155	530	161	146	170	208	391	294
	-								
NET: Yes	6%	5%	7%	4%	6%	6%	9%	6%	7%
	47	8	39	6	9	10	22	23	24
	-								
Effective Column n									
	533	50	483	119	114	142	158	303	230
Unweighted base	759	71	688	169	163	202	225	431	328
Weighted base	732	162	570	167	155	181	229	414	318
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used UK Mail to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	3%	2%	1%	0%	0%	0%	0%	2%	0%	0%	3%	1%	2%	1%
	2	5	2	0	0	0	1	8	0	1	5	2	7	2
					-		-	-						
Damaged mail	3%	3%	1%	0%	0%	0%	2%	2%	2%	2%	1%	2%	2%	2%
	2	8	2	0	0	0	8	5	4	4	1	4	7	5
					-		-	-						
Delayed mail	3%	4%	2%	0%	1%	1%	3%	2%	3%	2%	3%	0%	4%	1%
	2	10	4	0	1	1	12	6	7	5	5	1	15	2
					-		-	-					b	
Mis-delivered mail	3%	2%	2%	0%	0%	0%	1%	2%	0%	2%	3%	1%	1%	2%
	2	5	4	0	0	0	5	7	0	4	5	2	5	6
					-		-	-						
Mail that has been tampered with	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	0%
	0	3	1	0	0	0	2	3	2	0	1	2	3	2
					-		-	-						
Other problems	2%	2%	1%	3%	2%	0%	1%	2%	1%	2%	1%	2%	2%	1%
	2	5	2	2	2	0	6	6	1	4	2	3	8	3
					-		-	-						
No - there have been no problems	90%	90%	95%	97%	98%	99%	94%	93%	94%	94%	91%	95%	92%	95%
	62	225	261	68	137	69	390	295	191	199	142	153	360	324
					-		-	-						
NET: Yes	10%	10%	5%	3%	2%	1%	6%	7%	6%	6%	9%	5%	8%	5%
	7	24	13	2	3	1	25	22	11	13	14	8	31	16
					-		-	-						
Effective Column n														
	50	171	199	65	112	48	317	216	150	168	105	111	266	266
Unweighted base	71	244	284	92	160	68	452	307	213	239	149	158	379	379
Weighted base	69	249	274	70	140	70	415	317	202	213	156	161	391	340
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used UK Mail to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Lost mail	**	0%	0% **	4%	2%	2%	1% **		1%	1%	1% **		2%	0% **		
		0	0	2	1	2	1		8	0	0		8	0		
									-							
Damaged mail	**	1%	2% **	8%	1%	3%	0% **		2%	3%	0% **		2%	0% **		
		1	1	4	1	3	0		11	1	0		12	1		
									-							
Delayed mail	**	0%	5% **	4%	6%	2%	1% **		2%	3%	5% **		3%	1% **		
		0	4	2	5	2	1		14	2	2		15	2		
									-							
Mis-delivered mail	**	0%	3% **	4%	1%	2%	1% **		2%	1%	0% **		2%	1% **		
		0	3	2	1	2	1		11	0	0		9	2		
									-							
Mail that has been tampered with	**	0%	0% **	2%	0%	2%	0% **		1%	2%	0% **		1%	0% **		
		0	0	1	0	2	0		4	1	0		5	0		
									-							
Other problems	**	0%	2% **	0%	0%	5%	0% **		2%	0%	0% **		1%	2% **		
		0	2	0	0	5	0		11	0	0		7	4		
									-							
No - there have been no problems	**	99%	91% **	90%	91%	89%	99% **		93%	95%	94% **		93%	96% **		
		78	75	47	71	89	86		595	52	30		473	212		
									-							
NET: Yes	**	1%	9% **	10%	9%	11%	1% **		7%	5%	6% **		7%	4% **		
		1	8	5	7	11	1		42	2	2		38	9		
									-							
Effective Column n																
	33	40	46	34	36	46	57	53	28	373	72	57	32	350	183	0
Unweighted base	47	57	65	48	51	66	81	76	40	531	102	81	45	499	260	0
Weighted base	56	79	82	54	52	78	100	87	48	637	55	32	8	511	221	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used UK Mail to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	2%	1%	2%	0%	1%	1%	2%	1%	1%	**	
	1	8	1	0	2	2	2	1	9		
									-		
Damaged mail	7%	1%	5%	4%	1%	1%	1%	0%	2%	**	
	4	8	3	4	1	2	1	0	13		
	b								-		
Delayed mail	11%	2%	0%	2%	1%	2%	2%	7%	2%	**	
	6	11	0	2	1	4	2	8	17		
	B								-		
Mis-delivered mail	8%	1%	2%	2%	2%	1%	1%	1%	2%	**	
	5	7	1	2	4	1	1	1	12		
	B								-		
Mail that has been tampered with	5%	0%	1%	1%	1%	0%	1%	0%	1%	**	
	3	2	1	1	1	0	1	0	5		
	B								-		
Other problems	3%	1%	0%	1%	4%	1%	1%	0%	2%	**	
	2	10	0	1	7	3	1	0	11		
									-		
No - there have been no problems	80%	95%	93%	93%	93%	95%	96%	91%	94%	**	
	46	639	56	91	158	162	117	102	680		
		A							-		
NET: Yes	20%	5%	7%	7%	7%	5%	4%	9%	6%	**	
	11	36	4	7	12	9	5	10	47		
	B								-		
Effective Column n											
	45	488	49	72	135	132	88	57	531		1
Unweighted base	64	695	70	103	192	188	125	81	756		2
Weighted base	58	674	60	98	169	171	122	112	727		2
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used UK Mail to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	2%	**	3%	**	**	**	**	2%	2%
	3		3					2	1
	-								
Damaged mail	2%	**	3%	**	**	**	**	1%	3%
	3		3					1	2
	-								
Delayed mail	9%	**	12%	**	**	**	**	10%	8%
	14		14					8	6
	-								
Mis-delivered mail	3%	**	5%	**	**	**	**	6%	1%
	6		6					5	1
	-								
Mail that has been tampered with	4%	**	3%	**	**	**	**	3%	5%
	6		3					2	4
	-								
Other problems	5%	**	7%	**	**	**	**	9%	1%
	8		8					7	0
	-							b	
No - there have been no problems	82%	**	79%	**	**	**	**	81%	83%
	131		94					69	62
	-								
NET: Yes	18%	**	21%	**	**	**	**	19%	17%
	28		25					16	13
	-								
Effective Column n									
	115	12	102	30	21	30	34	60	54
Unweighted base	166	18	148	43	31	43	49	87	79
Weighted base	160	40	120	45	30	40	45	84	75
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DX to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	**	1%	0% **	**	**		2%	2% **		0% **	**		2%	2%
		1	0				2	1		0			2	1
							-	-						
Damaged mail	**	2%	2% **	**	**		1%	4% **		0% **	**		2%	2%
		2	1				1	2		0			2	1
							-	-						
Delayed mail	**	7%	0% **	**	**		13%	3% **		10% **	**		8%	11%
		5	0				12	2		6			8	6
							-	-						
Mis-delivered mail	**	5%	0% **	**	**		5%	2% **		1% **	**		5%	0%
		4	0				4	1		1			6	0
							-	-						
Mail that has been tampered with	**	1%	6% **	**	**		5%	2% **		9% **	**		5%	3%
		1	3				5	1		5			5	1
							-	-						
Other problems	**	2%	6% **	**	**		4%	6% **		2% **	**		6%	4%
		2	3				4	3		1			6	2
							-	-						
No - there have been no problems	**	87%	85% **	**	**		77%	89% **		80% **	**		82%	83%
		70	42				75	56		46			85	46
							-	-						
NET: Yes	**	13%	15% **	**	**		23%	11% **		20% **	**		18%	17%
		11	7				22	7		11			19	9
							-	-						
Effective Column n														
	10	55	39	6	11	6	71	43	30	41	23	21	75	39
Unweighted base	14	80	56	8	16	8	103	63	44	59	33	30	108	57
Weighted base	17	80	49	5	13	8	97	63	40	57	34	28	104	55
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DX to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Lost mail	**	**	**	**	**	**	**	**	**	2%	**	**	**	2%	0%	**
										3				3	0	
										-						
Damaged mail	**	**	**	**	**	**	**	**	**	2%	**	**	**	3%	0%	**
										3				3	0	
										-						
Delayed mail	**	**	**	**	**	**	**	**	**	10%	**	**	**	10%	4%	**
										14				13	2	
										-						
Mis-delivered mail	**	**	**	**	**	**	**	**	**	4%	**	**	**	4%	3%	**
										6				5	1	
										-						
Mail that has been tampered with	**	**	**	**	**	**	**	**	**	4%	**	**	**	5%	0%	**
										6				6	0	
										-						
Other problems	**	**	**	**	**	**	**	**	**	5%	**	**	**	6%	3%	**
										7				7	1	
										-						
No - there have been no problems	**	**	**	**	**	**	**	**	**	80%	**	**	**	80%	91%	**
										111				98	33	
										-						
NET: Yes	**	**	**	**	**	**	**	**	**	20%	**	**	**	20%	9%	**
										28				25	3	
										-						
Effective Column n																
	10	8	8	4	8	8	15	8	6	76	15	17	6	79	35	0
Unweighted base	15	11	12	6	12	12	22	12	8	110	22	25	9	115	51	0
Weighted base	24	17	13	6	17	13	27	13	8	139	10	9	2	123	36	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DX to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ3: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Lost mail	**	1%	**	**	**	2%	**	**	2%	**
		2				1			3	
									-	
Damaged mail	**	1%	**	**	**	0%	**	**	2%	**
		2				0			3	
									-	
Delayed mail	**	8%	**	**	**	16%	**	**	8%	**
		11				8			13	
									-	
Mis-delivered mail	**	2%	**	**	**	4%	**	**	3%	**
		4				2			5	
									-	
Mail that has been tampered with	**	3%	**	**	**	3%	**	**	3%	**
		5				1			5	
									-	
Other problems	**	5%	**	**	**	7%	**	**	5%	**
		8				4			8	
									-	
No - there have been no problems	**	83%	**	**	**	80%	**	**	83%	**
		124				38			131	
									-	
NET: Yes	**	17%	**	**	**	20%	**	**	17%	**
		25				9			26	
									-	
Effective Column n										
	8	107	9	6	28	34	25	13	113	1
Unweighted base	11	155	13	8	40	50	36	19	164	2
Weighted base	10	149	9	6	34	47	36	28	157	2
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DX to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	3%	2%	3%	3%	4%	2%	2%	3%	3%
	64	12	53	18	19	12	15	32	32
	-								
Damaged mail	4%	4%	4%	4%	4%	5%	4%	5%	3%
	98	31	67	25	23	28	22	57	41
	-								
Delayed mail	6%	6%	6%	7%	6%	7%	6%	7%	5%
	145	41	104	40	32	39	34	80	65
	-								
Mis-delivered mail	2%	1%	3%	2%	2%	2%	3%	2%	2%
	52	9	42	15	9	13	15	25	27
	-								
Mail that has been tampered with	1%	0%	1%	1%	1%	0%	1%	1%	1%
	20	2	18	5	7	3	5	12	8
	-								
Other problems	4%	3%	4%	5%	4%	3%	3%	4%	4%
	86	22	64	31	20	20	16	40	47
	-								
No - there have been no problems	86%	89%	85%	85%	88%	86%	86%	86%	86%
	1996	637	1359	499	475	512	510	953	1044
	-								
NET: Yes	14%	11%	15%	15%	12%	14%	14%	14%	14%
	322	82	240	89	67	83	83	158	164
	-								
Effective Column n									
	1532	205	1326	388	356	392	396	725	807
Unweighted base	2520	338	2182	639	585	645	651	1192	1328
Weighted base	2318	719	1599	588	541	596	594	1111	1208
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used Yodel to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	5%	4%	1%	2%	2%	1%	2%	4%	3%	1%	5%	3%	4%	2%
	12	34	10	5	8	3	25	39	14	10	23	16	44	20
	c	c			-		-	-			d			
Damaged mail	4%	6%	3%	3%	3%	3%	4%	5%	3%	4%	4%	5%	6%	2%
	11	45	29	7	13	6	49	49	18	31	22	26	72	26
					-		-	-					b	
Delayed mail	4%	9%	6%	5%	4%	4%	6%	6%	7%	5%	6%	6%	8%	4%
	9	66	49	12	20	8	79	66	40	39	32	34	100	45
					-		-	-					b	
Mis-delivered mail	5%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	2%
	12	17	15	4	8	4	26	26	10	16	10	16	26	26
					-		-	-						
Mail that has been tampered with	1%	1%	0%	1%	1%	0%	0%	2%	0%	0%	1%	2%	1%	1%
	3	10	4	1	2	1	3	16	2	2	7	9	13	7
					-		-	-						
Other problems	3%	5%	4%	2%	3%	3%	4%	3%	4%	4%	4%	4%	4%	3%
	7	35	32	5	12	6	51	35	22	29	19	17	51	35
					-		-	-						
No - there have been no problems	84%	83%	88%	88%	89%	90%	86%	86%	86%	87%	85%	86%	83%	89%
	212	639	738	203	407	204	1105	891	458	647	425	465	1050	945
					-		-	-						A
NET: Yes	16%	17%	12%	12%	11%	10%	14%	14%	14%	13%	15%	14%	17%	11%
	40	126	105	28	51	23	175	147	76	99	74	73	209	112
					-		-	-					B	
Effective Column n														
	150	499	571	178	312	134	866	666	382	484	304	362	787	743
Unweighted base	246	821	940	293	513	220	1425	1095	629	796	500	595	1294	1223
Weighted base	252	766	843	231	458	227	1281	1038	534	746	499	539	1258	1057
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used Yodel to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Lost mail	1%	3%	3%	3%	3%	3%	3%	4%	3%	3%	1%	2%	1%	3%	3%	**	
	2	7	7	5	6	7	8	11	5	58	3	2	1	42	22		
										-							
Damaged mail	0%	4%	2%	7%	4%	4%	3%	9%	6%	4%	4%	3%	2%	4%	4%	**	
	1	9	4	11	7	9	8	23	12	84	8	4	2	70	28		
										-							
Delayed mail	2%	3%	7%	6%	8%	6%	9%	9%	5%	6%	10%	4%	4%	6%	7%	**	
	4	6	15	11	14	14	22	22	11	117	20	6	3	98	47		
										-							
Mis-delivered mail	1%	1%	3%	4%	3%	1%	2%	3%	4%	2%	3%	1%	2%	2%	3%	**	
	3	2	6	6	5	3	4	7	8	44	5	2	1	32	19		
										-							
Mail that has been tampered with	0%	1%	0%	3%	1%	0%	2%	1%	1%	1%	0%	1%	1%	1%	1%	**	
	0	3	1	4	1	0	5	3	1	18	1	1	0	16	4		
										-							
Other problems	0%	2%	4%	4%	4%	2%	5%	9%	3%	4%	4%	3%	4%	4%	3%	**	
	1	5	9	6	7	5	12	21	6	72	7	4	3	62	24		
										-							
No - there have been no problems	96%	90%	86%	86%	82%	85%	84%	81%	85%	86%	84%	89%	91%	86%	86%	**	
	186	182	192	143	143	203	205	201	182	1638	169	121	68	1386	606		
	c d e f g h i K									-							
NET: Yes	4%	10%	14%	14%	18%	15%	16%	19%	15%	14%	16%	11%	9%	14%	14%	**	
	7	21	30	23	32	36	38	48	32	267	33	15	7	223	99		
			a	a	a	a	a	a	a	-	A						
Effective Column n																	
	94	91	105	84	89	110	109	114	97	892	222	212	205	971	558	2	
Unweighted base	155	149	173	139	146	181	179	187	159	1468	366	348	338	1598	918	4	
Weighted base	193	203	223	166	175	239	243	250	214	1905	202	136	75	1609	705	4	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Yodel to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	5%	3%	5%	2%	1%	5%	3%	2%	3%	**	
	6	58	11	5	7	25	8	7	63		
Damaged mail	7%	4%	6%	3%	2%	5%	5%	4%	4%	**	
	9	89	15	10	13	30	15	15	97		
Delayed mail	8%	6%	8%	5%	5%	7%	8%	6%	6%	**	
	10	135	20	14	26	37	24	24	139		
Mis-delivered mail	3%	2%	4%	2%	3%	2%	2%	2%	2%	**	
	3	48	9	6	13	10	6	8	52		
Mail that has been tampered with	2%	1%	1%	1%	1%	1%	1%	0%	1%	**	
	3	16	2	3	4	7	3	0	18		
Other problems	8%	3%	6%	3%	2%	5%	4%	3%	4%	**	
	10	77	14	8	12	26	13	14	85		
	b										
No - there have been no problems	79%	87%	84%	88%	89%	83%	84%	88%	86%	**	
	98	1898	199	257	458	456	255	372	1967		
NET: Yes	21%	13%	16%	12%	11%	17%	16%	12%	14%	**	
	26	296	39	34	58	94	48	50	316		
Effective Column n											
	88	1444	174	192	383	391	202	189	1518		12
Unweighted base	145	2375	286	316	630	644	333	311	2498		19
Weighted base	124	2194	238	290	515	550	303	422	2283		31
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Yodel to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Lost mail	2%	2%	2%	1%	4%	1%	2%	2%	2%
	32	10	22	4	13	7	8	15	17
	-								
Damaged mail	3%	3%	3%	2%	2%	5%	3%	1%	5%
	52	18	34	9	9	22	12	12	40
	-								a
Delayed mail	4%	3%	5%	3%	6%	3%	4%	3%	5%
	70	19	51	15	22	14	19	29	41
	-								
Mis-delivered mail	2%	1%	2%	2%	2%	2%	1%	2%	2%
	32	9	23	10	6	10	6	16	16
	-								
Mail that has been tampered with	1%	1%	1%	0%	0%	0%	2%	0%	1%
	12	4	8	2	1	1	8	3	8
	-								
Other problems	1%	1%	2%	2%	2%	0%	1%	1%	2%
	25	5	20	10	8	1	6	10	14
	-								
No - there have been no problems	90%	92%	88%	91%	87%	90%	91%	92%	87%
	1526	586	940	401	317	416	392	772	754
	-							b	
NET: Yes	10%	8%	12%	9%	13%	10%	9%	8%	13%
	175	53	123	39	48	48	41	66	109
	-								a
Effective Column n									
	997	159	839	258	209	275	256	490	507
Unweighted base	1598	254	1344	413	335	440	410	786	812
Weighted base	1701	639	1063	440	364	464	433	838	864
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used Amazon Logistics to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Lost mail	2%	2%	3%	0%	0%	1%	1%	3%	2%	1%	3%	3%	2%	2%
	5	11	16	0	1	1	11	21	6	5	10	11	18	14
					-		-	-						
Damaged mail	2%	3%	5%	0%	1%	1%	3%	3%	4%	2%	3%	4%	3%	3%
	4	18	28	0	2	2	26	26	15	11	10	16	31	21
					-		-	-						
Delayed mail	7%	5%	3%	1%	1%	2%	3%	5%	3%	4%	6%	5%	5%	4%
	16	32	18	1	5	4	30	40	12	19	22	18	42	28
					-		-	-						
Mis-delivered mail	1%	2%	2%	1%	2%	3%	2%	2%	3%	1%	1%	3%	1%	2%
	3	13	11	1	6	5	16	17	11	5	4	12	13	19
					-		-	-						
Mail that has been tampered with	1%	1%	1%	0%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%
	2	7	3	0	0	0	5	6	5	0	3	4	7	4
					-		-	-						
Other problems	1%	2%	1%	4%	2%	1%	1%	2%	1%	1%	2%	2%	1%	2%
	2	9	7	6	7	1	12	12	5	7	6	7	11	13
					-		-	-						
No - there have been no problems	89%	89%	88%	95%	95%	95%	91%	88%	89%	92%	90%	87%	89%	90%
	189	521	521	151	295	144	844	682	359	485	336	346	806	715
					-		-	-						
NET: Yes	11%	11%	12%	5%	5%	5%	9%	12%	11%	8%	10%	13%	11%	10%
	24	65	71	8	16	8	84	91	43	41	38	53	96	79
					-		-	-						
Effective Column n														
	104	333	364	112	197	85	567	430	242	326	193	237	495	499
Unweighted base	167	533	583	179	315	136	909	689	387	522	309	380	793	800
Weighted base	213	586	591	159	311	152	928	773	402	527	374	399	902	794
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who had ever used Amazon Logistics to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Lost mail	1%	2%	1%	4%	3%	1%	1%	3%	1%	2%	2%	2%	5%	2%	2%	**
	1	4	1	6	4	1	3	5	2	27	2	1	1	24	8	
										-						
Damaged mail	1%	5%	6%	4%	1%	3%	2%	3%	4%	3%	1%	4%	2%	3%	3%	**
	1	8	10	6	2	5	5	5	6	47	1	3	1	41	11	
										-						
Delayed mail	1%	5%	5%	5%	2%	10%	2%	6%	1%	4%	4%	4%	6%	4%	3%	**
	2	9	7	8	3	16	4	11	1	61	5	3	1	55	15	
										-						
Mis-delivered mail	2%	2%	1%	5%	2%	1%	2%	3%	1%	2%	1%	2%	1%	2%	2%	**
	2	4	1	8	4	2	3	6	1	30	1	1	0	22	10	
										-						
Mail that has been tampered with	1%	0%	3%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	0%	1%	**
	1	0	4	1	1	0	2	2	0	11	1	0	0	6	6	
										-						
Other problems	1%	3%	1%	2%	1%	0%	1%	1%	2%	1%	2%	1%	6%	1%	2%	**
	1	6	2	3	2	0	2	2	3	20	3	1	1	17	7	
										-						
No - there have been no problems	93%	86%	90%	83%	95%	86%	93%	89%	93%	90%	90%	90%	83%	89%	91%	**
	121	156	144	132	146	134	204	168	131	1336	101	70	20	1123	402	
										-						
NET: Yes	7%	14%	10%	17%	5%	14%	7%	11%	7%	10%	10%	10%	17%	11%	9%	**
	9	25	17	27	7	21	15	21	10	153	11	8	4	134	42	
										-						
Effective Column n																
	59	76	74	69	72	79	92	87	61	668	131	125	73	686	311	1
Unweighted base	94	122	118	111	116	127	147	139	97	1071	210	200	117	1099	498	1
Weighted base	130	181	161	158	154	155	219	189	141	1488	112	77	24	1257	444	1
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Amazon Logistics to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI3: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Lost mail	4%	2%	6%	1%	2%	1%	4%	0%	2%	**	
	3	29	10	3	7	4	8	0	31		
			d f								
Damaged mail	3%	3%	6%	4%	3%	3%	5%	1%	3%	**	
	2	50	9	8	9	12	11	2	52		
Delayed mail	15%	3%	4%	4%	2%	5%	7%	4%	4%	**	
	14	56	7	10	7	18	15	13	70		
	B										
Mis-delivered mail	5%	2%	5%	2%	1%	1%	5%	0%	2%	**	
	4	28	8	4	4	4	11	1	31		
Mail that has been tampered with	1%	1%	2%	1%	0%	1%	0%	0%	1%	**	
	1	11	2	3	1	4	1	0	11		
Other problems	3%	1%	1%	0%	1%	2%	1%	2%	1%	**	
	3	22	2	1	3	8	3	8	25		
No - there have been no problems	77%	90%	83%	90%	93%	89%	85%	94%	90%	**	
	69	1457	133	213	332	335	191	323	1501		
		a									
NET: Yes	23%	10%	17%	10%	7%	11%	15%	6%	10%	**	
	21	154	27	24	26	42	35	22	173		
	b										
Effective Column n											
	59	938	113	146	233	246	130	130	987		9
Unweighted base	95	1503	181	234	373	394	208	208	1582		14
Weighted base	90	1612	160	236	358	376	226	345	1674		24
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Amazon Logistics to send or receive items

