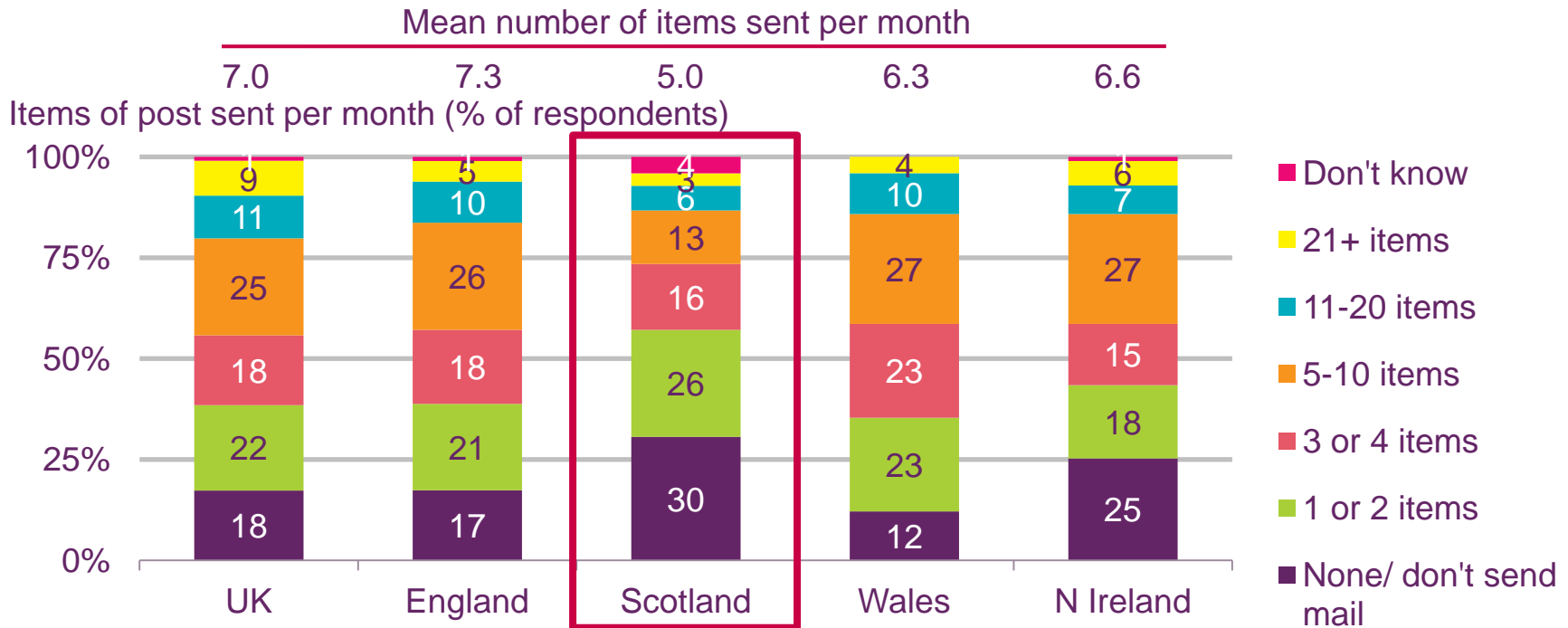


Post CMR Scotland slide deck

Figure 6.1

Approximate number of items of post sent each month



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

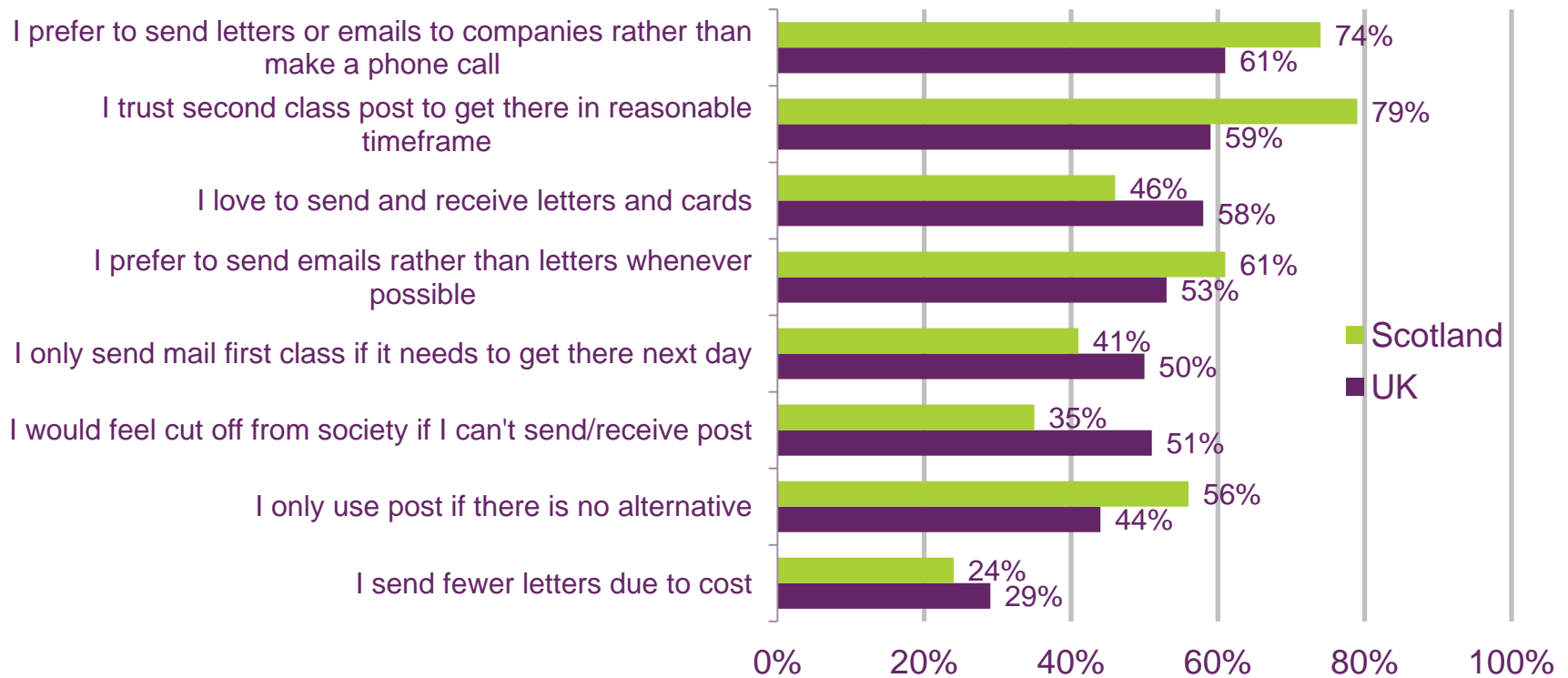
Base: All respondents (n = 4844 UK, 2789 England, 811 Scotland, 547 Wales, 697 Northern Ireland)

