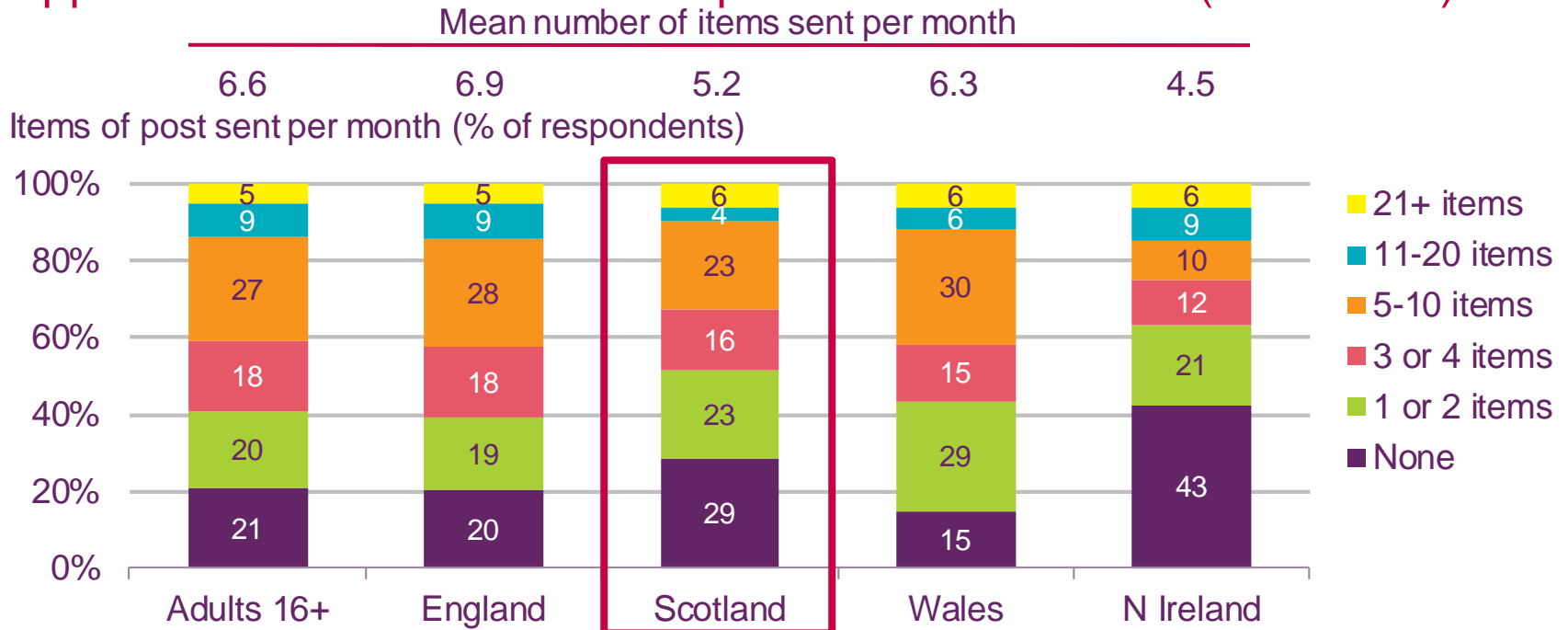


SCOTLAND – CMR 2016 slide pack

6. Post

Figure 6.1

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



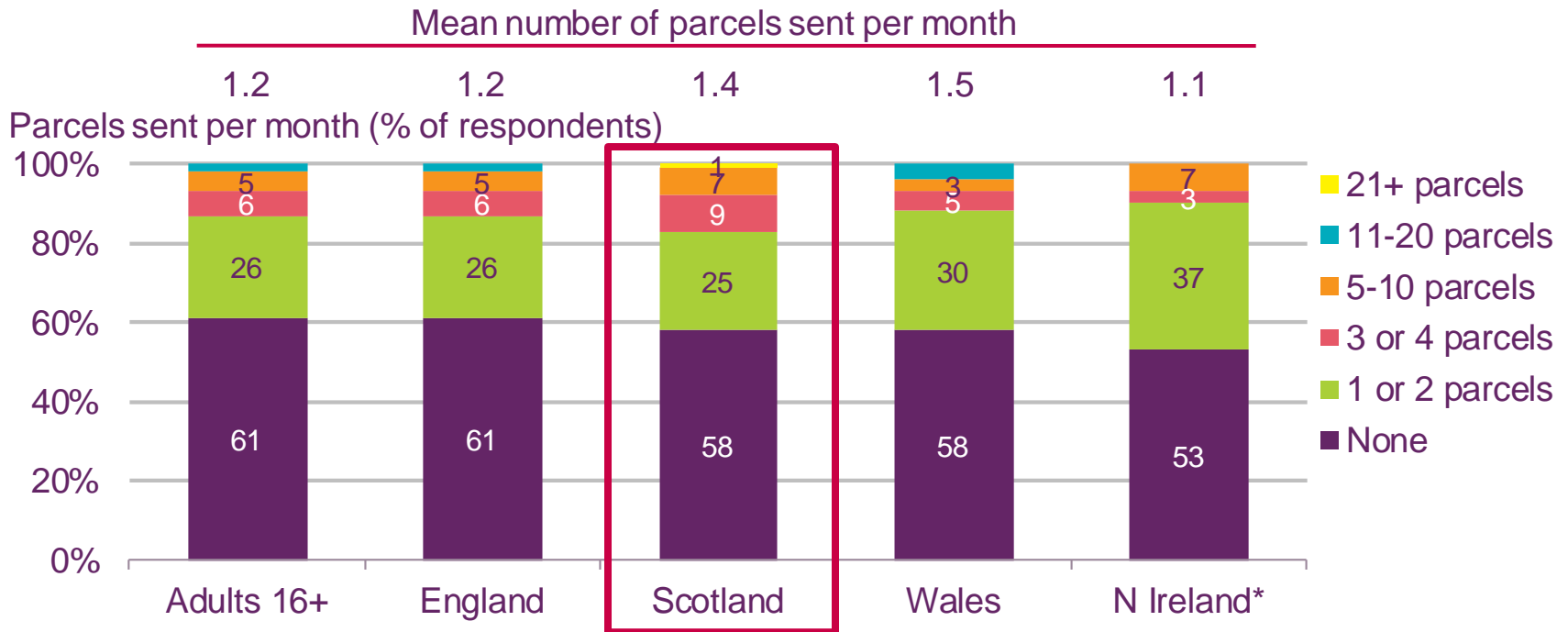
Source: Ofcom Residential Postal Tracker 2015

Base: All respondents (n = 1946 adults 16+, 1451 England, 214 Scotland, 151 Wales, 130 Northern Ireland)

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

Figure 6.2

Parcels sent in the past month



Source: Ofcom Residential Postal Tracker 2015

Base: All respondents who have personally sent an item of post in the past month (n = 1491 adults 16+, 1131 England, 152 Scotland, 127 Wales, 81 Northern Ireland)

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

*Caution: Low base

Figure 6.3

Types of post sent in the past month

Proportion of consumers (%)