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_2: Did you make a complaint about the problems you experienced with the services from... Collect + by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	50%	**	52%	**	**	**	**	**	45%
	36		31						22
	-								
No	44%	**	42%	**	**	**	**	**	47%
	31		25						23
	-								
I can't remember	6%	**	7%	**	**	**	**	**	8%
	4		4						4
	-								
Effective Column n									
	54	3	51	11	22	9	12	16	38
Unweighted base	80	4	76	16	32	14	18	24	56
Weighted base	71	10	60	19	29	10	14	22	48
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Collect+ in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_2: Did you make a complaint about the problems you experienced with the services from... Collect + by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column														
Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	**	**	**	**	**	**	**	**	**	**	**	**	57%	**
													28	
No	**	**	**	**	**	**	**	**	**	**	**	**	37%	**
													18	
I can't remember	**	**	**	**	**	**	**	**	**	**	**	**	6%	**
													3	
Effective Column n														
	11	32	9	1	2	1	31	23	15	15	13	10	39	15
Unweighted base	16	48	13	2	3	1	46	34	23	23	19	15	58	22
Weighted base	12	41	14	3	4	1	38	32	21	18	17	16	49	21
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Collect+ in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_2: Did you make a complaint about the problems you experienced with the services from... Collect + by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	**	**	**	**	**	**	**	**	**	51%	**	**	**	52%	**	**
										32				29		
										-						
No	**	**	**	**	**	**	**	**	**	43%	**	**	**	40%	**	**
										27				22		
										-						
I can't remember	**	**	**	**	**	**	**	**	**	6%	**	**	**	7%	**	**
										4				4		
										-						
Effective Column n																
	3	3	1	5	5	4	7	4	3	36	5	5	8	40	13	0
Unweighted base	4	4	2	8	8	6	10	6	5	53	8	7	12	60	20	0
Weighted base	4	3	2	8	10	8	13	8	6	63	3	2	2	55	16	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Collect+ in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_2: Did you make a complaint about the problems you experienced with the services from... Collect + by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	**	49%	**	**	**	**	**	**	54%	**
		27							33	
No	**	44%	**	**	**	**	**	**	45%	**
		24							28	
I can't remember	**	7%	**	**	**	**	**	**	1%	**
		4							1	
Effective Column n										
	11	42	3	4	13	17	11	6	48	6
Unweighted base	17	63	4	6	20	25	16	9	71	9
Weighted base	16	54	3	6	15	20	14	13	62	9
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Collect+ in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	54%	**	56%	53%	**	**	**	52%	55%
	89		68	28				36	53
	-								
No	39%	**	38%	34%	**	**	**	37%	40%
	64		46	18				26	39
	-								
I can't remember	7%	**	6%	13%	**	**	**	10%	5%
	12		8	7				7	5
	-								
Effective Column n									
	109	11	98	33	25	26	24	47	62
Unweighted base	166	17	149	51	38	40	37	72	94
Weighted base	164	43	121	53	45	33	33	68	96
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with DHL in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column														
Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	**	62% **	**	**	**	**	51%	61%	57%	45% **	**		61% **	
		55					58	31	31	27			79	
							-	-					b	
No	**	35% **	**	**	**	**	40%	38%	27%	51% **	**		34% **	
		31					45	19	15	30			44	
							-	-						
I can't remember	**	4% **	**	**	**	**	9%	2%	16%	4% **	**		5% **	
		3					11	1	9	2			6	
							-	-						
Effective Column n														
	14	62	24	5	8	3	73	36	39	34	22	14	81	27
Unweighted base	22	95	37	8	12	4	111	55	59	52	34	21	124	42
Weighted base	22	88	43	6	11	5	114	50	54	60	34	16	129	36
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with DHL in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	**	**	**	**	**	**	**	**	**	55%	**	**	**	56%	**	**
										79				76		
										-						
No	**	**	**	**	**	**	**	**	**	37%	**	**	**	37%	**	**
										53				51		
										-						
I can't remember	**	**	**	**	**	**	**	**	**	8%	**	**	**	7%	**	**
										11				10		
										-						
Effective Column n																
	7	5	9	7	12	3	16	9	7	74	12	13	10	87	22	0
Unweighted base	10	8	13	11	19	4	25	13	10	113	18	20	15	133	33	0
Weighted base	11	9	15	11	33	5	29	16	15	144	8	9	3	137	27	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with DHL in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	**	50%	**	**	**	54%	**	**	53%	**
		64				30			82	
No	**	44%	**	**	**	38%	**	**	40%	**
		57				21			61	
I can't remember	**	7%	**	**	**	8%	**	**	7%	**
		8				5			12	
Effective Column n										
	24	85	10	10	22	39	15	12	102	7
Unweighted base	36	130	16	15	34	59	23	19	156	10
Weighted base	35	129	11	15	26	56	25	32	155	10
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with DHL in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	58%	**	56%	**	**	**	**	**	59%
	53		45						26
	-								
No	34%	**	35%	**	**	**	**	**	35%
	32		29						16
	-								
I can't remember	8%	**	9%	**	**	**	**	**	6%
	7		7						2
	-								
Effective Column n									
	77	4	73	20	18	21	18	36	41
Unweighted base	102	5	97	26	24	28	24	48	54
Weighted base	93	11	81	22	25	23	22	48	44
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with FedEx in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	**	61%	**	**	**	**	**	68%	**	**	**	**	62%	**
		28						38					45	
								-						
No	**	34%	**	**	**	**	**	24%	**	**	**	**	30%	**
		16						13					22	
								-						
I can't remember	**	5%	**	**	**	**	**	9%	**	**	**	**	7%	**
		2						5					5	
								-						
Effective Column n														
	24	38	14	1	2	1	34	43	19	15	24	19	56	21
Unweighted base	32	50	18	1	2	1	45	57	25	20	32	25	74	28
Weighted base	28	46	16	1	2	1	36	56	19	18	33	23	72	21
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with FedEx in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	**	**	**	**	**	**	**	**	**	61%	**	**	**	64%	**	**
										50				47		
										-				b		
No	**	**	**	**	**	**	**	**	**	30%	**	**	**	29%	**	**
										25				21		
										-						
I can't remember	**	**	**	**	**	**	**	**	**	9%	**	**	**	7%	**	**
										7				5		
										-						
Effective Column n																
	2	4	4	9	7	6	12	7	5	56	7	6	8	60	16	1
Unweighted base	3	5	5	12	9	8	16	9	7	74	9	8	11	80	21	1
Weighted base	3	6	6	12	9	12	18	9	7	82	5	4	2	74	18	1
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with FedEx in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	**	54%	**	**	**	**	**	**	59%	**
		36							51	
No	**	37%	**	**	**	**	**	**	35%	**
		25							30	
I can't remember	**	9%	**	**	**	**	**	**	6%	**
		6							5	
Effective Column n										
	18	59	14	11	17	15	14	7	71	5
Unweighted base	24	78	18	15	22	20	18	9	95	7
Weighted base	26	67	16	12	19	17	18	11	86	7
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with FedEx in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes		50%	51%	50%	48%	55%	51%	47%	51%	49%
		256	59	197	62	61	74	59	117	139
	-									
No		42%	44%	41%	40%	37%	42%	47%	39%	45%
		214	51	163	52	41	61	59	89	125
	-									
I can't remember		8%	4%	9%	12%	8%	7%	6%	10%	6%
		40	5	35	15	8	10	7	23	17
	-									
Effective Column n										
		376	34	342	100	94	98	84	152	224
Unweighted base		570	52	518	151	142	149	128	231	339
Weighted base		510	115	395	130	110	145	125	229	281
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who experienced problems with Hermes in the previous year