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

Figure 6.2

Attitudes to sending / receiving post

Proportion of respondents agreeing with each statement(%)



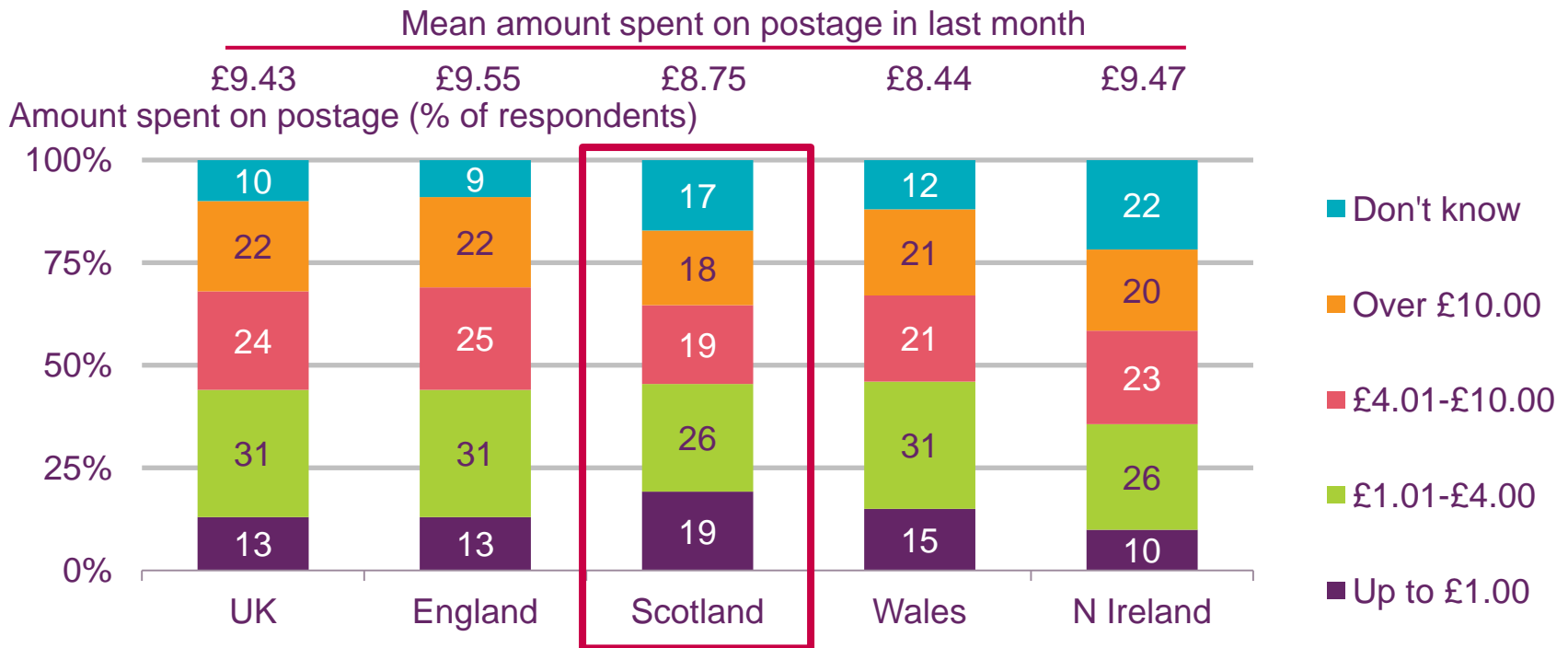
Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