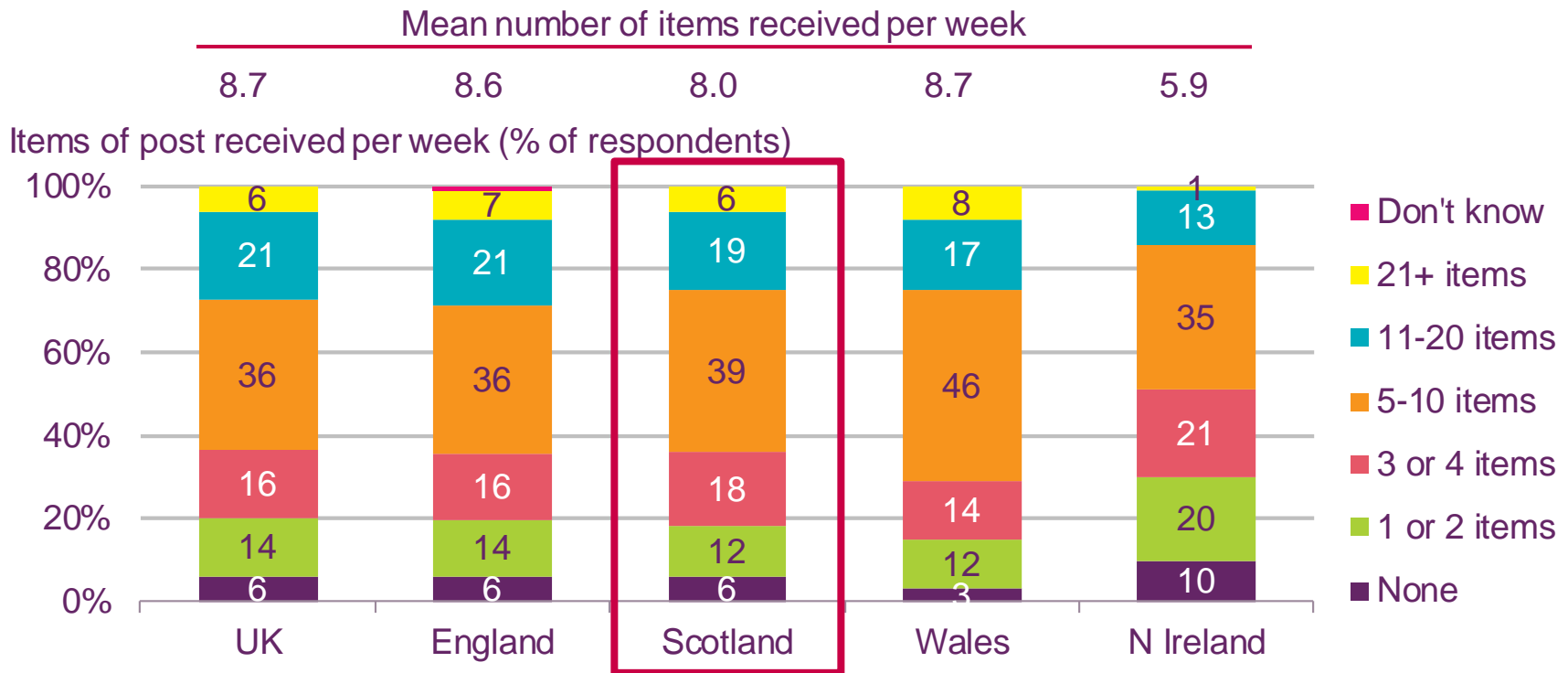
Source: Ofcom Residential Postal Tracker 2015

Base: All who have personally sent any items of post in the last week (n = 1491 UK, 1131 England, 152 Scotland, 127 Wales, 81 Northern Ireland)

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

Figure 6.4

Approximate number of items of post received in the past week



Source: Ofcom Residential Postal Tracker 2015

Base: All respondents (n = 1946 adults 16+, 1451 England, 214 Scotland, 151 Wales, 130 Northern Ireland) QD1. Approximately how many items of post – including letters, cards and parcels – have you personally received in the last week?