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	39%	49%	54% **		64% **		48%	52%	50%	47%	50%	54%	49%	53%
	37	102	84		34		130	126	59	71	61	66	151	105
					-		-	-						
No	48%	46%	36% **		31% **		45%	38%	45%	46%	41%	35%	44%	39%
	46	96	55		16		122	92	53	69	49	43	136	77
					-		-	-						
I can't remember	13%	5%	10% **		4% **		6%	10%	5%	7%	9%	11%	8%	8%
	12	11	15		2		17	24	6	11	11	13	24	16
					-		-	-						
Effective Column n														
	71	152	115	23	38	15	203	173	84	119	84	89	217	157
Unweighted base	107	230	175	35	58	23	308	262	128	180	127	135	329	238
Weighted base	94	209	155	28	53	25	268	242	117	151	121	121	311	197
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Hermes in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	**	**	**	**	**	**	50%	41% **		51%	44%	52%	46%	50%	50% **	
							28	28		219	20	11	5	180	76	
										-						
No	**	**	**	**	**	**	35%	42% **		41%	49%	45%	45%	42%	41% **	
							20	29		176	23	10	5	152	61	
										-						
I can't remember	**	**	**	**	**	**	15%	16% **		8%	7%	3%	9%	7%	9% **	
							8	11		35	3	1	1	26	14	
										-						
Effective Column n																
	17	30	28	26	22	25	34	38	22	242	55	42	37	241	134	1
Unweighted base	26	46	42	39	34	38	51	57	34	367	83	64	56	366	203	1
Weighted base	30	57	52	50	39	46	55	68	33	431	46	22	12	359	151	1
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Hermes in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Yes	**	49%	59%	43%	52%	40%	61%	48%	50%	**	
		233	41	28	63	47	53	25	254		
No	**	43%	39%	43%	46%	51%	32%	32%	42%	**	
		202	27	28	54	60	28	17	210		
I can't remember	**	8%	2%	14%	2%	9%	7%	20%	8%	**	
		39	1	9	2	11	6	10	39		
				c				a c			
Effective Column n											
	29	347	50	49	96	94	51	36	371	5	
Unweighted base	44	526	76	74	146	143	77	54	562	7	
Weighted base	37	474	69	65	119	118	87	51	503	6	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Hermes in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	48%	**	45%	52%	47%	**	**	48%	49%
	93		61	24	35			48	46
	-								
No	45%	**	46%	45%	45%	**	**	44%	46%
	87		62	20	33			44	43
	-								
I can't remember	7%	**	9%	3%	8%	**	**	8%	5%
	13		13	2	6			8	5
	-		a						
Effective Column n									
	134	16	118	35	43	29	27	60	74
Unweighted base	221	26	195	58	70	48	45	99	122
Weighted base	193	58	135	45	75	41	32	99	94
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with DPD in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	26%	58%	53% **	**	**		51%	45%	60%	46% **	**		54%	38%
	12	43	36				56	37	26	31			69	24
		a					-	-						
No	62%	37%	42% **	**	**		42%	50%	40%	43% **	**		43%	51%
	28	27	29				46	42	17	29			55	32
							-	-						
I can't remember	12%	5%	5% **	**	**		7%	6%	0%	11% **	**		3%	12%
	5	4	3				8	5	0	8			4	8
							-	-						a
Effective Column n														
	30	58	39	5	6	1	81	53	33	47	27	27	84	49
Unweighted base	50	96	65	8	10	2	133	88	55	78	44	44	139	80
Weighted base	45	74	68	5	6	1	110	83	43	67	44	39	128	64
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with DPD in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	**	**	**	**	**	**	**	**	**	49%	**	**	**	49%	47%	**
										77				70	23	
										-						
No	**	**	**	**	**	**	**	**	**	43%	**	**	**	45%	47%	**
										68				64	23	
										-						
I can't remember	**	**	**	**	**	**	**	**	**	7%	**	**	**	7%	6%	**
										11				10	3	
										-						
Effective Column n																
	7	2	7	3	12	7	17	12	8	74	22	18	19	92	43	0
Unweighted base	11	3	12	5	20	11	28	19	13	122	37	30	32	151	70	0
Weighted base	12	6	16	6	28	17	35	24	12	156	19	12	6	143	50	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with DPD in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	**	47%	**	**	**	46%	**	**	48%	**
		76				20			92	
No	**	46%	**	**	**	45%	**	**	45%	**
		74				19			86	
I can't remember	**	7%	**	**	**	9%	**	**	7%	**
		12				4			13	
Effective Column n										
	18	117	17	18	29	35	22	13	132	2
Unweighted base	29	192	28	30	48	57	36	22	218	3
Weighted base	32	162	24	26	36	43	37	27	191	3
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with DPD in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	32%	**	29%	**	**	**	**	39%	24%
	42		30					27	14
	-								
No	61%	**	62%	**	**	**	**	54%	70%
	80		64					38	42
	-								
I can't remember	7%	**	8%	**	**	**	**	7%	6%
	9		9					5	4
	-								
Effective Column n									
	102	8	94	26	25	24	27	54	48
Unweighted base	163	12	151	42	40	38	43	86	77
Weighted base	130	27	103	29	37	28	36	70	60
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Parcelforce in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column														
Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	**	40%	21%	**	**	**	34%	30%	**	**	**	**	37%	23%
		24	8				23	19					31	11
							-	-						
No	**	53%	72%	**	**	**	57%	65%	**	**	**	**	58%	68%
		32	28				38	41					48	32
							-	-						
I can't remember	**	6%	7%	**	**	**	9%	4%	**	**	**	**	5%	9%
		4	2				6	3					4	4
							-	-						
Effective Column n														
	12	43	34	7	13	6	56	46	31	26	22	24	63	39
Unweighted base	19	69	54	11	21	10	90	73	49	41	35	38	101	62
Weighted base	14	60	38	7	17	10	67	63	39	28	33	30	83	47
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Parcelforce in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	**	**	**	**	**	**	**	**	**	32%	**	**	**	35%	**	**
										34				34		
										-						
No	**	**	**	**	**	**	**	**	**	61%	**	**	**	58%	**	**
										64				58		
										-						
I can't remember	**	**	**	**	**	**	**	**	**	7%	**	**	**	7%	**	**
										7				7		
										-						
Effective Column n																
	4	4	4	5	3	9	10	11	6	56	14	13	19	73	29	0
Unweighted base	7	6	7	8	5	14	16	17	9	89	23	21	30	117	46	0
Weighted base	8	7	7	10	5	21	18	19	10	105	11	8	5	100	31	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Parcelforce in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_8: Did you make a complaint about the problems you experienced with the services from... Parcelforce by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	**	28%	**	**	**	**	**	**	32%	**
		34							41	
									-	
No	**	65%	**	**	**	**	**	**	61%	**
		77							77	
		a							-	
I can't remember	**	7%	**	**	**	**	**	**	7%	**
		8							9	
									-	
Effective Column n										
	9	93	14	13	28	24	14	9	101	1
Unweighted base	15	148	23	21	44	39	22	14	161	2
Weighted base	11	119	19	15	36	28	17	15	126	4
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Parcelforce in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	56%	**	48%	**	**	**	**	**	**
	43		27						
	-								
No	40%	**	47%	**	**	**	**	**	**
	31		26						
	-								
I can't remember	4%	**	6%	**	**	**	**	**	**
	3		3						
	-								
Effective Column n									
	52	6	46	11	10	14	17	25	27
Unweighted base	78	9	69	17	15	21	25	37	41
Weighted base	78	22	56	17	14	21	25	41	37
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with UPS in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column														
Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Effective Column n														
	13	20	13	3	5	3	28	24	15	13	11	13	30	21
Unweighted base	20	30	20	4	8	4	42	36	22	20	16	20	46	31
Weighted base	18	33	17	4	9	5	42	36	19	22	15	21	43	33
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with UPS in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	**	**	**	**	**	**	**	**	**	55%	**	**	**	59%	**	**
										37				39		
										-						
No	**	**	**	**	**	**	**	**	**	41%	**	**	**	39%	**	**
										28				26		
										-						
I can't remember	**	**	**	**	**	**	**	**	**	4%	**	**	**	2%	**	**
										3				1		
										-						
Effective Column n																
	3	1	0	5	4	5	11	6	1	36	5	5	7	40	11	0
Unweighted base	4	2	0	8	6	7	16	9	2	54	7	7	10	61	17	0
Weighted base	4	4	0	7	6	11	21	12	2	68	5	3	2	66	12	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with UPS in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	**	52%	**	**	**	**	**	**	54%	**
		36							40	
No	**	43%	**	**	**	**	**	**	43%	**
		30							31	
I can't remember	**	5%	**	**	**	**	**	**	3%	**
		3							2	
Effective Column n										
	6	46	7	4	12	8	11	11	49	2
Unweighted base	9	69	10	6	18	12	16	16	74	3
Weighted base	9	69	9	8	13	8	19	21	73	4
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with UPS in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	52%	**	53%	57%	58%	52%	43%	53%	52%
	168		128	51	39	43	36	83	85
	-								
No	42%	**	40%	36%	37%	39%	57%	43%	41%
	136		96	32	24	32	48	69	68
	-								
I can't remember	6%	**	7%	7%	5%	10%	0%	4%	7%
	18		17	6	4	8	0	6	12
	-								
Effective Column n									
	224	22	203	64	53	58	50	102	123
Unweighted base	353	34	319	100	84	91	78	160	193
Weighted base	322	82	240	89	67	83	83	158	164
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Yodel in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	**	54%	56% **		53% **		45%	60%	49%	43%	59%	62%	53%	51%
		68	59		27		79	89	37	43	43	45	110	57
					-		-	-						
No	**	39%	43% **		34% **		48%	36%	46%	49%	37%	35%	43%	41%
		50	45		17		83	53	35	49	27	26	90	46
					-		-	-						
I can't remember	**	7%	1% **		13% **		7%	4%	5%	8%	4%	3%	4%	8%
		9	1		7		12	6	4	8	3	2	9	9
					-		-	-						
Effective Column n														
	24	92	76	18	33	15	130	95	60	69	46	49	131	93
Unweighted base	37	145	119	28	52	24	204	149	95	109	72	77	206	146
Weighted base	40	126	105	28	51	23	175	147	76	99	74	73	209	112
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Yodel in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	**	**	**	**	**	**	**	**	**	52%	48% **	**		55%	46% **	
										140	16			123	45	
										-						
No	**	**	**	**	**	**	**	**	**	42%	48% **	**		40%	47% **	
										112	16			89	47	
										-						
I can't remember	**	**	**	**	**	**	**	**	**	6%	4% **	**		5%	7% **	
										15	1			11	7	
										-						
Effective Column n																
	4	12	12	12	16	17	22	24	17	135	40	25	24	150	74	0
Unweighted base	6	19	19	19	25	27	34	38	26	213	63	40	37	236	117	0
Weighted base	7	21	30	23	32	36	38	48	32	267	33	15	7	223	99	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Yodel in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	**	51%	**	**	50%	57%	51%	**	53%	**
		150			29	54	25		167	
No	**	44%	**	**	44%	39%	44%	**	42%	**
		129			25	36	21		132	
I can't remember	**	6%	**	**	6%	4%	5%	**	5%	**
		17			4	4	2		17	
Effective Column n										
	20	205	27	24	46	71	34	22	221	3
Unweighted base	31	322	43	38	72	111	54	35	348	5
Weighted base	26	296	39	34	58	94	48	50	316	6
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Yodel in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Yes	63%	**	65%	**	72%	58%	**	64%	63%
	110		80		34	28		42	68
	-								
No	33%	**	30%	**	28%	34%	**	31%	35%
	59		36		13	16		20	38
	-								
I can't remember	4%	**	5%	**	0%	8%	**	5%	2%
	6		6		0	4		4	3
	-								
Effective Column n									
	116	13	102	24	33	32	26	48	68
Unweighted base	182	21	161	38	52	51	41	75	107
Weighted base	175	53	123	39	48	48	41	66	109
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Amazon Logistics in the previous year ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Yes	**	69%	64% **	**	**	**	60%	65% **			56% **		60%	65%	60%
		44	45				51	59			23		32	62	48
							-	-							
No	**	31%	29% **	**	**	**	35%	32% **			39% **		35%	33%	34%
		20	21				29	29			16		19	32	27
							-	-							
I can't remember	**	0%	7% **	**	**	**	5%	3% **			5% **		4%	1%	6%
		0	5				4	2			2		2	1	5
							-	-							
Effective Column n															
	17	39	50	5	10	4	60	55	27	34	22	33	60	55	
Unweighted base	27	61	79	8	15	7	95	87	42	53	35	52	95	86	
Weighted base	24	65	71	8	16	8	84	91	43	41	38	53	96	79	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Amazon Logistics in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Yes	**	**	**	**	**	**	**	**	**	64%	**	**	**	57%	82%	**
										98				76	34	
										-					a	
No	**	**	**	**	**	**	**	**	**	32%	**	**	**	38%	18%	**
										49				51	8	
										-						
I can't remember	**	**	**	**	**	**	**	**	**	4%	**	**	**	5%	0%	**
										6				6	0	
										-						
Effective Column n																
	5	11	8	11	5	10	10	11	5	76	13	15	11	84	32	0
Unweighted base	8	18	12	17	8	16	15	17	8	119	21	24	18	132	50	0
Weighted base	9	25	17	27	7	21	15	21	10	153	11	8	4	134	42	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Amazon Logistics in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QI4_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Yes	**	59%	**	**	**	**	**	**	63%	**
		91							109	
									-	
No	**	37%	**	**	**	**	**	**	33%	**
		57							58	
		a							-	
I can't remember	**	4%	**	**	**	**	**	**	4%	**
		6							6	
									-	
Effective Column n										
	11	105	20	16	20	31	18	11	115	1
Unweighted base	17	165	31	25	32	48	29	17	180	2
Weighted base	21	154	27	24	26	42	35	22	173	2
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who experienced problems with Amazon Logistics in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ1: What is your working status? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Working full time (30hrs+ per week)	36%	42%	34%	36%	38%	33%	35%	45%	27%
	2162	469	1693	548	571	512	530	1335	827
	-	B						B	
Working part time (8-29hrs per week)	16%	16%	16%	16%	14%	18%	15%	11%	20%
	955	183	772	239	214	276	226	320	635
	-								A
Not working (less than 8hrs per week) – retired	23%	21%	23%	22%	22%	23%	23%	23%	22%
	1376	235	1141	344	330	350	353	700	676
	-								
Not working (less than 8hrs per week) – unemployed/ looking for work	5%	3%	5%	5%	4%	5%	5%	6%	3%
	280	29	251	77	64	70	69	175	106
	-		a					B	
Not working (less than 8hrs per week) – student	5%	4%	5%	4%	4%	5%	6%	5%	5%
	287	49	238	63	66	73	85	145	142
	-								
Not working (less than 8hrs per week) – housewife/ househusband	8%	9%	8%	8%	8%	8%	8%	2%	14%
	482	98	384	123	120	122	117	45	437
	-								A
Not working (less than 8hrs per week) – unable to work due to disability/other	8%	5%	9%	8%	9%	8%	8%	8%	9%
	513	58	454	126	132	130	124	245	268
	-		A						
I don't know	1%	0%	1%	1%	1%	1%	0%	1%	0%
	35	2	33	8	9	12	5	20	15
	-								
NET: Working	51%	58%	50%	51%	52%	51%	50%	55%	47%
	3117	652	2464	787	786	788	756	1655	1462
	-	B						B	
NET: Not working	48%	42%	50%	48%	47%	48%	50%	44%	52%
	2938	469	2469	734	712	745	747	1310	1629
	-		A						A
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ1: What is your working status? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Working full time (30hrs+ per week)	30%	57%	38%	5%	3%	1%	38%	33%	39%	37%	44%	23%	69%	0%
	260	1120	745	30	37	7	1229	933	523	706	576	357	2162	0
	D F	A C D F	a D F	F	-		-	-	F	F	c d F		B	
Working part time (8-29hrs per week)	21%	17%	20%	7%	5%	3%	15%	17%	13%	16%	17%	17%	31%	0%
	182	323	383	46	67	21	478	477	176	303	218	259	955	0
	b D F	D F	b D F	f	-		-	-					B	
Not working (less than 8hrs per week) – retired	1%	0%	13%	78%	82%	86%	30%	14%	35%	27%	18%	10%	0%	47%
	7	10	256	498	1103	607	984	392	470	514	234	158	0	1376
			A B	A B C	-	A B C d	-	-	D E F	E F	F			A
Not working (less than 8hrs per week) – unemployed/ looking for work	8%	6%	5%	0%	0%	0%	2%	8%	1%	2%	2%	12%	0%	10%
	64	114	101	0	1	1	61	220	19	42	26	194	0	280
	D F	D F	D F		-		-	-				C D E		A
Not working (less than 8hrs per week) – student	31%	1%	0%	0%	0%	0%	6%	3%	4%	8%	3%	3%	0%	10%
	265	19	3	0	0	0	194	94	49	144	41	52	0	287
	B C D F	c f			-		-	-		C E F				A
Not working (less than 8hrs per week) – housewife/ househusband	3%	10%	10%	4%	4%	4%	5%	11%	4%	5%	10%	12%	0%	16%
	26	204	196	24	55	31	154	328	60	94	136	192	0	482
		A D F	A D F		-		-	-			C D	C D		A
Not working (less than 8hrs per week) – unable to work due to disability/other	4%	8%	13%	5%	5%	5%	4%	14%	3%	4%	5%	21%	0%	17%
	36	150	255	35	71	37	117	395	41	76	61	335	0	513
		a	A B D F		-		-	-				C D E		A
I don't know	2%	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%
	13	8	10	2	3	1	11	24	3	7	9	15	0	0
					-		-	-					-	-
NET: Working	52%	74%	58%	12%	8%	4%	53%	49%	52%	53%	61%	39%	100%	0%
	441	1443	1128	76	104	28	1707	1410	698	1009	794	616	3117	0
	D F	A C D F	a D F	F	-		-	-	F	F	C D F		B	
NET: Not working	47%	26%	42%	88%	92%	96%	47%	50%	48%	46%	38%	60%	0%	100%
	398	497	810	557	1231	675	1510	1428	639	871	498	930	0	2938
	B c		B	A B C	-	A B C D	-	-	E	E		C D E		A
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ1: What is your working status? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Working full time (30hrs+ per week)	39%	35%	39%	34%	33%	33%	41%	33%	30%	35%	33%	37%	44%	39%	28%	**	
	216	197	209	189	192	175	270	204	156	1808	161	112	81	1639	520		
										-			k	B			
Working part time (8-29hrs per week)	16%	12%	14%	14%	18%	19%	19%	13%	16%	16%	14%	16%	15%	16%	15%	**	
	90	70	74	76	104	100	129	83	83	808	70	49	28	681	273		
										-							
Not working (less than 8hrs per week) – retired	18%	26%	23%	20%	19%	25%	16%	33%	24%	22%	29%	21%	13%	19%	30%	**	
	97	147	122	111	108	132	104	202	122	1147	142	63	24	814	559		
		a e G m	g m			g m		A c D E f G i l M	g m	-	A d E G l M	m			A		
Not working (less than 8hrs per week) – unemployed/ looking for work	6%	5%	2%	7%	7%	4%	5%	3%	4%	5%	3%	4%	3%	5%	5%	**	
	34	30	13	37	43	24	32	17	21	250	14	11	5	194	85		
										-							
Not working (less than 8hrs per week) – student	4%	6%	4%	6%	6%	4%	8%	4%	4%	5%	3%	3%	4%	5%	3%	**	
	22	34	21	34	32	20	50	24	19	256	14	9	8	218	65		
										-				b			
Not working (less than 8hrs per week) – housewife/ househusband	8%	7%	9%	8%	9%	8%	5%	6%	11%	8%	9%	10%	9%	8%	9%	**	
	44	39	49	44	49	41	35	36	54	391	46	29	16	319	161		
										-							
Not working (less than 8hrs per week) – unable to work due to disability/other	8%	7%	10%	10%	8%	8%	7%	7%	12%	8%	8%	10%	10%	8%	10%	**	
	42	39	52	57	47	41	44	44	60	427	38	30	18	325	184		
										-					a		
I don't know	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%	0%	0%	1%	1%	0%	**	
	3	6	0	7	5	1	3	6	0	30	2	1	1	29	6		
										-							
NET: Working	56%	48%	52%	48%	51%	52%	60%	47%	46%	51%	47%	53%	60%	55%	43%	**	
	306	268	283	264	296	275	399	287	238	2616	231	161	109	2320	792		
							b d H i K			-			h i k	B c			
NET: Not working	44%	51%	48%	51%	48%	48%	40%	52%	54%	48%	52%	47%	40%	44%	57%	**	
	239	289	257	284	280	258	264	324	276	2469	254	143	72	1870	1055		
		g		g				g	g m	-	g m				A		
Effective Column n																	
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ1: What is your working status? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Working full time (30hrs+ per week)	37%	35%	9%	21%	37%	51%	62%	29%	36%	16%	
	160	2002	77	192	552	675	404	263	2125	33	
				A	A B F	A B C F	A B C D F	A b	B		
Working part time (8-29hrs per week)	12%	16%	17%	17%	16%	14%	12%	17%	16%	11%	
	52	903	142	155	242	184	78	154	928	22	
Not working (less than 8hrs per week) – retired	12%	23%	22%	29%	24%	21%	14%	23%	22%	54%	
	52	1324	177	264	357	271	94	214	1264	112	
		A	e	a c D E f	E	e		E		A	
Not working (less than 8hrs per week) – unemployed/ looking for work	2%	5%	13%	6%	3%	2%	1%	5%	5%	4%	
	11	270	106	51	47	22	10	45	272	7	
			B C D E F	c D E	d			D e			
Not working (less than 8hrs per week) – student	3%	5%	7%	4%	4%	2%	3%	9%	5%	0%	
	15	272	54	39	53	32	21	87	286	1	
			c D e					B C D E	b		
Not working (less than 8hrs per week) – housewife/ househusband	4%	8%	8%	9%	9%	7%	5%	8%	8%	7%	
	18	464	67	80	130	96	31	77	467	14	
		a									
Not working (less than 8hrs per week) – unable to work due to disability/other	29%	7%	23%	13%	6%	3%	2%	7%	8%	8%	
	127	386	189	120	86	37	14	67	494	16	
	B		B C D E F	C D E F	d e			D E			
I don't know	1%	1%	1%	1%	0%	0%	0%	1%	0%	1%	
	3	31	6	7	6	0	2	13	22	1	
			d	d				d			
NET: Working	48%	51%	27%	38%	54%	65%	74%	45%	52%	27%	
	212	2905	219	348	793	859	481	417	3053	55	
				A	A B F	A B C F	A B C d F	A b	B		
NET: Not working	51%	48%	73%	61%	46%	35%	26%	53%	48%	73%	
	222	2716	593	554	674	457	169	490	2784	150	
			B C D E F	C D E f	D E	E		c D E		A	
Effective Column n											
	292	4029	559	605	1042	956	477	683	4155	150	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
I have internet access at home, and I personally use it	95%	86%	97%	96%	94%	95%	95%	95%	95%
	5795	967	4828	1467	1424	1467	1438	2837	2958
	-		A						
I have internet access at home, but I don't personally use it	2%	3%	1%	2%	3%	2%	2%	2%	2%
	109	39	70	24	38	24	23	55	54
	-	B							
I don't have internet access at home, but I use it elsewhere	1%	2%	1%	1%	1%	1%	1%	1%	1%
	64	21	43	15	12	15	22	29	35
	-	b							
I don't have access to the internet	2%	8%	0%	1%	2%	2%	1%	2%	2%
	98	94	4	18	27	33	19	47	51
	-	B							
I don't know	0%	0%	0%	0%	0%	0%	0%	1%	0%
	24	2	22	5	7	6	6	16	8
	-								
NET: Internet user	96%	88%	98%	97%	95%	96%	97%	96%	96%
	5860	989	4871	1482	1436	1482	1460	2866	2993
	-		A						
NET: Internet non-user	3%	12%	1%	3%	4%	4%	3%	3%	3%
	206	133	73	43	65	57	42	101	105
	-	B							
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
I have internet access at home, and I personally use it	94%	97%	97%	93%	90%	88%	97%	93%	97%	97%	94%	92%	97%	93%
	798	1895	1892	591	1210	619	3130	2665	1302	1828	1225	1440	3028	2746
	f	A D F	A D F	f	-		-	-	e F	e F			B	
I have internet access at home, but I don't personally use it	4%	2%	1%	2%	2%	3%	1%	2%	2%	1%	2%	2%	2%	2%
	30	29	17	12	33	20	45	63	26	19	28	35	51	58
	b C				-	c	-	-						
I don't have internet access at home, but I use it elsewhere	1%	1%	1%	1%	1%	2%	1%	1%	0%	1%	1%	2%	1%	1%
	9	14	24	6	17	11	26	38	5	21	15	23	25	38
					-		-	-						
I don't have access to the internet	0%	0%	1%	4%	6%	8%	1%	3%	1%	1%	2%	3%	0%	3%
	1	3	14	26	79	54	24	73	7	17	20	53	5	92
			b	A B C	-	A B C d	-	-			c	C D e		A
I don't know	2%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%
	15	7	2	0	0	0	2	22	0	1	14	9	8	4
	b C d f				-		-	-			c d	c d		
NET: Internet user	95%	98%	98%	94%	92%	89%	98%	94%	98%	98%	95%	94%	98%	95%
	807	1910	1916	597	1227	630	3156	2703	1307	1849	1239	1464	3053	2784
	f	A D F	A D F	f	-		-	-	e F	E F			B	
NET: Internet non-user	4%	2%	2%	6%	8%	11%	2%	5%	2%	2%	4%	6%	2%	5%
	31	32	30	39	112	74	70	137	33	37	48	88	55	150
	b c			B C	-	A B C d	-	-			d	C D		A
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
I have internet access at home, and I personally use it	95%	94%	96%	92%	95%	98%	95%	96%	95%	95%	95%	95%	96%	95%	96%	**
	522	530	518	511	553	521	635	589	491	4870	461	288	175	3995	1782	
										-						
I have internet access at home, but I don't personally use it	1%	3%	2%	3%	2%	1%	2%	2%	0%	2%	2%	1%	2%	2%	1%	**
	8	16	10	15	11	3	12	15	3	92	10	4	3	87	22	
										-						
I don't have internet access at home, but I use it elsewhere	1%	1%	1%	2%	1%	1%	2%	0%	2%	1%	1%	1%	1%	1%	1%	**
	6	4	3	9	5	4	13	3	10	58	3	2	1	50	14	
										-						
I don't have access to the internet	2%	2%	1%	2%	2%	1%	0%	1%	1%	1%	3%	3%	1%	2%	2%	**
	12	9	6	13	11	6	2	6	7	73	14	9	2	69	28	
										-						
I don't know	0%	1%	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	**
	0	4	1	6	1	0	2	4	4	22	0	1	0	18	6	
										-						
NET: Internet user	96%	95%	97%	94%	96%	98%	97%	96%	97%	96%	95%	96%	97%	96%	97%	**
	528	534	521	520	558	525	649	592	501	4928	464	291	176	4045	1797	
										-						
NET: Internet non-user	4%	4%	3%	5%	4%	2%	2%	3%	2%	3%	5%	4%	3%	4%	3%	**
	20	24	17	28	22	9	14	21	10	165	23	12	6	156	50	
										-						
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**		**NET: Internet user**	**NET: Internet non-user**	
I have internet access at home, and I personally use it	93%	95%	91%	95%	98%	97%	98%	89%		99%	0%	
	406	5389	744	867	1437	1282	643	822		5795	0	
		a		a F	A b F	A b F	A b F			B		
I have internet access at home, but I don't personally use it	5%	2%	3%	2%	1%	2%	1%	3%		0%	53%	
	20	88	23	17	17	24	4	25		0	109	
	B										A	
I don't have internet access at home, but I use it elsewhere	0%	1%	3%	1%	1%	0%	0%	2%		1%	0%	
	2	63	21	11	10	3	2	17		64	0	
			c D e	d				c d e				
I don't have access to the internet	2%	2%	4%	1%	1%	0%	0%	5%		0%	47%	
	7	91	30	12	8	1	0	47		0	98	
			b C D E	d e				B C D E			A	
I don't know	1%	0%	0%	0%	0%	1%	1%	1%		0%	0%	
	3	21	1	2	1	7	4	10		0	0	
								c		-	-	
NET: Internet user	93%	96%	94%	97%	98%	98%	99%	91%		100%	0%	
	408	5452	765	879	1447	1285	645	839		5860	0	
		a		a F	A b F	A F	A b F			B		
NET: Internet non-user	6%	3%	6%	3%	2%	2%	1%	8%		0%	100%	
	27	179	52	29	25	25	4	72		0	206	
	b		b C D E	e				B C D E			A	
Effective Column n												
	292	4029	559	605	1042	956	477	683		4155	150	
Unweighted base	407	5612	779	842	1451	1332	664	951		5788	209	
Weighted base	438	5652	818	909	1472	1316	653	921		5860	206	
Columns	A	B	A	B	C	D	E	F		A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ3: How many adults and children live in your household? by Demographics Part 1