Base: All respondents (n = 4844 UK, 811 Scotland)

QH2A-H. SHOWCARD - AGREEMENT WITH STATEMENTS ABOUT SENDING/ RECEIVING POST

Figure 6.3

Approximate spend on postage for items sent in past month



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

Base: All who have personally sent any items of post in the last week (n = 3889 UK, 2267 England, 595 Scotland, 503 Wales, 524 Northern Ireland)

QC4. Approximately how much did you spend on the postage used for the items that you sent in the last month – including letters, cards and parcels?

Figure 6.4

Services used to send letters and cards

Proportion of respondents (%)



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

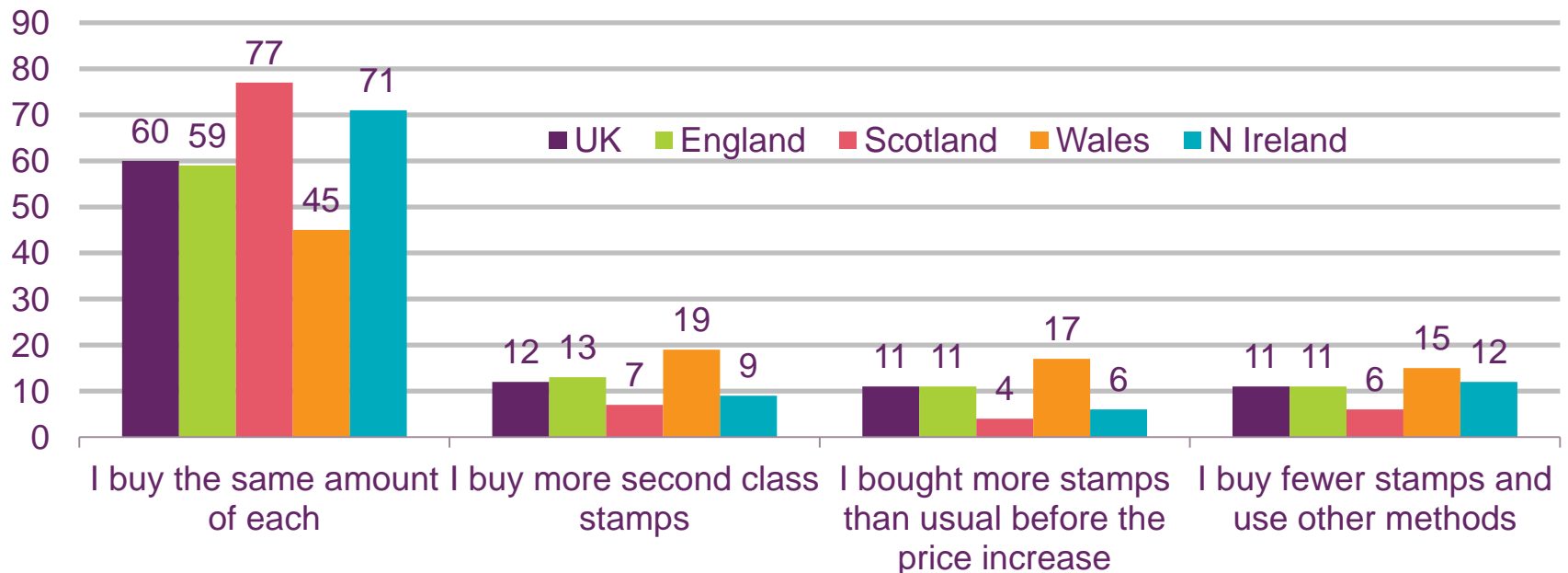
Base: All respondents (n = 4844 UK, 2789 England, 811 Scotland, 547 Wales, 697 Northern Ireland)

QF6. When sending letters or cards, which service do you use?

Figure 6.5

Impact of price increase on purchase of First and Second Class stamps

Proportion of consumers (%)