Figure 6.5

Parcels received in the past week



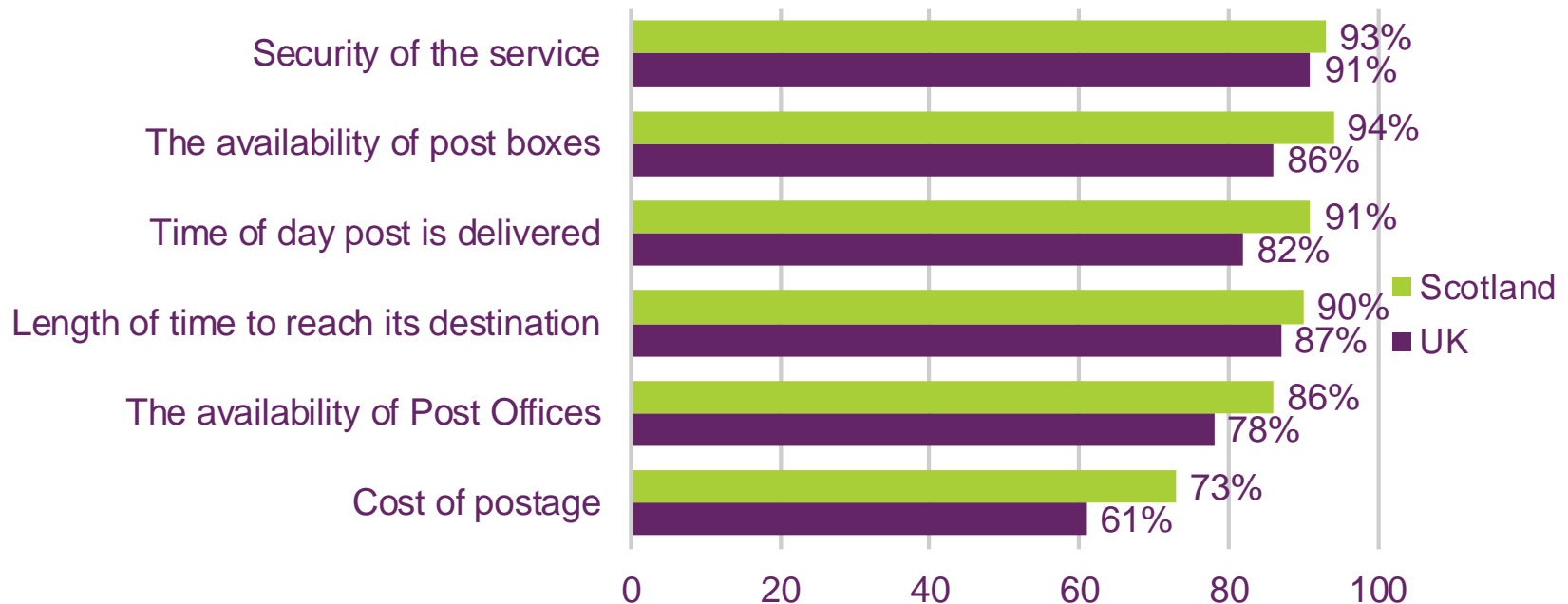
Source: Ofcom Residential Postal Tracker 2015

Base: All respondents who have personally received any items of post in the last week (n = 1824 adults 16+, 1258 England, 203 Scotland, 147 Wales, 116 Northern Ireland)

QD2. And how many of these items received in the last week were parcels?