		Methodology		Quarter				Gender	
Average Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Adults	2.1	2.1	2.1	2.2	2.1	2.1	2.1	2.2	2.1
	-							b	
Children	0.5	0.6	0.5	0.5	0.6	0.5	0.5	0.5	0.5
	-	B							
Effective Column n		799.8	3533.1	1092.8	1074.2	1091.1	1064.0	2064.3	2257.5
Standard Deviation	1.6	1.4	1.6	1.5	1.6	1.7	1.5	1.8	1.4
Unweighted base	6019.0	1111.0	4908.0	1522.0	1496.0	1519.0	1482.0	2875.0	3144.0
Weighted base	6090.0	1124.0	4966.0	1529.0	1507.0	1545.0	1509.0	2984.1	3105.9
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ3: How many adults and children live in your household? by Demographics Part 2

	Age						SEG						Working status	
Average														
Column														
Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Adults	2.8	2.2	2.0	1.8	1.8	1.7	2.1	2.1	2.1	2.1	2.3	2.0	2.2	2.0
	B C D F	c D F	D F		-		-	-			C F		B	
Children	0.7	1.0	0.3	0.0	0.0	0.0	0.5	0.6	0.5	0.4	0.7	0.5	0.7	0.4
	C D F	A C D F	D F		-		-	-			C D F		B	
Effective Column n	599.9	1422.5	1398.4	486.2	903.3	418.9	2356.3	1965.0	1017.2	1340.2	875.2	1089.8	2232.1	2064.1
Standard Deviation	1.7	1.8	1.2	0.7	1.0	1.3	1.8	1.4	1.3	2.0	1.3	1.4	1.7	1.5
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ3: How many adults and children live in your household? by Demographics Part 3