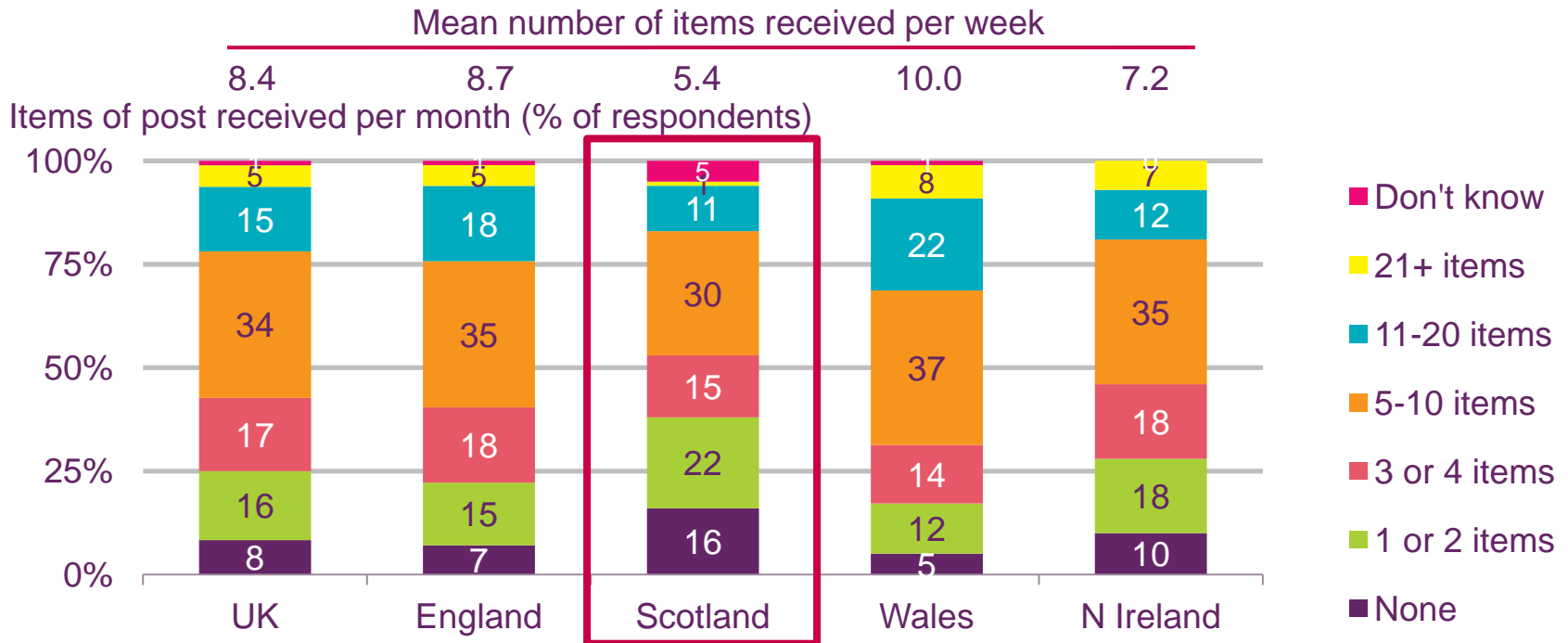
Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

Base: All respondents (n = 4844UK, 2789 England, 811 Scotland, 547 Wales, 697 Northern Ireland)

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

Figure 6.6

Approximate number of items received in the past week



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

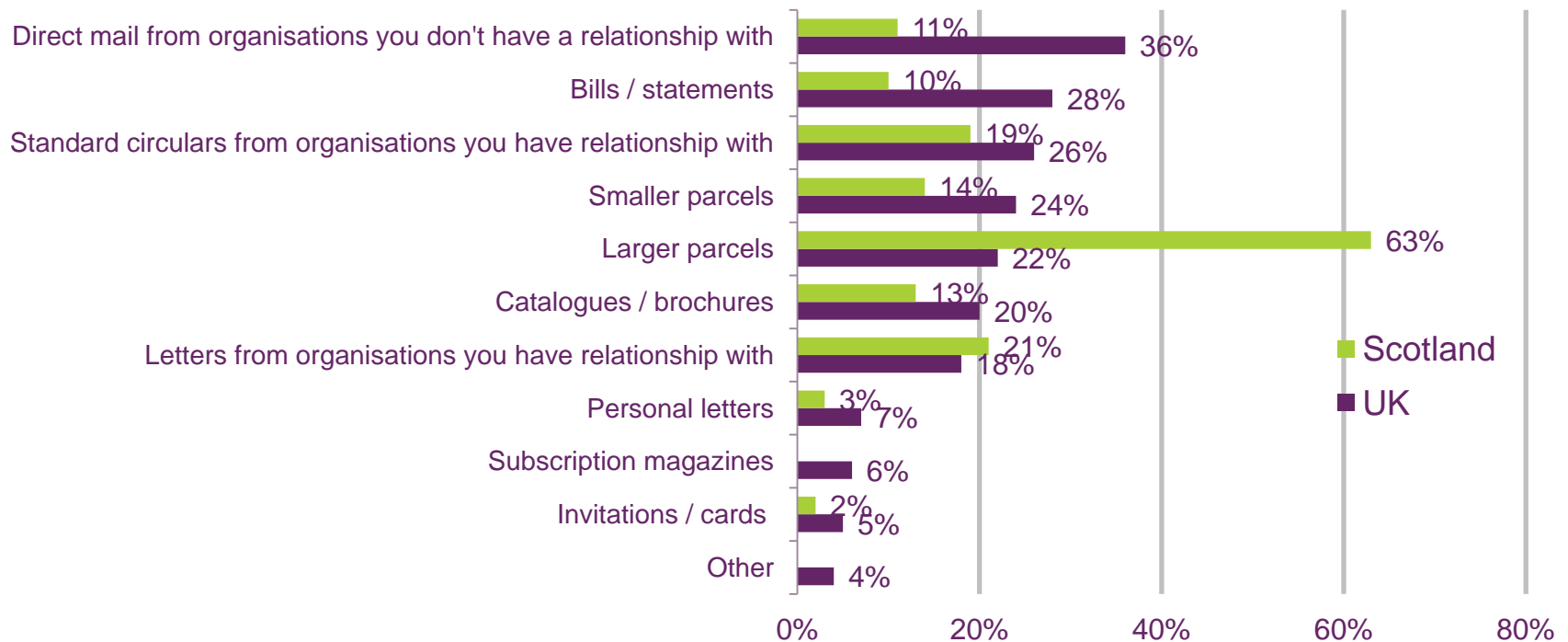
Base: All adults aged 16+ (n = 4844 UK, 2789 England, 811 Scotland, 547 Wales, 697 Northern Ireland)