Figure 6.6

Satisfaction with specific aspects of Royal Mail's service



Source: Ofcom Residential Postal Tracker 2015

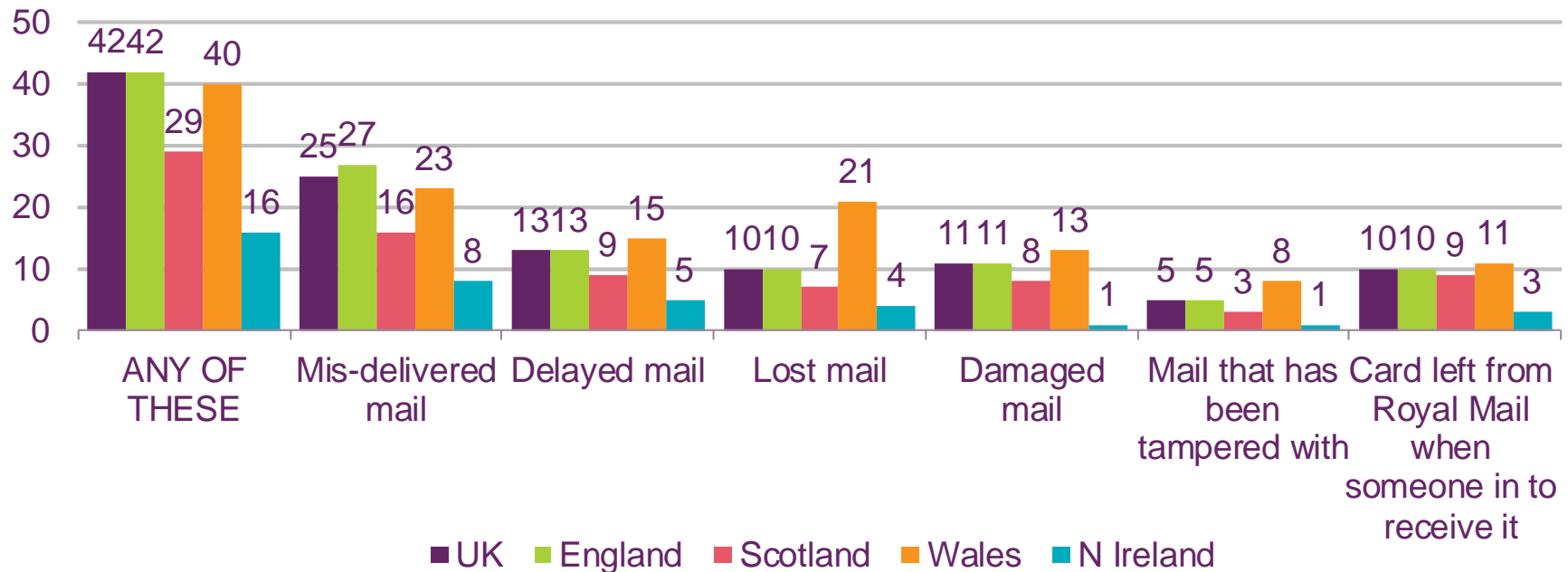
Base: All respondents in Scotland (n = 1946 UK, 214 Scotland)

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

Figure 6.7

Problems experienced with Royal Mail in the past 12 months

Proportion of consumers (%)



Source: Ofcom Residential Postal Tracker 2015 Base: All respondents (n = 1946 adults 16+, 1451 England, 214 Scotland, 151 Wales, 130 Northern Ireland) QG1A-E. Problems experienced with Royal Mail service in the last 12 months – Ranked by proportion among all UK adults

Figure 6.8

Average volume of letters sent each month

Proportion of respondents (%)



Source: Ofcom Business Postal Tracker 2015

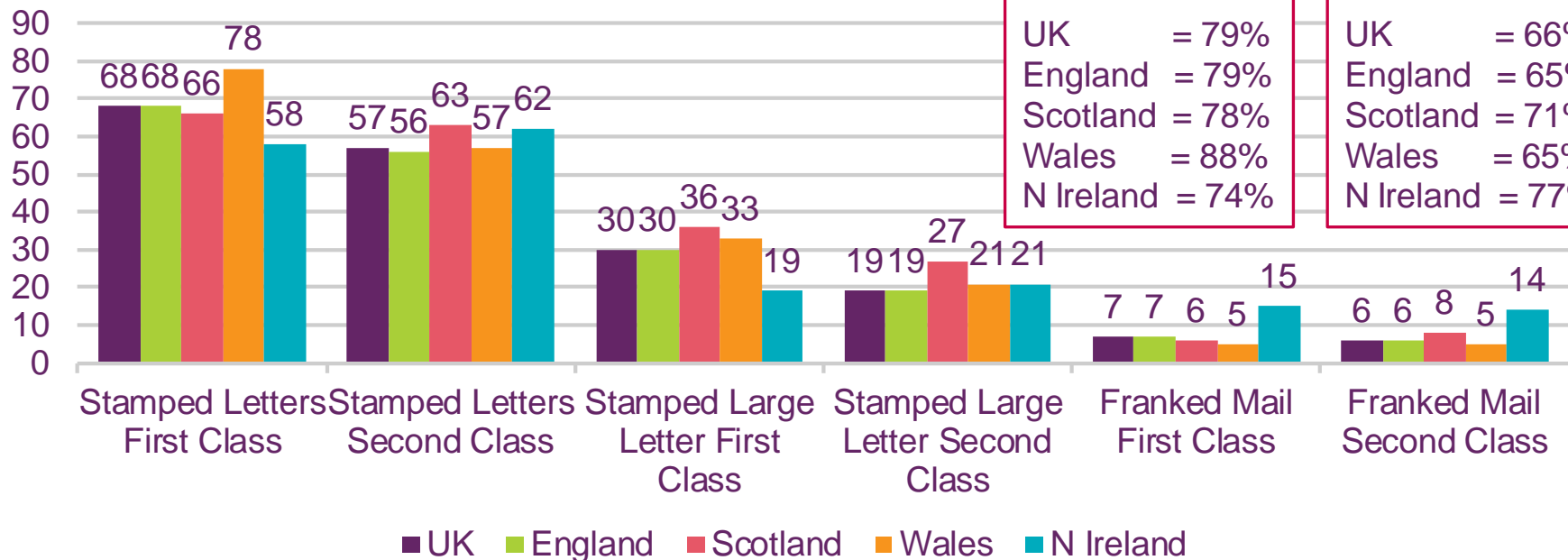
Base : All respondents (n = 1200 UK, 734 England, 156 Scotland, 167 Wales, 143 N Ireland)