	UK nation													Rurality			
Average Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Adults	2.1	2.1	2.1	2.1	2.2	2.1	2.3	2.2	2.0	2.2	1.9	2.1	2.1	2.2	2.1	**	
		k		k	i K	k	i K l	k		-			k				
Children	0.4	0.5	0.5	0.4	0.6	0.5	0.7	0.5	0.4	0.5	0.4	0.5	0.7	0.5	0.4	**	
					d k		a D h i K l			-			a D h i K L	B			
Effective Column n	271.4	305.4	283.2	296.7	308.4	281.8	365.1	325.6	273.8	3139.9	574.7	571.9	577.7	2877.8	1440.9	8.6	
Standard Deviation	1.2	1.4	1.8	1.3	1.4	1.4	2.4	1.4	1.3	1.6	2.0	1.3	1.3	1.7	1.3	1.5	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ3: How many adults and children live in your household? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Average Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Adults	2.2	2.1	1.7	2.0	2.1	2.2	2.5		2.2	2.1	2.0
				a	A b	A B c	A B C D F	A B			
Children	0.8	0.5	0.3	0.4	0.5	0.6	0.7		0.5	0.5	0.5
	b			a	A b	A B f	A B c F	A			
Effective Column n	292	4029	559	605	1042	957	477		683	4156	150
Standard Deviation	3.2	1.4	1.3	2.0	1.8	1.2	1.4		1.4	1.5	3.3
Unweighted base	407	5612	779	842	1451	1332	664		951	5788	209
Weighted base	438	5652	818	909	1472	1316	653		921	5860	206
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ4: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Difficulty in speaking or communicating	1%	0%	2%	1%	1%	2%	1%	2%	1%
	87	8	79	19	19	27	22	47	39
	-		A						
Cannot walk very far or manage the stairs or can only do so with difficulty	9%	6%	10%	7%	9%	9%	9%	7%	10%
	518	144	374	109	136	145	128	213	305
	-		A						a
Mental health problems or difficulties	8%	2%	11%	8%	7%	8%	7%	7%	8%
	461	48	413	126	111	120	105	198	263
	-		A						a
Breathlessness or chest pains	7%	5%	8%	5%	7%	7%	7%	7%	7%
	405	116	289	81	105	109	110	198	208
	-		a						
Other illnesses/ health problems which limit your daily activities/ work you can do	4%	2%	5%	3%	4%	4%	4%	4%	4%
	227	43	184	47	60	57	64	110	117
	-		A						
Poor hearing, partial hearing or deafness	3%	2%	4%	3%	3%	4%	3%	4%	3%
	203	44	160	48	50	64	42	120	83
	-		A					b	
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	3%	2%	4%	3%	4%	4%	3%	3%	4%
	202	53	149	40	54	63	45	86	116
	-		a						
Poor vision, partial sight or blindness	3%	2%	3%	2%	3%	4%	1%	3%	3%
	161	43	118	31	41	69	19	79	82
	-		a			a D			
Dyslexia	1%	1%	1%	1%	2%	1%	1%	1%	1%
	67	20	48	15	24	10	19	35	32
	-								
Cannot walk at all/ use a wheelchair	1%	1%	1%	1%	2%	1%	1%	1%	1%
	58	13	45	8	27	13	10	30	28
	-								
Prefer not to say	3%	4%	3%	3%	3%	3%	3%	3%	3%
	184	83	101	41	47	47	49	92	92
	-								
None	73%	81%	68%	75%	72%	70%	74%	74%	72%
	4437	1879	2558	1154	1089	1084	1111	2193	2244
	-	B							
NET: Any limiting difficulties	24%	15%	30%	22%	25%	27%	23%	23%	25%
	1468	352	1117	334	371	414	350	698	770
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ4: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Difficulty in speaking or communicating	2%	3%	1%	1%	1%	0%	1%	2%	1%	1%	2%	2%	1%	2%
	16	49	16	4	7	3	34	53	14	20	28	25	42	44
		c d f			-		-	-						
Cannot walk very far or manage the stairs or can only do so with difficulty	1%	4%	11%	14%	16%	18%	7%	10%	7%	7%	8%	12%	2%	16%
	13	77	212	90	216	127	220	298	91	130	111	187	74	443
		a	A B	A B	-	A B C	-	-				C D e		A
Mental health problems or difficulties	13%	10%	7%	1%	1%	1%	4%	11%	3%	5%	6%	16%	5%	10%
	109	201	136	7	15	8	135	326	39	96	79	247	160	297
	C D F	c D F	D F		-		-	-		c	c	C D E		A
Breathlessness or chest pains	6%	3%	7%	11%	11%	12%	5%	9%	6%	4%	7%	10%	3%	11%
	53	65	138	69	150	81	155	250	82	73	90	161	99	305
	b		B	a B c	-	a B c	-	-			d	C D e		A
Other illnesses/ health problems which limit your daily activities/ work you can do	2%	3%	5%	4%	5%	5%	3%	5%	3%	3%	4%	5%	2%	6%
	18	59	88	27	60	35	94	133	36	58	49	84	50	174
					-		-	-				c d		A
Poor hearing, partial hearing or deafness	2%	1%	3%	3%	8%	12%	4%	3%	4%	3%	3%	3%	2%	5%
	20	28	53	22	103	80	121	82	59	62	35	47	60	141
			b	b	-	A B C D	-	-						A
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	1%	2%	4%	4%	6%	7%	3%	4%	3%	2%	3%	5%	1%	6%
	5	34	87	29	76	47	81	121	41	40	42	79	30	171
			A B	A b	-	A B	-	-				d		A
Poor vision, partial sight or blindness	4%	2%	2%	3%	3%	4%	2%	3%	3%	2%	2%	4%	2%	3%
	31	36	48	17	46	29	77	83	42	36	29	54	65	94
					-		-	-						a
Dyslexia	1%	2%	1%	0%	0%	0%	1%	1%	1%	1%	1%	2%	1%	1%
	13	37	17	1	1	0	26	41	8	18	13	29	43	24
	f	d f			-		-	-						
Cannot walk at all/ use a wheelchair	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	7	23	11	8	19	11	27	31	15	12	13	18	22	37
					-		-	-						
Prefer not to say	3%	3%	3%	1%	3%	4%	3%	3%	3%	3%	3%	4%	3%	3%
	26	60	62	8	36	29	93	92	37	56	36	56	84	88
					-		-	-						
None	74%	77%	73%	73%	65%	58%	78%	67%	79%	77%	75%	60%	84%	61%
	634	1509	1423	475	871	396	2515	1922	1098	1417	994	928	2687	1741
	F	c F	F	F	-		-	-	F	F	F		B	
NET: Any limiting difficulties	23%	19%	24%	26%	32%	38%	19%	30%	18%	20%	22%	36%	14%	36%
	193	379	463	169	429	263	620	848	250	370	290	558	439	1021
			b	b	-	A B C D	-	-				C D E		A
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ4: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Difficulty in speaking or communicating	1%	1%	1%	2%	2%	1%	2%	1%	2%	1%	1%	2%	1%	1%	1%	**	
	5	8	6	11	13	3	13	7	10	75	5	5	2	64	21		
										-							
Cannot walk very far or manage the stairs or can only do so with difficulty	7%	12%	9%	9%	8%	7%	5%	9%	11%	8%	7%	13%	6%	8%	10%	**	
	40	67	48	54	46	34	32	56	58	434	34	39	12	344	173		
		g							g	-		g k m					
Mental health problems or difficulties	8%	9%	7%	10%	6%	9%	6%	8%	7%	8%	6%	8%	9%	7%	8%	**	
	42	52	35	57	37	47	39	46	38	393	29	24	16	317	141		
										-							
Breathlessness or chest pains	7%	8%	5%	6%	6%	6%	6%	8%	8%	7%	5%	9%	5%	6%	8%	**	
	35	44	27	36	35	30	42	51	44	343	24	28	10	263	141		
										-					a		
Other illnesses/ health problems which limit your daily activities/ work you can do	4%	3%	3%	4%	2%	3%	3%	4%	6%	4%	6%	3%	3%	3%	5%	**	
	20	17	17	23	13	17	21	25	29	181	29	11	6	143	83		
										-							
Poor hearing, partial hearing or deafness	4%	4%	3%	4%	3%	2%	3%	5%	2%	3%	3%	3%	3%	3%	4%	**	
	22	23	13	21	17	11	19	33	13	173	15	10	5	136	68		
										-							
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	5%	4%	2%	3%	3%	4%	1%	3%	4%	3%	3%	5%	5%	3%	4%	**	
	27	25	10	17	18	19	8	19	23	165	13	15	9	129	73		
										-							
Poor vision, partial sight or blindness	2%	3%	2%	2%	4%	2%	2%	4%	3%	3%	2%	5%	2%	3%	2%	**	
	9	20	10	12	21	9	15	24	16	135	7	14	4	131	30		
										-							
Dyslexia	2%	1%	1%	1%	2%	0%	1%	1%	2%	1%	1%	2%	1%	1%	1%	**	
	10	3	4	3	10	2	8	6	9	56	5	5	2	47	19		
										-							
Cannot walk at all/ use a wheelchair	1%	1%	1%	0%	1%	1%	2%	1%	0%	1%	1%	1%	1%	1%	0%	**	
	5	8	7	1	5	6	11	6	2	51	3	2	2	50	8		
										-							
Prefer not to say	6%	1%	4%	3%	5%	1%	3%	3%	2%	3%	3%	2%	3%	3%	3%	**	
	29	4	20	19	28	5	22	19	12	158	14	7	6	138	45		
	b f				b					-							
None	69%	71%	75%	72%	72%	79%	77%	70%	68%	73%	76%	70%	75%	74%	71%	**	
	364	411	397	409	416	412	524	434	352	3718	370	212	137	3230	1200		
										-							
NET: Any limiting difficulties	26%	28%	21%	25%	23%	20%	20%	27%	30%	24%	21%	28%	22%	23%	26%	**	
	137	161	111	139	135	106	133	164	153	1240	104	85	40	1021	444		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ4: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Difficulty in speaking or communicating	9%	1%	2%	2%	2%	2%	1%	1%	1%	2%
	34	52	17	15	21	19	6	9	78	8
	B									
Cannot walk very far or manage the stairs or can only do so with difficulty	36%	7%	13%	15%	8%	6%	3%	7%	8%	15%
	135	383	93	129	108	73	22	93	467	50
	B		c D E f	C D E F	e	e		e		A
Mental health problems or difficulties	21%	7%	19%	12%	7%	4%	3%	4%	8%	5%
	78	383	138	104	92	52	22	53	444	16
	B		b C D E F	C D E F	d e f					
Breathlessness or chest pains	21%	6%	11%	10%	7%	5%	3%	5%	6%	14%
	78	327	83	87	88	56	19	72	360	46
	B		c D E F	c D E f	e					A
Other illnesses/ health problems which limit your daily activities/ work you can do	9%	3%	6%	7%	4%	3%	2%	2%	4%	2%
	33	195	45	56	53	30	13	30	220	7
	B		d e f	c D e F						
Poor hearing, partial hearing or deafness	9%	3%	4%	4%	4%	3%	3%	3%	3%	9%
	33	170	30	34	48	31	18	42	174	29
	B									A
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	14%	3%	5%	6%	3%	3%	1%	4%	3%	8%
	53	150	33	51	36	30	4	48	176	26
	B		E	c d E	e	e		e		A
Poor vision, partial sight or blindness	9%	2%	4%	4%	2%	3%	2%	2%	2%	6%
	33	128	29	38	24	30	12	27	139	21
	B			c						A
Dyslexia	4%	1%	3%	1%	1%	1%	0%	1%	1%	1%
	15	52	19	9	17	7	3	13	64	3
	B		d							
Cannot walk at all/ use a wheelchair	11%	0%	2%	1%	1%	1%	1%	1%	1%	4%
	40	18	13	6	9	17	4	10	44	14
	B									A
Prefer not to say	2%	3%	4%	2%	1%	2%	1%	6%	3%	5%
	8	177	28	19	20	28	5	84	161	18
			c e					b C d E		a
None	31%	76%	54%	63%	74%	79%	87%	76%	74%	50%
	115	4322	396	534	983	927	568	1029	4255	168
		A		a	A B	A B c	A B C D F	A B	B	
NET: Any limiting difficulties	67%	21%	42%	35%	25%	18%	12%	18%	23%	44%
	254	1214	312	294	326	216	78	241	1317	148
	B		b C D E F	C D E F	d E f	e		e		A
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ5: Which of the following best describes you? by Demographics Part 1

		Methodology			Quarter				Gender	
Column %										
Weighted counts										
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**	
White – British / Scottish	66%	75%	64%	66%	67%	66%	66%	67%	65%	
	4021	843	3178	1003	1014	1013	991	1952	2069	
	-	B								
White – English	11%	8%	12%	11%	12%	11%	11%	13%	10%	
	687	86	601	175	178	168	166	382	305	
	-		A					B		
White – Welsh	5%	6%	4%	5%	4%	5%	5%	5%	5%	
	282	63	219	71	65	72	74	133	149	
	-									
White – Irish	4%	4%	4%	4%	4%	3%	4%	3%	4%	
	217	42	175	61	57	43	56	90	127	
	-									
Any other	14%	7%	15%	13%	12%	15%	14%	11%	16%	
	827	83	744	201	187	233	206	318	509	
	-		A						A	
I prefer not to answer	1%	1%	1%	1%	0%	1%	1%	1%	1%	
	56	7	49	18	6	16	16	27	29	
	-									
NET: White	88%	94%	87%	88%	89%	88%	88%	90%	87%	
	5378	1058	4320	1346	1347	1356	1329	2619	2759	
	-	B						B		
NET: Asian	4%	2%	5%	4%	5%	4%	4%	4%	5%	
	266	25	241	67	71	61	67	110	156	
	-		A						a	
NET: Black	3%	1%	3%	2%	2%	3%	3%	2%	4%	
	171	15	156	38	35	49	49	59	112	
	-		A						A	
NET: Mixed	2%	1%	2%	3%	2%	2%	2%	2%	2%	
	133	11	122	42	32	28	31	55	78	
	-		a							
NET: Other	1%	1%	2%	1%	1%	2%	1%	1%	2%	
	86	8	78	18	16	35	17	32	54	
	-		a			a b d				
Effective Column n										
	6090	1124	4966	1529	1507	1545	1509	2902	3188	
Unweighted base	6090	1124	4966	1529	1507	1545	1509	2902	3188	
Weighted base	6090	1124	4966	1529	1507	1545	1509	2902	3188	
Columns	A	A	B	A	B	C	D	A	B	

Unweighted

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ5: Which of the following best describes you? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
White – British / Scottish	57%	62%	70%	74%	72%	71%	65%	68%	61%	67%	66%	69%	64%	68%
	483	1209	1374	471	967	497	2087	1946	814	1273	865	1081	2007	2009
		a	A B	A B	-	A B	-	-		c	c	C		a
White – English	12%	11%	14%	18%	22%	25%	13%	16%	13%	13%	17%	14%	11%	18%
	103	208	274	113	292	179	431	447	178	252	226	221	353	520
			b	a B	-	A B C d	-	-			c d			A
White – Welsh	2%	2%	3%	3%	2%	1%	2%	2%	3%	2%	1%	2%	2%	2%
	19	37	51	18	25	6	80	53	36	44	18	35	66	66
					-		-	-						
White – Irish	1%	2%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%
	11	29	27	7	10	3	44	33	17	27	16	17	44	33
					-		-	-						
Any other	26%	23%	11%	4%	3%	2%	18%	12%	22%	15%	13%	12%	20%	10%
	219	445	214	25	42	16	567	352	289	278	164	188	625	288
	C D F	C D F	D F		-		-	-	D E F				B	
I prefer not to answer	2%	1%	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	1%	1%
	18	20	9	1	3	2	19	32	6	13	12	20	23	23
	c d f				-		-	-						
NET: White	77%	81%	90%	97%	98%	98%	84%	90%	81%	87%	90%	90%	83%	91%
	653	1579	1759	614	1305	692	2726	2572	1081	1645	1172	1400	2588	2688
		a	A B	A B C	-	A B C	-	-		C	C	C		A
NET: Asian	8%	8%	3%	1%	1%	1%	6%	4%	8%	5%	3%	4%	6%	4%
	72	161	60	8	14	6	201	106	102	98	39	67	199	104
	C D F	C D F	f		-		-	-	d E f	e			B	
NET: Black	5%	4%	4%	0%	0%	0%	4%	2%	6%	3%	2%	2%	4%	2%
	46	71	70	3	5	2	131	62	74	57	25	37	138	53
	D F	D F	D F		-		-	-	d E F				B	
NET: Mixed	5%	4%	1%	0%	0%	0%	3%	2%	3%	2%	3%	2%	4%	1%
	44	78	28	2	2	0	86	67	44	43	39	28	110	41
	C D F	C D F	f		-		-	-					B	
NET: Other	2%	2%	1%	1%	1%	0%	2%	1%	3%	2%	1%	1%	2%	1%
	18	40	23	7	8	2	65	24	34	31	14	10	60	29
	f	f			-		-	-	e f				b	
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ5: Which of the following best describes you? by Demographics Part 3