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

Figure 6.7

Type of items people are receiving more often now

Proportion of respondents (%)



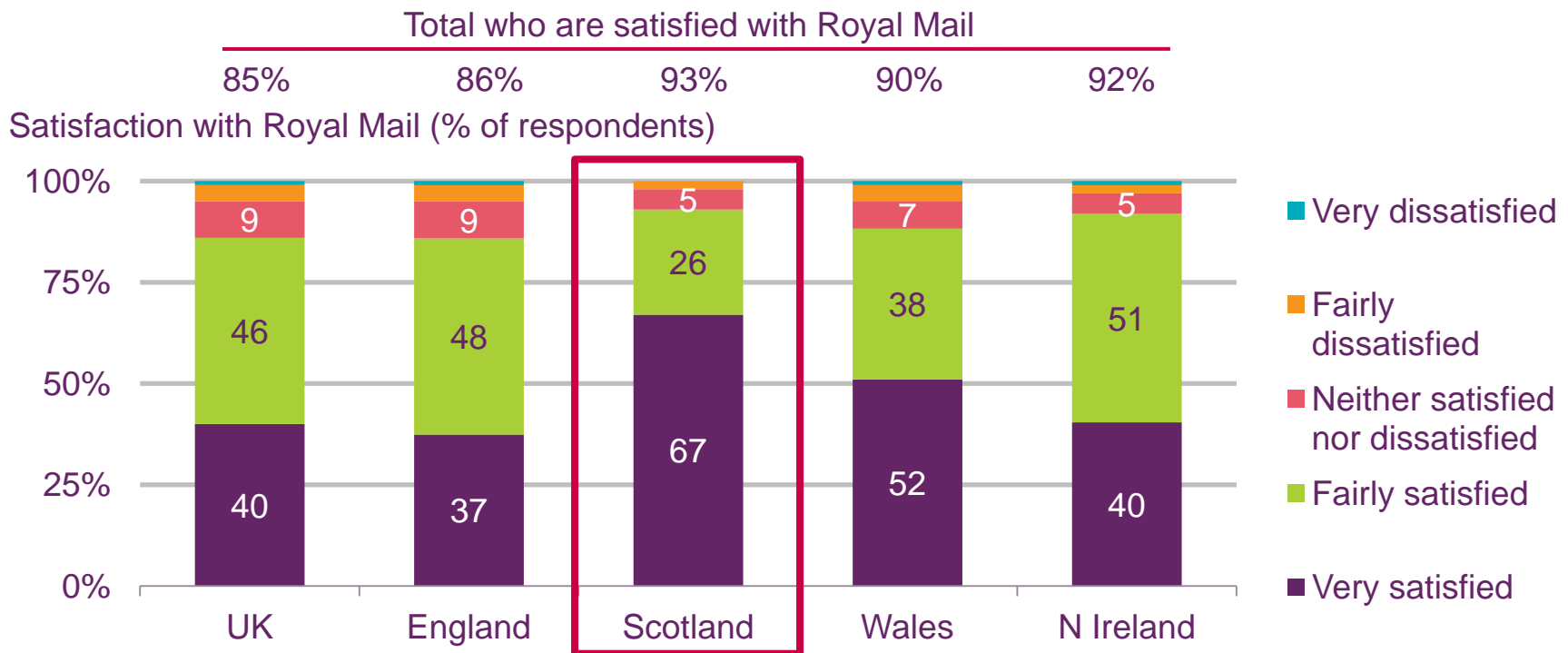
Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

Base: All who say the number of items received by post has increased compared to two years ago (n = 1181 UK, 202 Scotland)

QD6. Which of these types of addressed items are you personally receiving more often through the post now?