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

Figure 6.9

Royal Mail services used to send standard post each month

Proportion of respondents (%)



Source: Ofcom Business Postal Tracker 2015

Base : All respondents using RM standard delivery services (n = 1121 UK, 686 England, 146 Scotland, 155 Wales, 134 N Ireland) QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Figure 6.10

Switched some mail to other communication methods over last twelve months

Proportion of respondents (%)



Source: Ofcom Business Postal Tracker 2015

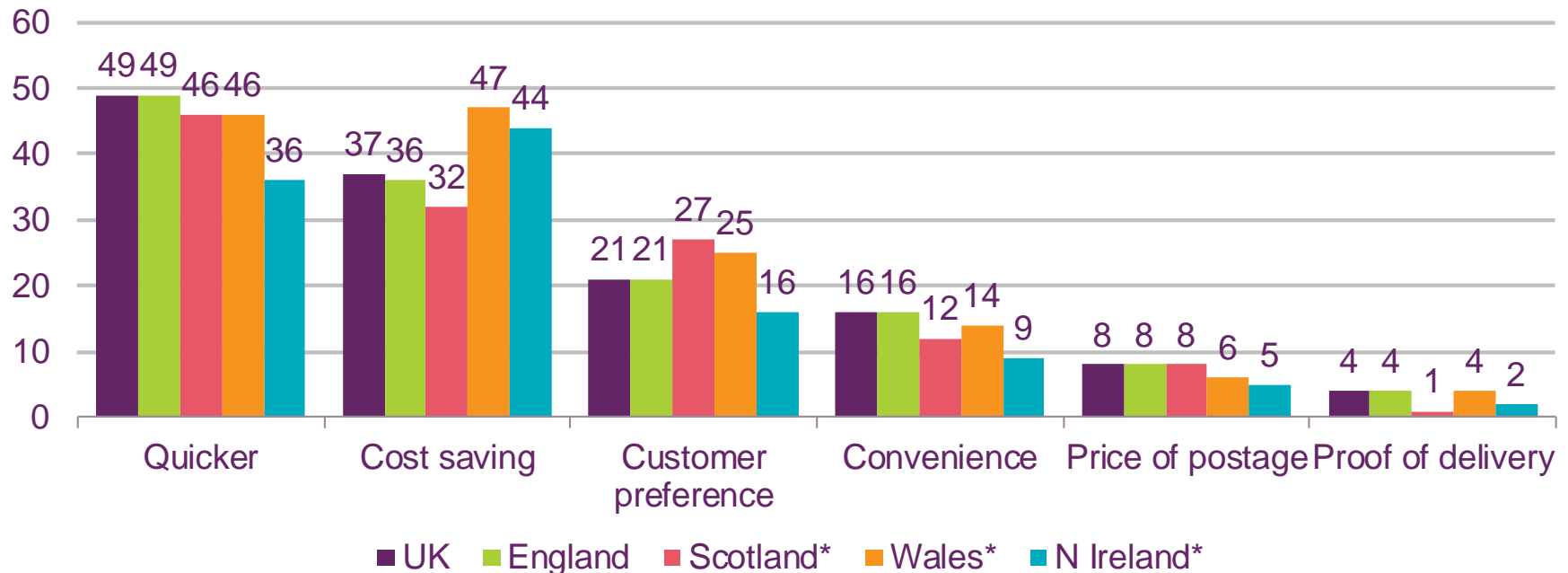
Base: All respondents (n = 1200 UK, 734 England, 156 Scotland, 167 Wales, 143 N Ireland)