	UK nation														Rurality		
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
White – British / Scottish	74%	74%	72%	65%	62%	66%	43%	60%	72%	65%	89%	57%	67%	64%	72%	**	
	408	415	386	359	360	351	285	369	368	3302	436	173	122	2689	1333		
	dEfGHL	dEfGHL	eGhL	G	G	Gl		G	eGhL	-	BCDEFGHIL	G	GL		A		
White – English	18%	11%	17%	17%	15%	19%	12%	22%	19%	17%	3%	4%	3%	13%	17%	**	
	97	60	91	97	88	102	80	133	99	845	13	13	6	555	320		
	bgKLM	KIm	bKLM	bgKLM	KLM	bgKLM	KLm	BeGKLM	bgKLM	-					a		
White – Welsh	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	0%	34%	0%	2%	3%	**	
	0	4	1	1	7	4	2	2	4	25	2	104	1	82	50		
										-	BCDEFGHIK						
White – Irish	1%	1%	0%	1%	0%	0%	2%	0%	0%	1%	0%	1%	24%	1%	1%	**	
	4	4	3	3	1	1	11	1	2	30	2	2	43	52	26		
										-			BCDEFGHIJ				
Any other	7%	14%	10%	16%	21%	14%	40%	17%	8%	17%	6%	4%	5%	19%	6%	**	
	39	78	53	88	123	73	269	107	41	870	31	11	8	801	114		
	aiKLm	I	AciKLM	AbCfIKLM	aiKLm	ABCDEFHIKLM	AciKLM	I		-				B			
I prefer not to answer	0%	0%	1%	1%	0%	1%	3%	1%	0%	1%	1%	0%	1%	1%	1%	**	
	1	1	6	7	2	3	18	4	1	43	4	1	3	40	10		
										-							
NET: White	96%	88%	91%	86%	82%	88%	62%	84%	95%	85%	96%	97%	97%	84%	95%	**	
	525	494	489	477	474	472	415	520	491	4357	467	297	178	3528	1757		
	BcDEFGH	eG	EGh	G	G	eG		G	BcDEfGH	-	BcDEFGH	BCDEFGH	bcDEfGH		Ac		
NET: Asian	2%	5%	6%	6%	9%	2%	13%	5%	1%	6%	1%	1%	0%	7%	1%	**	
	12	30	30	35	52	13	90	33	6	300	4	2	0	278	27		
	iKlm	aiKlm	afIKLm	AFIKLM		ABCdFHIKLM	aiKlm			-				B			
NET: Black	1%	2%	1%	3%	3%	2%	14%	3%	1%	4%	1%	0%	0%	4%	1%	**	
	4	12	4	18	20	11	93	18	7	185	5	1	1	167	23		
				I	acl		ABCDEFHIKLM			-				B			
NET: Mixed	1%	3%	1%	2%	5%	4%	5%	3%	1%	3%	1%	1%	0%	3%	1%	**	
	7	16	6	13	27	21	31	21	5	148	2	2	0	132	21		
	k			aciKlm		ikl	aciKlm	k		-				B			
NET: Other	0%	2%	1%	1%	1%	2%	3%	3%	1%	2%	1%	1%	0%	2%	1%	**	
	0	9	4	6	6	13	19	20	6	82	4	2	1	74	15		
										-				b			
Effective Column n																	
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ5: Which of the following best describes you? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
White – British / Scottish	57%	67%	68%	70%	68%	64%	61%	65%	66%	67%	
	251	3783	558	635	1001	842	397	599	3880	139	
		A		e	e						
White – English	13%	15%	15%	17%	15%	15%	13%	11%	14%	14%	
	58	820	123	150	224	192	85	102	849	28	
White – Welsh	3%	2%	2%	2%	2%	2%	3%	3%	2%	4%	
	15	118	12	18	33	24	19	26	125	7	
White – Irish	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	
	3	75	6	8	15	21	8	19	74	4	
Any other	23%	14%	13%	11%	13%	18%	22%	15%	15%	13%	
	102	817	110	98	194	234	143	141	889	28	
	B					Bc	A B C f	b			
I prefer not to answer	2%	1%	1%	0%	0%	0%	0%	4%	1%	0%	
	10	40	7	1	5	3	1	34	43	0	
	b							a B C D E			
NET: White	78%	88%	88%	92%	90%	85%	82%	84%	87%	88%	
	343	4955	721	833	1319	1122	533	770	5102	182	
		A	e f	D E F	d E F						
NET: Asian	9%	5%	3%	4%	5%	6%	7%	6%	5%	4%	
	40	267	24	38	67	80	47	51	297	9	
	B					a	a				
NET: Black	5%	3%	3%	1%	3%	4%	5%	3%	3%	3%	
	20	173	26	12	40	53	31	30	184	7	
						b	b				
NET: Mixed	4%	2%	4%	1%	2%	3%	3%	3%	2%	4%	
	19	134	29	13	26	40	18	25	144	8	
	b										
NET: Other	1%	1%	1%	1%	1%	1%	4%	1%	2%	1%	
	6	83	10	13	14	17	23	11	88	1	
							a c d f				
Effective Column n											
	292	4029	559	605	1042	956	477	683	4155	150	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Under £11,500 per year	13%	9%	14%	13%	14%	13%	13%	12%	14%
	818	103	714	204	212	207	194	367	450
	-		A						a
£11,500 - £17,499 per year	15%	11%	16%	15%	14%	15%	15%	14%	16%
	909	128	781	229	218	236	226	424	485
	-		a						
£17,500 - £29,999 per year	24%	13%	27%	23%	26%	23%	24%	25%	24%
	1472	152	1321	353	392	361	367	733	739
	-		A						
£30,000 - £49,999 per year	22%	11%	24%	22%	21%	21%	22%	23%	21%
	1316	121	1195	339	318	329	330	676	640
	-		A						
£50,000+ per year	11%	11%	11%	12%	11%	10%	10%	13%	9%
	653	120	533	182	160	159	152	383	270
	-							B	
I don't know/ I prefer not to answer	15%	44%	8%	14%	14%	16%	16%	13%	17%
	921	499	422	221	208	252	240	401	520
	-	B							a
Effective Column n									
	4321	798	3524	1093	1074	1091	1064	2064	2257
Average	3.5	4.4	3.3	3.5	3.4	3.5	3.5	3.5	3.4
Standard Deviation	1.6	1.8	1.4	1.6	1.6	1.6	1.6	1.5	1.6
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	1124	4966	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Under £11,500 per year	17%	12%	13%	10%	13%	15%	8%	20%	3%	11%	6%	32%	7%	20%
	141	243	263	63	171	108	248	570	34	214	76	494	219	593
	d				-		-	-		C E	C	C D E		A
£11,500 - £17,499 per year	15%	12%	14%	17%	19%	22%	12%	18%	8%	16%	12%	23%	11%	19%
	127	241	282	108	260	152	399	510	103	296	157	353	348	554
				b	-	a B C	-	-		C e	c	C D E		A
£17,500 - £29,999 per year	21%	26%	23%	24%	25%	26%	23%	25%	16%	28%	31%	21%	25%	23%
	176	508	451	155	337	182	744	729	220	524	404	325	793	674
					-		-	-		C F	C F	c		
£30,000 - £49,999 per year	18%	25%	22%	23%	19%	15%	26%	17%	29%	24%	26%	9%	28%	16%
	150	482	430	145	253	108	833	483	388	445	343	141	859	457
		a F	f	f	-		-	-	d F	F	F		B	
£50,000+ per year	8%	13%	12%	9%	7%	5%	16%	5%	28%	7%	9%	2%	15%	6%
	69	250	238	60	97	36	510	143	371	139	119	24	481	169
		a F	a F	f	-		-	-	D E F	F	F		B	
I don't know/ I prefer not to answer	22%	12%	15%	16%	17%	17%	15%	15%	17%	14%	16%	14%	13%	17%
	190	224	285	105	221	118	494	427	226	268	203	224	417	490
	B C d f		b	b	-	b	-	-						a
Effective Column n														
	598	1421	1398	486	903	419	2356	1965	1017	1340	875	1090	2232	2064
Average	3.5	3.5	3.5	3.5	3.4	3.2	3.8	3.1	4.2	3.4	3.7	2.7	3.7	3.2
Standard Deviation	1.7	1.5	1.6	1.5	1.6	1.6	1.5	1.6	1.3	1.5	1.4	1.7	1.4	1.7
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	635	1338	704	3228	2862	1341	1887	1301	1561	3117	2938
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 3

	UK nation												Rurality			
Column %																
Weighted counts																
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**
Under £11,500 per year	14%	15%	12%	15%	14%	16%	10%	9%	18%	14%	14%	14%	9%	13%	14%	**
	78	86	65	81	84	86	64	54	95	692	66	42	17	555	257	
									g h	-						
£11,500 - £17,499 per year	17%	16%	15%	19%	15%	16%	12%	14%	17%	16%	11%	14%	11%	15%	16%	**
	94	89	80	107	89	86	81	85	87	796	51	42	20	614	292	
				k						-						
£17,500 - £29,999 per year	26%	25%	28%	26%	23%	23%	21%	22%	26%	24%	23%	24%	24%	24%	25%	**
	141	138	150	145	135	123	137	138	135	1244	110	74	44	999	470	
										-						
£30,000 - £49,999 per year	21%	22%	22%	20%	19%	24%	24%	21%	20%	21%	24%	20%	23%	21%	22%	**
	112	123	120	112	110	127	157	131	104	1095	117	61	42	905	411	
										-						
£50,000+ per year	6%	9%	9%	8%	11%	9%	18%	16%	5%	10%	14%	11%	12%	11%	9%	**
	32	52	46	45	65	47	118	99	26	530	69	33	21	481	172	
					a i		A b C D e F I l		A b c d f l	-	A c d f l	a i	i			
I don't know/ I prefer not to answer	17%	13%	14%	12%	17%	12%	16%	18%	13%	15%	15%	17%	20%	16%	14%	**
	91	75	78	65	98	66	108	109	68	758	74	52	37	666	251	
										-						
Effective Column n																
	271	305	283	297	308	281	365	325	274	2708	553	534	526	2874	1439	9
Average	3.4	3.3	3.4	3.2	3.5	3.3	3.8	3.8	3.2	3.4	3.6	3.5	3.8	3.5	3.4	2.8
Standard Deviation	1.6	1.6	1.5	1.5	1.6	1.6	1.5	1.5	1.6	1.6	1.6	1.6	1.6	1.6	1.5	2.1
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12
Weighted base	548	562	540	554	581	534	665	616	515	5116	487	305	183	4219	1853	18
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Under £11,500 per year	19%	13%	100%	0%	0%	0%	0%	0%	13%	25%
	84	734	818	0	0	0	0	0	765	52
	b		B C D E F							A
£11,500 - £17,499 per year	21%	14%	0%	100%	0%	0%	0%	0%	15%	14%
	94	815	0	909	0	0	0	0	879	29
	B			A C D E F						
£17,500 - £29,999 per year	21%	24%	0%	0%	100%	0%	0%	0%	25%	12%
	93	1380	0	0	1472	0	0	0	1447	25
					A B D E F				B	
£30,000 - £49,999 per year	21%	22%	0%	0%	0%	100%	0%	0%	22%	12%
	93	1223	0	0	0	1316	0	0	1285	25
						A B C E F			b	
£50,000+ per year	9%	11%	0%	0%	0%	0%	100%	0%	11%	2%
	41	612	0	0	0	0	653	0	645	4
							A B C D F		B	
I don't know/ I prefer not to answer	8%	16%	0%	0%	0%	0%	0%	100%	14%	35%
	33	888	0	0	0	0	0	921	839	72
		A						A B C D E		A
Effective Column n										
	292	4029	559	605	1042	956	477	683	4155	150
Average	3.0	3.5	1.0	2.0	3.0	4.0	5.0	6.0	3.5	3.6
Standard Deviation	1.5	1.6	0.0	0.0	0.0	0.0	0.0	0.0	1.6	2.0
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	438	5652	818	909	1472	1316	653	921	5860	206
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Under £11,500	5%	5%	5%	4%	3%	8%	5%	4%	5%
	46	27	19	9	7	19	11	18	28
	-								
Over £11,500	32%	41%	22%	22%	35%	35%	38%	35%	30%
	298	204	94	48	72	87	90	141	157
	-	B			a	a	a		
I don't know	12%	7%	19%	14%	14%	13%	8%	15%	10%
	113	34	79	32	29	33	20	60	53
	-		A						
I prefer not to answer	50%	47%	54%	60%	48%	45%	50%	45%	54%
	464	234	230	132	100	112	119	182	282
	-			c					a
Effective Column n									
	624	351	273	164	132	169	159	270	354
Unweighted base	951	535	416	250	202	257	242	411	540
Weighted base	921	499	422	221	208	252	240	401	520
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; **Base:** Those who did not state their annual household income bracket

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 2

	Age						SEG							Working status	
Column %															
Weighted counts															
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**		**Working**	**Not working**
Under £11,500	4%	6%	5%	1%	5%	7%	2%	9%	0%	3%	8%	10%		3%	7%
	8	15	13	1	10	9	9	37	0	9	16	21		12	33
					-		-	-			c	C d			a
Over £11,500	25%	32%	35%	34%	36%	37%	40%	23%	44%	37%	31%	17%		39%	28%
	47	72	101	35	79	44	198	100	99	98	63	37		161	136
					-		-	-	e F	F	f			b	
I don't know	32%	9%	6%	3%	7%	9%	6%	20%	3%	8%	18%	22%		6%	18%
	61	20	17	4	15	11	28	85	8	20	36	49		24	88
	B C D F				-		-	-			C d	C D			A
I prefer not to answer	39%	52%	54%	62%	53%	46%	53%	48%	52%	53%	43%	52%		53%	48%
	74	117	154	64	118	54	259	205	118	141	87	117		221	233
				a	-		-	-							
Effective Column n															
	123	167	193	73	139	67	334	290	152	182	134	156		290	325
Unweighted base	187	255	295	112	212	102	509	442	232	277	204	238		442	495
Weighted base	190	224	285	105	221	118	494	427	226	268	203	224		417	490
Columns	A	B	C	D	E	F	A	B	C	D	E	F		A	B

Weight: Demographic & Geographic Weight; **Base:** Those who did not state their annual household income bracket

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 3

	UK nation														Rurality		
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Under £11,500	12%	3%	2%	2%	9%	7%	4%	2%	5%	5%	5%	2%	2%	5%	6%	**	
	11	2	2	2	9	4	5	2	4	41	4	1	1	32	14		
										-							
Over £11,500	28%	48%	32%	24%	29%	35%	27%	42%	47%	34%	34%	11%	18%	32%	33%	**	
	26	36	25	16	28	23	30	46	32	261	25	6	7	216	82		
		L m				l		l	L m	-	l						
I don't know	15%	13%	16%	20%	11%	8%	7%	13%	15%	13%	12%	9%	12%	11%	16%	**	
	13	10	12	13	11	5	7	14	10	95	9	4	5	73	40		
										-							
I prefer not to answer	45%	36%	50%	53%	51%	51%	62%	43%	33%	48%	49%	78%	68%	52%	45%	**	
	41	27	39	35	50	33	67	47	23	362	36	40	25	346	114		
							b i			-		a B c d e f h I K	b i				
Effective Column n																	
	39	37	37	34	45	33	52	52	34	363	75	85	101	433	188	3	
Unweighted base	59	57	57	52	68	50	79	79	52	553	114	130	154	661	286	4	
Weighted base	91	75	78	65	98	66	108	109	68	758	74	52	37	666	251	5	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who did not state their annual household income bracket

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**	
Under £11,500	**	5%	**	**	**	**	**	5%	4%	20%	
		46						46	31	14	
		-						-		A	
Over £11,500	**	33%	**	**	**	**	**	32%	33%	24%	
		290						298	279	17	
		-						-			
I don't know	**	13%	**	**	**	**	**	12%	12%	15%	
		111						113	102	11	
		-						-			
I prefer not to answer	**	50%	**	**	**	**	**	50%	51%	41%	
		441						464	427	30	
		-						-			
Effective Column n											
	21	603	0	0	0	0	0	624	565	52	
Unweighted base	32	919	0	0	0	0	0	951	862	79	
Weighted base	33	888	0	0	0	0	0	921	839	72	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who did not state their annual household income bracket

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree + Agree	54%	70%	44%	57%	55%	52%	51%	53%	54%
	3282	1620	1662	877	823	810	771	1596	1686
	-	B		d					
Strongly agree	17%	24%	12%	16%	17%	16%	17%	17%	16%
	1018	559	459	250	261	246	260	509	509
	-	B							
Agree	37%	46%	32%	41%	37%	37%	34%	36%	38%
	2264	1060	1204	627	562	564	511	1087	1177
	-	B		d					
Slightly agree	20%	16%	23%	19%	21%	21%	21%	20%	20%
	1240	376	864	288	314	324	312	607	632
	-		A						
Neither agree nor disagree	12%	9%	14%	12%	11%	13%	14%	13%	12%
	750	207	544	181	170	195	205	377	374
	-		A						
Slightly disagree	7%	3%	10%	7%	7%	8%	8%	7%	7%
	446	65	382	101	100	117	128	220	226
	-		A						
Disagree	4%	1%	5%	3%	4%	4%	4%	4%	4%
	221	26	195	48	58	55	60	106	115
	-		A						
Strongly disagree	2%	1%	3%	2%	3%	3%	2%	3%	2%
	151	21	130	33	42	43	33	78	73
	-		A						
NET: Agree	74%	86%	67%	76%	75%	73%	72%	74%	75%
	4522	1996	2526	1166	1137	1135	1084	2203	2319
	-	B							
NET: Disagree	13%	5%	19%	12%	13%	14%	15%	14%	13%
	818	112	706	182	200	215	221	404	414
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 2