Figure 6.8

Overall satisfaction with Royal Mail



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

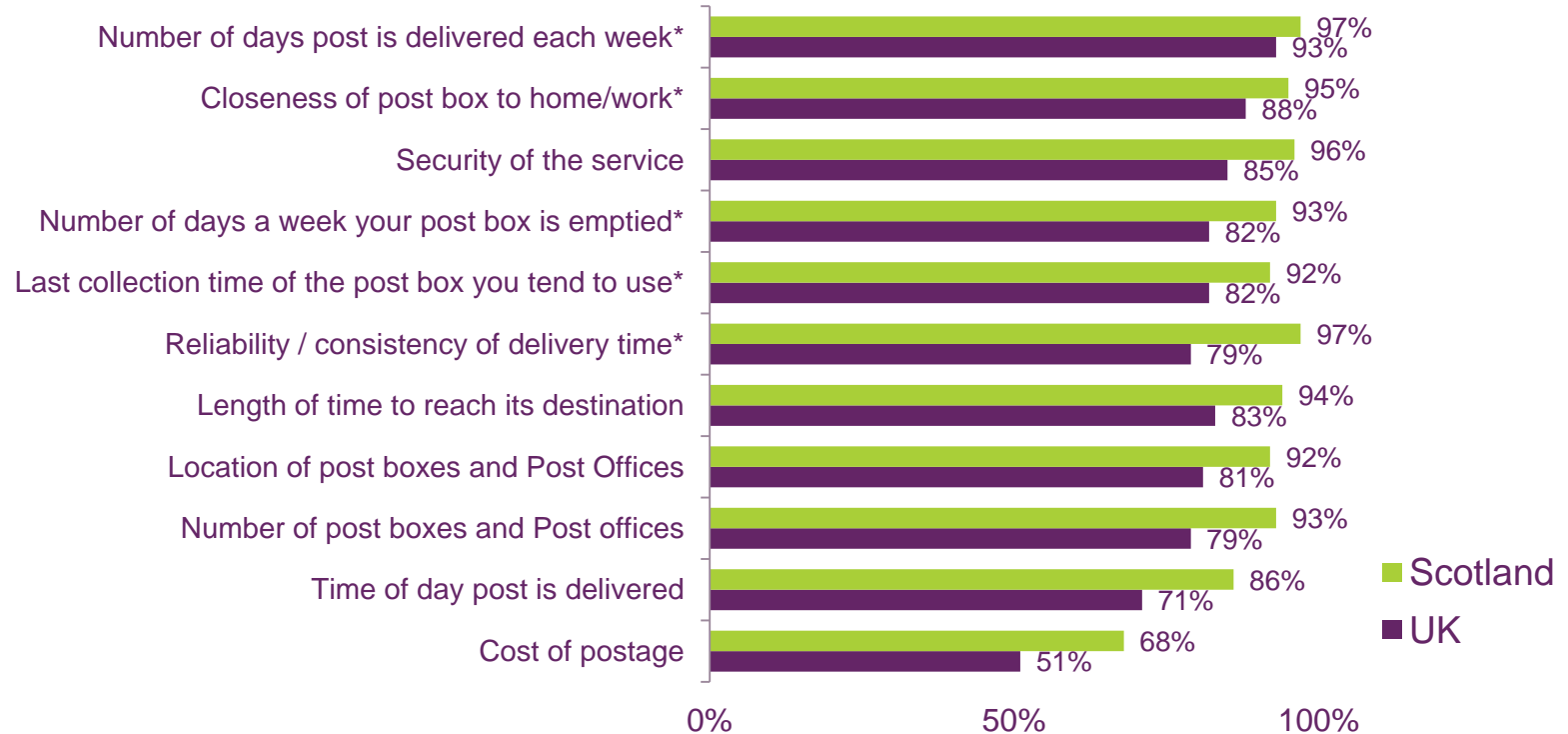
Base: All respondents from Q1 2013 (n = 2397 UK, 1380 England, 402 Scotland, 286 Wales, 329 Northern Ireland)

QE5. How would you rate your overall satisfaction with Royal Mail?

Figure 6.9

Satisfaction with specific aspects of Royal Mail's service

Proportion of respondents (%)



Source: Ofcom Residential Postal Tracker, Q3 2012-Q2 2013

Base: All respondents (n = 4844 UK, 811 Scotland)

QE3A-K. SHOWCARD - SATISFACTION WITH ASPECTS OF ROYAL MAIL'S SERVICE

*Base: All respondents (from Q1 2013) (n = 2397 UK, 402 Scotland)

Figure 6.10

Monthly spend on sending postal items

Monthly spend (% of respondents)