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

Figure 6.11

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

Proportion of respondents (%)

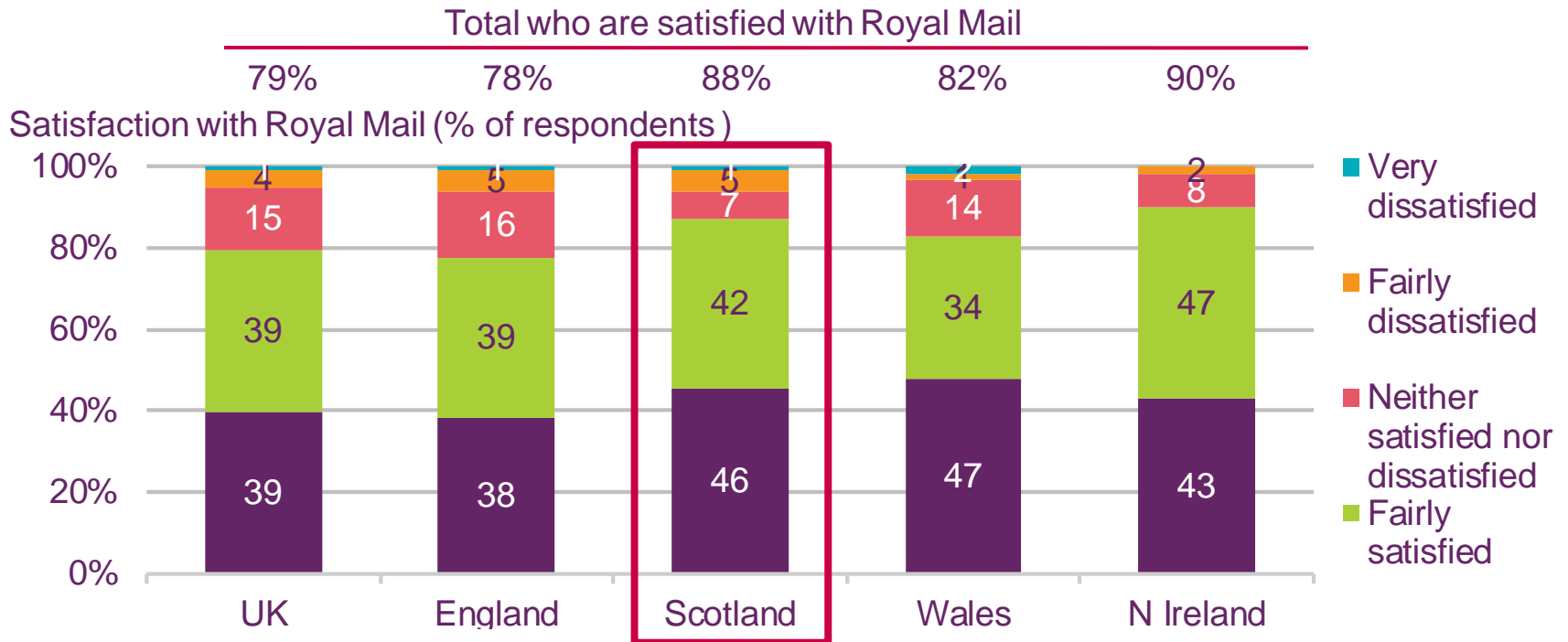


Source: Ofcom Business Postal Tracker 2015 Base: All who have moved to other communication methods (n = 720 UK, 452 England, 80 Scotland, 94 Wales, 94 N Ireland) QF6: Why have you moved some mail to other communication methods? OPEN ENDED Top 6 reasons shown