	Age					SEG							Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree + Agree	48%	51%	53%	63%	63%	63%	60%	47%	65%	55%	54%	42%	57%	51%
	411	1000	1027	412	842	432	1922	1360	904	1018	716	643	1825	1445
				A B C	-	A B C	-	-	D E F	F	F		B	
Strongly agree	19%	16%	15%	19%	19%	20%	20%	13%	24%	17%	16%	10%	18%	16%
	161	305	293	123	258	136	655	363	334	321	213	150	570	445
					-		-	-	D E F	F	F			
Agree	29%	36%	38%	44%	44%	43%	39%	35%	41%	38%	38%	32%	39%	35%
	249	695	734	290	584	296	1267	997	570	697	504	493	1255	1000
		a	a	A b c	-	A b	-	-	F	f	f		b	
Slightly agree	25%	21%	19%	17%	18%	19%	20%	20%	17%	23%	20%	21%	21%	20%
	210	410	375	114	244	131	658	582	232	426	261	320	680	556
					-		-	-		c				
Neither agree nor disagree	14%	13%	12%	11%	11%	11%	10%	15%	10%	10%	14%	16%	11%	13%
	116	252	239	71	143	73	317	433	139	178	182	251	361	379
					-		-	-			c d	C D		
Slightly disagree	8%	7%	9%	6%	5%	5%	6%	9%	5%	7%	7%	10%	6%	8%
	68	140	166	36	72	35	194	252	63	131	94	158	203	241
					-		-	-		c	c	C d e		a
Disagree	3%	4%	5%	3%	2%	1%	3%	5%	2%	3%	3%	6%	3%	5%
	28	81	89	16	23	6	87	134	31	56	38	96	84	136
		f	f		-		-	-				C d e		A
Strongly disagree	2%	3%	3%	0%	1%	2%	2%	4%	1%	2%	2%	5%	2%	3%
	21	65	52	2	13	11	49	102	16	33	29	74	57	93
	d	d	d		-		-	-				C D e		a
NET: Agree	73%	72%	72%	81%	81%	82%	80%	68%	82%	78%	74%	62%	78%	70%
	620	1410	1403	526	1086	562	2580	1941	1136	1444	978	963	2505	2002
				a b c	-	a B C	-	-	d E F	e F	F		B	
NET: Disagree	14%	15%	16%	8%	8%	8%	10%	17%	8%	12%	12%	21%	11%	16%
	117	287	308	55	107	52	330	488	110	220	160	328	344	470
	d f	d F	D F		-		-	-		c	c	C D E		A
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Strongly agree + Agree	56%	52%	53%	55%	54%	52%	51%	56%	53%	53%	58%	55%	53%	54%	53%	**	
	296	301	280	310	312	271	347	345	275	2736	282	167	97	2382	893		
										-							
Strongly agree	22%	17%	16%	15%	15%	15%	18%	16%	16%	17%	16%	17%	16%	17%	15%	**	
	118	99	83	84	87	77	125	101	82	855	80	53	29	763	253		
										-							
Agree	34%	35%	37%	40%	39%	37%	33%	40%	37%	37%	41%	37%	37%	37%	38%	**	
	178	202	197	226	225	195	222	244	193	1880	202	114	68	1619	640		
										-							
Slightly agree	21%	21%	21%	18%	23%	20%	21%	19%	21%	20%	18%	19%	24%	20%	20%	**	
	109	123	111	102	132	105	141	115	110	1048	90	58	44	895	342		
										-							
Neither agree nor disagree	9%	11%	15%	11%	11%	13%	13%	15%	14%	12%	11%	14%	12%	12%	13%	**	
	49	65	79	61	62	68	88	89	70	633	53	43	22	524	223		
										-							
Slightly disagree	7%	7%	7%	7%	8%	8%	7%	6%	7%	7%	8%	7%	6%	7%	8%	**	
	40	41	37	42	46	43	48	38	38	373	41	21	11	317	130		
										-							
Disagree	4%	5%	2%	5%	2%	4%	4%	3%	3%	4%	3%	3%	3%	3%	4%	**	
	19	28	10	28	14	22	30	20	17	188	17	10	6	153	68		
										-							
Strongly disagree	3%	3%	2%	4%	2%	3%	4%	1%	2%	3%	1%	2%	2%	3%	2%	**	
	16	19	12	24	12	14	26	9	8	138	5	5	3	117	34		
										-							
NET: Agree	77%	74%	74%	73%	77%	72%	72%	75%	74%	74%	76%	74%	77%	75%	73%	**	
	406	424	391	411	443	377	488	460	385	3784	371	225	141	3276	1235		
										-							
NET: Disagree	14%	15%	11%	17%	13%	15%	15%	11%	12%	14%	13%	12%	11%	13%	14%	**	
	75	88	59	94	73	78	103	66	63	699	63	36	20	587	231		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage	
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Strongly agree + Agree	40%	55%	34%	43%	51%	60%	64%	64%	64%	54%	63%
	150	3131	254	366	679	698	417	868	3070	209	
		A		a	A b	A B C	A B C	A B C		a	
Strongly agree	18%	17%	10%	13%	15%	15%	25%	22%	17%	17%	
	68	950	73	108	193	178	161	304	962	56	
					a	a	A B C D	A B C D			
Agree	22%	38%	24%	30%	37%	44%	39%	42%	37%	46%	
	83	2181	180	258	486	520	256	564	2108	153	
		A		a	A b	A B c	A b	A B		a	
Slightly agree	19%	20%	21%	22%	21%	21%	20%	18%	21%	17%	
	73	1167	156	190	278	240	131	245	1182	56	
Neither agree nor disagree	14%	12%	17%	14%	14%	9%	7%	12%	12%	12%	
	55	696	126	123	182	110	48	162	699	39	
			D E f	d e	d e						
Slightly disagree	9%	7%	12%	11%	9%	6%	5%	3%	7%	6%	
	33	414	91	93	120	66	30	46	426	19	
			D E F	D E F	d e F						
Disagree	9%	3%	9%	5%	3%	3%	2%	1%	4%	0%	
	33	188	65	41	44	38	13	20	219	0	
	B		b C D E F	e f	f	f			b		
Strongly disagree	9%	2%	6%	4%	2%	2%	2%	1%	2%	3%	
	33	118	45	35	26	19	11	15	136	10	
	B		C D e F	c d f							
NET: Agree	59%	75%	56%	66%	72%	80%	84%	82%	74%	79%	
	223	4298	409	556	957	938	548	1113	4252	265	
		A		a	A b	A B C	A B C	A B C			
NET: Disagree	26%	13%	27%	20%	14%	11%	8%	6%	14%	9%	
	99	719	201	169	190	123	55	81	782	29	
	B		b C D E F	c D E F	d e F	f			b		
Effective Column n											
	251	3461	480	519	895	822	410	587	3570	129	
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209	
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	15%	22%	11%	14%	16%	15%	16%	15%	15%
	915	504	411	207	239	228	241	460	454
	-	B							
Agree	32%	41%	28%	35%	34%	31%	30%	32%	33%
	1977	938	1040	534	516	481	446	954	1024
	-	B							
Strongly agree + Agree	47%	62%	38%	48%	50%	46%	46%	47%	48%
	2892	1442	1451	741	755	709	688	1414	1478
	-	B							
Slightly agree	21%	17%	23%	21%	20%	20%	22%	21%	20%
	1258	391	867	318	302	302	337	622	636
	-		A						
Neither agree nor disagree	18%	13%	20%	17%	15%	21%	18%	18%	17%
	1085	311	773	258	233	321	273	542	543
	-		A			b			
Slightly disagree	8%	5%	10%	8%	8%	8%	8%	8%	8%
	492	113	378	125	119	124	123	232	260
	-		A						
Disagree	4%	2%	5%	4%	4%	4%	4%	4%	4%
	231	45	186	59	57	60	54	105	126
	-		A						
Strongly disagree	2%	1%	3%	2%	3%	2%	2%	2%	2%
	133	12	120	29	40	30	34	69	63
	-		A						
NET: Agree	68%	79%	61%	69%	70%	65%	68%	68%	68%
	4151	1833	2318	1058	1057	1010	1025	2037	2114
	-	B							
NET: Disagree	14%	7%	18%	14%	14%	14%	14%	14%	14%
	855	170	684	213	216	214	211	405	449
	-		A						
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns A		A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	24%	16%	13%	12%	10%	9%	17%	12%	20%	15%	17%	8%	19%	11%
	202	313	261	80	140	60	559	356	282	277	231	125	600	314
	B C D F	F	f		-		-	-	d F	F	F		B	
Agree	31%	33%	30%	36%	36%	35%	35%	29%	38%	34%	30%	28%	35%	30%
	263	644	594	234	476	243	1143	834	521	622	401	433	1113	859
					-		-	-	e F	f			b	
Strongly agree + Agree	55%	49%	44%	48%	46%	44%	53%	42%	58%	49%	48%	36%	53%	41%
	465	956	854	314	616	302	1702	1190	803	899	631	559	1713	1173
	C f	c			-		-	-	D E F	F	F		B	
Slightly agree	19%	20%	22%	21%	22%	22%	21%	21%	18%	23%	23%	19%	21%	21%
	164	385	422	135	288	153	667	591	245	422	299	292	663	589
					-		-	-		c	c			
Neither agree nor disagree	14%	18%	18%	19%	20%	21%	15%	21%	15%	15%	17%	24%	16%	20%
	117	342	356	124	268	146	496	589	214	282	226	363	499	573
					-	a	-	-				C D e		A
Slightly disagree	8%	7%	9%	8%	8%	9%	7%	10%	5%	8%	7%	12%	6%	10%
	69	128	185	51	109	59	216	276	74	143	96	180	197	292
					-		-	-				C d e		A
Disagree	3%	4%	4%	4%	3%	3%	3%	4%	3%	4%	3%	6%	3%	5%
	22	81	85	24	42	18	102	129	36	66	38	91	84	144
					-		-	-				c d e		A
Strongly disagree	2%	3%	2%	1%	1%	1%	1%	3%	1%	2%	2%	4%	2%	3%
	16	57	46	5	14	9	44	88	14	30	29	59	54	79
					-		-	-				C d		a
NET: Agree	74%	69%	65%	69%	68%	66%	73%	62%	76%	72%	70%	55%	74%	62%
	629	1341	1276	448	904	455	2370	1781	1048	1322	930	850	2375	1762
	c				-		-	-	e F	F	F		B	
NET: Disagree	13%	14%	16%	12%	12%	13%	11%	17%	9%	13%	12%	21%	10%	18%
	107	265	316	80	165	86	362	493	124	238	163	329	335	515
					-		-	-		c	c	C D E		A
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Strongly agree	22%	14%	13%	14%	15%	15%	16%	14%	12%	15%	14%	16%	14%	16%	13%	**	
	114	84	70	80	84	77	111	88	63	772	69	48	26	692	223		
										-							
Agree	24%	33%	36%	35%	31%	31%	33%	33%	32%	32%	38%	31%	33%	33%	31%	**	
	129	190	190	197	180	163	223	203	164	1640	185	93	60	1456	518		
										-	a						
Strongly agree + Agree	46%	47%	49%	49%	46%	46%	49%	47%	44%	47%	52%	46%	47%	49%	44%	**	
	243	273	260	277	265	240	334	292	227	2411	254	141	86	2148	741		
										-				b			
Slightly agree	22%	18%	21%	16%	25%	21%	23%	18%	24%	21%	19%	19%	24%	20%	21%	**	
	118	103	109	92	147	108	154	109	126	1066	91	58	44	896	358		
										-							
Neither agree nor disagree	17%	15%	16%	17%	16%	19%	16%	22%	18%	17%	18%	22%	19%	17%	20%	**	
	91	89	86	95	94	98	109	138	96	895	87	67	35	748	334		
										-							
Slightly disagree	11%	11%	9%	9%	7%	8%	7%	7%	8%	8%	7%	8%	7%	8%	9%	**	
	56	63	45	50	41	42	45	41	40	423	34	23	12	341	149		
										-							
Disagree	2%	6%	3%	8%	3%	3%	4%	4%	3%	4%	3%	4%	2%	4%	4%	**	
	10	32	15	43	19	15	26	24	17	202	15	11	4	159	72		
										-							
Strongly disagree	2%	3%	3%	2%	2%	4%	2%	2%	2%	2%	1%	1%	1%	2%	2%	**	
	12	17	13	9	14	19	10	12	13	119	6	4	3	96	36		
										-							
NET: Agree	68%	65%	70%	65%	71%	67%	72%	65%	68%	68%	71%	65%	71%	69%	65%	**	
	361	376	369	369	411	348	488	401	353	3477	345	199	129	3043	1099		
										-				b			
NET: Disagree	15%	19%	14%	18%	13%	15%	12%	13%	13%	15%	11%	12%	10%	14%	15%	**	
	78	111	73	103	74	76	82	78	69	743	55	38	18	597	257		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage	
Column %											
Weighted counts											
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Strongly agree	14%	15%	10%	10%	13%	15%	21%	20%	15%	9%
	55	860	71	85	179	175	139	266	884	31
					a	a b	A B C d	A B c d	b	
Agree	25%	33%	22%	30%	31%	36%	39%	35%	32%	39%
	95	1882	164	252	411	419	252	479	1846	130
		a		a	A	A b c	A b c	A		a
Strongly agree + Agree	40%	48%	32%	40%	44%	51%	60%	55%	48%	48%
	150	2743	236	337	590	595	391	744	2730	161
		a		a	A	A B c	A B C d	A B C		
Slightly agree	17%	21%	17%	20%	23%	23%	18%	20%	21%	19%
	62	1196	127	167	308	269	118	269	1191	64
Neither agree nor disagree	16%	18%	23%	22%	18%	15%	13%	18%	17%	22%
	61	1024	169	183	234	173	85	239	999	74
			c D E	d e						
Slightly disagree	12%	8%	14%	11%	10%	6%	4%	5%	8%	7%
	44	448	101	90	134	75	29	63	468	23
	b		D E F	d E F	d E F					
Disagree	10%	3%	8%	5%	3%	3%	3%	2%	4%	2%
	37	193	59	44	44	41	16	27	221	8
	B		C D E F	f						
Strongly disagree	6%	2%	6%	3%	1%	2%	2%	1%	2%	1%
	23	109	44	26	18	19	12	13	124	4
	B		C D e F	f						
NET: Agree	56%	69%	49%	59%	68%	74%	78%	75%	68%	67%
	212	3938	363	504	898	864	508	1013	3921	225
		A		a	A b	A B c	A B C	A B c		
NET: Disagree	28%	13%	28%	19%	15%	11%	9%	8%	14%	10%
	104	751	204	160	196	135	57	103	814	35
	B		B C D E F	c D E F	d e F	f				
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree + Agree	50%	54%	48%	50%	52%	51%	48%	45%	55%
	3061	1261	1800	758	788	784	732	1357	1704
	-	B							A
Strongly agree	18%	19%	17%	16%	19%	19%	18%	14%	22%
	1092	443	649	243	284	292	272	414	678
	-								A
Agree	32%	35%	30%	34%	33%	32%	30%	32%	33%
	1970	818	1152	515	504	491	459	944	1026
	-	b							
Slightly agree	19%	13%	23%	19%	19%	20%	20%	19%	19%
	1172	301	872	288	280	307	296	568	604
	-		A						
Neither agree nor disagree	24%	24%	23%	25%	22%	23%	24%	27%	20%
	1431	556	875	387	331	355	358	805	626
	-							B	
Slightly disagree	3%	4%	3%	3%	3%	2%	4%	4%	3%
	198	85	113	46	50	38	64	114	84
	-								
Disagree	2%	3%	2%	2%	2%	3%	2%	3%	1%
	138	79	60	27	37	43	31	94	44
	-	B						B	
Strongly disagree	1%	1%	1%	1%	1%	1%	2%	2%	1%
	89	33	56	22	21	18	27	46	43
	-								
NET: Agree	70%	67%	71%	68%	71%	71%	68%	65%	74%
	4234	1562	2672	1046	1068	1091	1028	1925	2308
	-		a						A
NET: Disagree	7%	8%	6%	6%	7%	6%	8%	8%	6%
	425	197	228	95	108	99	123	254	171
	-	b						B	
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree + Agree	58%	51%	47%	50%	49%	48%	51%	49%	52%	51%	50%	48%	51%	50%
	492	1001	914	328	653	327	1657	1404	718	939	666	739	1627	1423
	b C f				-		-	-						
Strongly agree	26%	19%	14%	19%	17%	15%	18%	17%	18%	18%	17%	18%	17%	19%
	219	372	269	126	232	106	595	496	255	340	224	273	537	548
	b C d F	C		c	-		-	-						a
Agree	32%	32%	33%	31%	31%	32%	33%	32%	33%	33%	34%	30%	34%	31%
	273	629	645	202	421	221	1062	908	463	599	442	466	1090	875
					-		-	-					b	
Slightly agree	16%	19%	19%	20%	22%	23%	20%	18%	19%	21%	18%	19%	18%	20%
	135	371	377	132	289	157	649	524	268	380	235	289	589	582
					-		-	-						
Neither agree nor disagree	19%	22%	27%	24%	24%	25%	22%	25%	23%	22%	23%	26%	24%	23%
	159	422	523	156	327	173	716	715	320	396	310	405	773	643
			a b		-		-	-						
Slightly disagree	4%	4%	3%	3%	2%	2%	4%	3%	3%	4%	4%	2%	3%	3%
	35	70	61	19	32	13	114	83	47	68	49	34	107	89
					-		-	-						
Disagree	3%	3%	2%	1%	2%	2%	2%	3%	2%	2%	3%	3%	2%	2%
	24	51	41	8	23	15	61	77	26	35	35	42	72	67
					-		-	-						
Strongly disagree	1%	2%	2%	2%	1%	0%	1%	2%	0%	1%	2%	2%	1%	2%
	8	34	33	10	13	3	31	58	6	24	25	33	42	47
					-		-	-			c	c		
NET: Agree	74%	70%	66%	71%	70%	70%	71%	67%	71%	72%	68%	67%	69%	70%
	627	1372	1290	460	942	484	2306	1928	986	1319	901	1027	2216	2005
	c				-		-	-						
NET: Disagree	8%	8%	7%	6%	5%	4%	6%	8%	6%	7%	8%	7%	7%	7%
	67	155	135	37	68	31	206	219	80	127	109	110	222	202
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Strongly agree + Agree	47%	56%	48%	56%	49%	55%	47%	46%	48%	50%	50%	50%	54%	51%	49%	**	
	248	320	256	318	286	289	321	282	247	2568	243	152	99	2228	826		
										-							
Strongly agree	20%	24%	17%	22%	18%	14%	17%	17%	14%	18%	14%	20%	17%	18%	18%	**	
	106	140	90	125	104	73	117	106	71	932	69	60	31	793	296		
		f i k								-							
Agree	27%	31%	32%	34%	31%	41%	30%	29%	34%	32%	36%	30%	37%	33%	31%	**	
	142	180	167	193	182	216	204	176	177	1636	174	91	68	1435	530		
						a g h				-							
Slightly agree	20%	16%	21%	21%	23%	14%	19%	22%	14%	19%	21%	19%	21%	18%	22%	**	
	106	90	111	118	135	74	128	139	74	974	101	58	39	798	371		
										-					a		
Neither agree nor disagree	26%	20%	25%	16%	22%	24%	27%	24%	30%	24%	22%	24%	18%	24%	23%	**	
	140	117	130	90	128	127	182	147	157	1219	106	74	33	1040	388		
	d						d		D	-							
Slightly disagree	4%	4%	3%	4%	2%	5%	4%	2%	3%	3%	2%	3%	4%	3%	3%	**	
	20	23	14	21	13	24	25	13	16	169	11	10	8	150	48		
										-							
Disagree	2%	2%	2%	2%	1%	1%	2%	5%	2%	2%	4%	3%	2%	2%	2%	**	
	8	14	11	10	7	6	14	29	11	110	17	8	3	101	38		
										-							
Strongly disagree	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%	2%	1%	0%	2%	1%	**	
	8	12	6	9	9	3	9	7	13	75	10	3	1	71	17		
										-							
NET: Agree	67%	71%	69%	77%	73%	70%	66%	68%	62%	69%	71%	69%	76%	69%	71%	**	
	353	410	368	436	421	363	450	420	321	3543	344	209	138	3026	1197		
				i						-							
NET: Disagree	7%	9%	6%	7%	5%	6%	7%	8%	8%	7%	8%	7%	6%	7%	6%	**	
	36	49	31	40	29	32	47	49	40	354	37	22	12	322	103		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Strongly agree + Agree	56%	50%	49%	50%	48%	52%	52%	51%	50%	55%
	212	2850	360	419	642	613	336	691	2878	183
Strongly agree	27%	17%	22%	16%	17%	17%	19%	17%	18%	20%
	100	991	164	136	231	205	122	233	1025	66
	B									
Agree	30%	33%	27%	33%	31%	35%	33%	34%	32%	35%
	111	1859	195	283	411	409	214	458	1853	116
						a				
Slightly agree	18%	19%	22%	21%	20%	21%	19%	15%	20%	14%
	66	1106	159	175	271	241	121	207	1124	47
Neither agree nor disagree	19%	24%	22%	23%	25%	21%	21%	27%	23%	26%
	70	1361	162	192	329	240	136	372	1329	86
								d		
Slightly disagree	3%	3%	3%	3%	3%	3%	5%	3%	3%	1%
	13	185	19	24	42	37	31	45	194	4
Disagree	2%	2%	3%	3%	2%	2%	2%	2%	2%	3%
	7	131	20	24	27	25	15	27	127	11
Strongly disagree	2%	1%	2%	2%	1%	1%	2%	1%	1%	1%
	9	80	16	14	18	16	12	14	82	3
NET: Agree	74%	69%	70%	70%	69%	73%	70%	66%	70%	69%
	278	3956	518	594	913	854	456	898	4002	230
NET: Disagree	8%	7%	8%	7%	7%	7%	9%	6%	7%	5%
	29	396	56	61	87	78	58	85	402	18
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	**Total**	**CAPI**	**Online**	**Q2 2019**	**Q1 2019**	**Q4 2018**	**Q3 2018**	**Male**	**Female**
Strongly agree	8%	10%	7%	7%	8%	9%	8%	8%	8%
	479	231	248	104	128	132	116	225	254
	-	B							
Agree	23%	29%	19%	27%	20%	22%	21%	23%	23%
	1372	668	704	409	309	334	320	673	699
	-	B		b c d					
Strongly agree + Agree	30%	39%	25%	34%	29%	30%	29%	30%	31%
	1851	898	953	513	437	465	436	897	954
	-	B							
Slightly agree	31%	22%	36%	29%	34%	31%	30%	30%	32%
	1884	512	1372	442	509	472	460	903	981
	-		A						
Neither agree nor disagree	22%	20%	23%	24%	21%	20%	22%	23%	21%
	1331	463	868	364	323	317	327	673	658
	-		a						
Slightly disagree	8%	8%	7%	7%	8%	8%	8%	9%	7%
	475	195	280	104	123	125	123	264	210
	-							b	
Disagree	6%	7%	5%	5%	4%	9%	6%	6%	7%
	371	171	200	77	67	133	95	167	204
	-	b				a B			
Strongly disagree	3%	3%	3%	2%	3%	2%	5%	3%	3%
	179	75	104	29	48	33	68	80	98
	-						a c		
NET: Agree	61%	61%	62%	62%	63%	61%	59%	60%	62%
	3735	1411	2324	955	946	938	896	1800	1935
	-								
NET: Disagree	17%	19%	15%	14%	16%	19%	19%	17%	17%
	1024	441	584	210	238	291	286	511	513
	-	b				a	a		
Effective Column n									
	3712	685	3027	939	923	937	914	1773	1939
Unweighted base	6019	1111	4908	1522	1496	1519	1482	2875	3144
Weighted base	6090	2314	3776	1529	1507	1545	1509	2984	3106
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 2