Source: Ofcom Business Postal Tracker, Q3 2012-Q2 2013

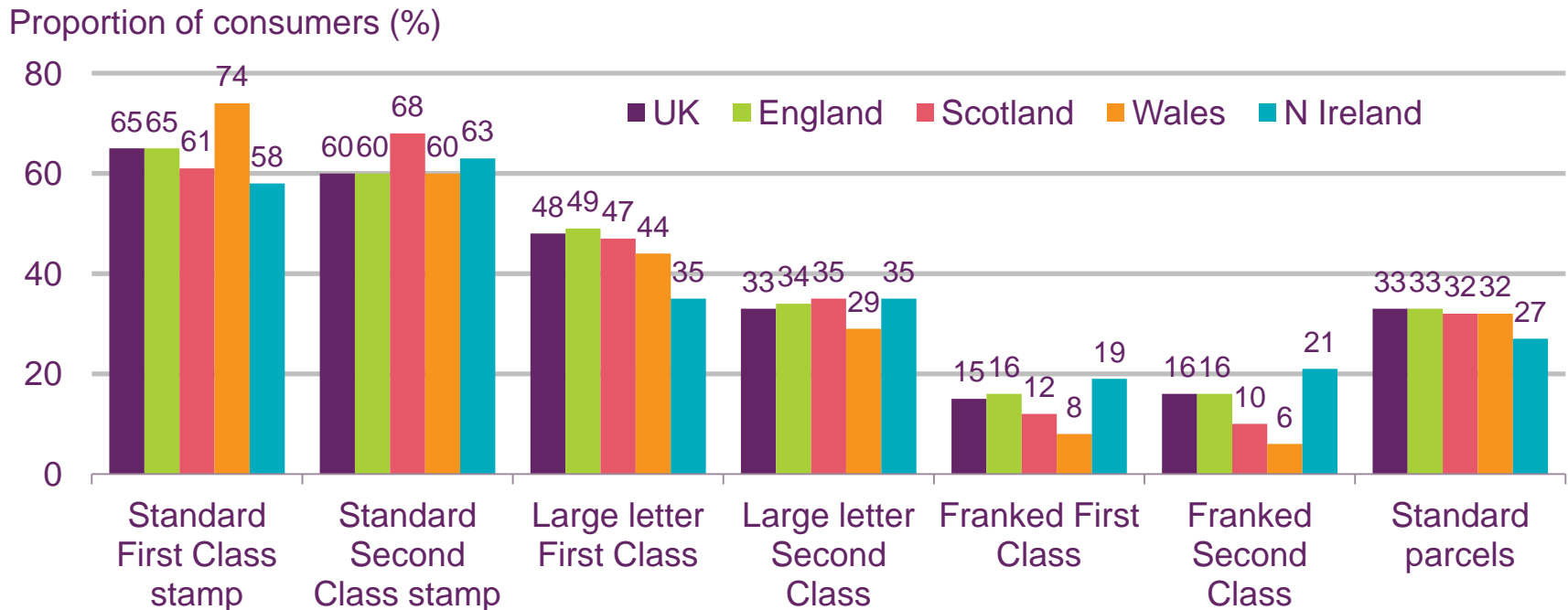
Base : All respondents (n = 1604 UK, 1023 England, 214 Scotland, 193 Wales, 174 N Ireland)

QV1. On average, how much money does your organisation spend per month on sending mail items?

Please think about all the letters, packets and parcels you may send as an organisation.

Figure 6.11

Royal Mail services used to send letters



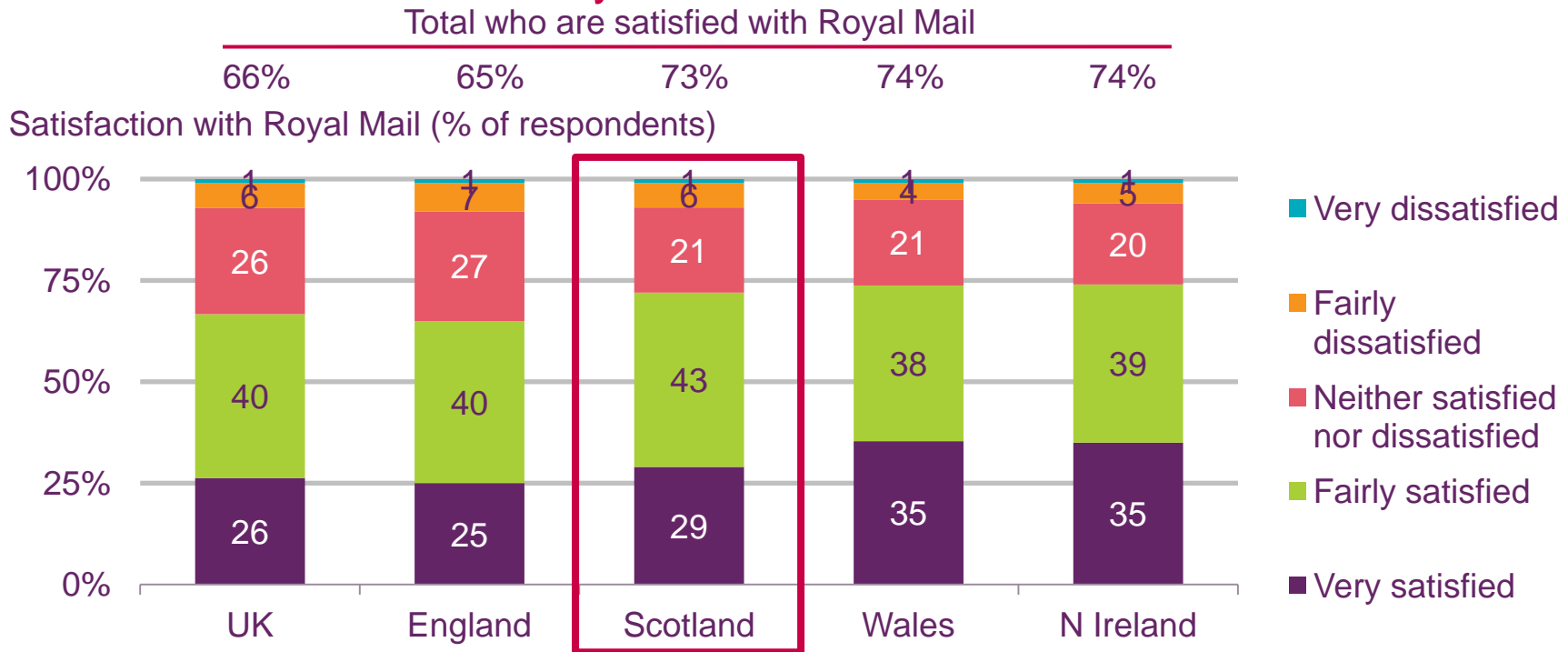
Source: Ofcom Business Postal Tracker, Q3 2012-Q2 2013