*Caution: Low base

Figure 6.12

Overall satisfaction with the quality of service from Royal Mail

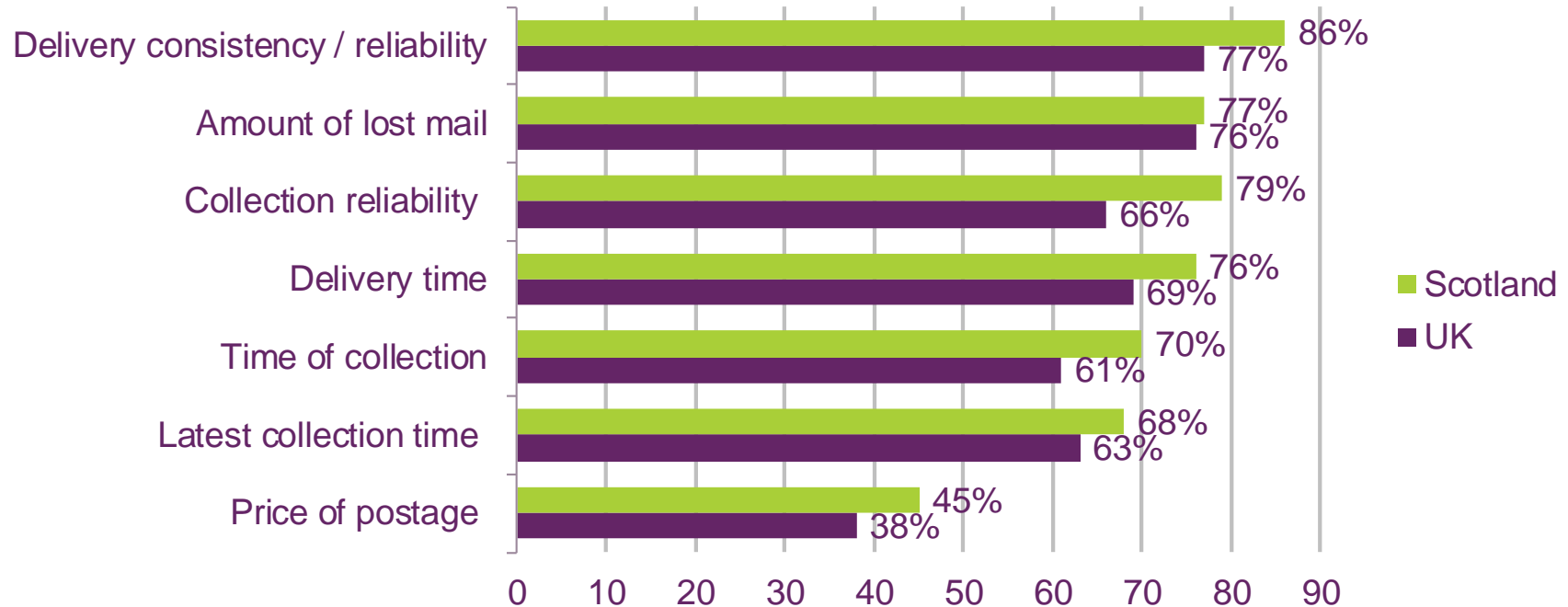


Source: Ofcom Business Postal Tracker 2015 Base: All respondents who use Royal Mail (n = 1185 UK, 727 England, 155 Scotland, 164 Wales, 139 Northern Ireland) QRM2. Thinking generally about the service your organisation receives as a whole, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Figure 6.13

Satisfaction with specific aspects of Royal Mail's service

Satisfaction with Royal Mail (% of respondents)



Source: Ofcom Business Postal Tracker 2015

Base: All respondents who use Royal Mail (n = 1185 UK, 155 Scotland) QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?