	Age					SEG						Working status	
Column %													
Weighted counts													
Column Comparisons	**16-24 years**	**25-44 years**	**45-64 years**	**65-74 years**	**65+ (Net)**	**75+ years**	**ABC1**	**C2DE**	**AB**	**C1**	**C2**	**DE**	**Working**	**Not working**
Strongly agree	9%	9%	8%	6%	6%	6%	7%	9%	8%	6%	8%	9%	9%	7%
	80	166	150	40	83	43	230	248	115	116	109	140	279	198
					-		-	-					b	
Agree	22%	23%	23%	22%	20%	19%	23%	22%	21%	24%	24%	21%	24%	21%
	184	458	457	144	273	129	730	642	296	433	323	319	781	590
					-		-	-					b	
Strongly agree + Agree	31%	32%	31%	28%	27%	25%	30%	31%	30%	30%	33%	30%	33%	28%
	263	624	607	185	356	172	960	891	411	549	432	459	1060	788
					-		-	-					B	
Slightly agree	28%	29%	31%	34%	37%	39%	33%	29%	31%	34%	30%	28%	29%	33%
	241	556	595	225	488	266	1060	824	433	627	391	433	937	942
					-	a B c	-	-		f				a
Neither agree nor disagree	22%	21%	23%	24%	22%	20%	20%	24%	21%	20%	21%	26%	21%	22%
	191	403	444	155	293	138	657	674	286	372	271	402	681	635
					-		-	-				c d e		
Slightly disagree	9%	9%	7%	7%	7%	7%	8%	8%	7%	8%	7%	8%	7%	9%
	79	170	133	44	92	49	253	222	103	149	93	129	228	246
					-		-	-						
Disagree	6%	6%	6%	5%	6%	7%	6%	6%	7%	6%	7%	5%	6%	6%
	54	123	116	31	78	47	201	169	98	103	97	73	199	166
					-		-	-						
Strongly disagree	3%	4%	3%	2%	2%	2%	3%	3%	4%	2%	3%	3%	3%	3%
	24	73	53	14	29	15	96	82	54	42	36	46	105	74
					-		-	-						
NET: Agree	59%	61%	62%	63%	63%	64%	63%	60%	61%	64%	62%	58%	62%	61%
	505	1180	1202	409	845	438	2020	1715	844	1176	824	891	1997	1730
					-		-	-		f				
NET: Disagree	18%	19%	16%	14%	15%	16%	17%	17%	18%	16%	17%	16%	17%	17%
	157	366	302	88	200	111	550	474	256	294	225	249	532	485
					-		-	-						
Effective Column n														
	514	1221	1201	418	776	360	2024	1688	873	1151	752	936	1918	1773
Unweighted base	833	1979	1947	677	1258	583	3282	2737	1416	1866	1219	1518	3109	2875
Weighted base	853	1949	1949	653	1337	687	3228	2862	1386	1842	1320	1542	3210	2850
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts																	
Column Comparisons	**North East**	**North West**	**Yorkshire/Humberside**	**East Midlands**	**West Midlands**	**East Anglia/East of England**	**London/Greater London**	**South East**	**South West**	**Net: England**	**Scotland**	**Wales**	**N. Ireland**	**Urban**	**Rural**	**Unknown**	
Strongly agree	8%	4%	8%	14%	10%	7%	6%	7%	8%	8%	7%	6%	9%	9%	6%	**	
	42	22	42	79	58	36	43	42	43	407	36	19	17	375	101		
				B f g h k l	b					-				b			
Agree	23%	23%	21%	23%	23%	28%	23%	19%	22%	23%	21%	21%	26%	24%	20%	**	
	123	133	110	130	135	144	154	120	112	1161	100	64	47	1033	340		
										-							
Strongly agree + Agree	31%	27%	29%	37%	33%	34%	29%	26%	30%	31%	28%	27%	35%	32%	26%	**	
	165	155	152	208	194	180	197	162	155	1568	136	83	65	1408	441		
										-				b			
Slightly agree	28%	37%	33%	27%	28%	34%	30%	30%	28%	30%	34%	33%	32%	29%	35%	**	
	146	212	173	155	161	178	206	183	145	1558	167	100	59	1293	585		
										-					a		
Neither agree nor disagree	22%	18%	24%	21%	23%	18%	22%	25%	24%	22%	21%	23%	19%	21%	24%	**	
	119	102	126	117	134	96	152	156	123	1125	103	69	35	927	401		
										-							
Slightly disagree	9%	8%	6%	9%	7%	6%	6%	10%	9%	8%	8%	9%	6%	8%	8%	**	
	50	44	34	52	39	31	44	60	45	399	39	26	11	332	142		
										-							
Disagree	6%	7%	6%	4%	6%	6%	6%	7%	6%	6%	6%	7%	5%	6%	5%	**	
	32	42	30	25	35	29	43	40	33	310	30	22	9	280	89		
										-							
Strongly disagree	3%	4%	3%	1%	3%	1%	6%	2%	3%	3%	3%	2%	2%	3%	2%	**	
	18	21	14	8	16	8	38	15	17	156	14	5	4	147	31		
										-				b			
NET: Agree	59%	64%	61%	64%	61%	69%	59%	56%	58%	61%	62%	60%	68%	62%	61%	**	
	311	367	325	363	354	358	402	345	300	3126	302	183	124	2701	1026		
										-							
NET: Disagree	19%	19%	15%	15%	16%	13%	18%	19%	18%	17%	17%	17%	13%	17%	16%	**	
	100	107	78	86	90	68	125	115	95	865	82	53	24	760	263		
										-							
Effective Column n																	
	233	262	243	255	265	242	313	279	235	2326	475	459	452	2469	1236	7	
Unweighted base	377	425	394	413	429	392	508	453	381	3772	770	744	733	4003	2004	12	
Weighted base	530	576	529	567	579	522	679	616	518	5116	487	305	183	4388	1689	13	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	**Yes – I am housebound**	**No – I am not housebound**	**Under £11,500 per year**	**£11,500 - £17,499 per year**	**£17,500 - £29,999 per year**	**£30,000 - £49,999 per year**	**£50,000+ per year**	**I don't know/ I prefer not to answer**	**NET: Internet user**	**NET: Internet non-user**
Strongly agree	11%	8%	10%	7%	9%	7%	8%	7%	8%	11%
	41	438	70	58	119	77	55	99	441	38
Agree	27%	22%	20%	21%	21%	23%	27%	24%	23%	24%
	102	1270	147	176	274	274	173	328	1291	81
Strongly agree + Agree	38%	30%	29%	28%	30%	30%	35%	32%	30%	36%
	143	1708	217	235	393	351	228	427	1732	119
	b									
Slightly agree	23%	31%	30%	34%	34%	35%	32%	23%	32%	21%
	87	1797	217	286	453	408	205	314	1813	69
		a		F	F	F	f		B	
Neither agree nor disagree	21%	22%	23%	23%	21%	20%	17%	26%	22%	24%
	81	1251	172	196	276	231	108	349	1236	80
			e	e				d e		
Slightly disagree	6%	8%	9%	9%	8%	7%	7%	8%	8%	10%
	23	452	67	73	103	83	43	105	441	34
Disagree	8%	6%	6%	4%	6%	5%	8%	8%	6%	7%
	29	342	41	32	73	63	49	112	346	22
Strongly disagree	4%	3%	3%	3%	2%	3%	3%	4%	3%	3%
	14	165	22	25	31	35	17	49	165	10
NET: Agree	61%	61%	59%	61%	64%	65%	67%	55%	62%	56%
	230	3504	434	521	846	759	433	741	3545	188
					f	F	f			
NET: Disagree	18%	17%	18%	15%	16%	15%	17%	20%	17%	20%
	66	958	130	131	207	181	110	266	952	66
Effective Column n										
	251	3461	480	519	895	822	410	587	3570	129
Unweighted base	407	5612	779	842	1451	1332	664	951	5788	209
Weighted base	377	5713	736	847	1329	1172	651	1355	5733	334
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight

; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).