Base : All respondents using RM standard delivery services (n = 1460 UK, 934 England, 197 Scotland, 168 Wales, 161 N Ireland)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Figure 6.12

Overall satisfaction with Royal Mail



Source: Ofcom Business Postal Tracker, Q3 2012-Q2 2013

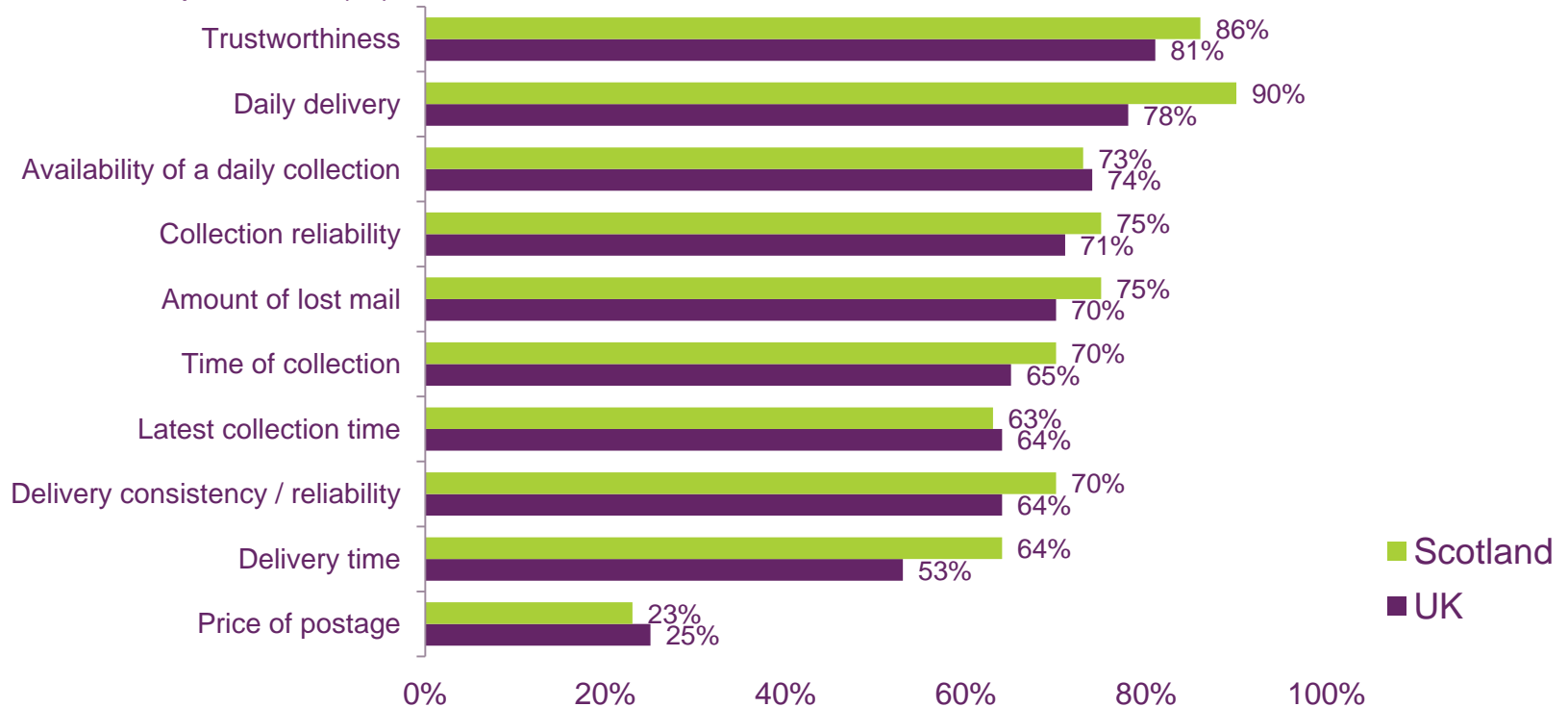
Base: All respondents who use Royal Mail (n = 1566 UK, 988 England, 209 Scotland, 188 Wales, 171 Northern Ireland)

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

Proportion of respondents (%)



Source: Ofcom Business Postal Tracker, Q3 2012-Q2 2013

Base: All respondents who use Royal Mail (n = 1566 UK, 988 England, 209 Scotland, 188 Wales, 171 Northern Ireland)

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?